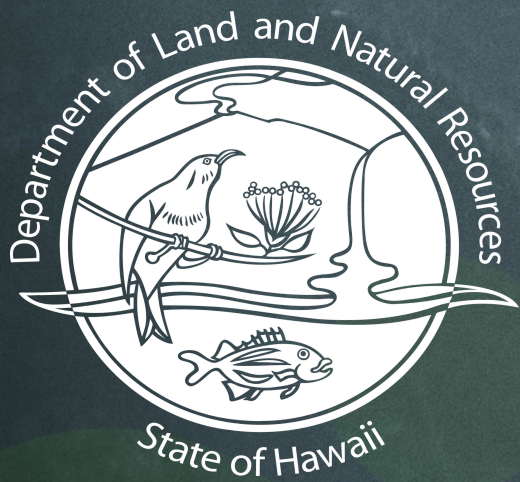


NĀ MANU 'ELELE

SITE MANAGER ORIENTATION



NĀ MANU 'ELELE STEWARD PROGRAM



ORIENTATION

OVERVIEW

- Introductions
- Program Goals & Benefits
- Program Requirements
- Attendance & Time Sheets
- Corrective Action, Suspension, & Dismissal
- Exits
- Communication & Accountability

NĀ MANU 'ELELE
STEWARD PROGRAM

NME RESOURCE HUB

WWW.NAMANUELELE.COM

KUPU TEAM



Kristina Kornegay
Program Manager



McKenna Noland (they/she)
Assistant Manager &
Interim Nā Manu 'Elele Program
Coordinator



AIMEE FUNG
Admin Coordinator



Rebecca Harper
Admin Manager

- **Talk to your Kupu Program Coordinator about:**
 - Participant issues, such as minor incidents, concerns, disciplinary actions, complaints, or updates.
 - Program-related logistics and operational questions or concerns.
 - Any general program or Kupu-related question or issues

- **Talk to the Kupu Program Manager about:**
 - Partnership questions or issues
 - Questions about agreements
 - Any issues or concerns with Kupu Program Coordinator staff



The background features a dark green, layered mountain range on the left side, fading into the distance. On the right side, a large, white, stylized fern frond with many small leaflets extends diagonally from the top right towards the center. The overall color palette is shades of green and white.

KUPU'S MISSION

“To empower youth to serve their communities through character-building, service-learning, and environmental stewardship opportunities that encourage pono (integrity) with Ke Akua, self, and others.”



**Kupu translates to mean
“to sprout or grow.”**

**The Kupukupu fern are one of the first
species to grow on the land after a lava
flow - likewise, Kupu strives to bring life
back to the land, people, and
communities for a better tomorrow**



KUPU PROGRAMS



HYCC Community



HYCC Summer



Culinary



**Environmental Education
Leadership Development**



**Conservation Leadership
Development Program**



OFFICES



**677 Ala Moana Blvd.
11th & 12th Floors
Kaka'ako, O'ahu**



**Ho'okupu Center
1125F Ala Moana Blvd.
Kewalo Basin, O'ahu**

NĀ MANU 'ELELE
STEWARD PROGRAM

MAHALO POLOLŪ

Nā Manu 'Elele was created following the success of the Pololū Steward Pilot Program (2021).

Following their example, we model our program with the shared goals of protecting our culture, 'āina, and communities.





ROLES

- **Host Site:**
 - Offers work experience and position to steward
- **Kupu:**
 - Employer of record for participant
- **Steward/Participant:**
 - Employee of Kupu who works directly with host site
- **Site Supervisor/Manager:**
 - Primary timesheet approver, mentor/supervisor for steward
- **Program Coordinator:**
 - Main point of contact for Site Supervisors and stewards, provides support throughout program





PROGRAM REQUIREMENTS

Orientation

- Site supervisor orientation
- Virtual steward orientation (12/4/23)

Check-Ins

- Between stewards and coordinators (monthly, virtual)
- Kupu will check in with supervisors less frequently or as needed

Data Report Forms

- Details TBD

Site Visits

- Kupu Program Coordinator visits steward and supervisor at site location

Communication

- Stewards are expected to return all forms of communication within 2 business days



SUPERVISOR RESPONSIBILITIES

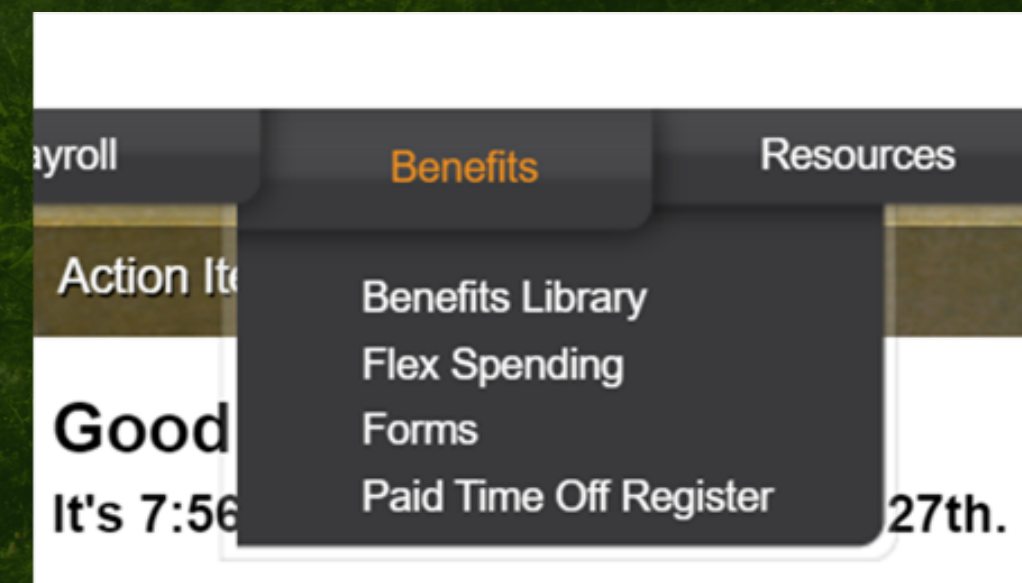
Site Supervisor must :

- Attend supervisor orientation
- Oversee steward(s)
- Approve timesheets
- Communicate with Kupu staff as needed.



COMPENSATION & BENEFITS

- Bi-weekly Paycheck
 - Full-Time: 21-40 hours/week
 - Part-Time: 20 hours/week
- Worker's Compensation
- Medical Benefits (20+ hrs) Begins at start of month after 4 consecutive weeks of work
- \$25 monthly cell phone allowance, mailed to steward
- Altres benefits



MILEAGE REIMBURSEMENTS

- Stewards that are using their personal vehicle to travel between worksites can request mileage reimbursements
- Steward to fill out Mileage Reimbursement form found on resource site
 - Detailed instructions found on Nā Manu 'Elele website
 - **Reimbursements must be submitted to Kupu Program Coordinator and Site Supervisor within one week of travel**
- Typical commute to their baseyard or primary work location does not count

Mileage Reimbursement Form



Kupu
677 Ala Moana Blvd., #1200
Honolulu, HI 96813
Phone: 808-735-1221
www.kupuhawaii.org

Purpose of this form: To request reimbursement for personal use of vehicle for business purposes when Kupu vehicle is not available.

Requested by/Payee:	
Request Date:	
Team/Island:	
Phone /Email:	

_____ Reviewed by CFO

_____ Reviewed by AH

Date of Travel (m/d/yr)	Program	Project	Category	Match	From:	To:	# of Miles	Mileage Rate
Total Miles:							0	\$ 0.655
Note: Each line item should record mileage for travel one-way (vs. round-trip).								\$ -

Purpose of travel / Explanation for personal use of vehicle instead of Kupu vehicles:

(*to tab down inside cell, press Alt+Enter)

Payee Address / Delivery Instructions:

Check if new address

By signing below, I certify that the above are legitimate Kupu expenses for the program(s) listed:

Requester's Signature:	Date:
------------------------	-------

NOTE: Reimbursement requests must be submitted within one week of travel.

TIMESHEETS

- Timesheets are the binding agreement between stewards and Kupu staff. They are the sole documentation of completed service.
- Site Managers responsible for reviewing and approving their participant(s)' timesheets every two weeks.
- If you go on leave/are unable to approve timesheets, you must appoint a backup supervisor to approve timesheets for you
- Automatic reminders of timesheet approval due dates will be sent from HR Symphony.
- Sick leave, per diem, and PTO are not available.

Late Submittal and/or Approvals = LATE PAYCHECK



HOW TO APPROVE TIMESHEETS

1. Once the steward submits their timesheet for approval, it will go to their direct site supervisor (timesheet will now be “Pending-Supervisor” status).
2. Site supervisors can then approve the timesheet once reviewed (timesheet will now be in “Pending-Payroll” status).
 - a. Must approve timesheets by 4:00PM on the Monday following the pay period ending
3. The program coordinator will authorize the timesheet (timesheet will now be in “Authorized” status).



Timesheet

✓ The timesheet has been successfully saved.

⚠ Timesheet contains 4.0 overtime hours.

Douglas, Bernice R | Hourly | 08/26/2018 to 09/08/2018 | Pending-Supervisor

< Previous Next >

EMPLOYEE T&A SETTINGS RETURN TO TIMESHEET APPROVAL

Timecard Other Pay Notes Attachments Schedule Paid Hrs Approval History

Status	Date	In	Out	Break	Hours	Daily Total	Pay Code	Note	Department
✓	08/26/18 (Sun)	08:00 AM	12:00 PM		4	4	Regular		Marketing
⚠	08/27/18 (Mon)	08:00 AM	12:00 PM		4	-	Regular		Administr
✓	08/27/18 (Mon)	01:00 PM	05:00 PM		4	8	Regular		Administr
⚠	08/28/18 (Tue)	08:00 AM	12:00 PM		4	-	Regular		Administr
✓	08/28/18 (Tue)	01:00 PM	05:00 PM		4	8	Regular		Administr
⚠	08/29/18 (Wed)	08:00 AM	12:00 PM		4	-	Regular		Administr
✓	08/29/18 (Wed)	01:00 PM	05:00 PM		4	8	Regular		Administr
⚠	08/30/18 (Thu)	08:00 AM	12:00 PM		4	-	Regular		Administr
✓	08/30/18 (Thu)	01:00 PM	05:00 PM		4	8	Regular		Administr

1. REVIEW SUBMITTED HOURS IN THE TIMECARD TAB

The screenshot displays a web application interface for a Timesheet. At the top, there is a navigation bar with tabs for Payroll, Scheduler, Benefits, Resources, and Favorites. Below this, the main heading is "Timesheet". A green notification bar states "The timesheet has been successfully saved." Below that, a yellow warning bar indicates "Timesheet contains 4.0 overtime hours." The user information is "Douglas, Bernice R | Hourly | 08/26/2018 to 09/08/2018 | Pending-Supervisor". There are three buttons: "SAVE", "EMPLOYEE T&A SETTINGS", and "RETURN TO TIMESHEET APPROVAL". A horizontal menu contains "Timecard", "Other Pay", "Notes", "Attachments", "Schedule", "Paid Hrs", "Approval", and "History". The "Approval" tab is highlighted with a red square and a red arrow pointing to it. Below the menu, the "Approval" section contains two buttons: "RECALL SUBMISSION" and "APPROVE", with the "APPROVE" button circled in red. At the bottom, there are three buttons: "SAVE", "EMPLOYEE T&A SETTINGS", and "RETURN TO TIMESHEET APPROVAL".

2. SUBMIT APPROVAL IN THE APPROVAL TAB

Timesheet

Burgess, Dianne V. | Hourly | 08/23/2020 to 09/05/2020 | **Authorized** | Vacation: 6.94 Sick: 14.94

Employee T&A Settings

Return to Timesheet Approval

Timecard

Paid Hrs

Approval

History

Date	Description	
09/03/2020	Submitted by Burgess, Dianne V.	1 Submitted by Employee to Supervisor
09/03/2020	Approved by Hayes, Jackie Z.	2 Supervisor Approves Timesheet
09/03/2020	Authorized by Cole, Felicia	3 Coordinator Authorizes Timesheet for Payroll

Employee T&A Settings

Return to Timesheet Approval

**IT IS VERY IMPORTANT THAT TIMESHEETS
ARE COMPLETED IN THIS ORDER**

PROGRAM AUTHORITY

- KAC Participants are held accountable to the policies, guidelines, and expectations as set by:
 - Kupu
 - ALTRES
 - Host Site



NOTABLE POLICY

Prohibited Activities:

- Attempting to influence Legislation
- Protests, petitions, boycotts
 - Religious instruction (worship service)

Prohibited Duties:

- Rappelling
- Scuba
- Operating Firearms

Prohibited = Never

Restricted Duties:

- ATV/UTV
- Gas-operated bladed equipment
- Heli-ops
- Fundraising*

**Restricted =
OK with certification and/or
permission from PC**

ATTENDANCE & TIME RECORDING

- Host Site and Kupu may request a medical note for 2 or more consecutive days missed
- No-call, No-show subject to disciplinary action
- 3 consecutive No-call No-shows can be considered job abandonment
- Excessive absences, tardiness are subject to disciplinary action up to and including release
- Misrepresentation of hours served is strictly prohibited
- Overtime must be approved by Kupu beforehand.





POLICIES & CORRECTIVE ACTION



TYPES OF CORRECTIVE ACTION

- **COUNSELING** - providing the time and space to converse with the participant following next steps to improve
- **VERBAL WARNING** - verbal warning of disciplinary action
- **WRITTEN WARNING** - written warning of disciplinary action
- **SUSPENSION WITHOUT PAY** - participant will be suspended from Program until further notice
- **DISMISSAL** - Release/Termination from the Program.



CORRECTIVE ACTION

- Formal corrective action is required if the steward:
 - Knows and understands what was required
 - Was capable of carrying out the requirement
 - Decided not to follow it
 - Violates Zero-Tolerance policies



Documentation Log

Reported by:		Kupu Member:		Date Reported:	
Date of incident (s):		Individuals Involved:			
Policy/Expectation (if applicable):					

This form is optional for you to use. It may be handy for keeping track of minor issues that do not immediately warrant a formal conversation, such as consistent tardiness.

Details: (Keep as short and concise as possible, just the facts)

Addressed with Member?	If Yes Date(s)/Time(s):	Summary of conversation below if applicable:
Follow up:		

When giving formal feedback to your steward about their performance or behavior, use this form for documentation. Kupu must be able to see your steward's acknowledgment of your conversation. Should further issues arise, we may reference this completed form in any decision-making.

All forms referenced in this orientation can be found on our Resource Hub:
www.namanuelele.com



Kupu Program Coaching, Counseling, & Disciplinary Notice Participant's

Name: _____ Date: _____

Service Site: _____ Verbal Warning

Written Warning

Great Job! Suspension

Explain: _____ Effective Date: _____

_____ Return to Work Date: _____

_____ Date of Incident: _____ Time of

Incident: _____

Incident

Failure to follow Instructions Violation of Program Policies/Procedures Rudeness to team members
Violation of Safety Rules Rudeness to others Willful damage to Material/Equipment Attendance
(Unexcused absence, left before shift, Unsatisfactory performance Ended, tardiness, no call, no show
for work) Insubordination

Handling personal matters during service hours Other: _____

Description of Incident: *(Who, what, where, why and how) Use back of sheet if necessary.*

Solution: *Use back of sheet if necessary.*

Consequences: *Failure to comply with all program policies, procedures and rules and the above stated solution immediately may lead to further disciplinary action up to and including release from the program.*

Signature Print Name Date Authorized

I acknowledge that I have read and understand the above and I disagree with the statement because:

Participant's Signature Print Name Date

3-STRIKE SYSTEM

THE FOLLOWING CAN RESULT IN A STRIKE:



- Failure to submit 2 timesheets by deadline within 2 month period
- Failure to communicate, follow up, and/or comply with Kupu staff with missing documents

Strikes are given in response to lack of communication and/or lack of effort to meet program requirements.

*****1st month
probationary
period**

STRIKE 1

**Verbal
Warning**

STRIKE 2

**Written
Warning**

STRIKE 3

**Suspended
2 weeks
without pay**

LEVELS OF DISCIPLINE

MINOR:

Handle matters using best discretion.
Approach Program Coordinator for additional consultation if needed

Correctable Program Incidents

- Three strike policies
- "Minor" infractions to program rules (e.g. late timesheets, data reporting, communications, etc.)
- Reports of dissatisfaction of service duties (unless violating position description or program requirements)
- Any matter which is not a direct violation of known policies and/or laws

***Any matter which can be informally coached**

INTERMEDIATE:

Consult Assistant Program Manager and/or Kupu HR Representative on appropriate course of action

Violation of program policies or standards of conduct:

- Repeated violation of program policies/procedures
- Reported unsatisfactory work performance
- Suspected unallowable service

***Any matter in which formal corrective action may be required**

CRITICAL:

Immediately report to a Program Manager and Kupu HR Representative

Zero Tolerance Violations:

- Discrimination: Inappropriate actions or comments against a protected class (race, ethnicity, sexual orientation, gender, etc.)
- Harassment/Inappropriate behavior: Unwelcome verbal, non-verbal, or physical conduct of a sexual nature
- Alcohol and drug use: Reports of consumption/use of alcoholic beverages or illegal drugs while "on the clock"
- Workplace violence: Violent, threatening, and/or intimidating behavior in the workplace

Serious Safety Matters:

- Any work-related incident which requires emergency care or immediate medical attention

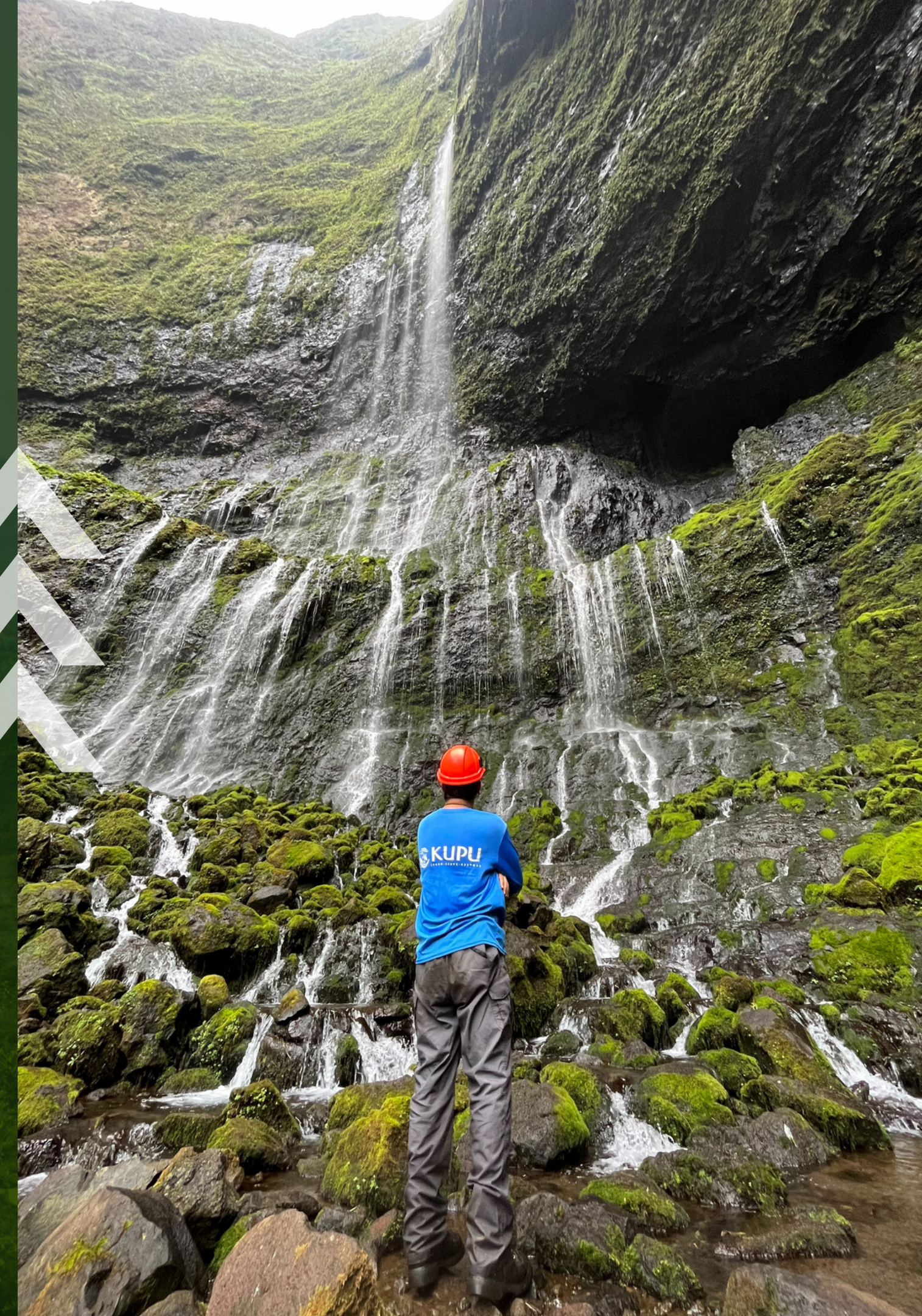
Serious Compliance Violations:

- Any reported violation of applicable policies or guidelines (e.g. policies, timesheet falsification, members/participants performing duties outside of what is allowable, unsafe duties and responsibilities, etc.)

***Any matter which could potentially lead to immediate release from the program**

ZERO-TOLERANCE & INJURY/ACCIDENTS

- Zero-tolerance:
 - Discrimination and Harassment
 - Substance Abuse
 - Violent behavior and/or actions
- Injury/Accidents:
 - Injury/Accident Reporting Form
 - If injured on the job, Program Coordinators must be notified and an accident report must be completed as soon as possible.



SUSPENSION & DISMISSAL

Suspension/Dismissal (Connect with your Program Coordinator when issues or concerns first arise. Let's prevent not respond.)

- Orientation Period (90 serving days)
- Involuntary Release/Termination from the Program

*As employer of record, Kupu makes the final decision about termination and must be informed/involved before the steward is released from the program.

*If a steward is released from the Program, proper documentation must be provided.



IF STEWARD CONCERNS OR ISSUES ARISE...

- Kupu is here to advise and support you!
- Communicate with your Coordinator early on
- Documentation is key and should be provided to your Coordinator
- When you need to take corrective action or give disciplinary notice, have someone else present in the conversation
 - Kupu staff can be available for this



EXITS

Position replacement

- Kupu will assist in protocols to help with finding a replacement for open steward position.

*open positions shall be filled on a rolling basis

COMMUNICATION

- Open communication between Kupu & Host Site Staff is essential for a successful year!
- Pay attention to your email & phone

Kupu stewards are expected to return all forms of communication within 2 business days.



FIRST WEEK HOUSEKEEPING

- Discuss expectations with stewards
- Suggested topics:
 - Professionalism & Non-Negotiables: Communication, language, respect, workplace attire, etc.
 - Appropriate interactions with visitors, volunteers, or other staff
 - Attendance: Tardiness, time off, sick days, scheduling
 - Prohibited activities (site specific)
 - Workplace procedures & policies: Clocking in, locking up, office/base yard maintenance, doctor's notes requests, expectations of conduct and performance, etc.
 - Emergency & safety procedures: Handling tools, first aid/AED location, SOAP notes/incident reports, etc.



DISCUSS THE FOLLOWING

- Stewards and their site supervisors should ask each other the following questions:
 - *What do you need to feel supported in the workplace?*
 - Examples:
 - Steward – thorough understanding of job duties, open communication, etc.
 - Site supervisor – reliability, confirmation, punctuality, etc.
 - *How can I help you get the most of out this program term?*
 - Examples:
 - Steward – offer new experiences or tasks, specific skill building opportunities, leadership roles, etc.
 - Site supervisor – take on additional tasks, create community connections, etc.



WHAT TO EXPECT

- Your steward must attend a virtual orientation with Kupu on their first day (12/4/23, 9am-11am)
- They may report to your site after the orientation, typically the following day
- We will schedule mandatory CPR & FA training for them
- Timesheets due every 2 weeks. We'll send email reminders in the beginning
- We'll check in with you and your stewards within the first month!



GEAR AND SUPPLIES

Kupu to provide	DLNR to provide
5 PFG shirts Mix of long-sleeve and short-sleeve	Rain gear pants & jacket
Hat	Satellite phones If needed, please contact: NaManuEleleStewards@hawaii.gov
Pair of shoes	Backpack

KUPU-PROVIDED TRAININGS

- Regular CPR & First Aid
 - Wilderness First Responder Training to be scheduled at earliest availability
- Media & Interacting with the Public
 - Pang Communications
 - 10:30am-11:30am on 12/12/23 (link will be shared)
- People Interactions
 - Will Shimabukuro, Altres representative
 - During 12/4/23 steward orientation

TIMELINE

- Next Start Date: 2/12/23
 - 12/18/23: Kupu provides applications
 - 12/18/23-1/12/24: Site manager conducts interviews (3 weeks)
 - 1/12/24: Selections due
- Direct match option
 - You may recruit and select someone outside of the Kupu-provided applicants
 - Typically need 3 weeks of onboarding before the steward can start

NĀ MANU 'ELELE
STEWARD PROGRAM

NMME RESOURCE HUB

WWW.NAMANUELELE.COM

QUESTIONS?





MAHALO!

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