



CITY OF RANCHO CUCAMONGA

# RC Teen Works

January – July 2021



## Internship Program Application & Information Packet

Grades 11-12

Applications may be e-mailed to [RC.TeenWorks@CityofRC.us](mailto:RC.TeenWorks@CityofRC.us) or dropped off at:  
Central Park, 11200 Base Line Road, Rancho Cucamonga, CA 91701.



Dear Prospective Interns,

Thank you for your interest in the January 2021 RC TeenWorks Internship Program! We know that during this time of COVID-19 there have been many changes. There has been changes in our program as well, but we are hopeful that there will still be some normalcy to our adapted Internship Program.

Our goal is to give you an opportunity to gain knowledge about the workplace experience including but not limited to, professionalism, teamwork and customer service. In addition, we will provide workshops and/or assistance with filling out job applications, interviewing skills, time management, stress management and more. This six-month program will cost \$10 *plus equipment and service fees*.

Interns will have the opportunity to work in various Community Services Department (CSD) divisions and will be assisting in special event planning, marketing and day of support. As programming starts to come back and facilities start to re-open there will be more opportunities in those areas.

It is our hope that you find this experience fulfilling and rewarding. We are committed to teaching CSD's Mission, Vision and Values and hope by the end of the internship, you will have concrete knowledge that you can use to enhance your skills with college and/or job applications, resume building and hands-on job experience. Additionally, if you put your best effort forward and complete the program, you will also have several CSD and City staff that can assist in writing letters of recommendation and could potentially be available as references for future endeavors. The following information packet will provide you with an idea of what the internship consists of, the expectations of staff and the application requirements.

If you are interested in becoming an RC TeenWorks Intern, please read through the job descriptions, expectations, and complete the digital application on Volgistics (access through RCpark.com). The application will not be considered complete unless the digital application and Application Supplemental are turned in.

Thank you for your interest in the RC TeenWorks Internship Program!

Sincerely,  
Crystal Zuniga  
Community Services Coordinator  
RC.TeenWorks@cityofrc.us



## RC TeenWorks Intern Job Description

- Title:** RC TeenWorks Intern
- Reports to:** Community Services Coordinator
- Dates/Times:** Interns are required to work a minimum of 2 times per month (dates/times vary upon intern availability). Interns are also expected to attend ALL pre-planned workshops and/or meetings (these will be pre-scheduled).

**Notes:** Interns are encouraged to participate as a junior staff member. Volunteer opportunities include **leading** RC TeenWorks meetings, monthly community service volunteer opportunities, program planning, etc.

**Job Summary:** Interns are responsible for assisting Community Services Department staff with daily responsibilities including, but not limited to front desk/customer service, special events and program planning.

### Specific Job Responsibilities:

1. Assist with front counter/customer service duties such as, answering phones, making photocopies, customer counts and other duties as assigned.
2. Aid in organizing, logging and managing inventory.
3. Assist in planning, preparation and implementation of community Special Events.
4. Plan and organize teen specific events.
5. Brainstorm and research ideas for RC TeenWorks volunteer opportunities.
6. Assist in the development and implementation of RC TeenWorks programming and special events.
7. Attend Professional Development workshops.
8. Submit a weekly time log; report any pre-planned absences and communicate any unexpected absences in a timely manner.
9. Maintain exceptional communication with co-interns and CSD Coordinator.
10. Attend **all** RC TeenWorks Internship meetings, workshops and special events.
11. Other duties as assigned.

### Qualifications:

1. Be a Junior or Senior in High School (17 years of age or younger).
2. Be available to work a minimum of 2 times per month (excluding any vacation time or preplanned absences).
3. Be a responsible and mature leader.
4. Have reliable transportation to and from various City facilities.
5. Maintain a positive attitude and stay committed to the internship program.



## Internship Expectations

**Professionalism and Code of Conduct:** The internship program is carried out in an atmosphere of professionalism. All interns are given the same respect and consideration as City staff. All interns are required to conduct themselves in a professional manner. Any intern who is misbehaving, acting inappropriately, or representing the City in a negative manner, may be asked to leave for their shift and/or may be subject to dismissal from the program for the remainder of the school year.

**Safety & Well-being:** Interns will be provided with a safe and healthy environment in all job functions. They will always have a mentor accessible to them to provide an open, comfortable, and safe learning atmosphere.

**Commitment to attendance:** Commitment to the program is extremely important. Staff depend on interns to be on time, interns must submit any pre-planned absences to the Coordinator at least one week in advance. If an intern will be unexpectedly absent, it is their responsibility to contact the Coordinator to inform them in a timely manner. Interns are expected to work the hours that they have committed to. Interns must know when they are scheduled and/or what programs they have committed to. If an intern is unable to attend a commitment, they must contact the Coordinator at (909) 774-2323.

**Customer Service:** Please note: interns are an extension of the City of Rancho Cucamonga Community Services Department. The City prides itself on providing top notch customer service. We ask that interns exemplify exceptional customer service by being friendly and helpful. If interns are unsure of an answer or what to do, please ask a staff member who will be happy to help.

**Dress:** Interns are held to the same standards as any other staff member. It is important that interns wear black pants with no fading or holes, close toes shoes, and the intern shirt which will be distributed to interns at their first designated meeting (or white shirt if intern shirt is unavailable). We ask that all interns arrive wearing the RC TeenWorks Intern shirt to every shift. Please be sure that your shirt is clean, wrinkle-free and that you are presentable as you reflect the City of Rancho Cucamonga.

**Logging Hours:** We rely on our interns to track their hours for reporting purposes. It is asked that interns sign-in and out for every shift and meeting. Interns are required to submit a weekly time log to staff.

**Cell Phones:** While on the job, interns must have their cell phone and/or electronic devices put away and out of sight. If an intern needs to make or take a phone call, they should inform a staff member who will cover their duties while the intern places the phone call out of public view.

**Staff Commitment:** RC TeenWorks is appreciative of our interns and is committed to their personal and professional growth. Our main objective is to provide all interns with a meaningful and quality experience. Upon conclusion of the program, interns will have the knowledge, skills, and experience to work in a professional job setting, while giving them constructive coaching along the way. It is our hope to see our RC TeenWorks interns gain a passion and commitment to community service and volunteerism.



## Application Supplemental

The application for the internship program is a three-part process.

**The first step** is logging on to Volgistics and filling out the digital application. Once you have done so, please email [RC.TeenWorks@cityofrc.us](mailto:RC.TeenWorks@cityofrc.us) to inform staff that an application has been submitted.

**Second step** is to fill out the *Assumption of the Risk and Waiver of Liability Relating to Coronavirus/COVID-19* form and Emergency Form.

**For the third step**, applicants will turn in digital PDF, photo or JPEG (Pic Collage, SparkPost, Canva, Word etc) visual representation displaying their ideas in accordance to the prompt given down below. This can be in essay form, vision board, mixed media, painting drawing, etc.... The application will not be considered complete without this section of the application.

**Prompt:** The internship program offers a variety of different experiences and skillsets to the Interns. Use a vision board or poster to display who you are, what you would bring to the internship program, and what you want to learn from the internship program. The goal is to express your creativity, thought process, and goals regarding the internship program. Have fun!

**Upon acceptance to the program, interns will be expected to complete a COVID-19 safety training course that will be conducted online.**



## Emergencies/Illness

- **COVID – 19:** Interns will be visually monitored throughout the day for symptoms related to COVID-19. If an Intern is displaying any COVID-19 related symptoms they will be separated from their group and the parent/guardian will be called for immediate pick up of the Intern. *Reinstatement to the program will require proof of a negative COVID-19 test.*
- **Emergency:** In case of a severe injury or illness, the parent/guardian or persons listed in order on the Emergency Card will be called immediately. If emergency medical treatment is necessary, CSD Staff will call the paramedics (even if a parent/guardian cannot be reached). The Emergency Card authorizes an Intern to be treated by emergency medical personnel. Parents/Guardians will be responsible for all ambulance and medical costs.
- **Contagious Illness, Disease or Condition:** If Intern is ill, we ask that they stay home, please call the Coordinator to notify as early as possible before he scheduled shift. If an Intern contracts a contagious illness or condition (i.e. chickenpox or lice) contact the Coordinator immediately. Parent(s)/Guardian(s) is/are then required to supply CSD Staff with a doctor's note prior to the intern returning to the program. All contagious disease and illness issues are handled confidentially and are addressed on a case-by-case basis. All parent(s)/guardian(s) will be notified if there is a contagious illness, disease, or condition via email and/or phone call with the information provided on the Emergency Card.
- **Non-Emergency:** In a non-emergency situation (i.e. sick intern, minor injuries, etc.) the parent/guardian will be notified. For the safety of all Interns, CSD Staff reserves the right to send a sick Intern home and not permit them to return until accompanied by a medical notice indicating that they may safely participate in the program.



## Preventing the Spread of COVID-19

CSD Staff will follow all guidelines and directives, recommended by the San Bernardino County Department of Public Health, California Department of Public Health and the Centers for Disease Control and Prevention (CDC).

- Conduct temperature screenings
- Implement social/physical distancing strategies
- Clean and disinfect frequently touched surfaces and supplies before being shared
- Maintain adequate ratio of Interns to CSD Staff during workshops or meetings
- CSD Staff and Interns are required to wear face coverings
- Wash hands often with soap and water

## COVID-19 Guidelines

- Prior to arriving to Central Park, CSD Staff, Interns and parents/guardians must perform a self-conducted health screening by taking their temperature to ensure that they do not have a fever of 100.4°F or higher and must not display symptoms related to COVID-19 as outlined by the CDC. If a CSD Staff member has a fever of 100.4°F or higher or exhibits any symptoms of COVID-19, they must not report to the program site and should contact their supervisor.
- Upon arrival, program CSD Staff must receive a health screening, which includes taking their temperature with a no-touch thermometer. CSD Staff displaying symptoms of COVID-19, and/or with a temperature of 100.4°F or higher will be asked to leave the premises and will not be allowed to return until providing a medical release signed by a doctor.
- Interns and/or CSD Staff that develop symptoms related to COVID-19 during programming will be immediately distanced from others in a primary resting/sick station.
- Visible signage will advise Interns that they should: wear a face covering; maintain a minimum of six-foot distance from one another; and not engage in any unnecessary physical contact.
- Sites may be closed for a 24-hour period following a presumed positive and positive COVID-19 case. Site will reopen once determined by City that it is safe to do so.
- Grouping exposure will be reviewed and either the entire group/facility(ies) will be closed based on the contact tracing findings.



**Steps that will be taken if an Intern or CSD Staff tests positive for COVID-19?**

- Identify Intern and/or CSD Staff who may have had close contact with the ill individual for more than 15 minutes or those who may have had unprotected direct contact with body fluids or secretions of the ill individual starting from two days (48 hours) before symptoms appeared. Body fluids or secretions include saliva, sputum, nasal mucus, vomit, urine or diarrhea. These people should home-quarantine for 14 days from the date of the contact. Please note, for confidentiality purposes, the name of the individual who may have COVID will not be shared.
- If an Intern or staff develop symptoms while in quarantine in order to return to the program proof of a negative COVID-19 test or 14 days without symptoms. Must be approved by the Youth and Family Supervisor to return to the program.
- If CSD staff learns of a confirmed case of COVID-19 with potential exposure of CSD Staff or Interns, the Department may contact the Public Health assigned liaison for consultation and guidance before communicating with all CSD Staff and Interns.

**Are there other reasons a Intern or CSD Staff should stay home or get sent home?**

- While the virus may be most contagious when the infected person is clearly ill, some individuals may infect others even when they do not have obvious symptoms or any symptoms at all. Given that risk, Interns who have been exposed to someone who has respiratory illness should remain home for 14 days for self-monitoring of symptoms. Home quarantine of an exposed person reduces the chance of spread to other Interns and Staff. If no symptoms appear within 14 days, the Intern or CSD Staff may return to the program after 14 days and symptom-free.
- If an Intern or CSD Staff, for any reason, shares they are not feeling well, they should be sent home and remain home for at least 24-hours for monitoring. The Intern/CSD Staff may return if they are symptom and fever-free, after 24-hours.
- A COVID-19 Intake Form is to be signed by parent/guardian on a weekly basis. Interns may not participate if this form is not signed and submitted by the first day of programming.





## Assumption of the Risk and Waiver of Liability Relating to Coronavirus/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. **COVID-19 is extremely contagious** and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing and have, in many locations, prohibited the congregation of groups of people.

While COVID-19 can cause mild symptoms in some individuals, it can lead to severe illness and even death in others. **Adults over age 65 and people of any age with serious underlying medical conditions** including, but not limited to, **HIV, asthma or other respiratory conditions, and pregnancy**, may be **at higher risk for more serious complications from COVID-19**.

The City of Rancho Cucamonga has put in place preventative measures to reduce the spread of COVID-19; however, the City **cannot guarantee** that you will not become infected with COVID-19. Participating, volunteering, providing contractor services, and interacting with City staff and members of the public could **increase** your risk of contracting COVID-19.

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By signing this agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk I and/or my child(ren) may be exposed to or infected by COVID-19 by participating in an activity with the City of Rancho Cucamonga or attending as a spectator and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 by participating in City programs may result from the actions, omissions, or negligence of myself and others, including, but not limited to, City employees, third-party contractors, volunteers, program participants and the general public.

I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to myself and/or my child(ren) (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that I and/or my child(ren) may experience or incur in connection with my and/or my child(ren)'s participation in City programs. On my behalf, and/or on behalf of my child(ren), I hereby release, covenant not to sue, discharge, and hold harmless the City, its employees, agents, and representatives, of and from the Claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. I understand and agree that this release includes any Claims based on the actions, omissions, or negligence of the City, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in any City program.

Participant Signature\* \_\_\_\_\_ Date: \_\_\_\_\_

Printed Participant Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*\*If under the age of 18 years old a parent/guardian is required to sign*



## RC TeenWorks Volunteer Services Agreement Release of Liability and Assumption of Risk

I, on behalf of myself, or on behalf of my minor child, (hereinafter "participants") fully understand that our participation in any recreational activity or activities offered by City exposes participants to the risk of property damage or personal injury, including, but not limited to, injuries to the back, knees, hamstrings, wrists, neck, or other physical injuries, up to and including death. We hereby acknowledge that I and/or my minor child am voluntarily participating in this "activity," and are aware of and agree to assume any such risks arising from such participation. I, on behalf of participants, my heirs, administrators, executors and assigns, hereby release, discharge and agree not to pursue any claims, demand, actions, or suits, and to indemnify and hold harmless, the City of Rancho Cucamonga, it's elected officials, officers, agents and employees, for any injury, death or damage to, or loss of personal property arising out of, or in connection with, my participation in the "activity" from whatever cause, including claims involving the active or passive negligence of the City or any other participants in such "activity". Participants permit the taking of photographs of themselves and/or their minor children by the City of Rancho Cucamonga during recreation activities and understand that they may be used in City publications and/or websites without liability or compensation of any sort.

I HAVE CAREFULLY READ THIS RELEASE, HOLD HARMLESS AND AGREEMENT NOT TO SUE AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT IT IS A FULL RELEASE OF ALL LIABILITY AND SIGN IT ON MY OWN FREE WILL.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Photography Waiver

*I acknowledge and agree that any photographs that have been taken with my image/my child's image or likeness by any representative of the City of Rancho Cucamonga may be used for print, video and internet marketing uses by the City of Rancho Cucamonga. I understand that the City of Rancho Cucamonga is not required to provide advanced notice of these photographs to receive approval and will not provide any type of payment for the use of my/my child's image in the photographs.*

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Medical Release

*I do hereby give permission for any certified emergency personnel or healthcare provider to administer any type of medical treatment he/she deems necessary to the above named minor in case of emergency in the event that I cannot be contacted. I understand that the City, its agents and employees assume no financial obligation or liability for the immediate medical treatment that they may provide for the aforementioned minor.*

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Intern & Parent Acknowledgement

*I have read and understand the expectations for the TeenWorks Internship program. I understand that failure to comply with the rules, regulations and expectations may result in being sent home for the day or possible dismissal from the program for the remainder of the school year.*

Teen Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# RC TeenWorks Internship Emergency Contact Form

Participant's Name: \_\_\_\_\_ D.O.B.: \_\_\_\_\_ Age: \_\_\_\_\_ Grade: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Participant's Email: \_\_\_\_\_

**Parent/Guardian #1's Name:** \_\_\_\_\_

**Parent/Guardian #2's Name:** \_\_\_\_\_

Cell Phone: (\_\_\_\_\_) \_\_\_\_\_

Cell Phone: (\_\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_\_) \_\_\_\_\_

Work Phone: (\_\_\_\_\_) \_\_\_\_\_

Work Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

E-mail: \_\_\_\_\_

## Emergency Contacts

*Individuals we can contact (in order) if you cannot be reached and ONLY those authorized to pick up your teen:*

Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ Relationship: \_\_\_\_\_

## Conditions Requiring Special Emergency Care

*Please note that this information is kept in confidence and only shared with program staff and administrators.*

- Asthma     Epilepsy     ADHD     Developmentally Disabled
- Diabetes     ADD     Autism     Other: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medication to be taken during program hours: \_\_\_\_\_

*Note: If your teen requires medication during program/volunteer hours, an authorization to administer medication form MUST be filled out and submitted prior to their first day of attendance. To request form, please contact Crystal Zuniga, Teen Program Coordinator, at (909) 774-2323 or [Crystal.Zuniga@cityofrc.us](mailto:Crystal.Zuniga@cityofrc.us)*

## Permission for Self-Sign-in & Sign-out

*I give permission for my teen to sign themselves in and/or out of the program. (Check one, both or none)*

- Permission to sign themselves IN     Permission to sign themselves OUT

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_