

Creating community through, people, parks, and programs.



Independent Contract Instructor Handbook



Introduction

The information contained in this booklet is intended for current contract instructors and those who are interested in becoming contract instructors in the Concord Parks and Recreation Department.

As an instructor with the City, you are considered an independent contractor with distinct professional skills and expertise in the area you are providing instruction. It is also understood that the City does not perform the services that you offer as part of its regular business.

Additionally, as an independent contractor, you are in charge of organizing your curriculum, course instruction, and all materials appropriate for the class. The City will provide a facility, park or site to teach your course, coordinate enrollment of participants, and advertise through our Activity Guide. The City will not dictate or control the manner in which you organize your course instruction.

The City of Concord Parks & Recreation Department operates under the following Mission, Vision and Values statement. All courses offered are expected to reflect these values and goals.

MISSION, VISION AND VALUES

City of Concord Organizational Mission Statement

Our mission is to join with our community to make Concord a city of the highest quality. We do this by providing responsive, cost effective and innovative local government services.

Our Vision for the Future

- We will be a customer based, performance driven, results oriented organization, focused on finding the answer, solving the problem, and achieving positive outcomes.
- We will partner with the Concord community to maximize resources, deliver high quality services, and be recognized as setting the standard for excellence.
- We will be trustworthy guardians of the public's resources.
- We will make Concord a premier business location.
- We will collaborate to provide "seamless" services that benefit our external and internal customers, streamlining our work processes and removing barriers wherever they arise.
- We will accept the challenge of change and be committed to continually enhancing the safety, environment, quality of life, and economic vitality of our community.
- We will constantly look for new and better ways to deliver services. We will seek to be innovative, take reasonable risks, learn from our mistakes and always strive for excellence.
- We will welcome diversity in our community and our work place.
- We will conduct our work in an atmosphere of trust, respect and courtesy with open doors and open communication for our customers and each other.
- We will provide ethical, dynamic and effective leadership; establish clear direction and priorities, and model the mission and values in support of our common Vision.
- We will be accountable for our performance and our organization's success, and be recognized for our achievements

ORGANIZATIONAL VALUES

Integrity and Trust

We say what we mean and we mean what we say. We honor our work and keep our commitments. We are worthy of the public's and each other's trust.

Commitment to Service

We put our customers first. We respond to our internal customers and treat them with the same courtesy and respect as our external customers. We facilitate, enable, and problem-solve.

Partnerships

We place high value on building partnerships with members of our community to assure we understand their needs and continue to deliver the services they desire in the most effective manner possible.

Innovation and Continuous Improvement

We strive for excellence in the quality and productivity of our work. We create a work environment in which we look for new solutions and experiment with innovative ways to do things—even if they don't always work the first time. We recognize the need to be dynamic in meeting the community's changing needs. Each and every employee is given the opportunity to develop and grow.

Performance Accountability

We set measurable performance goals which support the priorities of the City and our individual work groups. We are given the necessary authority, training and resources to enable us to achieve these goals. We are proud of the professionalism, competency and dedication that exist throughout the organization.

Long Range Planning

We conduct long range strategic and financial planning to maximize service delivery and build the economic stability of the City. We practice sound fiscal management to protect the public's resources.

Team Work

We respect each other as individuals, and we take the time to and effort to show it. Although certain positions have more decision-making authority, we treat all member of the organization with the same consideration for their ideas and concerns. We really listen to, and give each other honest feedback. We recognize partnerships among work groups and employees as essential to effectively maximizing resources and delivering high quality services.

Individual Worth and Diversity

We recognize and appreciate the uniqueness of each individual. We value the contribution made and the synergy created by different experiences and perspectives. We are committed to treating each and every person within the organization and the larger community with respect and dignity.

Why teach a class for the Concord Parks & Recreation Department?

The City of Concord Parks & Recreation Department is an innovative and progressive municipal agency, committed to improving the quality of life for our community by providing meaningful recreation experiences. Our mission is:

To create community through people, parks and programs by engaging our citizens, building collaborative relationships and responsibly managing our resources.

The department's mission can be accomplished in part by partnering with contract instructors to provide recreational experiences for our community. Our department offers the following features to instructors:

1. All-inclusive facilities: Centre Concord, Willow Pass Community Center, Concord Senior Center, Baldwin Park Dance Studio, Concord Community Pool and our many parks are available year-round for classes, camps and workshops. Each facility supplies the tables, chairs and set-ups for classes.
2. Cloud-based registration system: The City uses ActiveNet, a cloud-based registration system that allows us to maintain facility bookings and process the registration for your classes. Tracking class enrollment, enrolling on waitlists and cancellation or rescheduling of classes allows City staff to efficiently monitor your classes and provide you with attendance and roster reports. Participants benefit from ActiveNet as well, with simple online registration options at www.concordreg.org
3. The City provides a variety of marketing options to promote classes and programs, including:
 - Print media: The City News and Activity Guide is published 3 times/year plus a summer camp edition. Guides are mailed to over 50,000 residents and returning customers in surrounding cities. Guides are available at various City facilities and area businesses, as well as digitally on the City's website, www.cityofconcord.org.
 - Social media: The City highlights classes and instructors on their Facebook page (City of Concord Parks & Recreation)
 - Digital media: A monthly e-newsletter is emailed to current database customers featuring upcoming events and classes, instructor bios, and customer testimonials. Providing your bio and engaging photos from you classes is a great way to further promote your classes.

** more information available in the Promotion of Classes section**

Contract Instructor Requirements

Fingerprinting of Contract Instructors

State regulation is in effect regarding fingerprinting employees, contractors and volunteers involved in childcare and public recreation programs. The Public Resources Codes Section 5164 requires screening and fingerprinting of anyone having supervisory or disciplinary authority over a minor. As such, the City of Concord requires that all contract instructors and individuals who assist in the supervision of minors be required to comply with the law. Once your class proposal has been accepted, you will be given a Live Scan form and instructions on how to be fingerprinted. The Concord Police Department offers Live Scan background services. Each instructor is responsible for the cost from DOJ (Department of Justice). If you have lived out of California, you must get an FBI Live Scan. Payment goes directly to your respective Program Coordinator/Manager. You can contact the Concord Police Department directly to schedule an appointment at (925) 671-3220. Schedule promptly as there may be a 2 week waiting period for an appointment and sometimes prints take a couple of months to clear. The Concord Police Department is located at 1350 Galindo Street, Concord.

Tuberculosis (TB) Testing Results

The City of Concord requires that all employees and contractors working with minors provide proof of current (within the past two years) TB test results. Schedule an appointment with your health care provider (most health care providers provide TB testing at no cost). Provide results before the start of your class.

W-9 Form

Under the United States Internal Revenue Code, the City of Concord is required to report the payment(s) we make to you each year. The City requires that individual contract instructors complete a W-9 Form along with supporting documentation or if the contractor is a business they can provide a Tax ID number.

Agreement for Instructor Services Contract

Each Instructor will enter into an Annual Contract for Instructor Services with the City, which is valid for the entire calendar year. Please take the time to read your contract and sign the last page. Return all pages of the contract back to your Program Supervisor. A fully executed and signed copy can be sent to you upon request. No instructor shall begin teaching a class/camp without an executed contract on file with the City. A sample copy of the contract is included in the back of this handbook.

Insurance

As an independent contractor for the City of Concord Parks & Recreation Department, there are a few things you should know about liability and insurance.

- The City of Concord is self-insured in the case of any liability claim occurs against it. However, the City's insurance does not in any way provide insurance coverage for you as an independent contractor. Therefore, if a liability claim occurs against you and the City, you will be responsible for defending yourself, and paying a claim brought against you.

- There are two things you can do to protect yourself. One, check with your homeowner's insurance company to see if you have personal liability coverage that does not have any restrictions for off-site incidents, or incidents that occur away from your home. Or two, contact Hub International as they offer inexpensive insurance for independent contractors. If you are interested in this option, please contact the Program Supervisor to begin the process.
- The Risk Management Authority has given guidelines for which types of classes an instructor should be required to provide insurance. A judgment is made on the potential for exposure (a claim) based on common sense approach. Therefore, some sports that have a higher potential for injury, such as gymnastics, aerobics and martial arts, will be riskier than basket weaving. We will work with the individual contractor to let you know if you are required to carry insurance, or if you will be required to provide coverage to the City as an additional insured on your policy. Any contractor not required to carry insurance should evaluate their own circumstances before determining whether to carry liability insurance or not. The lower the risk, the lower the premium and visa versa.
- If insurance is required, the City of Concord requires contract instructors to obtain a General Liability Insurance **Certificate** of \$1,000,000 per occurrence and \$2,000,000 aggregate. **AND an Additional Insured Endorsement may also be required** that names "The City of Concord, its officers, agents, employees and volunteers" as additionally insured on the policy.

Policies and Procedures

Refunds, Transfers and Customer Service

The policy regarding enrollment fee refunds is stated in every Activity Guide. Full refunds or credits are granted up to five (5) full business days before the start date of a class/camp. There are no refunds for non-attendance, one-day workshops, trips or material fees. On occasion the department may grant a refund due to a special circumstances, i.e. medical issues.

Quality Assurance

The City of Concord is an organization that is “customer based, performance driven, results oriented, solving the problem and achieving positive outcomes.” If a customer expresses they are unhappy with the quality of the program before the second class date, they are entitled to a full refund or credit. Instructors will not receive payment for participants as a result of this Quality Assurance promise.

Class Cancellations

We try to avoid cancellations of classes whenever possible. However, when classes do not meet their minimum enrollment agreed upon by the City and the instructor, they may need to be cancelled or combined. The City will make every effort to work with instructors to run classes at their absolute minimum required.

- If an activity, class or camp is cancelled by the City, the City will refund the students, and inform both the participants and the instructor of the cancellation.
- If an activity, class or camp is cancelled by the Instructor, the Instructor will need to inform the participants once the City has approved the cancellation.

Class cancellations may result in a lower or no payment to instructor. Make-up classes are encouraged whenever possible. Instructors should work with the Program Manager/Coordinator to determine available make-up class dates. Students may also be issued a pro-rated credit to their account for cancelled date(s) when no make-up dates are available.

Substitutes

A substitute may be used only if the substitute has an existing annual contract with the City of Concord. If you are unable to find a substitute, your class will be cancelled. Again, make-up classes are encouraged, and you should work with your Program Manager/Coordinator to set dates. Violation of this policy will result in termination of your contract.

Percentages for Contract Instructors

The standard instructor compensation is at 60% of resident fees collected for classes held in City facilities. Where there is not a facility involved or if the class is done in a facility provided by the instructor the percentage may be greater for the instructor. If held at a facility where additional costs are incurred, the percentage may be less for the instructor.

Americans with Disabilities Act (ADA)

The ADA is federal legislation, which gives civil rights protection to individuals with disabilities similar to those rights provided to individuals based on race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, local and state government services and telecommunications.

It is the policy of the City of Concord to fully comply with the provisions of the ADA, and to make reasonable accommodations to individuals with vision or hearing impairments or other disabilities so that they can have an equal opportunity to participate or benefit, unless an undue burden would result. Physical barriers must be removed if removal is readily achievable (i.e. easily accomplished and able to be carried out without much difficulty or expense). If not, alternative methods of providing the services must be offered. Public accommodations may not discriminate against an individual or entity because of the known disability of an individual with whom the public entity or its representatives is known to have a relationship or association.

Harassment in the Workplace

In accordance with Policy No. 37.8, it is the policy of the City of Concord to prohibit and prevent harassment, discrimination and retaliation in its work place, programs and activities. Unlawful discrimination including harassment on the basis of

- Sex (including gender, pregnancy childbirth, and related medical conditions).
- Race
- Color
- Ancestry
- Religion
- National Origin
- Mental or physical disability or handicap including HIV and AIDS
- Medical Condition (Cancer or genetic characteristics)
- Age (40 and above)
- Marital Status
- Sexual Orientation, gender identity, or gender expression
- Taking a legally protected leave of absence, such as family/medical, pregnancy, disability or workers compensation leave.
- Citizen Status
- Military or veteran status
- Status as a victim of domestic violence, assault, or stalking
- Any other characteristic or basis protected by applicable federal, state and local laws.

This Policy and Procedure prohibits sexual harassment, which includes unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal or physical conduct which is of a sexual nature.

This Policy and Procedure precludes non-sexual harassment, which includes speech, visual insults, and physical acts, such as epithets, jokes, derogatory comments, slurs, derogatory posters, calendars, notices, cartoons, magazines, electronic images/communications, drawings or graphic material of any type; assault, impeding or blocking movement; offensive touching or any physical interference with normal work or movement based on or directed at an individual's protected characteristic(s).

This Policy and Procedure prohibits abusive conduct, otherwise known as "bullying", which includes conduct of an employer or employee in the workplace that has malice and that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests.

This Policy and Procedure prohibits retaliation, which includes any adverse employment action taken because an applicant, employee or protected third party has reported harassment or discrimination, or engaged in legally protected activity.

This is a summary of the City’s policy of Prohibition of Harassment, Discrimination and Retaliation (PP 37.8). For the entire policy, please contact your Program Coordinator/Manager.

Mandated Reporters Administrative Directive

A mandated reporter is an individual who is obligated by state law to report known or suspected cases of child, elder or dependent adult abuse and neglect to any law enforcement agency, child protective or welfare service agency. City Administrative Directive No. 167 states “Although not legally required to report, all non-licensed City employees [and volunteers and independent contractors] who work with elder or dependent adults are encouraged to report suspected neglect and abuse to their supervisor, to the Police Department, or to the appropriate social services agency.”

The following situations are reportable:

- Physical abuse
- Sexual abuse
- Financial abuse
- Neglect (self-neglect)
- Abduction
- Isolation
- Abandonment

If you know or have reasonable suspicion that elder abuse, dependent adult abuse, or child abuse Reasonable suspicion is an objectively reasonable suspicion that a person would entertain, based upon facts that could cause a reasonable person in a like position, drawing when appropriate upon his or her training and experience to suspect abuse.

A mandated reporter face penalties should he or she fail to report known or suspected abuse and/or neglect. Those penalties may include a fine, jail time, or both. Mandated reporters who report suspected cases of abuse or neglect are civilly and criminally immune from liability for making such reports. For non-mandated reporters, you also have immunity as long as you do not knowingly make/file a false report.

Contra Costa County Child Protective Services: (925)646-1680
Child Abuse Prevention Council of Contra Costa County: (925)798-0546
Adult Protective Services: (925)602-4179

This is a summary of the City’s Administrative Directive 167. For the entire Administrative Directive, please contact your Program Coordinator/Manager.

Submitting a Proposal

Proposals are due several months in advance. However, submitting a proposal does not guarantee the class will be added to the City's Activity Guide. The City will not accept classes that have been frequently cancelled in the past unless you can demonstrate you have the necessary number of participants that are interested. The City will not accept incomplete proposals

Descriptions: Two descriptions are needed. The first one is the description of your class that will help sell your program to the community in our Activity Guide. Work on communicating the benefits of the program and using "you" language for the best results. This description should be a max of **50 words**. The second is your bio. It will be used to help sell your class/camp or program via social media. Again, please keep it to 50 words.

Example:

Jazzercise is the original dance party workout. Blending dance, Pilates, yoga, kickboxing and strength training, one 55-minute session can burn up to 800 calories. The results include long, lean muscles and an undeniable mood boost. No class October 31.

Dates and Times: You must include specific dates & time(s) of your class. The City of Concord observes the following City holidays:

New Year's Eve & Day	Labor Day
Martin Luther King Day	Veterans Day
President's Day	Thanksgiving and the day after
Memorial Day	Thanksgiving
Independence Day (July 4)	Christmas Eve & Day

In addition, facilities experience closures due to events or maintenance. Communicate with the Program Coordinator/Manager you are working with for information about these dates.

Class Fees: You must calculate your own price. Program Coordinators/Managers will provide assistance on current market conditions, and will negotiate a final fee.

- **Non-Resident Fees:** The City of Concord imposes a \$5 non-resident fee to individuals who do not reside in the City of Concord. Instructors do not receive any portion of this fee.
- **Processing Tech Fee:** For all classes, there is a \$3-\$8 processing tech fee that goes toward the Parks and Recreation Department's marketing and administrative efforts. Instructors do not receive any portion of these fees.
- **Material Fee:** A material fee is any fee that is not charged by the City of Concord and is collected and payable directly to the instructor. These fees are typically consumable items that the student benefits from the class. It is the sole responsibility of the instructor to collect material fees, and that the fee is listed in all promotional media.
- **Discounts:** Discounts to students to register for classes must be stated on the class proposal and approved by the Program Supervisor. Some discounts include a multiple family discount, a multiple session discount, new student trial offers, etc.
- **Prorated Fees:** The City of Concord does not prorate class fees. When a participant signs up for the class after it has started they are expected to pay the full class fee. Special cases may be made to participants with medical injury.

After Your Proposal Has Been Selected

Checking Your Course Enrollment

Once registration begins for your new session you can inquire about your enrollment in a number of ways.

- First, you can visit our online registration web site at www.ConcordReg.org and see how many remaining spaces are left in your class. If you know the min/max enrollment set up for your course it is easy to figure out.
- Second, you can email or call you Program Supervisor
- Third, you may call Registration at (925) 671-3404. (Hours: Monday through Friday, 10am – 12noon & 1pm – 3pm.)

Course Attendance Sheet and Waiver

You will receive a course attendance sheet, roster and waiver prior to your class starting. These can be emailed to you in .pdf file format upon request. Course attendance sheets, rosters, and waivers are also available at Centre Concord, Willow Pass Community Center and the Sr. Center. Updated rosters may be requested in order to verify your registration in case of drop-in students who do not show up on your attendance sheet. If participants are not on your attendance sheet, they are not enrolled and cannot take the class.

It is important that the student or in the case of minors, that the parent or guardian signs under the student's name understanding and acknowledging the release of liability that is contained on the waiver page. Participants should also sign in every day they attend class. After all the signatures have been obtained, the instructor is responsible for returning both the attendance sheet and the original attached wavier to the Program Supervisor.

Evaluation Forms

The Parks & Recreation Department will frequently send out evaluations to customers at the end of a session. Evaluation forms provide valuable information to the City and the instructor on what is working and what is not for a particular class. The evaluation covers the instructor's performance, material covered, registration process, facility and more. The City's goal is to achieve a 90% or greater overall customer satisfaction rating for all of its classes.

Payment to Instructors

Class instructors are on a payment schedule for each session and pay is automatically requested of Finance at the conclusion of the instructor's class. Instructors are usually paid within three weeks, but it can take up to 30 days after the class completion date per the instructor contract. Payment is contingent on receiving the course attendance sheet and waiver for the class.

Facility Usage

Classes/Camps are housed in any number of locations including Centre Concord, Willow Pass Community Center, Concord Senior Center, Baldwin Park Dance Studio, and Concord Community Pool. Placement of classes/camps in particular facilities will be determined by appropriateness, availability, marketability, and the instructor's request. If tables and floors have a potential of being damaged, the instructor must provide covering. Facilities also do not provide storage for equipment used for contracted classes.

Facility or Classroom Set-up

All class instructors must provide a diagram of how they would like the room or area set up. Instructors are allowed access to rooms 15 to 30 minutes prior to their class to set up their rooms, depending on each facility. If more time is needed, it must be requested and worked out with the Program Supervisor in advance. Instructors must always leave the room in the condition in which it was found. Any materials must be cleaned up at the conclusion of class. Any issues regarding the facility which may include but are not limited to the room's cleanliness, condition, security, emergencies etc. must be reported to the Program Supervisor immediately.

Facility Staffing

Most facilities have staff on duty to open and close the facility and provide limited support to the classes and programs. Baldwin Park Dance Studio does not have facility staff. If you teach here a key will be issued to you. Lost keys are subject to a charge at the instructor's expense. Keys must be returned when the instructor's service to the City has concluded. The instructor must use great care with the keys and the facilities they use for their classes.

Equipment

City of Concord facilities only provide tables and chairs for contracted classes. Instructor must provide all equipment needed for their class. Instructors cannot store their materials at the facility they teach at, and may not use the copy machines, fax machines or computers at any of the facilities. Plan to have copies printed before your class begins.

Important Phone Numbers

It is important to know the number of the Program Supervisor/Manager you are working with...

Habad Ahmad	Habad.Ahmad@cityofconcord.org	(925) 671-3017
Devynn Darner	Devynn.Darner@cityofconcord.org	(925) 671-3118
Kathie Leavitt	Kathie.Leavitt@cityofconcord.org	(925) 671-3416
Jorey Scott	Jorey.Scott@cityofconcord.org	(925) 671-3179

And the facility you are teaching at...

Centre Concord	(925) 671-3382
Willow Pass Community Center	(925) 671-3423
Senior Center	(925) 671-3320

The Police Non-Emergency number (925) 671-3333. This is helpful if you arrive at a facility that is not open and you have a class coming up. Tell them who you are, where you are, why you are there, and what you need.

Safety

The Parks & Recreation Department, and by extension its contract class Instructors, must ensure the safety of the people who use its facilities and participate in its programs. It is not possible to list all the potentially unsafe situations that may develop. You must use your own best judgment at times.

Some important points to remember are:

- Be observant and anticipate problems. If you see an unsafe situation developing, intervene before it escalates.
- Know where your participants are at all times. Keep them in sight. Be aware of the total surroundings at all times.
- Instructors, as well as the City of Concord, can be held liable for any accident to people or property damage resulting from negligence.
- Be properly certified and keep certifications current including CPR and First Aid training if you have them.
- Communicate safe techniques in the activities you instruct and in the use of equipment and tools for the class.
- Check for safety of equipment and identify and minimize any safety hazards. Keep work areas safe.
- Be sure that any equipment or tools used for the class are age and skill appropriate and have been approved by the City for use in your classroom.
- If there is a question as to the safety of an activity, the physical environment or participants, instructors should consult the City and the Program Manager/ Supervisor before proceeding.

Accident Procedures

Any accident must be reported to the Program Supervisor and/or City staff on duty for proper attention regardless of how severe it may be.

In the event of a serious accident requiring emergency treatment...

1. Do not move the victim; keep them warm and calm.
2. Dial 911.
3. State your name, location, and nature of injury.
4. Let 911 hang up first.
5. Inform the Program Supervisor and/or City staff on duty.
6. If you receive any questions regarding insurance or claims, refer those to the Program Supervisor.
7. Do not discuss incident or accident with anyone except with the participant, participant's family or City staff.

Promotion of Classes

As mentioned previously, the City provided a variety of marketing options to promote classes. Classes are listed in the City News and Activity Guide that is mailed to Concord households and available for viewing digitally on the City website, www.cityofconcord.org. Additionally, the City will promote classes and programs on social media and through email newsletters. As an instructor, there are several avenues to pursue to further market your classes:

1. **Flyers:** Please work with your Program Manager/Coordinator regarding flyer content, which must include basic class information, the City of Concord logo, registration information, including the class number. All marketing material used to promote classes must be approved by the City of Concord. Instructors are responsible for printing and distributing flyers unless otherwise negotiated. The local school district uses Peachjar to email flyers to students—more information available at peachjar.com
2. **Print:** Other than activity guide, instructors can market programs by print ads and press releases in local periodicals. Approval from your Program Manager/Coordinator is required before sending press.
3. **Special events:** Instructors may distribute promotional materials or demonstrate their class at special events, such as Music in the Market at Todos Santos Plaza. With prior approval, instructors are welcome to participate or hand out flyers at Department events. Contact your Program Manager/Coordinator to arrange.
4. **Internet:** In addition to the marketing the City offers online, instructors are encouraged to develop their own website and/or social media accounts to promote their classes. We encourage you to Like the City of Concord Parks & Recreation Facebook page and share posts, which will further expand your digital footprint.