



## HOST GUIDE

# APPLICATION PROCESS and INTERNSHIP TERMS & REQUIREMENTS

## 2010 - 2011 CO-OPERATIVE INTERNSHIP EXPERIENCE PROGRAM

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## Welcome to the 2010 – 2011 Co-operative Internship and Experience Program!

### Purpose of this Guide

This guide is designed to provide you with a clear understanding of the **objectives, expectations** and **steps required to participate** as a host in the Co-operative Internship and Experience Program (CIEP). We ask that you take the time to read this manual, and then sign and date the attached **Acknowledgement of Host Obligation form**, acknowledging that you understand and agree to the terms set forth within it.

Even if you have been a host in the past, revisions and updates are added regularly and we encourage you to take the time and read this manual. Only those hosts who have returned the signed Acknowledgement form, along with their applications, will be considered for participation into the CIEP. We look forward to working with you...Let us begin!

### Background and Focus of CIEP

In partnership with Service Canada, the Ontario Co-operative Association has been running this successful internship program since 2002. When it first began, the program focused on skill-building and catered to high-school graduates. Since 2007, the program has become a *career-focused* internship, designed to provide real work experience and catering to recent graduates of a post-secondary institution. Interns are placed with host employers from co-operatives, credit unions and other social enterprises across the province, for a 26-week work placement.

### Eligibility Criteria

In order to participate in the program, a host *should* be a member or supporter of On Co-op (please see page 7, point #1 for more information).

An intern *must* meet the following **seven** basic criteria to be considered:

- ✓ *Be 30 years of age or under*
- ✓ *Have a post-secondary diploma or degree from a credited college or university*
- ✓ *Not be enrolled in studies related to a diploma/degree program (cake decorating classes and other areas of personal interest are permitted!)*
- ✓ *Be available for full-time employment*
- ✓ *Not be on EI or eligible for EI benefits at time of enrolment or during the program*
- ✓ *Have never participated in a Youth Employment Strategy work experience program*
- ✓ *Be legally entitled to work in Canada*

### Program Objectives

The internships are meant to give recent graduates an opportunity to gain real world experience in the co-operative and credit union sector, but in a way that the knowledge and skills they develop can then be transferred to other career opportunities within or outside of the sector.

In turn, participating hosts are afforded an opportunity to mentor and mould young minds, while often filling a much-needed human resources void within their organization, and therefore enabling the execution and completion of special projects or tasks that would otherwise not be possible.

## Program Expectations

### ON CO-OP

On Co-op's role in this process is to administer, monitor and manage the internship program, while working in partnership with the funder, Service Canada. Our goal is to match the best possible intern candidates with our host organizations, so that they may mutually benefit from the internship experience.

On Co-op's CIEP Project Manager is also present to help guide both hosts and interns throughout the placements, to answer questions, send regular updates and/or reminders as required, and to lend an ear when an issue or challenge arises that affects the intern or host and that needs our attention.

### HOSTS

Hosts are expected to treat their interns as they would a regular employee, while at the same time, remembering that they are here to gain meaningful work experience and acquire skills that they may have never had to develop before (e.g., teamwork, effective workplace communication, prioritizing of tasks and handling multiple deadlines, to name a few).

Hosts should make an effort to include their interns in staff meetings, and encourage them to attend related conferences and events as they see fit, in order to provide as many networking and learning opportunities as possible. This also includes encouraging and supporting interns to attend and participate in events put on by On Co-op, such as the annual Conference and Gala, Queen's Park Reception, the Annual General Members' Meeting, etc. These are all wonderful ways to enhance their overall learning experience, connecting them to the sector and other interns, while providing them with networking opportunities and possible future employment opportunities.

### INTERNS

Interns are expected to complete the full 26-week program, consisting of a 7 hour per day/35 hour per week work week, which includes the 3-day workshop series in Guelph (considered as educational leave). They are expected to behave at all times in a manner that is respectful to the organization, its mission and its staff, and to complete tasks as required by the organization and as laid out in the job description.

### 3-DAY WORKSHOP SERIES

The 3-day workshop series usually takes place within the first 4-6 weeks of the program start date, and provides participants with a solid framework from which to pursue their internships – and beyond. This conference offers a good balance between providing them with a general knowledge of the co-op model and the Ontario co-op sector, as well as an opportunity to develop their "soft-skills" such as: effective communication in the workplace, emotional intelligence, teamwork and leadership, diversity, multi-tasking and time management tools, conducting meetings, etc. Participants will have the opportunity to visit several local co-operatives, and meet and interact with leaders and stakeholders from the sector, as well as past interns, some of whom have transitioned into the sector.

### INTERN GROWTH & DEVELOPMENT

On Co-op does not receive funding for the "professional development" of interns outside of the 3-day workshop series (no matter how much we try to convince Service Canada that this is a value-added benefit to the program), so it is really up to the host to encourage and provide these opportunities for their interns. Most importantly, however, hosts are there to *guide and mentor* their intern through the placement. No matter how busy we may all be, it is important to remember that you as a host need to be engaged in your intern's placement in order for it to be successful. We have come up with some suggestions on how to do this, in a way that doesn't require too much time...

## Seven Ways to Engage Your Intern

1. Developing a position and job description that will provide the intern with a true and meaningful workplace experience (i.e., special project(s), event(s) and activities that they are responsible for and can co-ordinate from beginning to end; tasks and deliverables that will add value to their résumé);

2. Providing a clear framework/understanding of the job description – have it in writing and go over it with the intern on the first day...revisit it again halfway through the internship;
3. Sitting down with your intern at the beginning of his/her placement and creating a list of their personal and professional goals for the next 6 months – and using this list to refer to and to guide them as they progress through the program;
4. Providing them with the tools and training necessary to make them successful in the workplace – if you don't have the time to do this yourself, then ask one or more of your staff to take on this task;
5. Doing regular check-ins – this can be brief, even 5 or 10 minutes every week or two weeks just to see how things are going;
6. Setting up a mid-placement performance evaluation - this is a great way to track their progress, share some constructive feedback, check-in to see if they are meeting their personal and professional goals, etc. Note: On Co-op has made a habit of doing this with their interns and has found that it is a very helpful process, for both parties concerned.
7. Conducting a final/exit interview – to revisit the original goals identified by both host and intern and see if they were met and to evaluate in general, how the internship went. Also a good time to provide your interns with constructive advice on how they can improve on certain areas, tips on résumé and cover-letter writing and how to transfer their new skills to the next place of employment.

## Wages and Reimbursements

### WAGES

Hosts are responsible for paying interns on a bi-weekly basis, as they would any other employee, and must include the intern on their payroll during the course of the internship.

Hosts are required to pay a minimum of **\$3.00 /hour** over and above the minimum wage – currently at **\$10.25 /hour**, subsidized by Service Canada, for a total of **\$13.25 /hour**. Should the minimum wage requirement change during the course of the internship, the timesheets will be modified to include the new amount.

**Note: On Co-op strongly recommends that if hosts are in a position to pay their intern more than the minimum amount (up to a maximum of \$10.00/hour over and above the Service Canada subsidy), they do so.** This is a good way to attract strong candidates and *retain* them. Some interns have prematurely left the program if they found a position that pays them a higher salary. It is important to remember that these are university and college graduates, and they need to earn a decent living in order to make ends meet, pay off their student debts, etc. It also motivates and encourages them to remain in the program for as long as possible.

Hosts are also required to pay mandatory employment related costs (mercis), such as EI/CPP/Vacation, based on the *full* salary the intern is earning (e.g., \$15.25/hour). Hosts will be partially reimbursed for these benefits, covering the amount subsidized by Service Canada (i.e., \$10.25 or whatever the minimum wage amount is at that time). A **sample timesheet** is included on the last page, as an example of the formula that is used on the timesheets to calculate the total reimbursement.

Other payroll-related points to keep in mind:

- **Vacation** - 4% vacation pay is included in wages. If intern takes any time off, it is up to the host and intern to determine how this time will be made up. Hosts may want to include this in your employment letter/contract;
- **Civic and Statutory Holidays** - Hosts are required to follow the legislation set out by the Employment Standards Act when it comes to paying interns for civic and statutory holidays. Interns should be paid for these days, as would any other employee of the organization;

- Any **overtime** completed by an intern should be tracked separately. How this is dealt with (i.e., payout or lieu time), is at the discretion of the host employer.
- **Sick leave** - treat the intern as you would your staff. Figure out how many sick days they are entitled to over 6 months and include this in your employment letter/contract;
- **Educational leave** - hosts are required to pay the interns for the 3-day workshop series as if they were regular working days. Hosts may also choose to send their intern to workshops, seminars, webinars, conferences and events at their own expense.

## REIMBURSEMENTS

In order for a host organization to be reimbursed by On Co-op, interns are required to complete a monthly **Timesheet**, which shows their hours of work completed on a daily basis, These are signed and dated by both intern and host and sent to On Co-op by the deadline stipulated. These timesheets are then processed and sent to Service Canada, who then reimburses On Co-op based on the amounts indicated on the timesheets. On Co-op sends the reimbursement via cheque to each host organization.

Interns are required to make their own travel arrangements to and from the 3-day conference in Guelph. If the host or intern pays for the travel costs up front, they will be reimbursed shortly after the conference, once the **Expense form** and original receipts have been sent and received by the CIEP Project Manager, and processed. On Co-op will make all the necessary arrangements and payments for accommodations and meals during this time. For interns travelling and arriving the night before the first day of the conference, they will be reimbursed for the cost of an additional meal.

## EARLY DISMISSALS & RESIGNATIONS

In the event that a host chooses to terminate the placement with their intern prematurely, they would treat the situation in the same way as with a regular employee and as stipulated by the provincial guidelines, set out by the Ministry of Labour, which states: *In most cases, when an employer ends the employment of an employee who has been continuously employed for three months, the employer must provide the employee with either written notice of termination, termination pay or a combination (as long as the notice and the termination pay together equal the length of notice the employee is entitled to receive...An employee is not required to give an employee a reason why his or her employment is being terminated.* (Visit <http://www.labour.gov.on.ca/english/es/pubs/guide/termination.php> for more information).

In the event that an intern chooses to leave their placement before the 26-week placement ends, they are required to provide the host organization with as much notice as possible. They are to be paid up to the last day worked, which will be indicated on the final timesheet. This timesheets needs to be accompanied by an official letter of resignation, stating the reason for leaving and the last day worked, in order to be processed for reimbursement.

For more information on early dismissals and resignations, please refer to pages 11 and 12 of this guide.

## Participation Requirements and Recruitment Guidelines

This next section outlines the process - in sequence - hosts must carry out in order to be recruited and participate in the CIEP. Before we begin, however, we need to highlight two realities that all hosts should consider before continuing:

1. The *demand* for interns has become *very high* over the past couple of years. On Co-op usually has a waiting list of interested host participants long before the program even begins! This has created a recruitment process that is somewhat competitive in nature, but On Co-op always strives to be as fair and just in our processes as possible.
2. At the start-up of a new program intake, there is usually a *very limited* amount of time to recruit hosts and interns. There are several stages to this process: processing host applications, promoting the internship

positions via the Job Bank and On Co-op website, screening and distribution of résumés, contacting, interview and hiring of interns...It is not uncommon for On Co-op to receive its confirmation of funding and contractual agreement from Service Canada only *two weeks* prior to an intake beginning. This puts a lot of pressure on both On Co-op and the host organizations, as the deadline to begin the placements (i.e. to have an intern in place and begin working) is quite inflexible. This has also resulted in a slightly “competitive” environment - especially when it comes down to the last stretch of the hiring deadline. This is not usually the case with the second intake, as we are aware well in advance of the start and end timing. However, each host’s timing needs for interns is unique.

As a result of these points, On Co-op asks for the understanding of our host participants, as well as your commitment to this process, once it has been initiated. Each year, we try and negotiate more time to set-up the program, and each year, they tell us they cannot guarantee this. Having said this, the effort and end result is certainly a worthwhile one for all parties concerned, and the program has become a great success as a result of the mutual co-operation and supportive nature of everyone involved!

### STEP-BY-STEP PROCESS

1. If the host organization is not already a Member or Supporter of the Ontario Co-operative Association, it must contact the Membership and Communications Manager, Mark Ventry, at 519.763-8271 x 30 or via email at [mventry@ontario.coop](mailto:mventry@ontario.coop) to apply for a membership, *before* sending in their CIEP application. **Note: All CIEP Host participants *should* be a Member or Supporter to be eligible for the program.** If host applicant does not wish to become a member, then a different registration fee will apply (for more information, see point 5 on page 8).
2. The host organization fills out a **CIEP Host Application form**, which can be completed in Word format and sent to you electronically upon request. This can be faxed, emailed or mailed back to On Co-op.
3. The host application form must be accompanied by a complete **Job Description**. A sample template can be provided upon request. This must be sent by email and not fax, to On Co-op, as this information will then be posted directly to our website. Please note that Service Canada’s Job Bank is limited in its capacity to enter this information, so we will do our best to match it as closely as possible to the criteria outlined in the job description. A link to On Co-op’s website, where all the detailed job descriptions created by hosts will also posted, and will be provided to intern applicants who use the Job Bank.

### Pointers for Developing a Job Description

- When determining a position and the roles and tasks that you would like your Intern to do, please remember that these are university and college graduates. They are seeking *meaningful job experiences* to develop skills that they can eventually transfer to the workforce. Think about tasks and responsibilities that interns will learn from and really develop their skills with.
  - Interns want to be challenged and mentored, so try to ensure that you are giving them a true employment opportunity that they can benefit from. If not, you are risking the possibility of having a hard time finding potential applicants to fill the position, and/or they may choose to leave the internship before its completion.
  - The demand for interns into the program is high, so be “competitive” and try and make the position interesting and captivating for today’s youth, yet realistic for the timeframe to accomplish the tasks, their level of skill, and for the needs of your organization.
4. Once the Host applications and job descriptions are received, the CIEP Project Manager dates, numbers and files them and proceeds to post the job descriptions in the same order, onto the Service Canada’s Job Bank,

which you can view at <http://www.jobbank.gc.ca>. At this point, it usually takes 1-2 business days to appear online for public viewing. They will then be posted to On Co-op's website in the exact format and wording provided by the host, which can be viewed at [www.ontario.coop/interns](http://www.ontario.coop/interns). If both the host and On Co-op believe it would be beneficial to post to other job-search sites, such as local colleges and universities, this can also be accommodated in an effort to increase the applicant pool.

5. The CIEP Project Manager sends each host a **Memorandum of Agreement** to sign with On Co-op, which they are to return with a non-refundable **Registration Fee of \$100.00** per application for members/supporters and **\$250.00** per application for non-members. Signing the Memorandum of Agreement and paying the registration fee are ways of demonstrating a host's commitment to the process and time involved in participating in the program. A lot of preparation work goes into setting up each intake and placing interns with hosts across the province, on the part of the CIEP Project Manager. The time and costs related to setting up of the program are not funded by Service Canada, and the registration fee is required to partially offset these administrative costs.

### T h e R e a l i t i e s o f t h e R e c r u i t m e n t P r o c e s s ...

- ❖ It is very important to keep in mind that **signing the Memorandum of Agreement does *not* guarantee that a host will get an intern**. While On Co-op does its best to operate on a "first come-first serve" basis, as far as processing of applications, posting and distribution of résumés, etc., we also have to ensure that "X" number of interns are placed for each intake, as stipulated by our contract. If not, Service Canada docks funds that were granted to us (known as "slippage") and this negatively affects our negotiation abilities for the following year's contract - which could ultimately jeopardize the future funding of the program.
- ❖ **On Co-op reserves the right to receive more host applications and signed Memorandums than the maximum number of interns permitted for the intake**, in order to ensure that all the internship placements are filled. We do not restrict the number of applications received up to the pre-determined deadline, as sometimes hosts back out due to lack of funding available to host an intern, lack of time available to continue with the hiring process, or simply because they are unable to find a suitable candidate. This process enables On Co-op to keep going down the list. The selection process of interns can also be hindered by the quality of the applicants - many of them simply don't meet the criteria set out in our contract (e.g., they are over 30, they haven't completed post-secondary studies, etc.). We do our best to help each of our host applicants fill the position, either by re-posting the job description or by contacting a local youth employment agency in your area for potential candidates, but we still cannot guarantee that this will bring hosts the *right* Intern.
- ❖ Host applicants may apply for **multiple interns** by completing a separate application form for each placement requested. It is understood, however, that On Co-op will *first* attempt to provide as many host applicants as possible with at least one intern, before allowing other hosts to have multiple interns. Hosts requesting multiple interns will be placed in sequence by request, and notified in this order (i.e., the first host to make this request will be notified of their ability to hire a second intern first, etc.) In order to give as many host applicants as possible the opportunity to find and hire a suitable intern candidate, On Co-op will notify hosts who requested multiple interns about the likelihood of their additional intern(s) in the final week leading up to the beginning of the internship placements (i.e., the intern's first day of work). These host applicants will only be reimbursed for the registration fee paid for the second (or third) intern, *if* On Co-op is unable to provide one due to the volume/demand and successful hiring of an intern by all other host applicants. If multiple job postings are listed for a given Host, and the Host applicant is unable to successfully hire a second (or third) intern due to lack of interest or response to the position, or a delay in the interview and/or hiring decision process, then the registration fee will *not* be reimbursed. Note: processing of all documents, posting positions and screening resumes for multiple interns requires equal time and effort to any other internship position, and as such, the registration fee is meant to offset these costs for On Co-op, which is not covered by Service Canada.

To summarize, the first come first serve process is really only valid until the job descriptions have been posted and initial résumés distributed. **Once résumés have been distributed to the host organizations, those hosts who are**

**able to interview and successfully hire an intern first - and within the required time frame - will ultimately get one.**

6. Once the jobs are posted and résumés start pouring in to On Co-op (anywhere between 700 to 1,200 in about two weeks!), they will be screened by the CIEP Project Manager to ensure that: (1) candidates meet the basic program criteria; (2) candidates meet the host's requirements as per the job description; and (3) candidates and hosts appear to be a good match.
7. The CIEP Project Manager screens, files and emails (or faxes when applicable) the most qualified applicant résumés to the host for viewing. The number of résumés received will depend entirely on how many qualified applicants apply for a given position. Hosts should notify the CIEP Project Manager when they no longer wish to receive more résumés. **Hosts are also encouraged to actively participate in the recruitment process**, by reaching out through your own local networks, to local colleges and universities, contacting employment agencies in your areas, through word-of-mouth referrals, etc., as this will greatly increase your chances of finding a qualified candidate. Hosts may ever consider someone they already know, as long as the individual meets the criteria outlined on page 3.
8. The host is then responsible for contacting their top candidates and interviewing them as soon as possible. While On Co-op recommends that you interview at least 3 candidates, it is up to the host to determine the exact number and the amount of time they are willing to spend on the selection process. Please remember to have an **Intern Eligibility Criteria form** for each candidate to read and sign (this will be provided to you electronically), as well as to inform your candidates during the interview that they will be required to participate in a mandatory three-day workshop series in Guelph, Ontario, as part of the requirements of this program. On Co-op will inform hosts in advance of the dates for the conference, so that they can ensure the candidates are available to attend.
9. The host decides which candidate they want to hire. They contact the candidate to offer them the position, and confirm the start and end dates for the internship, as set out by Service Canada. It is important to note that there is *very limited* flexibility for the start/end dates of the program for the first intake, and *no* flexibility for the second intake.
10. The CIEP Project Manager regularly contacts those host organizations who have not yet filled a position, prior to the deadline. At this time, these hosts will be notified as to how many positions are still available, and how many organizations are still "competing" for the remaining spots.
11. Once the host makes a hiring decision and the candidate has accepted, the host organization is required to notify the CIEP Project Manager **immediately**. If they don't, they risk losing the spot should other hosts hire and notify us first. On Co-op also recommends that hosts contact the other candidates interviewed to inform them of the hiring decision. It also doesn't hurt to file a few of these résumés aside, in the instance that a host's first choice doesn't work out and they are afforded the opportunity to hire a replacement intern.
12. No later than the first day of the internship, the host and intern complete, sign and date the 2-page **HRDC/Youth Employment Strategy Participant Information form**. This form will be sent to you electronically after signing the Memorandum of Agreement. With regards to the HRDC form:
  - Sections A and B are to be completed at the **beginning** of the internship by both host and intern, and both pages signed and dated by the intern. Section C is to be completed and signed by the host at the **end** of the internship.
  - Hosts can fax On Co-op the completed HRDC form, but **must also mail back the original version**, which we are required to send to Service Canada.

- **Keep a copy** for your files, as you will also need to refer to it at the end of the internship.
- Ignore any reference to “Case Management,” or an “Intervention” on the form, as these sections are only relevant to skills-based internships. With a Career-Focus program, interns do not have to be case managed and assessed by a local Employment Assessment Centre.

13. At this point, both host and intern are required to also complete and send On Co-op the following documentation, which will be provided in electronic format at the onset of the program:

- **Offer of Employment** - hosts can use their own format or use the template provided to you by On Co-op on the last page of this guide. Host may want to attach the full job description here;
- **Photo Disclaimer** - permission to take pictures and videos of the interns, to be used for On Co-op’s promotional brochures or on the CIEP website, for example;
- **Registration Form** – information required for the mandatory 3-day workshop series.

14. The host is required to verify, sign and return the **Host Check List** in order to confirm that they have completed all the steps required to participate in the program, as well as the **Acknowledgement of Host Obligation form**, stating that they have read and comply with the procedures set out in this guide.

15. Once the host has successfully completed all these steps, the intern can begin their placement!

## During the 26-Week Internship

The following section includes more detailed information on some of the topics previously covered in this guide, and refers to various terms hosts need to keep in mind as they progress through the 26-week internship. These include: the procedure for filling out and sending in timesheets and travel expense forms; the mandatory participation of interns in the initial phone orientation, 3-day workshop series and educational webinars; the purpose of site visits and check-ins between On Co-op, Hosts and Interns; what to do when an intern resigns or if a host wishes to dismiss an intern; and the required paperwork to complete at the end of the internship.

### TIMESHEETS

- By nature of its contract with Service Canada, On Co-op is required to provide them with monthly “Activity Reports and Payment Claims,” due on the **15<sup>th</sup>** day of each month, throughout the duration of the program. In order to do this efficiently and effectively, hosts and interns are required to provide the CIEP Project Manager with monthly timesheets.
- Interns are required to fill out these timesheets and email or fax them to the CIEP Project Manager on the first few days of each month, for the previous month (e.g., January timesheets are due by February 5<sup>th</sup>, etc). In the rare instance that On Co-op’s Bookkeeper is on extended holidays, On Co-op may request that the timesheets be sent in at the end of the month, in order to ensure timely processing of payments to hosts.
- The timesheets will be sent to interns electronically, so that they can use the formula we have included to calculate the EI/ CPP/Vacation automatically, and to avoid any possible confusion.
- In order to be processed, timesheets must be filled out properly, as well as **signed and dated** by both intern and host supervisor. A late timesheet results in a host not being reimbursed in a timely manner, and creates more (and unnecessary) work for the CIEP Project Manager, when the monthly reporting

with Service Canada is conducted. If a host knows they are going to be away during the period that the timesheet is due, then they should either pre-sign the sheet, or make arrangements for another supervisor to do it in their place.

- Note: On Co-op's Bookkeeper, who processes the timesheets and generates the reimbursement cheques, is only in the office on Tuesdays. Cheques also need to be signed by an On Co-op board member before being mailed. Late timesheets could therefore result in a delay in payment of up to 3 weeks.

## TRAVEL EXPENSES

- Only travel expenses related to the 3-day workshop series in Guelph will be reimbursed by the CIEP program. If a host chooses to send their intern to any external meetings, workshops, conferences or events during the placement, any expenses incurred (e.g., travel, accommodations, meals, registration, etc.) comes at the expense of the host organization.
- All travel expense reports from the 3-day conference need to be backed up with **original copies of receipts** in order to be processed. An electronic version of the travel expense sheet is available on the On Co-op website, and should be submitted to On Co-op by mail/Purolator along with the receipts, shortly after the 3-day workshop series. Interns are encouraged to keep copies of the receipts as back-up, just in case they get lost in the mail.

## MANDATORY PARTICIPATION OF INTERNS

- **Orientation call** - In the first few weeks of the program, all interns will take part in a phone conference. Preliminary introductions will take place and interns will gain an understanding of the CIEP program and On Co-op's role as its administrator. Interns will also learn about the required forms and procedures, and be provided with a glimpse of the 3-day workshop series itinerary, as well as given the opportunity to ask questions.
- **3-day Workshop Series** - Interns are also expected to participate in a 3-day "Skills Enhancement and Workshop Series," which will take place in Guelph, during the period specified by On Co-op. This is a wonderful opportunity for them to meet the other interns, network with leaders and stakeholders from the co-op sector, learn about the co-operative model, go on several field trips, and actively participate in various skill-building workshops. They will be sent an electronic version of the itinerary prior to attending, and be provided with an "information binder" while at the conference.
- **Webinars** - Interns may also be asked to participate in a couple of web-based and/or phone conference workshops throughout the program. As much notice as possible will be provided to them for scheduling purposes and to ensure that they have the appropriate technology to participate. Please note that these workshops are *not* funded by Service Canada. On Co-op absorbs the cost of these webinars, as we are a strong believer in making the most of our interns' learning experiences throughout the internship. Topics covered in the past have included: "Time Management Tools," "An Introduction to MEC and their Sustainability Program," and "Sharing Interns' Experiences." On Co-op's goal is to eventually host one of these webinars each month throughout the 26-week program, but we are not quite there just yet!

## SITE VISITS & CHECK-INS WITH HOSTS AND INTERNS

- At some point throughout the internship, the CIEP Project Manager may contact hosts to arrange a mutually convenient time to speak over the phone, or to conduct a site visit at the host organization in person. The purpose of this check-in would be to discuss with both host and intern individually, areas

including but not limited to: the progress the intern has made throughout the program, if the placement is meeting host's/intern's expectations, any issues or challenges that may need attention, to provide On Co-op with feedback on how to make the program better, etc.

- The check-ins are very informal in nature, and usually take no longer than 20-30 minutes per individual.
- A host or intern may request a meeting with the CIEP Project Manager at any time, to address and discuss any issues, challenges, concerns, or questions that may have, at any point in the internship.

## RESIGNATIONS & EARLY DISMISSALS

- On Co-op *strongly encourages* hosts to contact the CIEP Project Manager *as soon as* a problem or issue arises that is not being resolved internally. We can then act as a sounding board, a mediator if necessary, or simply provide some suggestions to try help you resolve the issue at hand.
- If an intern resigns prior to the end of their placement – which can happen if they find a permanent position elsewhere, or suddenly decide to return to school, for example – the host should notify the CIEP Project Manager immediately, and we will discuss the necessary paperwork that needs to be completed prior to the intern's last day (i.e., letter of resignation stating the reason and last date of employment, final timesheet and HRDC form with section "c" completed). Depending on the timeframe (i.e., at what point this happens during the internship), On Co-op *may* even be able to find a replacement intern. This needs to be confirmed by Service Canada before we can proceed. Hosts may be asked to consider past candidates interviewed, or look into their own network of contacts in order to avoid the reposting/screening process, as often, there is a very limited amount of time to replace an intern.
- If a host has a *good* reason why an intern should be dismissed, they should contact On Co-op to discuss prior to taking action. Depending on the reason, it is our hope that all hosts do their best to try and rectify the situation, or change the behaviour in question, prior to making this decision final. It is important to remember that our interns are recent graduates who are often experiencing the workplace for the first time, and may need some guidance – and your patience! – along the way. It is also On Co-op's responsibility to ensure that the correct procedure for dismissal is followed. In this case, and once again depending on the timing of the dismissal, the CIEP Project Manager will do their best to see if a replacement can be found. Again, hosts may be asked to consider past candidates interviewed, or look into their own network of contacts in order to avoid the reposting/screening process, in order to reduce the timeframe spent on this process.

## DOCUMENTATION COMPLETION AT END OF INTERNSHIP

- In the final weeks of the internship, hosts and interns will each receive an **Evaluation form**, which they are required to fill out and fax back to On Co-op. In addition, a copy of the **HRDC/YES form** - sent to On Co-op when the intern first began - needs to be completed and signed by the host supervisor. A final **Timesheet** also needs to be completed, signed and dated by both host and intern. Once these documents are returned, our files are officially complete and the internship is done!
- Hosts are also encouraged to notify us if they have any plans to keep their interns on a full-time, part-time, contract or permanent basis, once the placement is over.
- Once the internship is over, hosts have the option of retaining their intern by putting them on their own payroll at a mutually-agreed wage. A new employment contract should be drafted. At this point, they are no longer the responsibility of On Co-op. Nothing makes us happier than when it works out so well for both host and intern!

## A Final Note...

On Co-op strongly believes that the internship program should benefit both the intern and the host organization that supports it. We also feel that while the main focus of the program is one of career-building, interns should take advantage of as many educational and learning opportunities as possible. We try to do our part in making this happen, and we encourage and expect the same from our hosts. We are very proud of the CIEP – one of the core programs offered by the Association – and we strive to make it better with each passing year. We are always open to discuss any issues, concerns, and suggestions you may have, in our efforts to continuously try and improve the program.

## Contact Information

Should you have any questions or concerns throughout the recruitment process or during the course of the internship, please contact the CIEP Project Manager, **Audrey Aczel**, at **519.763.8271 x.24** or via email at [aaczel@ontario.coop](mailto:aaczel@ontario.coop).

Last but not least...Good luck to all our host applicants!

**Sample Timesheet**

**TIMESHEET FOR THE MONTH OF: MAY 2010**

**INTERN'S FIRST/LAST NAME: JOHN SMITH**

**HOST ORGANIZATION: ABC CO-OP**

Date	Hours Worked	Notes*
1-Apr-10	7	
2-Apr-10	7	
6-Apr-10	7	
7-Apr-10	7	
8-Apr-10	7	
9-Apr-10	7	
13-Apr-10	7	
14-Apr-10	7	
15-Apr-10	7	
16-Apr-10	7	
17-Apr-10	7	
20-Apr-10	7	
21-Apr-10	7	
22-Apr-10	7	
23-Apr-10	7	
24-Apr-10	7	
27-Apr-10	7	
28-Apr-10	7	
29-Apr-10	7	
30-Apr-10	7	
<b>Total</b>	<b>140</b>	

- 1. Total Hours Worked 140
- 2. Total Pay (@ \$10.25/hr) \$1,435.00
- 3. 4% vacation pay (step 2 x 4%) \$57.40
- 4. Total Vacation plus Pay (step 2 + step 3) \$1,492.40
- 5. 4.95% CPP Benefits (step 4 x 4.95%) \$73.87
- 6. 2.42% EI Benefits (step 4 x 2.42%) \$36.12
- 7. Total Reimbursement (step 4 + step 5 + step 6) \$1,602.39

← These are formulas, and automatically calculate based on the hours entered.

Host Signature: X Date: April 30, 2010

Intern Signature: Y Date: April 30, 2010

## Offer of Employment Template

<Insert date>

Dear <insert intern's name>:

It is with pleasure that I offer you the position of: <insert job title> through the Co-operative Internship & Experience Program (CIEP), with: <insert name of host org> on the following terms and conditions:

1. This position starts on: <insert start date> and ends on <insert end date>
2. This is a 26 week internship placement, which also requires you to participate in a one hour orientation by phone, participate in occasional, educational webinars and attend a 3-day workshop series in Guelph, Ontario on <insert dates provided by On Co-op>
3. You will be required to work 35 hours per week, and the compensation will be <insert amount> per hour.
4. This position carries with it vacation pay and the mandatory employment related benefits (CPP & EI).
5. The duties in this position are as described in the attached job description. You will report to <insert Supervisor's name>. Your duties and reporting relationship may be changed from time to time at our discretion.
6. Insert a clause on how you will deal with:
  - Requested days off (i.e., how this will be made up)
  - Overtime worked (i.e., will they be compensated with pay or lieu time)
  - Sick days (i.e., specify days allotted for 6-month placement)
  - Civic and stat holidays (standard pay as per the provincial guidelines)
7. Insert a clause on how you plan on dealing with early resignation and dismissal.

I trust that you will find these terms and conditions satisfactory. If so, please sign and return a copy of this letter for our records.

<Host signature>

<date>

I hereby agree to the terms and conditions set forth in this letter of offer.

<Intern signature>

<date>

## Host Check List to Participate in the CIEP

- If not a Member or Supporter of On Co-op, complete and return **Membership Application** to On Co-op
- Read **Host Guide**
- Sign and return **Acknowledgement of Host Obligation** form by fax or email.
- Complete **Host Application** and return by fax or e-mail to On Co-op
- Create internship **Job Description** and e-mail to On Co-op
- Sign **Memorandum of Agreement** and mail to On Co-op, along with non-refundable registration fee (payable by cheque)
- Verify that job posting appears on both Service Canada Job Bank and On Co-op website
- Reach out to own local networks in search of potential intern candidates
- Receive résumés from On Co-op
- Conduct second screening of résumés and contact top candidates for interviews
- Interview candidates
- Complete **Intern Eligibility Criteria Checklist** and return by fax or email to On Co-op
- Confirm candidate is available to begin placement on official start date, that they are available to attend the 3-day workshop series in Guelph, and that they understand that this is a temporary 26-week internship placement
- Make a hiring decision and inform chosen candidate (as well as other candidates), of hiring decision
- Contact On Co-op to inform CIEP Project Manager of hiring decision
- Complete and sign **HRDC/Youth Employment Strategy Participant Information form** with intern and fax back to On Co-op
- Create a copy of HRDC form for own files and mail original to On Co-op
- Create and sign an **Offer of Employment** with intern and send copy to On Co-op along with HRDC form
- Provide intern with **Photo Disclaimer** and **Workshop Registration** forms to complete and fax back to On Co-op
- Complete **Host Check List** and return to On Co-op by fax or email

I \_\_\_\_\_ (first and last name) confirm that I have completed all the required steps listed above, in order to participate in the CIEP program.

Signature: \_\_\_\_\_

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

Please fax to the attention of Audrey at 519.763.7239 or by email at [aaczel@ontario.coop](mailto:aaczel@ontario.coop)

## Summary of Documents Required Before, During and After the Internship Placement

TO BE SIGNED AND RETURNED TO ON CO-OP BEFORE REQRUITMENT PROCESS CAN BEGIN...

### 1. Membership Application form

**Location:** [http://www.ontario.coop/cms/documents/48/2010\\_Membership\\_Application\\_v2.pdf](http://www.ontario.coop/cms/documents/48/2010_Membership_Application_v2.pdf)

**Format:** Print and fax or scan and email back to [mventry@ontario.coop](mailto:mventry@ontario.coop)

**Timeline:** Non-members to complete and return *before* completing Host Application.

### 2. Acknowledgement of Host Obligation form

**Location:** A copy can be found on the last page of this guide.

**Format:** Print and fax or scan and email back to [aaczal@ontario.coop](mailto:aaczal@ontario.coop)

**Timeline:** Sign and return before or along with your application, to begin the placement process.

### 3. CIEP Host Application Form

**Location:** [http://www.ontario.coop/cms/documents/47/2010-2011\\_Host\\_Application\\_Form.pdf](http://www.ontario.coop/cms/documents/47/2010-2011_Host_Application_Form.pdf)

**Format:** Print PDF version from website, complete manually and fax or scan and email back to On Co-op, or complete electronically in Word version to be emailed to all hosts by CIEP Project Manager.

**Timeline:** To be received at On Co-op by the deadline specified by the CIEP Project Manager.

Note: 1<sup>st</sup> intake deadline is **Wednesday, August 18<sup>th</sup>, 2010**.

### 4. Memorandum of Agreement

**Location:** Will be sent to you by email, once Host Application and Job Description have been received, and before program is scheduled to begin.

**Format:** Sign and return by mail to On Co-op, along with the non-refundable registration fee.

**Timeline:** Return with cheque, before Job Description is posted on Job Bank and On Co-op website.

TO BE SIGNED AND RETURNED TO ON CO-OP BEFORE PLACEMENT CAN BEGIN...

### 5. Intern Eligibility Criteria Form

**Location:** [http://www.ontario.coop/cms/documents/54/Intern\\_Eligibility\\_Criteria\\_New.pdf](http://www.ontario.coop/cms/documents/54/Intern_Eligibility_Criteria_New.pdf)

**Format:** Print PDF version from website, complete manually and fax or scan and mail back to On Co-op.

**Timeline:** Intern applicant and Host to sign and return to On Co-op via fax, before placement can begin.

### 6. HRDC/Youth Employment Strategy (YES) Participant Information Form

**Location:**

[http://www.ontario.coop/cms/documents/51/CIEP\\_HRSDC-YES\\_pg1.pdf](http://www.ontario.coop/cms/documents/51/CIEP_HRSDC-YES_pg1.pdf) (page 1)

[http://www.ontario.coop/cms/documents/52/CIEP\\_HRSDC-YES\\_pg2.pdf](http://www.ontario.coop/cms/documents/52/CIEP_HRSDC-YES_pg2.pdf) (page 2)

**Format:** At beginning of internship - print PDF version from website, complete sections A and B manually and fax or scan and email back to On Co-op. Make a copy for your files and then mail original back to On Co-op.

**Timeline:** Faxed/emailed version must be received by On Co-op before placement begins, or on the very first day of internship. Original version to be mailed, must be received by On Co-op shortly thereafter.

## 7. Offer of Employment

**Location:**

[http://www.ontario.coop/cms/documents/55/CIEP Offer of Employment Template Letter.pdf](http://www.ontario.coop/cms/documents/55/CIEP_Offer_of_Employment_Template_Letter.pdf)

**Format:** Adopt template or draft own version and fax or scan/email back to On Co-op.

**Timeline:** To accompany HRDC/YES form on first day of internship.

TO BE SIGNED AND RETURNED TO ON CO-OP AT THE BEGINNING OF THE PLACEMENT...

## 8. Photo Disclaimer

**Location:**

[http://www.ontario.coop/cms/documents/398/CIEP Video %26 Photo Release Form.pdf](http://www.ontario.coop/cms/documents/398/CIEP_Video_%26_Photo_Release_Form.pdf)

**Format:** Print PDF and return signed form by fax or email to On Co-op.

**Timeline:** To return to On Co-op after internship begins, but prior to 3-day Workshop Series.

## 9. 3-Day Workshop Registration Form

**Location:**

[http://www.ontario.coop/cms/documents/397/CIEP 3-day Workshop Registration Form.pdf](http://www.ontario.coop/cms/documents/397/CIEP_3-day_Workshop_Registration_Form.pdf)

**Format:** Print PDF and returned signed form by fax or email to On Co-op.

**Timeline:** To return to On Co-op after internship begins, but prior to 3-day Workshop Series.

## 10. Host Check List

**Location:** On page 16 of this guide, or ...

[http://www.ontario.coop/cms/documents/50/CIEP Host Requirement Checklist.pdf](http://www.ontario.coop/cms/documents/50/CIEP_Host_Requirement_Checklist.pdf)

**Format:** Print PDF and returned signed and completed form by fax or email to On Co-op.

**Timeline:** To return to On Co-op as soon as all steps above have been completed.

TO BE SIGNED AND RETURNED TO ON CO-OP DURING THE PLACEMENT...

## 11. Monthly Timesheet

**Location:** Electronic copy will be emailed to hosts and interns at beginning of internship.

[http://www.ontario.coop/cms/documents/160/2010 CIEP Monthly Timesheet.xls](http://www.ontario.coop/cms/documents/160/2010_CIEP_Monthly_Timesheet.xls)

**Format:** Must be completed electronically, signed and either faxed or scanned/emailed back to On Co-op.

**Timeline:** Must be received by On Co-op by the 5<sup>th</sup> day of each month (for the previous month).

## 12. Expense Report for 3-Day Workshop Series

**Location:** Electronic copy will be emailed to interns prior to workshop series.

[http://www.ontario.coop/cms/documents/161/Intern Travel Expense sheet.xls](http://www.ontario.coop/cms/documents/161/Intern_Travel_Expense_sheet.xls)

**Format:** Can be completed electronically or manually, signed and either faxed or scanned/emailed back to On Co-op.

**Timeline:** Mail to On Co-op along with original receipts after 3-day Workshop Series. Make a copy for backup.

TO BE SIGNED AND RETURNED TO ON CO-OP AT THE END OF THE PLACEMENT...

**13. Final Evaluation Form**

**Location:** Will be emailed to both hosts and interns before end of internship.

[http://www.ontario.coop/cms/documents/49/CIEP\\_Host\\_Evaluation.pdf](http://www.ontario.coop/cms/documents/49/CIEP_Host_Evaluation.pdf) (Host)

[http://www.ontario.coop/cms/documents/164/2010\\_CIEP\\_Intern\\_Evaluation.pdf](http://www.ontario.coop/cms/documents/164/2010_CIEP_Intern_Evaluation.pdf) (Intern)

**Format:** Complete in Word and return via fax or scan/email to On Co-op.

**Timeline:** To be received by On Co-op by the last week or day of the internship.

**14. HRDC/Youth Employment Strategy (YES) Participant Information Form**

**Location:** Copy of original should be available in Host's files.

**Format:** Hard copy – complete and sign section C and fax or scan/email back to On Co-op.

**Timeline:** Completed form must be received by On Co-op shortly after internship ends.



**Acknowledgement of Host Obligation Form**

Once you have read the entire *Host Guide*, please complete, sign, date and return this document to the Ontario Co-operative Association. Please send it to the attention of Audrey Aczel, CIEP Project Manager, by email: [aaczel@ontario.coop](mailto:aaczel@ontario.coop) or fax: 519.763.7239. This document must be received prior to, or along with, the Host Application. Only those hosts who have completed this form will be considered for participation in the internship program.

Should you have any questions or concerns about the *Host Guide* or this form, please do not hesitate to contact the Project Manager at 519.763.8271 x.24.

Co-operatively yours,

\_\_\_\_\_  
 Audrey Aczel  
 CIEP Project Manager, Ontario Co-operative Association

I, \_\_\_\_\_, have read, understood and fully comply with the terms and  
(Please print first and last name)  
 procedures identified in the Host Guide for the 2010-2011 Co-operative Internship and Experience Program.

\_\_\_\_\_  
 (Host Signature)

\_\_\_\_\_  
 (Contact phone and ext.)

\_\_\_\_\_  
 (Host organization)

\_\_\_\_\_  
 (Contact E-mail)

\_\_\_\_\_  
 (Date)

**Thank you for taking the time to complete the initial requirements for participating in the CIEP!**