



# YOUTH EMPLOYMENT & TRAINING PROGRAMS

## Youth Host/Worksite Supervisor Handbook

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# YOUTH EMPLOYMENT & TRAINING PROGRAMS

## YOUTH HOST/WORKSITE SUPERVISOR HANDBOOK

### TABLE OF CONTENTS

WELCOME LETTER .....	3
YOUTH EMPLOYMENT & TRAINING PROGRAMS.....	4
ROLE OF HOST/WORKSITE SUPERVISOR .....	5
STATEMENT OF WORK .....	6
MASSHIRE MVWB/CITY OF LAWRENCE TERMS, CONDITIONS, & ASSURANCES.....	7
HOST/WORKSITE RESPONSIBILITY FOR SUPPLEMENTAL SCREENINGS .....	10
YOUTH PARTICIPANTS RULES AND GUIDELINES.....	10
STIPENDS/PAYROLL AND TIMESHEETS .....	13
THE MASSACHUSETTS WORK-BASED LEARNING PLAN.....	15
CHILD LABOR LAWS IN MASSACHUSETTS.....	19
ACCIDENT REPORTING PROCEDURE.....	21
GRIEVANCE/COMPLAINT POLICY .....	28



Dear Host/Worksite and Site Supervisors,

On behalf of Lawrence Mayor Brian De Peña and the MassHire Merrimack Valley Workforce Board, thank you for your participation in YouthWorks and our Youth Employment & Training Programs. Throughout this handbook, these will collectively be referred to as Youth Employment & Training Programs, and the guidelines apply to all programs unless otherwise noted.

As a host/worksite supervisor, you play an important role in guiding and supporting youth participants from our region. For clarity, partners who provide Service & Project-Based Learning Experiences, including internships, are referred to as “Hosts,” while those offering Work Experience opportunities are referred to as “Worksites.”

By participating, you are providing young people with valuable opportunities to build employability skills while earning stipends and/or wages. For many, this may be their first job or work-based learning experience. Your mentorship and leadership will be instrumental in helping them develop the skills, confidence, and experience needed to become active and contributing members of their communities.

Our Youth Employment & Training Programs serve individuals ages 14 to 25 through Service & Project-Based and Work-Based Learning opportunities. Our goal is to support youth in developing career goals and gaining the skills necessary for both current and future employment.

This handbook serves as a general guide to help you understand the program. It outlines expectations, terms and conditions, policies, procedures, and relevant Massachusetts Child Labor Laws. Our program teams are available to support you and address any questions or concerns throughout your participation.

Thank you again for your partnership and for providing meaningful work experiences for our youth. We truly appreciate your support and look forward to working together to create a positive and successful experience for all involved.

Sincerely

*Frank*

Frank Bonet  
MMVWB Executive Director

# YOUTH EMPLOYMENT & TRAINING PROGRAMS

## YOUTH EMPLOYMENT & TRAINING PROGRAMS

Our Youth Employment & Training Programs may be either State or privately funded. They provide work experience or service project-based learning to income eligible youth who reside in the Merrimack Valley region and who are between the ages of 14 and 25. Via these activities, we introduce youth to the workplace, teach valuable employment skills, and provide youth with an income. Youth Employment & Training Programs often provide up to six weeks of Service & Project-Based Learning opportunities and entry-level work experiences in a variety of jobs at community-based organizations, government agencies and private sector businesses. Employment assignments vary but are generally entry level positions that expose youth to workforce responsibilities, workplace ethics, and pathways to future careers and employment. Every attempt is made to place participants in employment assignments that both fit their career interest and that are close to their homes. As an alternative, youth may be placed into Service & Project-Based Learning experiences to build employability skills. Please note, operators of Service & Project-Based Learning programs are referred to throughout this handbook as “hosts”.

YouthWorks participants must participate in 10 hours of work-readiness workshops every cycle. We use the structured Signal Success curriculum developed by the Commonwealth Corporation. This curriculum is designed to be delivered via the Learning Management System (LMS) online modules and in person.

Signal Success focuses on Strategies for Life and Work. Upon successful completion, most participants will be able to act professionally, be dependable, take initiative, and keep themselves safe at work. Youth learn to identify and showcase their strengths to potential employers and co-workers. Their long-term aspirations, immediate next steps, and strategies for overcoming challenges become clearer. They gain focus on skills like collaboration, communication, dependability, and initiative.

The Massachusetts Work Based Learning Plan (WBLP) will be used as a tool to set and measure the attainment of youth work readiness goals. Our region utilizes the WBLP for 100% of our youth enrollees. Financial literacy will teach youth positive personal financial habits to help youth maximize their chances of a secure financial future.

Youth will be assigned to a MassHire MVWB Youth Services Specialist who will help them identify work and career interests and goals. We attempt to provide youth with work experience opportunities that match their career goals. During work experience, youth are trained and mentored by their host/ worksite and MassHire MVWB Youth Services Specialists. Youth are taught the basic work readiness skills needed for successful employment. On-going job coaching and site visits by the Youth Services Specialists will be provided to foster youth success.

The City of Lawrence and the MassHire Merrimack Valley Workforce Board (MassHire MVWB) are responsible for the overall planning and administration of Merrimack Valley State and Federally funded Youth Employment

& Training Programs. We ensure that programs function within the guidelines and policy directives issued by Commonwealth Corporation, Massachusetts Department of Elementary and Secondary Education, Workforce Innovation and Opportunity Act, and in compliance to applicable Federal, State and Local Laws.

## YOUTH EMPLOYMENT & TRAINING PROGRAMS OBJECTIVES:

1. To provide work experiences to low-income or at-risk Merrimack Valley youth.
2. To ensure that participants build employability skills through work readiness training, the employment or Service & Project-Based Learning experience, and job coaching.
3. To promote career development by providing opportunities for career awareness. All participants will be encouraged to attain a high school diploma or HiSet and pursue post-secondary credentials.

## GENERAL INFORMATION

- ▣ Every effort will be made to place program participants in a Host/Worksite that match the duties and responsibilities described in the Worksite Application/Agreement.
- ▣ Participants will be assigned to approved and designated Host/Worksites. Youth will be exposed to tasks commensurate to their age at safe worksites where they are well employed.

*Please note, participants will only be paid for the actual hours that they work.*

## ROLE OF THE HOST/WORKSITE SUPERVISOR

*Work is to be meaningful. It is important that you help youth understand the meaning and usefulness of the tasks they will perform. Host/Worksites should be willing to put the participants in an environment that develops work maturity skills. This will help youth develop a positive attitude towards work.*

Host/Worksite Supervisors are regular employees and directly supervise youth participants while on the program or on the job. While youth participants have received a full orientation that explains program/job expectations, participants will have a better chance to succeed in their positions if Host/Worksite supervisors explain what is expected of the participant. Supervisors should take time to orient youth to various features of their work experience participation such as:

- ▣ Hours of work
- ▣ Organization's rules (as they apply to the participant)
- ▣ Time and length of breaks
- ▣ Name and telephone number of person(s) to notify when the participant will be late or absent
- ▣ Safety procedures and person(s) to whom accidents are to be reported
- ▣ A clear explanation of exactly what responsibilities will be expected of the participant
- ▣ Participants' hours reporting and tracking system

For many youths, the work experience you provide in this program will be the first chance they have to test their abilities and discover something about their vocational preferences. Youth may have unrealistic ideas about work and often need guidance. You, as the supervisor, will enhance the future of these youth by exposing them to the “Real World”. Your leadership, teaching skills, mentorship abilities and knowledge of work will benefit youth.

## STATEMENT OF WORK

### SUPERVISORY RESPONSIBILITIES

*The Host/Worksite Supervisor will be responsible for the day-to-day on-site supervision of youth enrolled in any of the Youth Employment & Training Programs provided by the City of Lawrence and the MassHire MVWB.*

#### **The Host/Worksite Supervisor will have the following responsibilities:**

1. Ensure that no program-enrolled youth is put to work until all program eligibility and payroll paperwork is completed.
2. Ensure that youth perform the duties described in the host/worksite application/agreement.
3. Ensure that the Service & Project-Based Learning or Work Activities are sufficient to keep youth busy.
4. If the program day goes beyond 6 hours, ensure that the youth receive a 30-minute unpaid break.
5. Provide orientation and/or training necessary for youth participants to perform their job duties/assigned tasks.
6. Ensure compliance with governing state laws and policies including, but not limited to, child labor laws.
7. Ensure that work activities are in compliance with the Fair Labor Standards Act, and that the building(s), surroundings, and work conditions at the location(s) where youth are assigned are in compliance with all applicable Federal, State, and local laws, codes and standards of health and safety. Regarding youth safety, be advised that Ladder usage is restricted to youth 16 years old and older; Power equipment usage is restricted to youth 18 years old and older.
8. Provide information on any safety regulations that apply to the program or host/worksite. Report any participant injury immediately or as soon as possible. Any injury must be reported within twenty-four (24) hours [contact Lynda Buote at the MassHire MVWB by calling (978) 551-7286 or email her at [Lbuote@MassHiremvwb.org](mailto:Lbuote@MassHiremvwb.org). **See attached City of Lawrence Accident Reporting Procedure – Section IIA.**
9. Provide supervision while youth are present.
10. Account for and record youth participant’s time and attendance, which will be collected each week via email. Ensure that the hours reported reflect the actual hours of participation.

11. Ensure that no portion of this program in any way discriminates against any person on the grounds of race, color, national origin, religion, gender, age, sexual orientation, gender identity, disabilities, family status, or political affiliation or belief.
12. Ensure that no youth participant is involved in any sectarian or political activities.

## **WORK READINESS RESPONSIBILITIES**

Our Youth Employment & Training Programs teach work readiness skills to youth. The Host/Worksite Supervisor, through supervision and observation, will document each participant's skill attainment in the work readiness areas outlined on the time sheet and in Massachusetts Work-based Learning Plan.

Work competencies that youth may develop as a result of their employment include the following:

1. Personal Skills: Teamwork, effective communication, teaching others, and exercising leadership
2. Work Maturity Skills: Working independently, punctuality, dressing professionally, and taking the initiative to learn new skills
3. Work-Related Skills: Use of work-related equipment, use of computers/internet, office procedures, supervision of children, customer service, and/or safety

## **MASSHIRE MVWB/CITY OF LAWRENCE TERMS, CONDITIONS, & ASSURANCES**

### **Approved Host/Worksites must certify the following:**

1. A participant to staff ratio no greater than 1 to 10 in non-group Youth Host/Employment sites. If it is a group project, then the staff/youth ratio is no greater than 1 to 15; the 1 to 15 ratio only applies to group projects.
2. The work experience of the participants will not impair existing contracts for services or collective bargaining agreements nor replace the work of employees who have experienced layoffs.
3. The Host/Worksite will be flexible in working with youth who have issues that may have been perceived as barriers to employment.
4. There is proper Host/Worksite supervision in cooperation with our Host/Worksite supervisors and program staff.
5. Our Youth Employment & Training Programs intend to increase the work-readiness skills of participants without impacting on the profit margin of a for-profit company. Please inform us if a youth is troublesome or disruptive.
6. Youth jobs must meet Massachusetts minimum wage requirements. Stipend's payments will be determined based upon youth program funding.
7. Youth jobs created adhere to all Child Labor Laws.
8. Work activities will be sufficient to keep all participants busy.

9. Work will be conducted indoors during inclement weather.
10. Appropriate tools will be supplied for participants to effectively carry out tasks.
11. Youth host/worksites injuries will be reported within 24 hours. **See attached City of Lawrence, MassHire MVWB Accident reporting procedure – Section IIA.**
12. Participants' time and attendance will be accounted for, recorded, and provided weekly.
13. Timesheets and the hours reported correlate to be the actual hours of participation.
14. Work activities are in compliance with the Fair Labor Standards Act and that the building(s), surroundings, and work conditions at the location(s) where the participants are to be assigned are in compliance with all applicable Federal, State, and Local laws, codes, and standards of health and safety.
15. Our team will be informed in a timely manner of any issues with participants. **See attached contact sheet – Page Section IV Team Directory.**
16. Youth will work between the hours of 8:00 am to 4:30 pm, unless a subsequent written agreement is in place for different hours.
17. All direct youth supervisors will receive an orientation as to their duties and responsibilities.
18. No person has been or will be displaced or face a reduction of non-overtime hours, wages, or benefits due to the work of Youth Employment & Training Programs participants.
19. **Compliance with Laws:** As the Host/Worksite, I agree to comply with all Federal, State and Local laws as they apply to youth workers. I understand that youth are not allowed to work over agreed hours per week unless otherwise authorized by the MassHire MVWB. I also understand that a 1 to 10 youth to supervisor ratio must be maintained at worksites to ensure youth safety.
20. **Applicable Law, Choice of Forum:** This agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts, without giving effect to choice of forum of courts within the Commonwealth of Massachusetts. The parties each agree that they are subject to the personal jurisdiction of the state and federal courts within the Commonwealth of Massachusetts, and each waives the right to challenge the personal jurisdiction of those courts over it.
21. **Notice:** All notices to be given with respect to this Agreement shall be in writing. Each notice shall be sent by email or registered or certified mail, postage prepaid and return receipt requested, to the party to be notified at the addresses set forth herein or at such other address as either party may from time to time designate in writing.
22. **Entire Agreement:** This Agreement represents the entire agreement between the parties and supersedes any prior or contemporaneous understanding with respect to the subject matter hereunder.
23. **Modification:** All modifications to this Agreement shall be in writing and signed by both parties.
24. **Waiver:** Waiver of any provision hereunder shall not operate as a waiver of future compliance with the waived provision. These provisions, as well as other provisions of this Agreement remain in full force and effect.
25. **Assignment:** This agreement may not be assigned by any party without the prior written consent of the other party.

- 26. Severability:** If one or more of the provisions of this Agreement are held to be unenforceable under applicable law, portions of such provisions, or such provisions in their entirety, to the extent necessary, shall be severed from this Agreement, and the balance of this Agreement shall be enforceable in accordance with its terms.
- 27. Survival:** All representations and warranties of each of the parties to this Agreement shall survive the termination of this Agreement and shall remain enforceable between the parties.
- 28. Confidentiality:** The Host/Worksite agrees to maintain the confidentiality of any information regarding the participant(s) or their immediate families obtained through forms, interviews, tests, reports, counselors, or any other source. Such information shall be disclosed only with the written permission of the participant or in accordance with the law.
- 29.** Employees are required to have an active and valid driver's license and worksite insurance policy if and when there is a need to provide transportation to youth participants. The Host/Worksite shall maintain employer's liability, comprehensive general liability (bodily injury), and comprehensive automobile liability (bodily injury and property damage) insurance, with respect to insurance.
- 30.** If the youth resigns or is discharged, please notify Cristy Gómez as soon as possible via email at [cgomez@masshiremvwb.org](mailto:cgomez@masshiremvwb.org) or phone at 978-857-5220.
- 31.** Either party may terminate this Contract, without cause and without penalty, by giving written notice to the other party at least thirty (30) calendar days prior to the effective date of termination as stated in the notice, or such other period as is mutually agreed in advance by the parties.

**MassHire MVWB certifies the following:**

- 1.** We will adhere to all applicable Federal, State, and local Child Labor Laws and the City of Lawrence/MassHire MVWB requirements.
- 2.** We will orient at least one Host/Worksite supervisor of program requirements, stipends/payroll procedures, and other City of Lawrence/MassHire MVWB's policies and procedures prior to the referral of participant(s).
- 3.** We will provide support and counseling to the participant(s) during the program period.
- 4.** We will inform Host/Worksites of procedures to account for participants' time and attendance.
- 5.** We will review stipend/payroll accuracy and will only pay for the actual hours attended/worked. Youth Employment is a subsidized employment program; therefore, no pay will be given for holidays, vacation, sick, and personal time off. Overtime work is not allowed.
- 6.** We will provide Workmen's Compensation Insurance to the participant(s) as City of Lawrence employees.
- 7.** Our program team will monitor and support the progress of participant(s).
- 8.** We will provide Host/Worksite supervisor with concise instructions for completing and implementing the Massachusetts Work Based Learning Plan.

## **General Provisions:**

- a) We may modify, replace, or terminate this agreement in writing for any reason we deem sufficient.
- b) If the Host/Worksite is negligent in fulfilling the responsibilities agreed to in this document, the site:
  - i. May not be allowed to participate in this program in the future, and
  - ii. Will be financially responsible for costs deemed illegal by auditors or monitors.
- c) We may recommend termination or transfer of a participant or may terminate a participant upon consultation with the Host/Worksite representative.
- d) The City of Lawrence and contracting entities shall not be liable for stolen or damaged property.

## **HOST/WORKSITE RESPONSIBILITY FOR SUPPLEMENTAL SCREENINGS**

If a Host/Worksite requires Criminal Offender Record Information (CORI), Sex Offender Registry Information (SORI), health related (such as a COVID-19 test, TB PPD test), drug or any other sort of supplemental screening for youth to attend/work at their organization as part of the Youth Employment & Training Programs, the Host/Worksite is responsible for arranging for the screenings, covering screening expenses and receiving screening results. The City of Lawrence and the MassHire Merrimack Valley Workforce Board (MassHire MVWB) are not responsible for the mentioned screenings/assessments/tests, nor receive their results. Consequently, hosts/worksites must assume those responsibilities, if necessary, at their job sites.

## **YOUTH PARTICIPANTS RULES AND GUIDELINES**

The following rules and guidelines apply to all youth participants. The Host/Worksite may have additional rules and guidelines that participants will be expected to follow. Be sure to discuss any site-specific rules and guidelines with your assigned participant during the interview or first day on the job.

**Worksite Application and Agreement-** This document outlines worksite and our responsibilities. It also provides detailed information regarding the youth's job duties, work hours and length of youth placement. Please sign a copy and return it to us.

**MA Child Labor Laws-** A poster on youth employment laws must be posted at each Host/Worksite.

**Work Permits-** Massachusetts State Law requires that all youth under the age of eighteen (18) must have a work permit before starting work. Youth ages 14-17 are required to attain a work permit from their local school district offices prior to beginning work. In general youth under the age of 18 have certain restrictions on their job responsibilities.

**Appropriate Attire-** As Host/Worksite Supervisor, it will be important for you to inform your assigned participant of the proper dress code for his/her worksite placement. In general, participants will be expected to be clean, well-groomed, and aware of the importance of their appearance. *If your assigned participant's attire is inappropriate and not in compliance with the dress code, you must address it with the youth and contact MassHire*

MVWB youth team. If youth is asked to leave, he/she will not be paid for the time youth is not in attendance/working.

**Work Ethic-** Participants are expected to be working while they are on the job. When they have finished the work, they were assigned to do, they should be assigned another task. They should avoid socializing during work time, including using inappropriate language, having loud conversations, or engaging in gossip with their coworkers. Having them sit around doing nothing or socializing may have a negative influence on their future work habits.

**Use of Office Phones and Office Equipment-** Participants must obtain permission before making any phone calls from their worksite telephones or using office equipment. Phone calls from worksite telephones or cell phones must be limited to emergency use only. Improper use of the phones and office equipment may be grounds for termination.

**Visitors at your Host/Worksite-** Relatives, boyfriends, girlfriends, and friends will not be permitted to visit your participant while he/she is attending/working.

**Personal Belongings-** iPods, iPads, cell phones, or other personal belongings may not be used during working hours. All valuable personal belongings should be left at home. Our Youth Employment & Training Programs are not responsible for any lost or stolen items.

**No Smoking-** Smoking is not permitted while at the Host/Worksite.

**Working with Children-** If your participant is supervising children as a part of their summer work experience, he/she must bring disciplinary issues to their Worksite Supervisor's attention. *Participants are NOT allowed to discipline children.* That is the responsibility of the professional staff at the worksite.

## **PARTICIPANT TRANSFER, SUSPENSION AND/OR TERMINATION**

**Transfer:** The MassHire MVWB youth team will not transfer participants unless one of the following circumstances apply:

- ▣ Health concerns – documentation must be submitted to support the transfer request.
- ▣ Safety Issues – Host/Worksite does not meet safety requirements.
- ▣ Site Closure – Host/Worksite no longer exist.

**Suspension and/or Termination:** Participants will face termination from the program for any of the following reasons (we have a zero-tolerance policy for these offenses listed below):

- ▣ Continuous absenteeism or tardiness – failure to report to work as schedule without prior approval.
- ▣ Disruptive behavior and/or attitude – fighting, physical or verbal assaults, or any act that endangers the well-being of coworkers, and constant use of cellular phones during work hours.
- ▣ Drugs use or abuse – the possession, sale, or use of illegal drugs, alcohol, or cigarettes while on the job or in the training.

- ▣ Falsifying documents – falsifying timesheets, signing another youth worker’s timesheet, or forging supervisor’s signature.
- ▣ Harassment of any type, including – verbal, sexual, or physical, will not be tolerated and could lead to legal action.
- ▣ Inappropriate attire – repeated violation of dress codes.
- ▣ Insubordination – refusal to participate in work activities or refusal to adhere to the program’s or Host/Worksite’s rules and regulations.
- ▣ Misuse/abuse of property – damage of Host/Worksite property.
- ▣ Theft – stealing property from the Host/Worksite, employees, or other youth workers.

If a participant engages in any of the above activities or exhibits the above inappropriate behaviors, the incident will be reported to the MassHire MVWB who may suspend or terminate that participant for failure to follow any of the rules and guidelines contained herein.

The final decision to transfer or terminate a participant from the program will be made by the Youth Services Specialist after having discussed the matter with the participant and his/her Host/Worksite supervisor.

# PAYROLL AND STIPENDS TIMESHEET

## PAYROLL/STIPENDS PROCEDURES

The Host/Worksite supervisor and the participant will keep a daily log of total hours worked/attended on the timesheet provided by the MassHire MVWB Youth Services Specialist. Other time sheets/records may not be used. The Host/Worksite Supervisor will sign the timesheet and email it to [mvyouth@masshiremvwb.org](mailto:mvyouth@masshiremvwb.org) every Friday by 2:00 PM. Each timesheet must be completed according to the payroll/stipend's procedures and schedule.

Host/Worksites must be responsible for tracking youth participant hours.

**Youth ENROLLEES WILL BE PAID BY THE MassHire MVWB/CITY OF LAWRENCE. PARTICIPANTS WILL NOT BE PAID FOR THE FOLLOWING:**

- Holidays
- Overtime
- Day's participant is absent
- Lunch breaks
- Hours that are not contracted (per the worksite agreement)
- More than allowable program total hours per week, unless approved by MassHire MVWB

**Host/Worksite will be responsible for any hours that exceed the approved hours per week.**

## INSTRUCTIONS FOR TIMESHEET

Youth will be required to sign in and sign out the Host/Worksite attendance log. Host/Worksite supervisor will be responsible for completing an Excel timesheet each week which s/he will submit to MassHire MVWB. The Host/Worksites supervisor will submit signed and dated timesheet via email as instructed by Youth Services Specialists.

Host/Worksite supervisor must be responsible for tracking the participants' hours.

Timesheet not received by the deadline will be processed for the next pay-period – **NO EXCEPTIONS!! Weekly timesheets can be EMAILED to the email address stated on the timesheet.**

**If any youth participates in programming for over 6 hours, the timesheet must reflect a lunch break of at least 30 minutes. Please round off hours worked to the closest ¼ hour (15 minutes).**

*Please make certain that you record youth time correctly and sign. For example, if youth worked/attended from 8:00 am until 2:00 pm on Monday, you would enter six (6) hours worked for that day. Massachusetts law requires workers to be given a thirty (30) minutes unpaid break after six (6) hours of work.*

**The following skills must be rated and reviewed with the youth at the end of each week in order to monitor youth development:**

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**Attendance & Punctuality-** Participants will be expected to show up to work/program in a timely manner every day and prepared for work/program. Participants must provide sufficient notice if unable to report to work/program.

- ❖ If a participant is sick and cannot attend work/program, he/she must call their Host/Worksite supervisor as soon as possible. They should call no later than 25 minutes before they are scheduled to report to their Host/Worksites. Participants will not be paid for time that they do not work. Also, repeated absences may prevent them from continuing the program and may be cause for termination. Continual tardiness, absences, or unexcused time off will result in disciplinary action and/or termination from the program.

**Workplace Appearance-** Participants must dress appropriately for position and duties.

- ❖ Participants should understand the importance of their appearance for a particular industry. Appearance alone will not lead to success, but it plays a major contributing role. It will be important for you to inform your assigned participant of the proper dress code for his/her Host/Worksite placement. In general, participants will be expected to be clean, well-groomed, and aware of the importance of their appearance. *If your assigned participant's attire is inappropriate and not in compliance with the dress code, you must address it with youth and contact MassHire MVWB. If youth is asked to leave, he/she will not be paid for the time youth is not in attendance/working.*

**Accepting Directions & Constructive Criticism-** Participants will be expected to accept directions and feedback with positive attitude through appropriate verbal and non-verbal communication skills. Participants must display a willingness to work/attend in a cooperative manner.

- ❖ Participants will be expected to be ready for work/program and have a good attitude at work/program. If youth's attitude interferes with their work/program performance, you must address your concerns with the youth and inform the MassHire MVWB.

**Motivation & Initiative on the Job-** Participants will be expected to participate fully in tasks or projects from initiation to completion. Participants are expected to initiate interaction with supervisors for next task or project upon successful completion of previous one.

**"INITIATIVE IS DOING THE RIGHT THING WITHOUT BEING TOLD."** - Victor Hugo, French writer - Participants will be taught that showing initiative is about going beyond simply "doing a job". Youth will be expected to take more interest in the work, become more adaptable, be able to anticipate what needs to be done and get on with it.

**Understanding Workplace Culture, Policy, & Safety-** Participants must demonstrate understanding of workplace culture and policy. Participants must comply with health and safety rules for the specific workplace. Participants must respect confidentiality and exhibit understanding of workplace ethics.

# THE MASSACHUSETTS WORK-BASED LEARNING PLAN (WBLP)

The Massachusetts Work-Based Learning Plan (WBLP) is a diagnostic, goal setting and assessment tool designed to drive learning and productivity on the job. It was developed by the Massachusetts Department of Elementary and Secondary Education through an interagency collaboration of employers, educators and workforce development professionals.

**Comments:** The Work-Based Learning Plan may be written by the supervisor, the program coordinator or participant. It may be emailed among supervisors, program coordinator and participant in order to facilitate working together and sharing results. When used thoughtfully, this tool provides an excellent opportunity to open up conversations with participants about skills needed, job expectations, and opportunities to learn on the job.

## Massachusetts Work-Based Learning Plan

Participant's Name:	_____	Worksite Supervisor Name:	_____
Participant's Email:	_____	Worksite Supervisor Email:	_____
Participant's ID Number:	_____	School / Program:	_____
Job Title:	_____	Staff / Teacher Name:	_____
Worksite:	_____	Start Date:	_____ End Date: _____

**JOB DESCRIPTION** – Tasks, responsibilities, projects:

### EMPLOYABILITY SKILLS

The employability skills below are essential in every work environment throughout one's career. Please discuss and review these skills at least twice during this work-based learning experience, in a first, baseline review and in a second review near the end of the work-based learning experience. **(Two reviews to capture growth -- Be objective!)**

### KEY

- 1 = Performance Improvement Needed: Needs to have a strategy to improve this skill
- 2 = Developing: Developing this skill; learning to address challenges related to this skill; aware of next steps needed to develop this skill
- 3 = Competent: Demonstrates this skill; aware of the importance of this skill
- 4 = Proficient: Consistently demonstrates this skill; shows initiative to learn about, enhance or apply this skill
- 5 = Advanced: Exceeds expectations; works with high level of independence, acts as a role model, or shows initiative to apply and extend this skill

SKILL	PERFORMANCE EXPECTATIONS	REVIEWS		COMMENTS
		Use 1-5 Scale (See Key Above)		
<b>Attendance and Punctuality</b>	<ul style="list-style-type: none"> <li>• Arrives on time and prepared for work</li> <li>• Provides sufficient notice if unable to report for work</li> </ul>	Rev #1		
		Rev #2		
<b>Motivation and Initiative</b>	<ul style="list-style-type: none"> <li>• Participates fully in tasks or projects from start to finish</li> <li>• Initiates interaction with supervisor for next task or project upon successful completion of previous one</li> </ul>	Rev #1		
		Rev #2		

<b>Communication</b>	<ul style="list-style-type: none"> <li>Communicates effectively, orally and in writing, using the language and vocabulary appropriate to a variety of audiences within the workplace including coworkers, supervisors and customers</li> <li>Demonstrates active listening skills; focuses attentively, makes eye contact or other affirming gestures, confirms understanding and follows directions</li> </ul>	Rev #1		
		Rev #2		
<b>Teamwork and Collaboration</b>	<ul style="list-style-type: none"> <li>Works productively with co-workers, individually and in teams; support organization's mission and goals</li> <li>Accepts direction and constructive feedback with positive attitude</li> </ul>	Rev #1		
		Rev #2		
<b>Critical Thinking and Problem Solving</b>	<ul style="list-style-type: none"> <li>Notifies and identifies challenges and problems that arise in the workplace</li> <li>Brings concerns to attention of supervisors when appropriate</li> <li>Develops solutions to challenges and problems by analyzing available information and looking at options, guided by expectations for the position and goals of the organization</li> </ul>	Rev #1		
		Rev #2		
<b>Workplace Policy, Culture and Safety</b>	<ul style="list-style-type: none"> <li>Exhibits understanding of workplace culture and policy</li> <li>Dresses appropriately for position and duties</li> <li>Practices personal hygiene appropriate for position and duties</li> <li>Follows professional standards for use of computers, phones and social media</li> <li>Respects confidentiality</li> <li>Complies with health and safety rules for the workplace</li> </ul>	Rev #1		
		Rev #2		

**WORKPLACE & CAREER SPECIFIC SKILLS**

Select three to five skills that will be a focus for this work-based learning experience. Choose from the following lists or identify other skills relevant to the specific workplace or career goals. Skill definitions are available in the resource guide and the online screens. See <http://massconnecting.org/wbip>

**Career / Engagement Skills**

- Active Learning
- Collecting and Organizing Information
- Creativity
- Customer Service
- Leadership
- Project Management
- Public Speaking / Presentations
- Teaching/Instructing
- Time Management
- Understanding All Aspects of the Industry

**Digital Literacy Skills**

- Computer Technology
- Database Use
- Graphic Design
- Media Literacy
- Office Suite Software
- Photo Editing
- Software Development
- Spreadsheet Use
- Web Development
- [Or industry specific technology]

**Applied Academic Skills**

- Applied Mathematics
  - Reading
  - Research and Analysis
  - Writing
- STEM-Related Skills**
- Engineering Concepts
  - Environmental Literacy
  - Health Literacy
  - Research and Analysis
  - Science Lab Concepts

**Technical / Career-Specific Skills**

- Applied Arts and Design
- Blueprint Reading
- Child Development
- Cooking / Culinary Arts
- Early Childhood Math/Reading Literacy
- Equipment Operation
- Landscaping
- Maintenance / Repair / Painting
- Medical Office Skills
- [Or other skills applicable to the work experience]

SKILL	SKILL DEFINITION	REVIEWS		COMMENTS
		USE 1-5 SCALE (See Key Above)		
		Rev #1		Notes, goals, reflections for Review 1 and Review 2
		Rev #2		
		Rev #1		
		Rev #2		

		Rev #1		
		Rev #2		
		Rev #1		
		Rev #2		
		Rev #1		
		Rev #2		

**COMMENTS & SIGNATURES**

<p><b>REVIEW #1:</b></p>        <p>Participant Signature: _____</p> <p>Supervisor Signature: _____</p> <p>Staff Signature: _____</p> <p>Date: _____</p>	<p><b>REVIEW #2:</b></p>        <p>Participant Signature: _____</p> <p>Supervisor Signature: _____</p> <p>Staff Signature: _____</p> <p>Date: _____</p>
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WBLP Version 3.0 Massachusetts Department of Elementary and Secondary Education Office of College, Career and Technical Education  
 Find the online and mobile versions of the WBLP and more resources at <http://massconnecting.org/wblp>

**HEADING**

- Completed by program staff.
- Contains names of participant, supervisor, program staff and other basic information.

**JOB DESCRIPTION**

- Written by program staff and/or employer, in collaboration.
- Brief description.
- It is important for providing participant with an overview of the job and insight into the workplace.
- Use the job description to reinforce information that might also be shared in an orientation or in formal or informal on-the-job training.
- Share brief information about history, goals, customers and other interesting background information about the organization and about the work.

## EMPLOYABILITY SKILLS

- Already written.
- Should be discussed with the participant in a group or one-on-one orientation by program staff or employer.
- This orientation can provide specific tips related to the workplace, such as what to wear, attendance policy, or safety information.
- The list of employability skills provides a guide for orienting students to the workplace and for defining expectations.
- Review these employability skills in a formal orientation session or in one-on-one orientation.
- Identify specific expectations of your workplace, including expected clothing, attendance expectations, safety guidelines and more.
- Provide both oral and written guidelines where applicable.

## WORKPLACE & CAREER SPECIFIC SKILLS, REVIEWS, AND COMMENTS

- Section Along with the job description, these may be written by program staff and/or employer, in collaboration.
- This section is key to helping the participant make the most of the work experience as an opportunity to learn.

### 2

#### Section 2: Specific Workplace and Career Skills

**Instructions:** Choose the specific Workplace and Career Skills that you will focus on during this workplace experience, concentrating on skill areas that relate to the individual's job description, the company's goals, the individual's academic or career goals or other relevant skills. Select from the list or add additional skills. For each of the skill areas you select, please briefly describe related job tasks and performance goals.

- Reading
- Computer Technology
- Time Management
- Collecting and Organizing Information
- OR IDENTIFY YOUR OWN SPECIFIC WORKPLACE SKILLS
- Writing
- Equipment Operation
- Interacting with Customers or Clients
- Teaching and Instructing
- Project Management
- Mathematics and Numeric Analysis
- Research and Analysis
- Occupation-Specific Skills

<i>Specific Workplace and Career Skills</i>	<i>Tasks and Performance Goals</i>
Skill #1:	
Skill #2:	
Skill #3:	
Skill #4:	

- Identify skills that are specific to this workplace or career area. The list of skills to be included is flexible. You may list up to seven skills or may focus on just one or two skills.
- The list can include specific task-oriented skills (weeding, park maintenance, food preparation, filing medical records, etc.);
  - broad skills (project management, collecting and organizing information, using math, reading, technology...); and
  - career awareness skills (career development, understanding all aspects of the industry, reading about the industry...)
- Wherever possible, mention the goals of the work, the customer served, or other information that gives the “context” of the work.
- Like the job descriptions, the descriptions of the skills and tasks is strongest when they include information about “who, what, where and why.”
- Conduct two performance reviews – one early in the work experience and one near the end of the work experience.
- Completed by supervisor in collaboration with the program staff.
- Provide the first review early in the workplace experience to provide feedback on these skills and set goals.
- Provide the second review near the end of the experience.
- Use the Work-Based Learning Plan as a tool to open up conversations early in the work experience in order to avoid problems.

## SUMMARY OF MASSACHUSETTS LAWS REGULATING MINORS’ WORK HOURS- CHILD LABOR LAWS IN MASSACHUSETTS\*

**PERSONS UNDER 14 MAY NOT WORK. THERE ARE A FEW EXCEPTIONS TO THIS SUCH AS WORKING AS NEWS CARRIERS, ON FARMS, AND IN ENTERTAINMENT (WITH SPECIAL PERMIT).**

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### ***Persons under 16 may NOT:***

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Operate, clean or repair power-driven machinery (except office machines or machines in retail, cleanup, or kitchen work not otherwise prohibited)</li> <li>• Cook (except on electric or gas grills that do not have open flames)</li> <li>• Operate fryolators, rotisseries, NEICO broilers, or pressure cookers</li> <li>• Operate, clean or repair power-driven food slicers, grinders, choppers, processors, cutters, and mixers</li> <li>• Perform any baking activities</li> <li>• Operate microwave ovens (except to heat food in microwave ovens with a maximum capacity of 140 degrees Fahrenheit)</li> <li>• Clean kitchen surfaces that are hotter than 100 degrees</li> </ul> | <p>Fahrenheit</p> <ul style="list-style-type: none"> <li>• Filter, transport, or dispose of cooking oil or grease hotter than 100 degrees Fahrenheit</li> <li>• Work in freezers or meat coolers</li> <li>• Work in a manufacturing facility or occupation (e.g., in a factory, as an assembler)</li> <li>• Work on or use ladders, scaffolds or their substitutes</li> <li>• Work in garages, except dispensing gas and oil</li> <li>• Work in brick or lumber yards</li> <li>• Work in amusement places (e.g., pool or billiard room, or bowling alley)</li> <li>• Work in barber shops</li> </ul> |
|--|--|
-

- Work in door-to-door street sales, including work as a sign waiver (except directly outside employer establishment)
- Work in construction, transportation, communications, or public utilities (except doing clerical work away from heavy machinery off the job-site)
- Work in warehouses (except doing clerical work)
- Load or unload trucks, railroad cars, or conveyors
- Work doing laundry in a commercial laundry or dry-cleaning establishment
- Work as a public messenger

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***Persons under 18 may NOT:***

- Drive a vehicle or forklift (except golf carts sometimes)
- Ride as a passenger on a forklift
- Operate, clean or repair power-driven meat slicers, grinders, or choppers
- Operate, clean, or repair power-driven bakery machines (except for certain countertop models and pizza dough rollers)
- Work 30 feet or more above ground or water
- Handle, serve, or sell alcoholic beverages
- Use circular, chain, or band saws; guillotine shears; woodchippers; and abrasive cutting discs
- Use power-driven woodworking machines
- Use hoisting machines
- Operate paper balers, paper box compactors, or other power-driven paper products machines
- Use power-driven metal-forming, punching, or shearing machines
- Use buffing or polishing equipment
- Manufacture brick, tile, or kindred products
- Manufacture or store explosives
- Work in excavation, wrecking, demolition, or shipbreaking
- Work in logging, sawmilling, or mining
- Work slaughtering, packing, or processing meat
- Work in railway operations
- Work in roofing or on or about a roof
- Work in foundries or around blast furnaces
- Work manufacturing phosphorus or phosphorus matches
- Work where they are exposed to radioactive substances
- Work as a firefighter or engineer on a boat
- Oil or clean hazardous machinery in motion

- Work at processing operations (e.g., in meat, fish, or poultry catching, cooping, cracking nuts, bulk or mass mailing)
  - Work around boilers or in engine rooms
  - Do industrial homework
  - Work with dangerous electrical machinery or appliances
- ☐ Work in any of the occupations or tasks prohibited for persons under age 18***
- Engage in work that is determined by the Massachusetts Attorney General to be dangerous to the health and well-being of minors
- 
- Work in any job requiring the possession or use of a firearm

**Task not specifically permitted by the US DOL Secretary of Labor are Prohibited.**

Persons under 14 may not work! There are a few exceptions to this such as babysitting, working as newspaper carriers, on farms, and in entertainment (with a special permit).

\* This is a compilation of the state and federal child labor laws. The most protective laws are presented here and apply to all employers of teens including parents who may employ their children. There are additional regulations in this area not summarized here and some exceptions for employers in agricultural industries.

**LEGAL WORK HOURS FOR TEENS IN MASSACHUSETTS**

**Note: After 8:00 p.m., all minors must have direct and immediate supervision of an adult supervisor who is located in the workplace and is reasonably accessible to the minor, unless the minor works a kiosk, cart or stand in the common area of an enclosed shopping mall that has security from 8:00 p.m. until the mall is closed to the public.**

**14- & 15-Year Olds Work Hours**

**Work Hours**

*DURING THE SCHOOL YEAR:*

Only between 7 am & 7 pm

*NOT DURING SCHOOL HOURS*

Only between 7 a.m. and 9 p.m.

***During the summer (July 1 - Labor Day):***

**Maximum Hours**

*WHEN SCHOOL IS IN SESSION:*

18 hours per week

3 hours per day on school days

8 hours per day on weekends and

holidays

6 days per week

*WHEN SCHOOL IS NOT IN*

*SESSION: 40 hours per week*

8 hours per day

6 days per week

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**16- & 17-Year Olds**

**Work Hours**

*All YEAR ROUND:*

Only between 6 a.m. & 10 p.m. (on nights preceding a regularly scheduled school day)

If the establishment stops serving customers at 10 p.m., the minor may be employed until 10:15 p.m.

Only between 6 a.m. & 11:30 p.m. (on nights *not* preceding a regularly scheduled school day) except in restaurants and racetracks until midnight

**Maximum Hours**

*All YEAR ROUND:*

48 hours per week

9 hours per day

6 days per week

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**WORK PERMITS**

All teens under 18 must obtain a work permit from the school district where they live or go to school. For more information, visit the website of the Division of Occupational Safety at: [www.mass.gov/dos/youth](http://www.mass.gov/dos/youth).

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**SUPERVISION**

After 8 pm, all minors must be directly supervised by an adult who is located in the workplace and who is reasonably accessible (with the exception of minors who work at kiosks in the common areas of some malls).

## Resources for More Information

**For questions about wages or state child labor laws:**

Massachusetts Office of the Attorney General  
Fair Labor Division  
[www.mass.gov/ago/youthemployment](http://www.mass.gov/ago/youthemployment)  
(617) 727-3465

**For questions about wages or federal child labor laws:**

U.S. Department of Labor, Wage, and Hour Division  
[www.dol.gov/esa/whd](http://www.dol.gov/esa/whd)  
(617) 624-6700

**For questions about workers' compensation:**

Massachusetts Department of Industrial Accidents  
[www.mass.gov/dia](http://www.mass.gov/dia)  
(800) 323-3249 x470

**For questions about health and safety:**

- **U.S. Department of Labor Occupational Safety & Health Administration**  
[www.osha.gov](http://www.osha.gov)  
Andover Office - (978) 837-4460  
Braintree Office - (617) 565-6924  
Springfield Office - (413) 785-0123
- **Massachusetts Department of Public Health Occupational Health Surveillance Program  
Teens at Work Injury Surveillance and Prevention Project**  
[www.mass.gov/dph/teensatwork](http://www.mass.gov/dph/teensatwork)  
(617) 624-5632

**MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD  
DEPARTMENT OF TRAINING AND DEVELOPMENT  
CITY OF LAWRENCE  
ACCIDENT REPORTING PROCEDURE**

**The following is the Accident Reporting Procedure as it applies to all  
MassHire MVWB/City of Lawrence Employees**

1. Employee must notify supervisor immediately.
2. Employee must complete FutureComp Accident Reporting Form immediately following the accident (unless totally incapacitated).
3. Supervisor will investigate accident and ensure that the employee takes the appropriate action indicated in this procedure.
4. Supervisor must contact the Human Resources Department at (978) 551-7286 or email [lbuote@masshiremvwb.org](mailto:lbuote@masshiremvwb.org) immediately or as soon as possible. An email of anyone that witnesses the incident/injury must be reported to the Human Resources Department.
5. Employees/Supervisors or a representative must notify Lynda Buote, Office Manager or Cristy Gomez, Youth Programs Manager in case of a serious accident when forms cannot be completed immediately. The Office Manager will fax a copy of the accident report including medical release and any other documentation immediately to FutureComp and a copy to the City of Lawrence Personnel Department.
6. In case of traumatic injury call 911 and report to Lawrence General Hospital Emergency Room or the Holy Family Hospital Emergency Room.
7. Non-traumatic injuries need to be evaluated immediately at ExpressMED at 159 North Broadway, Salem, NH 03079 Tel # 603-898-0961 before close of business the day of the incident.
8. Reports from ExpressMED or hospital emergency rooms should be submitted within 48 hours to the Human Resources Department.
9. Any invoices/bills the injured employee may receive for medical services rendered due to the work-related injury should be sent to Lynda Buote, Office Manager, at the address listed below.
10. Please be advised that emergency medical treatment does not include Physical Therapists, Occupational Therapists, Chiropractors, or other Rehabilitation Therapists. Any injured employee seeking medical treatment other than emergency treatment must first be cleared for treatment through the City of Lawrence Utilization Review Agent. Code of Massachusetts Regulations mandates that medical treatment for work related injuries is subject to Utilization review. All reports of injury must be sent directly to the Human Resources Department to document, log and forward to our agent for Utilization Review.
11. The Office Manager will send a report of injury needing any medical attention beyond first aid for a Utilization Review. Our UR agent is FutureComp at 1-855-874-0123. No report, no work-related injury. FutureComp will advise the Agency of the payment amount of medical claim under Massachusetts Worker's Compensation rates.
12. Failure to follow proper procedures, specifically the timely filing of first reports of injury, may result in the denial of a claim.

If you have any questions or need assistance regarding this procedure, please do not hesitate to contact:

Lynda Buote, Office Manager  
978-551-7286

FAX: 978-794-1901

Or

Cristy Gomez, Youth Programs Manager  
978-722-7001

FAX: 978-725-4761

Attachments: FutureComp Accident Reporting Form  
FutureComp Consent for Release of Medical Information  
ExpressMed Form

# FutureComp®

## ACCIDENT REPORTING FORM

PLEASE PRINT OR TYPE:

EMPLOYEE	1. Employee Name (Last, First, MI)		2. Home Telephone ( ) -		3. Social Security Number*	
	4. Home Address (No. & Street, City, State Zip Code)		5. Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married		6. No. of Dependents	
	7. Date of Hire (MM/DD/YY): / /		8. Date of Birth (MM/DD/YY):		9. Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	
	11. Piece or Hourly Worker <input type="checkbox"/> Piece <input type="checkbox"/> Hourly		12. Hours Worked Per Day		13. Days Worked Per Week	
14. Avg. 52-Week: \$ <input type="checkbox"/> Estimated or <input type="checkbox"/> Actuarial						

EMPLOYER	15. Employer Name		16. Employer Self-Insured <input type="checkbox"/> Yes <input type="checkbox"/> No		17. Federal Tax ID	
	18. Employer Address (No. & Street, City, State Zip Code)		19. Employer Telephone ( ) -		20. Industry Code	
	21. Insurance Carrier: Name and Address of Branch Responsible for This Case (Not Local Agent or Adjuster)					
	22. Workers' Compensation Policy Number			23. OSHA Case File Number (if applicable)		

INJURY	24. Date of Injury (MM/DD/YY): / /		25. Time of Injury : <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.		26. Source of Injury (e.g., Machine, Tool, Substance, etc.)	
	27. Address Where Injury Occurred (if different from #18 above)		28. On Employer's Premises: <input type="checkbox"/> Yes <input type="checkbox"/> No		29. Employer Location Code	
	30. Regular Occupation		31. Regular Occupation When Injured? <input type="checkbox"/> Yes <input type="checkbox"/> No			
	32. To Whom Was Injury Reported:		33. Date Reported (MM/DD/YY):			
INFORMATION	34. Nature of Injury(ies) (Burn, Fracture, Cut, etc.)					
	35. Injured Body Part(s) Description (Arm, Leg, Back, etc.)					
	36. Physician Name and Address					
	37. Hospital Name and Address					
38. Describe How Injury Occurred (e.g. Struck by..... Fell from..... Exposed to.....)						
39. If Employee Has Returned to Work, Date of Return (MM/DD/YY): / /			40. Returned to Regular Occupation? <input type="checkbox"/> Yes <input type="checkbox"/> No			

41. Preparer's Name (Please Print or Type)		42. Preparer's Title	
43. Preparer's Signature		44. Date Prepared (MM/DD/YY): / /	

## FutureComp Consent For Release of Medical Information

Claim Number:

Insured:

Injured Worker:

Date of Injury:

Date of Birth:

Social Security Number:

I authorize the release of medical information and facts regarding this injury, including reports and records, results, or diagnosis, treatment and prognosis, estimates of disability, and recommendations for further treatment relating to this injury. This information is to be used for purpose of evaluating and handling my claim for injury as result of an accident on or about date of injury as identified above on this form.

This will also authorize FutureComp Medical Case Manager if assigned to me to have access to all medical records and Utilization Review Records. The Case Manager may discuss pertinent information with professionals involved in my case to share information as appropriate and necessary for coordination of health care services and coordination with employer for return to work. I understand authorization for Case Management purposes is voluntary and not required.

I am willing that a photocopy of this authorization be accepted with the same authority as the original.



Signature of Injured Worker or Authorized Representative



Date



Manchester / 603.625.2622 • Salem / 603.898.0961 • [www.expressmednh.com](http://www.expressmednh.com)

Employer:

Employee/Applicant Name:

Appt. Date:  Appt. Time:

### Drug Testing

(please choose 1 from each of the 4 Sections)

1. Type of Testing

- Drug Test ONLY
- Breath Alcohol Test ONLY
- Drug AND Breath Alcohol Test

2. Kind of Test

- Non-Federal
- Federal
  - FMCSA
  - FAA
  - FRA
  - FTA
  - PHMSA
  - USCG

3. Reason for Test

- Random
- Pre-Employment
- Post-Accident/Incident
- Reasonable Suspicion/Cause
- Other

4. Drug Panel to be Performed

- Breath Alcohol Test
- Urine Drug Collection
- 5 Panel – Rapid
- 10 Panel – Rapid
- 11 Panel – Rapid
- Other

### Injury Treatment

- Treatment for work related Injury
- Referred for treatment for non-work related injury/illness (self-pay or Group Health insurance)

### Examinations & Testing

- Pre-Employment/Post-Offer Physical
- Annual Physical
- DOT Physical
  - New Certification
  - Recertification
- Respirator Clearance Exam
- Respirator Fit Testing
- Audiogram
- Lift Test
- Work Skills Assessment at Physical Therapy
- Vision Testing
- Fit for Duty/Return to Work (Clearance after non-work related injury/illness)
- Other

### Vaccinations

- Hepatitis A
- Hepatitis B
- MMR
- Varicella
- PPD (TB Test)
  - One Step
  - Two Step
  - TB Consult/X Ray
- Flu (seasonal)
- Other

Requested by:

Phone:



# SALEM

159 N. Broadway • Salem, NH 03079



## Directions:

**Traveling from the North:** Take Exit 2 off Rte. 93 South. At end of ramp, take a left at the light. Travel straight through 3 traffic lights. At the 4th light, turn left onto Rte 28 north/N. Broadway. ExpressMED/BOAC--Salem is .5 miles on left and located between TD Bank North and Sullivan Tire (directly across the street from The Chocolate Moose). The building is yellow with brick and the Clinic entrance and parking is around the back of building.

**Traveling from the South:** Take exit 2 off Rte. 93 North. At end of ramp, take a right at the light. Travel straight through 2 traffic lights. At the 3rd light, turn left onto Rte 28 North/N. Broadway. ExpressMED/BOAC-- Salem is .5 miles on left and between TD Bank North and Sullivan Tire (directly across the street from The Chocolate Moose). The building is yellow with brick and the Clinic entrance and parking is around the back of building.

**Traveling from the East (downtown Haverhill):** Travel West on 97 to the juncture of Rte. 28 & No. Broadway. Take a right onto Rte. 28 north/N. Broadway. ExpressMED/BOAC-- Salem is .5 miles on left and between TD Bank North and Sullivan Tire (directly across the street from The Chocolate Moose). The building is yellow with brick and the Clinic entrance and parking is around the back of building.

**Traveling from Pelham or from the West:** Travel north on Rte. 38 towards the Rockingham Mall in Salem. As the mall is on your right, stay straight through the set of lights. Pass through one more set of lights and stay straight on 38 north. At the next light (you will be facing the Tuscan Market and Restaurant) take a right onto Rte 97. At next light, take a left onto Rte. 28 north. ExpressMED/BOAC--Salem is .5 miles on left and between TD Bank North and Sullivan Tire (directly across the street from The Chocolate Moose). The building is yellow with brick and the Clinic entrance and parking is around the back of building.

# FORMAL GRIEVANCE AND COMPLAINT POLICY

<b>MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD</b>	Section:	Agency Policies & Procedures
	Eff Date: 7/1/17	Revision Date: 10.1.25
	Page 1 of 5	

The MassHire Merrimack Valley Workforce Board (MMVWB) sets or reasserts the following:

## FORMAL GRIEVANCE / COMPLAINT POLICY

### Who May File:

#### Equal Opportunity Is the Law

Any person who believes they or any specific class of individuals has been or is being subjected to discrimination on the basis of race, color, religion, sex (including sexual harassment, gender identity, pregnancy and gender based wage discrimination), national original, age, disability (physical or mental including failure to accommodate), genetic information, sexual orientation, familial status, citizenship, military service/veteran's status, or retaliation for prior EEO protected activity, political affiliation or belief, and for beneficiaries only, citizenship, in admission or access to opportunities or treatment in, or employment in the administration of or in connection with, any Workforce Innovation and Opportunity Act funded program or activity. On all complaints that include discrimination, and all complaints alleging disability discrimination, the following procedure shall be used:

### Complaints and Time Frames:

- A customer may file a complaint related to services provided under the Wagner-Peyser Act within two years of the alleged violation or within one year after the case was deemed closed.
- A customer may file a complaint related to services provided under Title I of the Workforce Innovation and Opportunity Act (WIOA) within one year of the alleged violation.
- Complaints alleging discrimination must be filed within 180 days of the alleged violation. The 180-day filing deadline is extended to 300 days if the charge also is covered by a state or local anti-discrimination law. For ADEA charges, only state laws extend the filing limit to 300 days.
- All complaints must be filed in written form:
  - Submission of a written letter signed by the complainant or authorized representative
  - Through an email account this will be deemed an electronic signature.
  - Submission of the Complaint/Apparent Violation Form ETA 8429.
- Complainants are provided with the Unified Complaint System and Appeals Process Guide, Complaint/Apparent Violation Form ETA 8429 and form instructions.

A written complaint must include the complainant's full name, phone number, address and the date of filing. Written complaints must also provide a clear statement of the facts and alleged violation, relevant dates, and other information to assist the investigation and resolution of the complaint. MMVWB staff will assist complainants in completing all associated forms as needed.

**Procedure to File:**

**Type of Complaint:**

Violation of the Wagner-Peyser Act, rules, regulations, grants or other agreements made under the Act by the Commonwealth.

Violation of the Title I of the Workforce Innovation and Opportunity Act, rules, regulations, grants, or other agreements made under the Act by the Commonwealth.

**Where To File the Complaint/Grievance:**

Complaints against the MassHire Merrimack Valley Workforce Board, subrecipient, or contractor:

**Primary Contact:**

**Local Complaint Officer**

Lynda Buote\*  
Grievance Officer  
MassHire Merrimack Valley Workforce Board  
One Union Street, Suite 202  
Lawrence, MA 01840  
978-551-7286  
Email: lbuote@MassHireMVWB.org

**Back-Up Contact**

Corina Ossers\*  
Deputy Director  
MassHire Merrimack Valley Workforce Board  
One Union Street, Suite 202  
Lawrence, MA 01840  
978-701-8176  
Email: cossers@MassHireMVWB.org

\* Names Subject to Change

**When to file the complaint:**

For violations of the Wagner-Peyser Act, rules regulations, grants or other agreements made under the Act by the Commonwealth: Within two (2) years of the alleged occurrence or within one year after the case was deemed closed.

For violations of the Title I the Workforce Innovation and Opportunity Act, rules, regulations, grants or other agreements made under the Act by the Commonwealth: Within one year of the alleged violation.

**Resolution of the complaint:**

The Complaint Officer reviews the complaint to establish jurisdiction and must immediately direct any complaint outside of their jurisdiction to the MDCS Complaint Officer.

In the informal resolution process, the Complaint Officer has 5 business days from the date of the written complaint to resolve the complaint.

In the formal resolution process, the resolution timeline is as follows:

- Wagner Peyser Title III – Resolution within 15 business days. If additional information is required, within 20 business days.
- WIOA Title I – Resolution within 30 business days. If additional information is required, within 60 business days.
- Migrant Seasonal Farm Worker (MSFW) – Resolution within 5 business days. If additional information is required, within 40 business days.
- Discrimination – Resolution within 90 business days.

A complainant's failure to respond within the timeframe for additional documentation requested may result in dismissal or closure of the complaint.

**Appeals and Hearings:**

If the MMVWB does not resolve the complaint to the satisfaction of the complainant or within the timeframes above, the complainant may request a hearing at the Local and/or State level for resolution or further action.

**Local Hearings:**

If a complainant requests or the local Complaint Officer deems that a formal hearing is necessary, the local Complaint Officer will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of the following elements of the hearing process:

- The date, time, and location of the hearing.
- That the Local Complaint/Hearings Officer will rule on the introduction of evidence\* and afford the parties the opportunity to present, examine, and cross-examine witnesses.  
\*For clarity it must be noted that an administrative hearing is not the same as a Court of Law. Technical rules of evidence do not apply. It is up to the Local Complaint/Hearings Officer to follow principles and procedures that are designed to ensure credible evidence that can be tested through cross-examination.
- That a copy of the case record and related documents will be made available to all interested parties before the hearing, upon request.

In conjunction with the hearing process the Hearing Official:

- May decide to make a determination based on the information included in the case file or investigate further prior to the formal hearing.
- May permit (at their discretion) the participation of interested parties with respect to specific legal or factual issues relevant to the complaint/appeal.
- May choose to conduct the hearing at a single location convenient to all parties or, if that would represent a hardship for one or more parties, the Hearing Official may elect to conduct the hearing by a telephone conference call.
- Must ensure that hearings are recorded or transcribed. All records are to be preserved and/or made available upon completion of the hearing to the complainant or interested parties.
- Must conduct the hearing and issue a written determination to the complainant, the respondent, and any other participating interested parties within 20 days from the date the hearing was requested.

If complainant disagrees with the local MMVWB determination, the complainant may bi-pass the local hearings process and may appeal the local determination to the State Level (State Complaint Officer) within 20 business days of the receipt of the determination.

**Where To File the Appeal of Local Determination:**

To State Complaint Officer:

**State Complaint Officer**  
MDCS Complaint Officer  
100 Cambridge Street, 5<sup>th</sup> Floor  
Boston, MA 02114  
Email: [dscsunifiedcomplaint@mass.gov](mailto:dscsunifiedcomplaint@mass.gov)

All information and complaints alleging criminal fraud, waste, abuse and other criminal activity under WIOA must be reported immediately to **both** the Employment and Training Administration (ETA) and to the Department of Labor's Office of Inspector General (OIG) hotline via websites below:

1. Employment and Training Administration (ETA) – [ETAIncidentReporting@dol.gov](mailto:ETAIncidentReporting@dol.gov)
2. Office of Inspector General (OIG) – [www.oig.dol.gov/hotline.htm](http://www.oig.dol.gov/hotline.htm)