



Independent Contractor

INSTRUCTOR HANDBOOK

Fair Oaks Recreation and Park District
4150 Temescal St. Fair Oaks, CA 95628
Phone: (916) 966 – 1036 | Fax: (916) 966 – 9863
www.fairoakspark.org



Fair Oaks Recreation and Park District
INDEPENDENT CONTRACOR: INSTRUCTOR HANDBOOK

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I. Welcome

Thank you for your interest in becoming a Leisure Enrichment Independent Contractor hereinafter called “Instructor” with Fair Oaks Recreation & Park District (FORPD). We are excited about the possibility of working together to reach our common goals and to serve the community. FORPD offers a wide variety of seminars, class/programs and activities. Your involvement will magnify and contribute to the overall success of our Leisure Enrichment programs.

The information in this handbook is a resource related to teaching a “fee” course for FORPD.

II. What does it mean to be an Instructor?

With FORPD all Instructors are Independent Contractors. This is a person or business who performs services for another person under an expressed or implied agreement and who is not subject to the other’s control or right to control, the manner and means of performing the services; not as an employee.

This means that both parties will be acting in an independent capacity and not as agents, employees, partners or joint ventures of one another. Contractors are not employees of FORPD and are not entitled to any right, benefits, or privileges of employees.

FORPD utilizes Instructors to provide recreational services to our community. Class/programs may be designed for preschoolers, school age children, teens, families, and active aging adults. We are always open to new, creative ideas- so feel free to bring something new!

III. Why teach with Fair Oaks Recreation and Park District?

FORPD is committed “to be the primary recreation provider of choice for the Fair Oaks Community”. What do we offer you as an Instructor? Here are just a few features that we can offer you.

- FORPD has beautiful facilities. We have classroom facilities, auditorium and parks available for Leisure Enrichment courses year round. These facilities are maintained to assure the comfort of Instructors and participants.
- FORPD will place your class/program description in our Activity Guide, *The Roost*. This publication is distributed three (3) times a year to 16,000 customers.
- FORPD uses a technologically advanced computer registration system, Max Galaxy. Max Galaxy allows us to maintain facility bookings for your class/program and to process registration in an efficient manner. Instructors can contact the District Office to print and view attendance reports and class/program rosters.
- We offer registration five easy and customer friendly ways: online at www.fairoakspark.org, at the District office, mail in registration, drop off registration in our afterhours drop box, and fax in registration.

- We accept cash, checks, Visa, MasterCard, Discover and American Express for payments.

IV. Steps to becoming an Instructor

1. Submit an Application and New Class/program Proposal. For your convenience you can find both online at <http://fairoakspark.org/working-with-the-district/independent-contractors/>. This booklet also includes a proposal form in the back, which you can complete and return to the Parks & Recreation Department. Please note, submitting does not guarantee that the class/program or activity will be added to the FORPD's public recreation offering.
2. After review, the recreation department will contact you via email or phone. The department will deny the class/program proposal or ask to set up an in person meeting to discuss further.
3. Once the details of the new class/program proposal and agreement are confirmed you must submit all required documents as well as pass a DOJ live scan.
4. An agreement will be produced outlining the specifics of the course or activity you agree to instruct.

V. Activity Guide Deadlines

Fair Oaks Recreation and Park District follows strict publishing deadlines. To ensure your class/program is considered for the appropriate time of year, Applications and New Class/program Proposal must be submitted in advance to the following deadlines:

- a. **Summer (May-August):** Deadline 1st Friday in January
- b. **Fall (September-December):** Deadline 1st Friday in May
- c. **Winter/Spring (January-April):** Deadline 1st Friday in September

VI. Instructor Requirements & Recommendations

- a. **Application (required):** All new instructors must complete an instructor application.
- b. **New Class/Program Proposal (required):** Each new class/program the instructor wishes to teach must have a new class/program Proposal completed and returned.
- c. **Insurance (required for some, recommended for all):** If you are using a non FORPD facility or field for your class/program you are required to provide a copy of General Liability Insurance naming FORPD as additionally insured, for a minimum of \$1,000,000 per occurrence. Additional Insured Endorsement must name "the Fair Oaks Recreation and Park District, its directors, agents or employees are included as additionally insured". If

you are hosting your class/program in a FORPD facility you are not required to carry insurance, but it is recommended that you do so.

As an instructor with FORPD there are a few things you should know about liability and insurance. FORPD is a member, with other Special Districts in California, of CAPRI (California Association Parks and Recreation Insurance). CAPRI is the company for the District and NOT for the people or business with whom we contract. The District's insurance will not defend or pay out claims brought against a contractor of the District. You are responsible for defending yourself if a claim is brought against you as a contractor.

- d. **DOJ Live Scan & Questionnaire (required):** FORPD requires that all instructors and individuals who assist in the instruction of class/programs be required to comply with the law and pass a criminal background check prior to an agreement being made between the District and you. This cost is a cost that is paid by you, the instructor. Additionally, each instructor is required to complete our Questionnaire.
- e. **Payee Data Form (required):** When doing business with the County of Sacramento, payee data form is used in lieu of IRS W-9. This form is needed to make payment.
- f. **Yearly Agreement & Seasonal Addendums (required):** An agreement for services will be signed and will run for one (1) year. In addition to this agreement you will have seasonal addendums outlining your class/program specifics per Activity Guide. Seasonal addendums serve as addendums to your agreement and without them your agreement is not valid.
- g. **Class/Program Activity Worksheets (required):** After initial approval of your class/program Instructors are responsible for submitting future class/program schedules through the Activity Worksheets, by the applicable Activity Guide deadlines. Instructors are not guaranteed dates and times outlined in the Activity Worksheets. Once reviewed, you will be approved for dates and times, which will serve as your seasonal addendums.
- h. **CPR/First Aid Certification (recommended):** It is not a requirement of FORPD for each instructor to be CPR/First Aid certified. However, it is highly recommended.
- i. **Contact Sheet (required):** In certain cases participants and front desk staff may have questions beyond what the Recreation Coordinator is able to answer. In these instances we ask you to provide a way (such as by phone or email) for front desk staff and participants to communicate with you.
- j. **Signature of Understanding (required):** By signing you agree to adhere to guidelines and policies set forth by the Fair Oaks Recreation and Park District, as outlined in the Independent Contractor, Instructor Handbook.

VII. Class/Program Fees

The Instructor will receive a negotiated percentage of the enrollment fees collected by FORPD for course(s) taught by the Instructor. As a contractor you establish the price for your services. If your class/program is held in a District facility the split is 60/40. If your class/program is held in your own facility the split is 70/30.

- a. **Class/Program Fee:** The instructor will receive the negotiated percentage of the set class/program fee.
- b. **Non Resident Fee:** FORPD imposes a \$5 Non Resident fee to individuals who do not reside in Fair Oaks. Non Resident fee is only included on class/programs over \$15. Instructors do not receive the non-resident fee portion collected. This is a surcharge imposed by FORPD.
- c. **Administrative Processing Fee:** FORPD imposes an administrative processing fee to individuals who sign up for class/programs. The administrative processing fee is an additional \$2 for class/program fees over \$15 and ranges in price of \$.50 - \$1.50 for class/programs between \$1 - \$14. This fee is not part of the instructor percentage split and is a surcharge to offset our registration software cost.
- d. **American with Disability Act (ADA) fee:** FORPD imposes an ADA fee to individuals who sign up for class/programs. The ADA fee is an additional \$1 for class/program fees over \$15 and ranges in price of \$.25 - \$.75 for class/programs between \$1 - \$14. This fee is not part of the instructor percentage split and is a surcharge to offset the cost of accommodations that may be needed in regards to ADA requirements.
- e. **Materials Fee:** A materials fee is any fee that is not charged by FORPD and is collected and payable directly to the instructor. These fees are typically items such as uniforms or supplies needed to participate in the class/program. These fees are never collected nor charged by FORPD. It is solely up to the instructor to collect these fees. All material fees must be listed in the class/program description.

VIII. Instructor Payment

FORPD pays the instructors based on the enrolled participants through Max Galaxy and the negotiated percentage of the set class/program fee (excluding non-resident, administrative processing, and ADA fees) after any refunds or transfers have been made. Payment is submitted to the County of Sacramento the Wednesday following the completion of your class/program. Checks may take between 4-6 weeks to arrive.

IX. Taxes

Instructor income is reported to state and federal income tax via form 1099, with no tax withheld.

x. Managing your Class/program

- a. **Class/Program Rosters:** The contractor may contact the District office during business hours (Monday-Friday 8:00am-5:00pm) to request a copy of their class roster and attendance sheets via email, fax, or to be picked up in Will Call. The contractor should request these rosters in advance to allow notice to participants in the event of a class cancellation.
- b. **Class/Program Cancellation:** The contractor must contact the Recreation Coordinator if there is a need to cancel or reschedule a class/program currently in session due to an emergency, illness, or personal conflict. It is **the contractor's responsibility to contact all participants to let them know of the cancellation.** Failure to notify the District and participants in the event of a cancellation may jeopardize future agreements with the District.

If the class/program does not meet the minimum number of participants pre-established by the instructor, cancellation may be considered **within 5 business days** prior to the start of the class/program. It is the expectation that the instructors check the class/program enrollment prior to the start of their class/program and discuss with the coordinator whether a cancellation should occur. If the decision is made to cancel the class/program, Park District staff will contact all participants and process refunds.

- c. **Class/Program Changes:** FORPD alerts students to changes in dates or class/program time by including class/program dates, holidays, and planned absences in promotional materials and on their receipt. However, if the changes occur after publication, instructors are also expected to remind students of deviation from the regular class/program format with signs and verbal announcements at the beginning and end of activity the week before the expected change.
- d. **Holidays:** No class/programs are to be held on District Holidays or observed Holidays. Additionally there may be occasional blackout dates scheduled for large District events or maintenance of facilities or fields. District Holidays are as follows:
 - i. New Year's Eve
 - ii. Martin Luther King Day
 - iii. Presidents Day
 - iv. Memorial Day
 - v. Independence Day
 - vi. Labor Day
 - vii. Thanksgiving Day
 - viii. Day after Thanksgiving
 - ix. Christmas Eve
 - x. Christmas Day
 - xi. New Year's Eve
- e. **No Shows:** If a participant does not show up for the first class/program, please give the participant a call to remind him or her of the next class/program if you have multiple

class/programs. It is the participant's responsibility to remember the class/programs/camps that they have signed up for, but it is good customer service to call your participants (phone numbers are printed on the Activity Roster).

- f. **Class/Program Waivers:** It is recommended that Instructors have the Class/program Waiver form signed by every participant (or parent if the participant is under 18 year of age), in order for the participant to participate in any class/program. Return any completed Class/program Waiver forms to the Recreation Coordinator after the last class/program meeting.
- g. **Room Set Up and Clean Up:** Each Instructor is responsible for the class/program set-up and clean-up of the facility and/or park site. Most facilities are equipped with tables and chairs. If such equipment is used during a class/program, it is expected that each instructor will stack all chairs and tables and put the equipment in the appropriate place. The Instructor should arrive early enough to have the room set-up by the class/program start time and allow enough time after the class/program to make sure the facility is cleaned and returned to its previous condition. Instructors are only allowed in the facilities for the time reserved for their class/program. Each class/program is given at least 15 minutes to set up and 15 minutes to clean up. If more time is needed please contact the Recreation Coordinator and it can be discussed. Instructors are responsible for making sure the facility is completely secure at the end of the class/program, this includes locking the doors. If Instructor has a key, they are required to lock the door after the class/program- failure to do so will result in loss of key privileges. If you're missing items or door is not unlocked at your indicated arrival time please call (916) 966-1036 during normal business hours and (916) 240-3651 after normal business hours and on weekends.
- h. **Storage:** FORPD has limited storage and is rarely granted. Nothing may be stored in District facilities without discussion with Recreation Coordinator and a signed storage waiver on file.
- i. **Evaluations:** We ask instructors to have participants fill out evaluations. These evaluations are about the class/program, facility, and District staff. The Recreation Coordinator will provide you with copies of the evaluation or you can find a copy of the evaluation form in this handbook. Students may return them to you, and you can bring them to the office, or return them by mail. There is also an online evaluation that can be found under the Recreation tab on the District website.

xI. Policies and Procedures

- a. **Registration Policy:** Registration for class/programs take place online, in the District office, through the mail or fax. All class/program fees shall collected by District. Registration can made be onsite only by credit card or check. No cash may be collected by Contractor at the class/program site. Contractor may not accept payment for class/programs outside District's registration process unless previous arrangements have been made with District, and that Contractor must refer all registration inquiries to District staff. **Participants who have not registered may not participate**. Each activity is sold as a unit and participants must pay the full fee.

Effective January 1, 2017, classes held in an FORPD indoor or outdoor facility and marketed in *The Roost* and an outside District publication or guide, will have to meet a minimum number of participants registered by or through the Fair Oaks Recreation and Park District. Any classes that do not meet these minimums 5 days prior to the start of class may be cancelled. It is the Contractor's responsibility to notify the outside District participants in the case of a cancellation.

- b. **Refund Policy:** Participants wishing for a refund or to transfer to another class/program should be referred to the District office. Full refunds/transfers are granted before the start of class/program. After two (2) sessions refunds are not granted. This is not a fixed policy. The District may grant refund after the two (2) sessions because of medical problems, work schedule changes, moves out of the area, or if the customer is extremely dissatisfied. This is on a case by case basis. The District's view on customer satisfaction is that if the customer can articulate specific concerns and examples of how and why they are dissatisfied with a class/program they will get a refund. It is better to retain a customer than to get in an argument over who is right and who is wrong.
- c. **Key Policy:** Instructors who teach on a regular basis are allowed to check out a key for the buildings that they access for the purpose of performing their contracted class/programs during the time that is reserved for their class/programs. A "Key Check out Policy" form must be completed. If a key is lost or stolen, the Recreation Coordinator must be notified within three business days. All lost key(s) require a \$50 replacement fee. In addition, Contractors that do not teach a class/program at the District for longer than one month are required to return all key(s) issued or final services rendered with payout will not be processed. Only District employees are authorized to duplicate key(s). Instructors are required to lock the facility after each usage. Failure to lock facilities after usage will result in the loss of all key(s). Any Instructor who has been issued key(s) and is found to be in any District building outside of his/her assigned class/program time will lose all key privileges and will be required to turn his/her key in immediately. Any Instructor who has been issued key(s) and is found borrowing/loaning his/her key(s) to anyone, said Contractor will lose all key privileges and will be required to turn his/her key(s) in immediately. The District reserves the right to request that key(s) issued be returned immediately, at any time for any reason.
- d. **Class/Program Audit:** Periodically, your class/program may be audited unannounced by either a secret shopper or by a FORPD employee. This class/program audit is to ensure the District facility, Instructor, class/program, and miscellaneous equipment is as described and or in good working condition.

XII. Promotion

The District agrees to place class/program information in the seasonal Recreation Activity Guide, *The Roost*. Additional marketing make be done to promote class/program/programs. All marketing material will need to be approved by the coordinator prior to being distributed. Direct mailers and flyer distribution can be discussed with coordinator. Generally, additional promotions are the responsibility of the contractor and the most successful contractors are active in marketing their class/program.

XIII. Max Galaxy

Max Galaxy is the computer software program we use for registration. Effective January 1, 2017, The Independent Contractor will not have online access to class rosters and attendance sheets. The Contractor may contact the District office during business hours (Monday-Friday 8:00am-5:00pm) to request a copy of their class roster and attendance sheets via email, fax, or to be picked up in Will Call. The contractor should request these rosters in advance to allow notice to participants in the event of a class cancellation.

Below are examples of the updated reports you may request:

Activity Roster:

Fair Oaks Recreation and Park District Activity Roster			
Line Dancing (January)			
Activity Type: Adult		Start/End Day: 1/12/2017 - 1/31/2017	
Category: Adult Dance		Start/End Time: 3:00 PM - 8:05 PM	
Season: January-April 2017			
Staff Name	Title	Email	Phone
Sabrina Bernardo	Instructor	sbernardo@fairoakspark.org	(707) 330-3417
Name: Chelsey Adams			
Registrant Email: Chelsey.land89@gmail.com		Primary Contact Email: Chelsey.land89@gmail.com	
Registrant Phone: (916) 342-3044		Primary Contact Phone: (916) 342-3044	
Health Notes:			
Name: Sabrina Bernardo			
Registrant Email: sbernardo@fairoakspark.org		Primary Contact Email: sbernardo@fairoakspark.org	
Registrant Phone: (707) 330-3417		Primary Contact Phone: (707) 330-3417	
Health Notes:			
Name: MaryAnn Howard			
Registrant Email: mhoward@fairoakspark.org		Primary Contact Email: mhoward@fairoakspark.org	
Registrant Phone: (916) 589-0410		Primary Contact Phone: (916) 589-0410	
Health Notes:			
Name: Ian Roberts			
Registrant Email: iroberts@fairoakspark.org		Primary Contact Email: iroberts@fairoakspark.org	
Registrant Phone: (916) 270-7008		Primary Contact Phone: (916) 270-7008	
Health Notes:			
Total Registrants: 4			

Activity Attendance Sheet:

Fair Oaks Recreation and Park District Attendance Sheet			
Line Dancing - January			
Type: Adult			
Category: Adult Dance			
Season: January-April 2017			
Dates: 1/12/2017-1/31/2017			
Instructor: Sabrina Bernardo			
Registrant	1/12/2017 Thu 3:00 PM	1/19/2017 Thu 3:00 PM	1/26/2017 Thu 3:00 PM
Adams, Chelsey			
Bernardo, Sabrina			
Howard, MaryAnn			
Roberts, Ian			

Daily Attendance Sheet:



Fair Oaks Recreation and Park District Daily Attendance Sheet

Line Dancing - January

Activity Type: Adult

Category: Adult Dance

Season: January-April 2017

Date: Thursday, January 12, 2017

Time: 3:00 PM-8:05 PM

Staff Name	Title	Email	Phone
Sabrina Bernardo	Instructor	sbernardo@fairoakspark.org	(707) 330-3417

Registrant Name	01/12	Time In	Signature	Time Out	Signature
Adams, Chelsey					
Bernardo, Sabrina					
Howard, MaryAnn					
Roberts, Ian					

XIV. Handling Emergencies

- a. **Location of Fire Extinguishers:** Fire extinguishers are located in all recreation facilities. They are serviced and maintained by the Park Department. Should you find an issue with a fire extinguisher, notify the Recreation Coordinator immediately.
- b. **Accident Report:** If a participant is injured, notify the coordinator and/or District staff member on duty. A completed Accident Report must be given to the coordinator within 24 hours of the accident. In the case of a potentially life-threatening emergency, call 911. If a participant is transported to a medical facility to receive care, the coordinator must be contacted immediately. If the coordinator is unavailable, then the Recreation Supervisor must be contacted. A completed Accident Report must be turned in to the District Office immediately.
- c. **Incident Report:** Should an incident occur during the class/program with participants or a member of the public, a report should be completed and given to the coordinator within 24 hours of the incident. For further clarification on Accident and Incident Forms, see the coordinator. Instructors are required to have copies of these forms at each class/program meeting. If additional forms are needed, they can be obtained at the District office.

XV. Customer Service

Instructors are encouraged to treat all Fair Oaks Recreation and Park District staff, volunteers, fellow instructors, customers and our partners with professionalism at all times. Please be courteous, friendly, thoughtful, efficient, and considerate to everyone. In order to provide excellent customer service, take pride in where you work and what class/program you offer.

XVI. Important Numbers

District Office: (916) 966 -1036

Fax: (916) 966-9863

Parks on Call: (916) 966-2431

Recreation Coordinators Contacts:

Chelsey Adams (Youth Classes/Programs): (916) 240-2304 • cadams@fairoakspark.org

Sabrina Bernardo (Adult Classes/Programs): (916) 240-3652 • sbernardo@fairoakspark.org

Nick Davison (Adult and Youth Sports): (916) 240-2306 • ndavison@fairoakspark.org

Ian Roberts (Senior Classes/Programs): (916) 270-7008 • iroberts@fairoakspark.org