



2009 HOST PROCEDURE MANUAL FOR THE CO-OPERATIVE INTERNSHIP & EXPERIENCE PROGRAM

The following steps are taken to participate in the CIEP:

1. If 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 mventry@ontario.coop to apply for a membership. **All CIEP Host participants must be a Member or Supporter to be eligible for the program.**
2. Host organization fills out an **application form**, which can be done in Word format, sent to you electronically upon request by the CIEP Project Manager. This can be faxed or mailed back to On Co-op.
3. Host application form should be accompanied by a **complete job description that you send electronically to On Co-op** (there is no template for this, so please provide as much information as you can, and we will do our best to match it as closely as possible to the criteria required on the Service Canada Job Bank). Please note:
 - 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 learning opportunity that they can benefit from. If not, you are risking the possibility of having a hard time finding potential applicants to fit 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 worthwhile!
4. The Project Manager dates and files the Host application, and posts the job description on Service Canada’s Job Bank. It usually takes 1-2 business days to appear online for your viewing. It will also be posted to On Co-op’s website in the format you provide, on the CIEP link at www.ontario.coop/Interns, and potentially on other local-to-you job-search websites, such as those of colleges and universities.
5. The Project Manager then sends you a **Memorandum** to sign with On Co-op, which you will return with a non-refundable **registration fee of \$50.00**.

- Please note that the Memorandum does *not guarantee* that you will get an Intern. While On Co-op does its best to operate on a “first come-first serve” basis, we also have to ensure that 15 Interns are placed for each intake, as required by our contract. If not, Service Canada docks funds that were provided to us, and it also affects our negotiation abilities for the following year’s contract, which could ultimately jeopardize the funding of the program.
 - If we receive 16 or more Host Applications and signed Memorandums, then **the first 15 hosts who are able to successfully hire the prospective Interns will get one each.** We don’t restrict the number of applications received, as sometimes hosts back out or they are unable to find a suitable candidate, and this 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 school, etc.). We do our best to help our hosts 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 you the *right* Intern. **On Co-op strongly encourages hosts to actively participate in the recruitment process, by reaching out through your own local networks.**
 - The Project Manager will contact the host organizations who have not yet filled a position, prior to the deadline. At this time, the host will be notified as to how many positions are still available, and how many organizations are “competing” for these spots.
6. Once the jobs are posted and resumes start pouring in (usually upwards of 700 to 1500), they will be screened by the Project Manager to ensure that: (1) candidates meet the 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. On Co-op will e-mail or fax the number of resumes (as requested on your application) for your viewing.
 8. **You are then responsible for contacting your top 2 - 3 choices** and interviewing them as soon as possible. Please remember 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 internship.
 9. Hosts then decide which candidate they want to hire. They then call that candidate and offer them the position, and confirm the starting and end dates for the internship, as set out by On Co-op (there is no flexibility for the start/end dates).
 10. Once you make a hiring decision and candidate has accepted, the host organization is required to notify the Project Manager immediately. The host then returns a completed **HRDC Youth Employment Strategy Participant Information Form** to On Co-op *before* the Intern can officially begin working. This form will be sent to you electronically after signing the official Memorandum.

- You can fax the completed HRDC form to On Co-op, but **hosts must also mail us the original version**, which we are required to send to Service Canada. Please ensure the “Career Focus” box is ticked off at the top, and the Intern’s signature appears on both pages.
- Note: Part C doesn’t need to be completed until the end of the Internship. Contrary to previous contracts we have had with Service Canada, the Interns do **not** have to be assessed by a local Employment Assessment Centre.

At this point you are also required to create and sign an **Offer of Employment** between your organization and the Intern. This must be sent to On Co-op for our files. A **disclaimer** for taking pictures of the Interns during the program is also to be signed and returned to On Co-op at this time, as well as the **registration form** for the 3-day workshop series. All these documents will be provided to you via email. Finally, please sign and date the **Host check list** to verify that you have completed all the steps to participate in the program, and that you have read the **Host Procedure Manual**, sent to you by On Co-op.

11. Once the host has successfully completed all these steps, the Intern can begin their placement!
12. Good luck and remember you can always contact the CIEP Project Manager, Audrey Aczel at 519.763.8271 x.24 or via email: aaczel@ontario.coop, should you have any questions or concerns.

DURING THE 26 WEEK INTERNSHIP...

1. Monthly Reporting Requirements:

- Throughout the Internship, interns will be required to fill out monthly timesheets, and fax them to the CIEP Project Manager in a timely manner – usually the first few days of each month, for the previous month (e.g., January timesheets are due by February 5th, etc). 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.
- Any expenses, such as travel required to attend a meeting off-site, or while attending the 3-day conference, for example, need to be backed up with *original* copies of receipts, and accompanied by the official expense forms, which will also be sent to you.

2. Payments and Reimbursements:

- You will be required to pay a minimum of \$3.00/hour for 35 hours/week over the 26 weeks. You can opt to pay interns more than the \$3.00, and you would indicate this on your application form. You are responsible for paying your intern for the full amount (i.e., \$12.50/hour), of which you will be reimbursed for the Service Canada portion (\$9.50/hour maximum) each month. Another reason why getting their timesheets on time is so important!
- Please note that On Co-op's Bookkeeper is only in once a week, thus processing cheques based on the timesheets and expense forms may not get back to you for about 2 weeks.
- Sick days are at the discretion of the Host - you may want to discuss this with your Intern at the beginning of their employment.
- Hosts are also required to follow the legislation set out by the Employment Standards Act, when it comes to paying Interns for civic and statutory holidays.

3. Conferences & Events:

- In the first few weeks of the Internship placement, all interns will take part in a brief "*Orientation*" held via phone conference, where preliminary introductions will take place, and where the Project Manager will familiarize them with the program and required reporting forms and procedures, etc.
- 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, learn about the co-operative model and sector, 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 a "training/information binder" while at the conference.

- Hosts/interns are required to make their own travel arrangements to and from the conference. If the host or intern pays for the travel costs upfront, they will be reimbursed after the conference, once the expense form and original receipts have been provided.
- Your information package will also include a registration Form to be completed and faxed back to the Project Manager before the conference, where interns can opt to stay at the hotel where the workshops will be held, for a maximum of three nights, regardless of where they reside. The goal is to make sure that they are able to arrive and attend each day's workshops in a timely and efficient manner.
- Interns may also be asked to participate in a number of one or two-hour, web-based and/or phone conference workshops during the program. As much notice as possible will be provided to you for scheduling purposes, and to ensure you have the proper technology to participate.
- If a co-op sector event such as the Queen's Park reception or the Co-op Conference and Gala is taking place at the time of the Internship, then Interns will also be invited to attend. This is another wonderful way to introduce Interns to the strength and diversity of the sector, while providing them with a great networking opportunity! Interns may be set up with a mentor for the evening, and travel expenses will be reimbursed pending that there are still travel resources available at those times.

4. Site-visits and Follow-ups with Hosts and Interns:

- At some point throughout the Internship, the Project manager will arrange to either speak with you, as host, over the phone, or to conduct a site visit in person at a mutually agreed upon time. The main purpose of this would be to discuss with both host and Intern: the progress your Intern has made throughout the program, if it met the Intern's expectations, to address and issues that may have come up, to provide suggestions to make the program more efficient, as well as what On Co-op and/or the Project Manager could be doing to make the process and program better.

5. Required Paperwork 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 forms that were sent to On Co-op when the Intern first began, needs to be completed (section C) and signed by the host Supervisor. Once these are returned, our files are officially completed and the Internship is done!

6. Once the Internship program has completed, hosts have the option of retaining their intern, by putting them on their own payroll at a mutually-agreed wage.

