For Educators, Employers, Students

Legal Guide to Labor Laws and Safety

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WORK-BASED LEARNING PROGRAMS

Work-based learning - what is it?

A work-based learning program focuses on providing students with experiences at a worksite based on career and educational plans that connect the work-place to school-based learning.

Keys to a successful work-based learning program:

- Registered with State Education Department
- Certified work-based learning coordinator to operate the program

Why is this important?

- Different work-based learning programs are available to all students ages 14+
- Program must follow the Federal and New York State labor laws to protect the students (most students involved are minors—under the age of 18)



Students at their work-based learning work sites.

EVERYBODY WINS WITH WORK-BASED LEARNING!!

School District

- In compliance with NYS Education Department regulations
- Community awareness and prestige
- Improved district graduation rate
- Improved district academic achievement scores

Employers

- In compliance with federal and state laws for employing minors
- Students may train in more occupations and work longer daily hours
- Students prepared for the training position
- Employers provided with necessary legal documents before training starts

Students

- Credit granted for work-based learning experience
- Pre-employment instruction is provided prior to training
- Student is workforce ready upon successful completion of the program
- Students is knowledgeable about their rights
- Work-based learning experience is a "door opener to college or further employment

Parents

- Coordinator provides safe and legal environment for child to train
- Child may achieve a national certification
- Many career options open for the child
- Child's maturation process increased

Coordinator

- Knowledgeable about careers, employment skills, forms, placement techniques, safety training, state and federal labor laws, prohibitive occupations, and students evaluations.
- Personal liability protection.
- Appropriate time to recruit, instruct, place and supervise students

Ask Yourself the Following Questions:

- What are the criteria for a NYS approved program?
- 2. Who needs an employment certificate/permit?
- 3. What types of employment certificates/permits are available?
- 4. Where does a student go to obtain an employment certificate/permit?
- 5. What paperwork needs to be completed to obtain an employment certificate/ permit?

CRITERIA FOR NYS STATE APPROVED WORK-BASED LEARNING PROGRAM

- The Board of Education has acted on the inclusion of cooperative career and technical education experience as a program offering.
- 2. Students will be employed under State and Federal Labor Laws and Regulations.
- A written training agreement is in effect between cooperating businesses and the education agency.
- 4. A training plan is used for each participating student.
- 5. Health and safety instruction, appropriate for the job, is provided before employment and arranged to continue on the job.
- 6. In-school related occupational instruction (as well as required academic instruction) is provided for all participating students.
- All student participants are meeting or have met academic requirements for graduation from high school.
- Credit will be awarded in relation to competencies being satisfactorily achieved on the basis of 150
 hours being equal to one-half unit of credit; 300 hours, one unit of credit; a maximum of 600 hours
 for two units of credit.
- 9a. The program is conducted by a teacher/coordinator certified in a single occupational subject area.
- 9b. The program is conducted by a diversified coordinator certified for more than one occupational subject area.

EMPLOYMENT CERTIFICATES

Employment Certificates and Permits:

- Required for minors under 18 before they may begin to work
- Included in this group are high school graduates, minors who work for their parents, and minors who do industrial homework (manufacturing)

Types of Certificates:

- A Student Non-Factory Employment Certificate (AT-18, blue paper) Issued to 14 and 15 year olds, work in any trade, business or service—NOT work in a factory or use dangerous materials/chemicals
- A Student General Employment Certificate (AT-19, green paper) Issued to 16 or 17 year olds, must be attending school, work in a factory or any other trade, business or service, NOT valid for hazardous jobs
- A Full-Time Employment Certificate (AT-20. salmon paper) Issued to 16 or 17 year olds not attending school, work in factory or any trade, business or service, CANNOT work in hazardous jobs

Permits:

- Farm Work Permits
- Newspaper Carrier Permits
- Street Trade Permits
- Child Model Permits

Who keeps the certificates?

The Employer must keep the following certificates as long as the minor is employed:

- Student Non-Factory
- Student General
- Full-Time Employment

Employment certificates/permits can be obtained from:

- The school the minor attends
- The Superintendent of schools in that area.

The paperwork required includes:

- 1. Written permission from a parent to work
- 2. Proof of age
- 3. Certificate of physical fitness

**Please Note: There are exceptions to the Employment Certificate requirements. For more information visit the New York State Department of Labor at:

http://www.labor.state.ny.us/workerprotection/laborstandards/workprot/certperm.shtm

Ask Yourself the Following Questions:

- What hours is a student allowed to work while school is in session?
- 2. What hours is a student allowed to work while school is not in session?
- 3. What is the difference in the hours a student is allowed to work if the student is enrolled in a state approved workbased learning program?
- 4. Under what circumstances would a parent permission or consent form need to be completed?
- 5. What is the difference between Workers Compensation and Disability Insurance?

NYS HOURS AND DAYS OF EMPLOYMENT

Permitted working hours provisions of the New York State Labor Laws

Relating to minors age 16 to 17

When School is in Session

Industry/Occupation:

 All occupations except farm work, newspaper carrier and street trades

Maximum Daily Hours:

- 4 hours on days preceding school days (Monday through Thursday)
- 8 hours on Friday, Saturday, Sunday and Holidays

Other Maximums:

- 28 hours per week
- 6 days per week

Permitted Hours:

- 6 a.m. to 10 p.m.
- Students may work until midnight with:
 - Parental and Educational Authority consent on a day preceding a school day
 - Parental consent on a day preceding a nonschool day

PARENT PERMISSION FORM

may be obtained at: http://www.labor.state.ny.us/ formsdocs/wp/LS650.pdf

In conjunction with a Work-Based Learning Program:

Maximum Daily Hours:

- <u>6 hours</u> on days preceding school days (Monday through Thursday)
- Applies <u>only if enrolled</u> in an approved Cooperative Education Program.

When School is Not in Session

Industry/Occupation:

 All occupations except farm work, newspaper carrier and street trades

Maximum Daily Hours:

• 8 hours

Other Maximums:

- 48 hours per week
- 6 days per week

Permitted Hours:

• 6 a.m. to midnight



Know what the hours of employment are for minors.

For more information on New York State permitted working hours for minors, please visit the New York State Department of Labor at: http://www.labor.state.ny.us/workerprotection/laborstandards/workprot/minors.shtm

WORKER'S COMPENSATION AND DISABILITY INSURANCE

Worker's Compensation:

- Provides cash benefits and medical care for workers who become disabled because of an injury or sickness related to their job.
- · Medical expenses covered
- · Paid for by the employer

Disability Insurance:

- Temporary cash benefits to eligible wage earners disabled by injury or sickness that is not work-related.
- Medical expenses not covered
- Paid only while disabled and unable to work
- Paid by the employee.
- Note: Minors cannot collect NYS Disability. Deductions should not be made until the age of 18.



Know how you are protected from injury or illness, on or off the job.

ILLEGAL EMPLOYMENT - YOU GIVE UP ALL YOUR EMPLOYMENT RIGHTS!

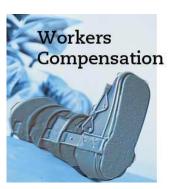
Your Gain?

- More pay.
- · Less paper work.
- · Less hassle.

IS IT REALLY WORTH GIVING UP ALL YOUR EMPLOYMENT RIGHTS FOR A LITTLE EXTRA MONEY?

Your Loss!

- No worker's compensation.
- No overtime.
- No recommendations for future employment or loans
- No FICA/retirement.
- Avoiding the IRS.



You will not receive workers compensation if you are an illegal employee!

SELF CHECK

Ask Yourself the Following Questions:

- 1. Will you receive
 Worker's Compensation
 if you are an illegal
 employee?
- 2. Can your boss write you
 a letter of
 recommendation for a
 future job if you are an
 illegal employee?
- 3. What is New York

 State's current minimum

 wage rate per hour?
- 4. Who can you contact with further questions or concerns about minimum wage?

Working under the table is not only bad for the economy, IT IS ILLEGAL!!!!

MINIMUM WAGE LAW - EFFECTIVE 1/1/07 THE NEW YORK STATE MINIMUM WAGE IS \$7.15 PER HOUR.

Overtime

For most occupations employees must be paid overtime after 40 hours of work in one week at 1 1/2 times their hourly rate of pay.

Tips

A specified allowance may be credited toward the minimum wage for tips earned.

Meals and Lodging

A specific credit may be granted toward the minimum wage for meals and/or lodging provided by the employer.

Federal Law

Any increase in the federal minimum wage above New York State's rate will result in an increase in the State's minimum wage.

Federal Minimum Wage:

\$5.85 per hour effective 07/24/07)

For additional information or to file a complaint:

Department of Labor Division of Labor Standards The Gov. W. Averell Farriman State Office Building Campus Albany, NY 12240 (518) 457-2730





Students are not allowed to be employed at certain hazardous occupations

SELF CHECK

Ask Yourself the Following Questions:

- How old must a
 person be to work in a
 hazardous occupation?
- 2. Is our work experience program certified with New York State?
- 3. Are there exceptions to these rules for our work experience students?

Since our work
experience
programs are state
certified, there are
exceptions to
these rules for our
students!!!

LABOR LAWS AND CTE PROGRAMS - NO ONE UNDER 18 MAY BE EMPLOYED IN OR ASSIST IN THE BELOW HAZARDOUS OCCUPATIONS.

Hazardous Occupations	Impacted in which Cooperative Work Experience students are currently employed
Any occupation at construction work, including wrecking, demolition, roofing, or excavating operation and the painting or exterior cleaning of a building structure and elevated surface	 Carpentry Plumbing Electricity HVAC Welding
Any occupation involved in the operation of circular saws, band saws, and guillotine shears	 Carpentry Plumbing Trade Electric Small Engine Repair Agriculture
Any occupation involved in or about a slaughter and meat-packaging establishment	CulinaryFood Service
Any occupation involved in the operation of power-driven woodworking, metal-forming, metal-punching, metal-shearing, bakery and paper products machines	 Manufacturing Welding HVAC Baking Printing/Graphic Technology Cabinet Making Air Frame Mechanics Motor Cycle Technician
Any occupations involved in the operation of power-driven hoisting apparatus	AutomotiveMarine Service Technician
Any occupation involving exposure to radioactive substances or ionizing radiation, or exposure to silica or other harmful dust	Auto Body repair Health Care
Logging occupations and occupations in the operation of any sawmill, lath mill, shingle mill, or cooperage-stock mill	Agriculture Carpentry
Operating or using any emery, Tripoli, rouge, corundum stone, stone, silicon carbide, or any abrasive, or emery polishing or buffing wheel where articles or the baser metals or iridium are manufactured	 Air Frame Mechanic Manufacturing Auto Body Auto After-Market Accessory Installation Welding

A "STUDENT LEARNER" - MEANS AN INDIVIDUAL WHO IS TRAINING WHILE LEGALLY EMPLOYED IN AN OCCUPATION UNDER THE SUPERVISION AND GUIDANCE OF THE WORK EXPERIENCE COORDINATOR AND THE EMPLOYER.

There are 7 out of the 17 hazardous occupations that student learners may be employed in:

- **HO# 5** Power driven wood working machines.
- **HO# 8** Power driven metal-forming, punching, and shearing machines.
- **HO# 10** Meat packing or processing (including the use of power driven meat slicing machines.
- **HO# 12** Power driven paper product machines.
- **HO# 14** Power driven circular saws, band saws, guillotine shears.
- HO# 16 Roofing operation.
- **HO# 17** Excavation operations.



Sandy is working carefully at a construction company.



Memorandum of Agreement

- 1. The student learner shall be given the opportunity to progress through the various phases of work as prescribed by the employer.
- 2. Special safety instruction will be provided to the student trainee by the employer when assigned to work with hazardous equipment or in hazardous areas.
- 3. The employee's designated supervisor shall evaluate the trainee during the school year.
- 4. Organized instruction in safety, occupational and technical theory and other information correlated with the employment training shall be provided by the school. The certified coordinator of this program shall be available for consultation with the employer.
- 5. The student shall begin employment at no less than the prevailing minimum wage and the program will comply with all state, federal, and local labor laws.
- 6. The cooperating employer agrees that the student will be accepted and assigned jobs and otherwise treated without regard to age, color, religion, creed, disability, marital status, national origin, race, gender, or sexual orientation.
- 7. The Cooperative Occupational Education Program at this school is registered with the New York State Education Department, Division of Occupational Education.

SELF CHECK

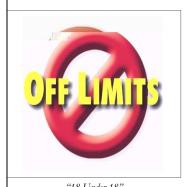
Ask Yourself the Following Questions:

- 1. Who needs to be supervising the student while training, the coordinator or the employer?
- 2. How many of the Hazardous
 Occupations can
 "student learners" be employed in?
- 3. Who needs to agree to the Memorandum or Agreement?

These are the specific work experience arrangements that have been made and will serve as the operating procedure for this work experience program. All students, coordinators, employers and parents must agree to all of these terms.



Bobby works with a local mason company.



"18 Under 18"
18 Occupations are considered hazardous and are "off limits" to minors

Ask Yourself the Following Questions:

- Which laws do you follow, Federal or New York State?
- 2. How old must a person be for the hazardous occupation limitations to apply?
- 3. What are some of the hazardous occupations that minors are not allowed to be employed in?

U.S. DEPARTMENT OF LABOR HAZARDOUS OCCUPATIONS "18 UNDER 18"

HAZARDOUS OCCUPATION LIMITATIONS

The 18 hazardous occupations in which minors under 18 year of age may **NOT** be employed are: (**Please note: HO = Hazardous Occupation)

HO 1	Manufacturing and Storing Explosives
HO 2	Motor Vehicle Driving and Outside Helper
HO 3	Coal Mining
HO 4	Logging and Sawmilling
HO 5	Power-Driven Woodworking Machines
HO 6	Exposure to Radioactive Substances
HO 7	Use of Power-Driven Hoisting Apparatus
HO 8	Power-Driven Metal-Forming, Punching and Shearing Machines
HO 9	Mining, Other than Coal
HO 10	Slaughtering or Meat Packing, Processing, or Rendering
HO 11	Power-Driven Bakery Machines
HO 12	Power-Driven Paper-Product Machines
HO 13	Manufacturing Brick, Tile, and Kindred Products
HO 14	Power-Driven Circular Saws, Band Saws, and Guillotine Shears
HO 15	Wrecking, Demolition, and Ship-Breaking Operations
HO 16	Roofing Operations
HO 17	Excavation Operations
HO 18	Messenger Service

See exemptions on next page.

U.S. DEPARTMENT OF LABOR HAZARDOUS OCCUPATIONS—EXEMPTIONS FOR STUDENTS ENROLLED IN REGISTERED PROGRAMS

Hazardous Occupation Exemption Oualifications/Conditions

Child labor laws allow involvement in some potentially hazardous occupations if the individual is:

- INDIVIDAUL IS AT LEAST 16 YEARS OF AGE
- INDIVIDUAL IS A STUDENT LEARNER OR APPRENTICE
- And <u>ALL</u> of the following conditions are properly met:
 - ✓ Enrolled in a state recognized course, e.g. COOP program or BAT registered apprenticeship program,
 - √ Hazardous portion of work is incidental to training,
 - Hazardous portion of work is intermittent and for short periods of time,
 - ✓ Work is performed under direct and close supervision of qualified person. ,
 - Safety instructions are given by the school and employer,
 - ✓ Individual is employed under a written Training Agreement, and
 - √ A written Training Plan is developed.



Know the Exemptions to Hazardous Occupations

SELF CHECK

Ask Yourself the Following Questions:

- What are the conditions or qualifications that allow student to be involved in a hazardous occupation?
- 2. What are the 7 hazardous occupation orders with exemptions for minors in training?
- 3. What are some typical training positions for student learners within the 7 hazardous occupations with exemptions?

Seven Hazardous Occupation Orders with Exemptions for Minors in Training

Sixteen and seventeen-year-old apprentices and student-learners may be exempt from the following, under the Federal child labor provisions for Non-Agricultural Occupations.

НО#	Exemptions to Prohibited Occupations	Typical Training Positions for Student-Learner	
НО 5	Work using power-driven woodworking machines, including the use of saws on construction sites.	Assembly Position-putting merchandise together using a screwdriver for displays/sales.	
НО 8	Work using power-driven metal forming, punching, and shearing machines. Even without the exemption – HO 8 permits the use of a large group of machine tools used on metal, including lathes, turning machines, milling machines, grinding, boring machines and planning machines.	Service Position-creating keys for customers using a planning function machine (key master machine tool.)	
НО 10	Work involving slaughtering or meatpacking, processing, or rendering including the operation of power-driven meat slicers in retail stores.	Order Filler-selects and prepares products for shipment.	
НО 12	Work using power-driven paper-products machines, including the operation and loading of paper balers in grocery stores.	Office Assistant-using paper cutter to crop paper in half.	
НО 14	Work involving the use of circular saws, band saws and guillotine shears.	Operator/Helper-may operate/help on a circular saw when the saw is equipped with devices for full automatic feeding and ejection and with a fixed guard which prevents the operator/helper placing any parts of his body in the point-of-operation area.	
HO 16	All work in roofing operations.	Ground Worker-may assist in operations that are not done on roofs, such as, gutter work.	
НО 17	All work in excavating operations, including work in a trench as a plumber.	Excavating Manual Worker-manually excavating or backfilling trenches that do not exceed 4 ft. in depth at any point.	

Ask Yourself the Following Questions:

- 1. If the state and federal laws are different, which do is followed?
- 2. For which occupations does a student need to meet exempting qualifications?



State vs. Federal Law
Which has more weight? Whichever is most restrictive.

Which law do we follow, Federal or State? The rule is to follow the more restrictive law.

- ✓ If both the Federal and State law states "NO," then your student is **not** allowed to train in this area.
- ✓ If either the Federal or State law states "NO," you follow the more restrictive law; therefore your student is not allowed to train in this area.
- ✓ If both the Federal or State law states "YES," then your student is allowed to train in this area.

Comparison of State and Federal Child Labor Laws

Similar New York State and Federal Laws For Prohibitive Occupations

Tot Trombitive occupations		apations	
	Law	State	Federal
	1	Work in manufacturing, packing, or storing of explosives, or in the use or delivery of explosives.	In or about plants manufacturing or storing explosives or articles containing explosive components.
	2	As a helper on a motor vehicle	Motor vehicle driver and outside helper.
	4	Logging occupations and occupations in the operation of any saw mill, lath mill, shingle mill, or cooperage-stock mill.	Logging and/or in the operation of any sawmill, lath mill, shingle mill, or cooperage stock mill.
	5 Exemptions Qualifications	Any occupation involved in the operation of power-driven wood-working, metal-forming, metal-punching, metal-shearing, bakery and paper products machines.	Involved in the operation of power-driven woodworking machines.
	6	Any occupation involving exposure to radioactive substances or ionizing radiation, or exposure to silica or other harmful dust.	Involving exposure to radioactive substances and to ionizing radiation.
	7	Any occupation involved in the operation of power-driven hoisting apparatus. The care or operation of a freight or passenger elevator, except that minors over I6 may operate automatic, push-button control elevators	Involved in the operation of elevators and other power-driven hoisting apparatus. (However, minors 16 and 17 years old are permitted to operate and ride on automatic enclosed elevators.)
	8 Exemptions Qualifications	Operating or using any emery, tripoli, rouge, corundum, stone, silicon carbide, or any abrasive, or emery polishing or buffing wheel, where articles of the baser metals or iridium are manufactured,	Involved in the operation of power-driven metal-forming, punching and shearing machines.
	9	Any occupation in or in connection with a mine or quarry.	In connection with mining, other than coal.
	10 Exemptions Qualifications	Any occupation in or about a slaughter and meat-packing establishment, or rendering plant. Adjusting belts to machinery or cleaning, oiling, or wiping machinery.	In or about slaughtering, meatpacking, rendering or involving the operation, setting up, adjusting, cleaning, oiling, wiping, or repairing of a meat slicer.
	13	Any occupation involved in the manufacture of brick, tile, and kindred products.	Involved in the manufacture of rick, tile, and kindred products.
•	14 Exemptions Qualifications	Any occupation involved in the operation of circular saws, band saws, and guillotine shears.	Involving the operation of power-driven circular saws, band saws, and guillotine
	15	Any occupation at construction work, including wrecking, demolition, roofing, or excavating operation and the painting or exterior elegation of a building attracture.	Involving wrecking, demolition, and ship breaking operations.

exterior cleaning of a building structure

from an elevated surface.

GENERAL SAFETY TRAINING

Teens

Be aware that you have the right to work in a safe and healthful environment.

Participate in training programs at work.

Let your supervisor know when you're doing a task for the first time. Ask for guidance in performing the task safely.

If you are under 18, no supervisor should ask you to do certain hazardous jobs, such as:

- Driving a car or riding in the back of an open truck
- Using a power-driven meat slicer or baker machine
- Using a power-driven woodworking machine, circular saw, or band saw
- Roofing or excavation operations



SAFETY ORIENTATION CHECKLIST FOR SUPERVISORS OF TEENAGE WORKERS

OFFICE SAFETY

File cabinets

Electronic cords

Paper shredders

Over-loaded desks or counters

Slippery floors

Portable heaters

RESTAURANT SAFETY

Heating tools/equipment

Greasy or wet floors

Garbage pails

Knives, slicers

Hot oils; fryers

Misplaced chairs

Stairs, doors

HEALTH SAFETY

Diseases

Chemicals

Sharp objects

Wet floors

Misplaced furniture

Lifting and moving

RETAIL SAFETY

Merchandise on floors or in aisles

Knives or cutting tools

Compactors

Freight elevators

Stock/boxes improperly stacked

Wet floors

WAREHOUSE/MECHANICAL SAFETY

Power tools

Forklifts

Head, eye, feet, and ear protection

Refuse collectors, compactors

Truck lifts

Cutting tools

Chemicals



SELF CHECK

Ask Yourself the Following Questions:

- What jobs should a supervisor not ask a person under 18 to do?
- 2. What could a minor do to ensure that they are safe on the job?
- 3. In what areas should a minor be safety trained in the following jobs: office, restaurant, health, retail, and warehouse?

SELF CHECK Ask Yourself the Following Questions:

- 1. What types of protective clothing and equipment should a minor be familiar with and wear on the job?
- 2. Who should be contacted if there is an accident, injury or safety concern?
- 3. What physical demands should be considered on the job?
- 4. In case of an emergency, where are the exits and escape routes, and where are emergency supplies located?

SPECIFIC SAFETY TRAINING

Protective Clothing and Equipment

- If eye protection is required, make sure to use the correct safety glasses, goggles or face shield
- If gloves are needed, make sure they are the right type and size.
- Wear appropriate footwear
- Don't wear loose clothing around machinery
- Wear bright, visible, reflective clothing if working outside in the dark or in traffic areas.
- Protect skin from sun with a hat, long sleeve shirt and long pants. Use sunscreen on exposed skin.
- Know the signs of heat and cold stress and what to do
- Wear hearing protection when exposed to loud noises



Emergency Procedures-

Exit and Escape Plans

- Know the emergency escape plans for fires, floods, chemic al spills, and violence incidents, etc.
- Know the location of emergency exits and how to open them.
- Learn how to use a fire extinguisher for small fires.
- Know the location of emergency eye wash stations and safety showers, if appropriate.
- Know the location of first aid kits.

In Case of Accident, Injury, or Safety Concern

- Know who to notify and what to do.
- Report any injury regardless of how minor.

Physical Demands

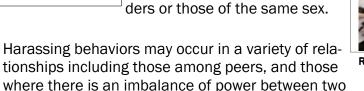
- Do not lift or carry more than a comfortable weight.
- Get help with large, heavy or bulky objects.
- · To pick up objects, bend knees, keep back straight,
- use strength in legs rather than back. Keep objects
- close to the body when lifting.
- Avoid reaching above shoulders for heavy items.

SAFETY ISSUES—SEXUAL HARASSMENT

Definition
Any unwanted behavior of a sexual nature perpetrated upon one individual by another.

individuals.

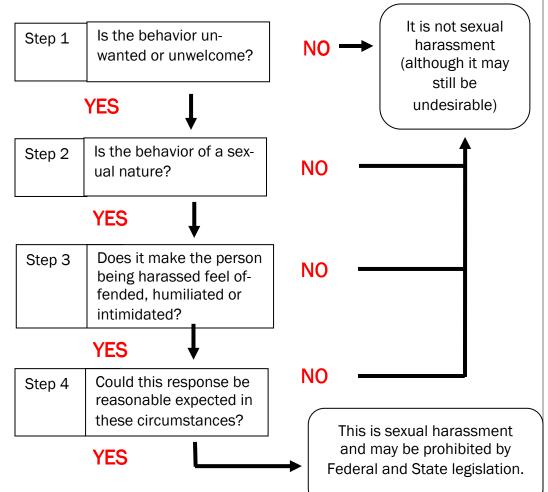
- Sexual harassment may be verbal, visual, written, or physical.
- Sexual harassment can occur between people of different genders or those of the same sex.





Remember, if it makes you feel uncomfortable, it is probably NOT RIGHT!

- The law is primarily concerned with the impact of the behavior, not the intent
- Employers should Report all incidents



SELF CHECK

Ask Yourself the Following Questions:

Are the following examples of sexual harassment?

- 1. Unwanted physical contact
- 2. A hug between friends
- 3. Display of pornography
- 4. Leering
- 5. Mutual flirting
- 6. Sexual name calling

Answers: 1. yes, 2.no, 3. yes, 4.yes, 5. no, 6. yes

Ask Yourself the Following Questions:

True or False:

- Treat the customer just as bad as they treat you.
- 2. Do not give a robber the upper hand, take him out if you can.
- 3. Calling the police will only lead to more paperwork. Do not bother.

Answers: 1. False, 2. False, 3. False

SAFETY ISSUES—VIOLENCE IN THE WORKPLACE

Violence at Work includes:

- Homicide
- Assault
- Verbal Threats
- Harassment
- Robbery
- Bomb Threats
- Irate Customers
- Shop Lifters

Violence at Work occurs when an employee is made to feel:

- Unsafe
- Threatened
- · The target of violent acts

To deal with an angry or irate customer:

- 1. Remain clam. Try to calm the other person.
- 2. Find ways to help the customer "save face."
- 3. Listen carefully. Put yourself in THEIR place so you can solve the problem.
- 4. Ask for help from a supervisor if you can't solve the problem.
- DO NOT LOSE <u>YOUR</u> TEMPER.



If you feel victimized by your Boss or a coworker, speak with your WBL Coordinator IMMEDIATELY

To prevent Robberies:

- 1. Keep alert.
- 2. Greet everyone who enters the store.
- 3. Look directly into their eyes.
- 4. Keep money in the cash register to a minimum
- 5. Keep the store clean and well lit.

In case of Robbery

- 1. Listen carefully and obey the robber.
- 2. DON'T BE A HERO!
- 3. Don't fight or use a weapon.
- 4. Give the robber what he wants.
- 5. Be observant but don't stare.
- 6. Call the police as soon as they leave.

For Shop Lifters and Bomb Threats

- 1. Follow our workplace procedures.
- 2. Maintain order and calm.
- 3. Call the authorities.

NYS DRIVING LAWS

DEFINITIONS:

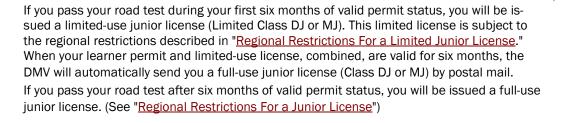
New York State Dept. of Motor Vehicles uses the term "work study" as the title for state approved work based learning program.

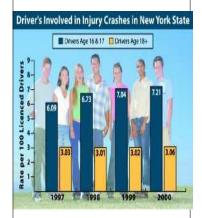
"School Course" means instruction, education or training that is licensed or approved by a state agency or department, or training conducted by the U.S. Armed Forces. The term "school course" does NOT include extracurricular activities, sports or social events for which no scholastic credits are given.

<u>"Employment"</u> means a place of business at which you are paid to work on a regularly scheduled basis. You may NOT drive during work or as part of your work duties, such as for deliveries.

For Junior Drivers With Permits Issued On and After 9/01/03

When you take your road test, you must give the license examiner a completed <u>Certification of 20 Hours of Supervised Driving (MV-262)</u>. This form is available from the DMV Internet Office, by request from a DMV Call Center, and at local motor vehicle offices. With this statement, your parent or guardian certifies that you have completed at least 20 hours of practice driving with an appropriate supervising driver (See "<u>Regional Restrictions For a Junior Permit</u>"). The supervised driving certification is not required if you are age 17 and present a valid Student Certificate of Completion (MV-285) for passing a certified driver education course (See "<u>Driver Education</u>").





REGIONAL RESTRICTIONS FOR A JUNIOR LICENSE			
New York City (5 Boroughs)	Long Island (Nassau & Suffolk)	Upstate (All Other Counties)	
5 AM - 9 PM	5 AM - 9 PM	5 AM - 9 PM	
You must NOT drive.	You may drive alone only directly between your home and employment, a work-study program, a course at a college, university, or registered evening high school, a driver education course, or while engaged in farm employment. You may drive when accompanied by your licensed parent, guardian, person "in loco parentis," driver education teacher, or driving school instructor.	You may drive without being accompanied.	
9 PM - 5 AM	9 PM - 5 AM	9 PM - 5 AM	
You must NOT drive.	You may drive alone only directly between your home and a work-study program, a course at a college, university, or registered evening high school, a driver education course, or while engaged in farm employment.	You may drive alone only when traveling directly between your home and employment or a school course. All other driving must be accompanied by your licensed parent, guardian, or person "in loco parentis."	

For Educators, Employers, Students

STATE EDUCATION CONTACTS

Work Experience Programs
State Education Department
Education Building
Albany, NY 12234

Phone: 518-486-1547

E-mail:



DEPARTMENT OF LABOR CONTACT

Karen A. Coleman Director of Workforce Development & Training NYS Department of Labor Stated Campus, Building 12 Albany, NY 12240

E-mail for questions/comments: onestop@labor.state.ny.us



Turning Dreams into Reality



BE SAFE, NOT SORRY. ONLY USE
A CERTIFIED WORK-BASED
LEARNING COORDINATOR TO
COORDINATE YOUR PROGRAM.

