

Prospective Internship Site Profile
Department of Health Education & Behavior

Location: Manassas Virginia Date: 10/22/2013
City State

Agency: L&T Health & Fitness: Novant Health Prince William Fitness Cetner

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What semesters is your agency available to accept interns?

- Fall (August – December) Spring (January – April) Summer (May – August)

Normal work hours (Please indicate any evening or weekend time commitments):

Is office space available to interns? Yes No _____
Comments

Is a computer available to interns? Yes No _____
Comments

Does your agency offer paid or non-paid internships? Non-paid Paid (amount): Varies

List other benefits your agency offers interns (i.e. housing, health insurance, travel reimbursement, etc.)

Please see attached document to address the following questions.

List required purchases for interning with your agency (i.e. parking pass, uniform, etc.)

List the required skills or previous experience necessary for interning with your agency.

Special Requirements (i.e. special application, proof of health insurance, immunization, etc.)

Please note: All interns are required to purchase professional liability coverage for \$1,000,000.

List a description of duties your agency expects to be fulfilled by interns. Please include additional literature if desired.

L&T's programs are designed to promote healthy and safe lifestyles, behavior modification, personal resilience and an overall sense of well-being. Services include: health education seminars; weight management; health risk appraisals; health screenings that include blood pressure, body composition, cholesterol, PSA and bone density; resting metabolic rate (RMR) measurement; and interactive, educational health fairs.

List any important information about your agency.

L&T Health and Fitness delivers innovative and customized fitness and health promotion services. Our dedicated employees enhance the overall health and well-being of the individuals and organizations we serve.

Would you like to be added to the Department's list of approved sites for future interns? Yes No

FOR OFFICE USE ONLY: CONTRACT ON FILE: _____

Approval of Intern Coordinator: MMaid Date: _____

Approval Expiration Date: Nov. 2015

L&T Internship Program

Learn • Practice • Grow



Table of Contents

L&T Health and Fitness

Company History
Intern Program Overview
Internship Guidelines
Internship Standards of Conduct
Internship Exit Requirements

Internship Training

SERVICE Leadership
Career Planning
L&T Services
Anti-Harassment

Site Training

Financial Administration
Group Exercise Training
Health Screening and Assessments
Risk Management
Equipment and Facility Maintenance

Home Office Training

Health fair planning
Screening and booth skills

Administrative Procedures

Payroll Packet
Stipends
Performance Review
Training and Program Evaluation

Appendix

Appendix A: Internship Performance Sample
Appendix B: Screening and Booth Training Checklist
Appendix C: Internship Checklist



Company History

L&T Health and Fitness (L&T) is a certified women's business enterprise providing fitness and health management services, health and wellness program design and delivery, and facility design and consulting services to organizations nationwide.

L&T's current fitness and health promotion clients include *Fortune* 100 corporations, multi-cultural organizations, financial institutions, the U.S. military, federal and state governments, hospitals, universities, non-profit organizations, community and residential/office management corporations.

Management Operations

L&T manages more than 50 fitness/wellness centers in twelve states and the District of Columbia. Our current contracts serve more than 93,000 client employees and community participants. Fitness and health management service includes: strategic planning; facility design; hiring, training and evaluating staff; targeted fitness/wellness programming; financial management; recreational programming; exercise class instruction; pool management; data collection and reporting.

Health Promotion

L&T's programs are designed to promote healthy and safe lifestyles, behavior modification, personal resilience and an overall sense of well-being. Services include: health education seminars; weight management; health risk appraisals; health screenings that include blood pressure, body composition, cholesterol, PSA and bone density; resting metabolic rate (RMR) measurement; and interactive, educational health fairs.

Facility Design and Consulting

L&T works closely with the client, architects and engineers, equipment and other vendors to ensure that each facility is designed for maximum participation and function and is safe and welcoming. L&T conducts a demographic and organizational analysis, provides space planning and floor plan design, and gives equipment recommendations that match organizational needs.

Our Company Mission

L&T Health and Fitness delivers innovative and customized fitness and health promotion services. Our dedicated employees enhance the overall health and well-being of the individuals and organizations we serve.

Vision

To be the service leader in the fitness and health promotion industry

Internship Program Overview

The L&T Internship Program is designed to give students in health and fitness related degree programs an opportunity to gain valuable hands-on experience in worksite wellness and health promotion. All interns receive guidance and supervision from full-time L&T SERVICE Leaders. Due to the broad variety of corporations and government agencies that L&T services, each intern will have a unique experience depending on the site location of the internship.

Based on student interest and facility need, L&T will match each intern with the staff and site locale that will provide them with the best overall experience. L&T defines a successful internship experience as one that is challenging, rewarding and meaningful to the student.

Internship Program Guidelines

Eligibility

All interns must be students, currently enrolled in a health or fitness related degree program that requires internship completion for graduation. For interested students who are not required to complete an internship, credit can often be approved through the university at special request. Students in this situation should seek the advice of a university academic advisor.

All interns must also hold current Adult CPR/AED and First Aid certification. A current copy of the certifications will be placed in the student's permanent file prior to the start of the internship. A second copy will be required for placement in the L&T SMART Manual located on site.

Stipend

Intern stipends are available and are paid in two installments at mid-point and end of the internship. Stipend amounts are non-negotiable. Site supervisors must submit the intern stipend allocation form located on the intranet to payroll at Home Office.

Internship Contract

Prior to beginning an internship, a written contract is signed by the student, academic advisor and L&T Health and Fitness. The contract outlines several aspects of the internship including start date, end date, and weeks worked. Should any aspect of the contract need to change for any reason, once it has been signed, verbal and written notification must be provided to the intern coordinator prior to beginning the internship. Students may not change any aspect of the internship contract once the internship has begun.

Internship Uniform

L&T Health and Fitness requires interns to abide by the same uniform dress code as L&T SERVICE Leaders.

The uniform dress code consists of the following:

- White collared polo-style shirt or L&T logo shirt (no sleeveless shirts)
- Black professional shorts or athletic pants (shorts should be mid-thigh length, athletic pants should *not* be sweat pants or have stripes/lettering on them)
- Athletic shoes/sneakers (no hiking boots)
- Interns who do not currently own clothing that abides by the L&T uniform dress code must purchase appropriate wear on their own.
- Nametags will be provided by L&T and are considered part of the official uniform. They should be worn at all times.

Internship Training Sessions

Each L&T intern is required to complete a series of intern training sessions. **All trainings are mandatory and will be completed on site with the intern site supervisor.** Interns will have an opportunity to evaluate the training sessions at the end of the internship.

Performance Reviews

L&T feels that it is important for interns to be evaluated throughout the duration of their internship. This allows the intern to receive valuable feedback that will help them prepare for the expectations of a successful career in the field of health and fitness management.

Evaluation criteria for interns match that of L&T SERVICE Leaders. Performance competencies to be evaluated include the following: professionalism, communication skills, initiative, reliability, problem solving and teamwork.

Performance reviews will occur at the mid-point and at the conclusion of the internship with both the intern and the on-site supervisor. Appraisals of this nature are designed to give each student a clear picture of their professional strengths and weaknesses in the context of the internship. Feedback is the foundation of professional improvement.

***A sample of the performance appraisal is located in Appendix A. An electronic version is available on the intranet.**

Internship Program Evaluation

Interns are required to complete a program evaluation at the conclusion of the internship. Evaluation results and feedback give L&T valuable information that may help improve and shape various aspects of the internship program in the future. It is important that interns provide honest feedback at the time of the evaluation, and equally important that all interns feel empowered to communicate to the on-site manager/supervisor at any time during their internship, whether the comments are positive or negative. The intern coordinator will send the electronic evaluation prior to the end of the internship.

Internship Standards of Conduct

1. **Report to work on time.** Call ahead and notify your site if there is a problem with attendance and punctuality. This courtesy is expected of all SERVICE Leaders and interns.
2. **Report to work in proper uniform.** Proper attire must be worn, including nametag.
3. **Your supervisor must pre-approve any time off requested at least two weeks in advance.**
4. **Any sub-standard behavior is subject to documentation.** Any violation of L&T Health and Fitness standards, policies, or procedures as stated in the L&T SERVICE Leader Handbook is cause for documentation. Documentation procedures will follow the standards as described in the L&T SERVICE Leader Handbook.

A signed copy of the internship standards of conduct will become part of each intern's permanent file. Failure to obey the standards of conduct will result in one or more of the following:

First Offense: Verbal Warning

Second Offense: Written Warning

Third Offense: Internship Termination

5. **No changes in contracts permitted.** Once the intern offer letter contract is signed and returned no changes to length of internship, hours, or otherwise are permitted. All interns are obligated to complete requirements as stated in their offer letter contract.
6. **All training sessions are mandatory.** The on-site supervisor is responsible for delivering the training sessions.
7. **L&T requires all interns to complete assignments during their internship.** The internship training sessions correspond to assignments. These assignments are to be completed throughout the course of the internship and validated by the on-site intern supervisor.
8. **L&T requires that all interns behave in a professional manner at all times.** This includes using professional phone etiquette, demonstrating excellent customer service, and portraying professionalism at all times.

9. **All L&T interns are permitted to use the fitness equipment at any L&T site during the duration of their internship.** Equipment may only be used before or after a scheduled work shift, not during.
 10. **Additional hours.** Any hours worked outside of the interns' regular scheduled work shift, either at their assigned site or another L&T site **MUST** be pre-approved by a Senior Account Manager.
- * All interns are required to sign a copy of the Internship Standards of Conduct when they complete the payroll packet.**

Internship Exit Requirements

Prior to receiving the last stipend paycheck and internship credit, each intern is responsible for the following:

- Completion of intern training assignments
- Completion of (1) Performance appraisal
- Completion of Internship Program Evaluation

Internship Training

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Each L&T intern is required to complete a series of intern training sessions. **All trainings are mandatory and will be completed on site with the intern site supervisor.** Interns will have an opportunity to evaluate the training sessions at the end of the internship.

There are training modules available for all L&T interns which include:

- SERVICE Leadership
- Anti-Harassment
- Career Planning
- L&T Services

Specialty training modules are also available for interns in L&T fitness center site locations and home office interns working with L&T services.

Site Training

- Financial Administration
- Group Exercise Training
- Health Screening and Assessments
- Risk Management
- Equipment and Facility Maintenance

Home Office Training

- Health fair planning
- Screening and booth skills

The training modules are located on the intranet in the internship folder. All training should be conducted by the internship supervisor, site manager or designated L&T SERVICE Leader. Work through the slide presentation with the intern and ensure they have a clear understanding of the material and give them an opportunity to ask questions.

SERVICE Leadership Training

Materials:

- SERVICE Leadership Training presentation – Internship Folder
- S.M.A.R.T Manual – Section 1 and 2
- Help Us Help You Survey – SERVICE Leadership Folder
- Site Inspection Tool – SERVICE Leadership Folder
- Operations Scorecard – SERVICE Leadership Folder
- Training and Operations Calendar – Operations and Training Calendar Folder
- E-News

Goals:

- Introduce and define SERVICE Leadership
- Define the SERVICE acronym
- Introduce the tools and resources to achieve SERVICE Leadership

Training Tips:

- Use Section 1 and 2 of the S.M.A.R.T. Manual to review L&T's SERVICE Leadership vision and supporting tools
- Review the most recent Help Us Help You (HUHY) report and action plan for the site
- Review L&T SERVICE Leadership tools
 - Operations Scorecards
 - Site Inspections
 - HUHY
 - Training & Operations Calendar
 - E-News

Anti-Harassment Training

Materials:

- Anti-Harassment Training presentation – Internship Folder

Goals:

- Define harassment and types of harassment
- Describe the impact of harassment
- Identify ways to report harassment

Training Tips:

- Work through the slide presentation with the intern and make it clear that this policy also extends to interns. Direct any questions to Human Resources as needed.

L&T SERVICES Training

Materials:

- L&T Services Training presentation – Internship Folder
- Site Operations Manual
- S.M.A.R.T. Manual – Section 8
- Intranet

Goals:

- Provide an overview of L&T Services
- Describe all L&T Services
- Detail steps for planning, marketing, implementing L&T Services

Training Tips:

- Overview the Services Section 8 of the S.M.A.R.T. Manual and have the intern read through it
- Review the sections of the Operations Manual that detail what and how Services are implemented at the site
- Demonstrate how to access more information on L&T Services
- Introduce the SERVICE Delivery Manual located on the intranet

Career Planning Training

Materials:

- Career Planning Training presentation – Internship Folder
- Internet – www.LTwell.com – Employment/Internships

Goals:

- Identify key components of a resume
- Provide tips for effective resume writing
- Describe steps for seeking and applying for job opportunities
- Provide tips for interviewing

Training Tips:

- Demonstrate how to access current L&T job opportunities
- Review and update current resume

Site Training

The following training modules will be completed by interns in L&T fitness center locations. The intern supervisor will schedule training sessions throughout the internship experience.

Financial Administration Training

Materials:

- Financial Administration Training presentation – Internship Folder
- Petty cash/financial transactions log
- Receipts book

Goals:

- Describe the process for money collection
- Introduce S.M.A.R.T. Money Handling policy

Training Tips:

- Describe the types of financial transactions and how they are handled
- Review the process for documenting financial transactions
- Review the site budget

Group Exercise Training

Materials:

- Group Exercise Training presentation – Internship Folder
- S.M.A.R.T. Manual – Section 5

Goals:

- Introduce the types of group exercise classes
- Identify key phases of class instruction
- Review guidelines for music selection
- Describe cueing and safety guidelines

Training Tips:

- Review the site group exercise schedule and identify classes the intern will sample
- Set goals to lead a class warm-up, cool-down and at least phase of a group exercise class

Health Screening and Assessments

Materials:

- Health Screening and Assessment Training presentation – Internship Folder
- Site paperwork: Health History, Informed Consent, Waiver....
- S.M.A.R.T. Manual: Section 6

Goals:

- Review standards and guidelines for pre-participation screening and health history review
- Describe standards and guidelines for informed consent and waivers
- Introduce the fitness assessment protocols for the site and give the intern an opportunity to practice these skills
- Review the standards and guidelines for exercise program recommendations

Training Tips:

- Demonstrate each of the following and then have the intern repeat the process
 - Health History explanation and review
 - Instructions for informed consent and waivers
 - Assessment skills
- Continued observation and practice

Risk Management

Materials:

- Risk Management Training presentation – Internship Folder
- S.M.A.R.T. Manual
- S.M.A.R.T. Log
- Operations Manual
- Operations Scorecards
- Site Inspection
- Incident Report

Goals:

- To introduce L&T's tool for risk management
- To describe the purpose of each tool and demonstrate how they are used

Training Tips:

- Review each of the risk management tools
- Ask the intern to complete a mock inspection and incident report

Equipment and Facility Maintenance

Materials:

- Equipment and Facility Maintenance Training presentation – Internship Folder
- Operations Manual
- S.M.A.R.T. Log

Goals:

- Identify needs for regular equipment and facility maintenance
- Describe site specific procedures for maintenance and repair
- Review the preventive maintenance schedule for the site
- Review the process for documenting maintenance and repair

Training Tips:

- Review the site schedule and procedures for preventive maintenance
- Review past maintenance documentation
- Ask the intern to assist with maintenance procedures

Home Office Training

L&T Interns working with L&T Services from Home Office will receive comprehensive training on L&T Services including; screenings, health fair booth operations and health fair planning and implementation. The L&T SERVICE Delivery Manual will serve as a foundation for training. Interns will complete all training listed on the **Screening and Booth Training Checklist**.

***A sample of the Screening and Booth Training Checklist is located in Appendix B. An electronic version is available on the intranet.**

Administrative Procedures

Payroll Packet:

All interns must complete a payroll packet on Day 1. The packet should be completed electronically using their unique log-in information for the Taleo system. All forms will be submitted electronically with the exception of the I-9. The original I-9 must be printed, signed and verified on Day 1. The form must then be mailed to Human Resources at home office.

Stipends:

Intern stipends are paid at the mid-term and end of the internship. Stipend amounts are based on the length of the internship and hours worked. The stipend amount is specified in the internship offer letter. Please contact the Internship Coordinator or HR for questions related to intern stipends.

Interns must complete an ***Intern Stipend Allocation Sheet*** to receive their mid-term and final stipends. The stipend form is located in the internship folder on the intranet. Stipends are paid on 15th or the last day of the month. Forms must be received 10 days prior to the pay date. Any form received less than 10 days prior to the pay date will be paid during the next payroll period.

Performance Review:

Performance reviews should be completed at the mid-term and completion of the internship. The review form is located in the internship folder on the intranet. One form may be used for both reviews.

Training and Program Evaluation:

All interns will complete an electronic evaluation at the end of their internship. The evaluation is designed to obtain feedback on the overall internship experience and the training provided. The internship coordinator will send a reminder prior to the internship completion date. To view the evaluation, go to <http://www.surveymonkey.com/s/LTInternEval>

Internship Checklist:

Intern supervisors are encouraged to track tasks, assignments and trainings throughout the internship. An Internship Checklist is available and can be customized for each intern.

***A sample of the Internship Checklist is located in Appendix C. An electronic version is available on the intranet.**

Appendix A: Intern Performance Review

Intern Name:		
Site:		
Status:	<input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	
Start/End Date:	Start Date:	End Date:
Supervisor Name and Title:		
Appraisal Date:	Mid-Term:	Final:

Pre-Appraisal Requirements			
Does the intern have a clear understanding of current job responsibilities for mid-term appraisal?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Intern Initials/Date:
Does the intern have a clear understanding of current job responsibilities for the final appraisal?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Intern Initials/Date:

SERVICE Leadership Principles		
S	Seek Customer Loyalty	Performance is based on the goal of retaining loyal members, clients and SERVICE Leaders.
E	Exceed Customer Expectations	Exceeding expectations is essential to earning loyalty.
R	Recognize Customer Needs	Recognize needs using formal tools and ongoing communication.
V	Value our Customers	Behavior should make all individuals feel important and valued.
I	Insist on Professionalism	Behavior, appearance, and performance must always be professional.
C	Commit to SERVICE Leadership	Actively contribute to the implementation of all SERVICE Leadership initiatives.
E	Evaluate our Efforts	Company, site, and individual SERVICE Leadership efforts must be evaluated regularly. Follow-up & improvement are essential.

Performance Ranking System	
Exceeds Expectations	Consistently exceeds expected result and internship standards. Demonstrates a high level of knowledge, judgment and problem solving ability compared to what is expected. The rating clearly represents above average competence and job performance.
Meets Expectations	Achieves results on internship responsibilities and objectives that are normally expected for an effective intern, although some areas may need further development. The performance level is solid and acceptable.
Needs Improvement	Performance does not meet most standards and expectations. Immediate and continuous improvement is required.

Goal Achieved			Internship Goals
YES	NO	N/A	
			Completes required trainings:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SERVICE Leadership
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Career Planning
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	L&T Services
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Anti-Harassment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Financial Administration
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Group Exercise Training
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Screening and Assessments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Risk Management
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Equipment and Facility Maintenance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health fair planning
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Screening and booth skills
			Completes specific intern requirements:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			Personal Goals:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Mid-Term			Final			SERVICE Leadership Scorecard
YES	NO	N/A	YES	NO	N/A	Ongoing SERVICE Leadership expectations:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No performance documentation filed during review period
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adheres to uniform policy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provides quality exercise floor supervision: proactive, corrective assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provides appropriate level of exercise floor supervision: peak vs. non-peak time
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demonstrates a positive attitude
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meets established performance goals
						Regularly Demonstrates SERVICE Leadership with:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Members
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clients
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other SERVICE Leaders
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supervisor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Event participants

Exceeds Expectations	Meets Expectations	Needs Improvement	N/A	Exceeds Expectations	Meets Expectations	Needs Improvement	N/A	SERVICE Leader Core Competencies
Mid-Term				Final				
								Seek Customer Loyalty
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Listen and cooperate with other SERVICE Leaders, members, and clients.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adapt to personality and/or style differences
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Readily available to answer questions and provide feedback
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flexible with changing contract, site, and L&T needs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide superior customer service to the members, client, and SERVICE Leaders
								Exceed Expectations
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provide innovative design, delivery and evaluation of programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Complete high quality work in a timely manner with mastery and proficiency

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dependable and reliable with attendance and completion of tasks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Be a self-starter and obtain the objectives of the job
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Demonstrate continuous improvement by participating in development opportunities
Exceeds Expectations	Meets Expectations	Needs Improvement	N/A	Exceeds Expectations	Meets Expectations	Needs Improvement	N/A	SERVICE Leader Core Competencies
								Recognize Customer Needs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Analyze and resolve problems with consideration of all possible outcomes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Develop alternatives and search for resources and solutions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ability to make sound decisions and solve problems independently
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriateness of actions: when to act, exercise caution or seek assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adapt to changes in timelines and responsibilities
								Value Your Customers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Build strong relationships with SERVICE Leaders, members, and client through communication
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cultivate a positive exercise environment
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meet site needs and maintain client satisfaction and loyalty
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Response time to phone calls, emails, member inquiries, etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written communications: emails, reports, newsletter entries, etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Verbal presentation of ideas and information
								Insist on Professionalism
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Maintain a professional demeanor and attitude when representing both the company and the client
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manage and organize workspace
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Arrives on time to scheduled work shifts, meetings and L&T trainings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Displays professional behavior and appropriate attire
								Commit to SERVICE Leadership
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Understand and commit to the company's mission, objectives and strategy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Competency on L&T initiatives, policies, and standards
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support L&T's commitment to SERVICE Leadership
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establish timelines to gauge progress towards goal accomplishment

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ability to absorb routine pressure and maintain a positive demeanor
Evaluate Our Efforts								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Accept suggestions/input for improvement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Program innovation; willingness to take risks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Initiative taken outside of direct responsibilities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Progression towards, or completion of intern project

Performance Summary and Additional Feedback

Note: Any areas marked as *needs improvement* should be addressed in this section.

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MID-TERM SMART GOALS: Specific, Measurable, Action-Oriented, Realistic, Time-based

Goal #1

Description:

Time frame for achievement:

Measurement of goal achievement:

Goal #2

Description:

Time frame for achievement:

Measurement of goal achievement:

Goal #3

Description:

Time frame for achievement:

Measurement of goal achievement:

Intern Name:	
Signature:	
Date:	
Supervisor Name:	
Signature:	
Date:	

Appendix B: Screening and Health Fair Booth Training Checklist

TRAINING	DATE COMPLETED
CHOLESTEROL & GLUCOSE	
HEMOGLOBIN A1C	
C REACTIVE PROTEIN	
PROSTATE SPECIFIC ANTIGEN	
ALLERGY	
RAPID THYROID STIMULATING HORMONE	
BODY COMPOSITION	
BODY GEM RMR	
TANITA RMR	
BLOOD PRESSURE	
PULMONARY LUNG FUNCTION	
HEART HEALTH AWARENESS	
PERSONAL WELLNESS PROFILE	
EMERGENCY PREPAREDNESS	
FATAL VISION GOGGLES	
GLO-GERMS	
HEALTHY COOKING DEMONSTRATION	
INFORMATION TABLE	
OFFICE IN MOTION	

YOGA AT YOUR DESK	
BRIGHT SMILE, BRIGHT FUTURE	
CANCER: KNOWLEDGE IS POWER	
DIABETES AWARENESS	
EXERCISING TODAY HEALTHY LUNGS TOMORROW	
FLEXIBLE BENEFITS	
GREEN LIVING	
LET'S GET HEART SMART	
MEN'S HEALTH	
NUTRITION ON THE GO	
NUTRITION: START YOUR DAY THE RIGHT WAY!	
OFFICE ERGO	
SLEEP HYGIENE	
STOP THE TEXTS, STAY SAFE FROM WRECKS	
STRESS RESILIENCE	
SUN DAMAGE AWARENESS	
THE SOBER TRUTH	
TOBACCO USE AWARENESS	
WALKING INTO WELLNESS	
WOMEN'S HEALTH	

Appendix C: Internship Checklist

Intern:

Internship Dates:

Hours/Week:

	Supervisor Responsibilities	Due By	Notes
<input type="checkbox"/>	Complete Electronic Payroll Forms		
<input type="checkbox"/>	Complete, verify and mail I-9		Located in the Payroll Folder on the HR Intranet
<input type="checkbox"/>	Review Intern Manual		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	1st Stipend Allocation Sheet		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Mid-Point Performance Appraisal		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Final Stipend Allocation Sheet		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Final Performance Appraisal		Use same form from Mid-Term
<input type="checkbox"/>	Internship Evaluation		http://www.surveymonkey.com/s/LTInternEval

	Standard Trainings	Due By	Notes
<input type="checkbox"/>	SERVICE Leadership		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Career Planning		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	L&T Services		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Anti-Harassment		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Equipment and Facility Maintenance		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Financial Administration		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Group Ex Instruction		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Health Screenings & Fitness Assessments		Located in the Internship Folder on the Intranet
<input type="checkbox"/>	Risk Management		Located in the Internship Folder on the Intranet

	Site/Intern Specific Projects	Due By	Notes
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

