



RECREATION & HUMAN SERVICES

CONTRACT INSTRUCTOR HANDBOOK



 www.cityofgardena.org/events

 310-217-9537

 Gardena Events

 @GardenaEvents

TABLE OF CONTENTS

SECTION 1- WELCOME.....	2
SECTION 2- INTRODUCTION.....	2
SECTION 3- ORGANIZATIONAL VALUES.....	2
SECTION 4- WHY TEACH A CLASS IN THE CITY OF GARDENA?.....	3
SECTION 5- CONTRACT INSTRUCTOR REQUIREMENTS	4
SECTION 6- CLASS FEES.....	6
SECTION 7- POLICIES AND PROCEDURES	7
SECTION 8- SUBMITTING AN APPLICATION.....	9
SECTION 9- CONDUCTING CLASS	10
SECTION 10- FACILITY USAGE.....	11
SECTION 11- PROMOTING CLASSES.....	12

SECTION 1- WELCOME

Thank you for your interest in working collaboratively with the City of Gardena Recreation and Human Services Department by providing essential services. The City values its partnerships in providing the highest quality services to the community and in achieving positive outcomes. Class instructors play an important role in providing these services.

Independent instructors teach classes in a variety of facilities depending on the type of class being offered. Most classes are held at City facilities (Community Center and Parks). Class instructors are expected to follow all City policies and procedures. The City is a customer-based organization that places our customers first in everything we do.

Together we have a fantastic opportunity to make a positive impact on the community in which we live, work, and play. Some of the benefits of Recreation include building self-esteem, positive self-image, developing life skills essential for child development, reducing isolation and loneliness, building strong families, building social skills, reducing stress, and enhancing overall health and wellbeing.

SECTION 2- INTRODUCTION

The information contained in this packet is intended for current instructors and those who are interested in becoming instructors. The packet is a resource of information related to teaching a “fee based” class for the City of Gardena Recreation and Human Services Department

As an instructor with the City, you are considered an independent contractor with distinct professional skills and expertise in the area in which 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 instructor, you oversee organizing your curriculum, course instruction, and all materials as you deem appropriate for the class. The City will provide a facility, park, or site to teach your course. It will assist with enrollment of participants and provide advertising through social media, and our Live, Work, Play online brochure. The City will not provide equipment or supplies for the program. The City will not dictate or control the manner in which you organize your course instruction or how you teach your course unless it does not follow the City of Gardena organizational values listed below.

SECTION 3- ORGANIZATIONAL VALUES

Integrity and Trust

We say what we mean and mean what we say. We honor our word 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 customers equally with courtesy and respect as we facilitate, enable, and problem solve.

Partnerships

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

Innovation and Continuous Improvement

We strive for excellence in the quality and productivity of our work. We create an environment in which we look for new solutions and experiment with innovative ways to do things. We recognize the need to be ever-changing in meeting the community's changing needs. We will be a city where every employee is given the opportunity to develop and grow.

Teamwork

We respect each other as individuals, and we take the time and effort to show it. We really listen to and give each other honest feedback. We recognize partnerships among instructors and employees as essential to effectively maximizing resources and delivering high quality services.

Individual Worth and Diversity

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

SECTION 4- WHY TEACH A CLASS IN THE CITY OF GARDENA?

The City of Gardena Recreation and Human Services Department is an innovative and progressive municipal agency, committed to improving the quality of life by providing recreational and leisure experiences to our community.

The Recreation and Human Services Department is responsible for the development, implementation, and administration of recreational, social, and community service programs.

We are committed to enhancing the quality of life of the community by providing high quality, cost-efficient recreational activities, innovative programs, and special events.

Here are just a few features our departments offers:

- The City has multiple facilities that can facilitate classes such as Johnson Park, Bell Park, Freeman Park, Fukai Park, Nakaoka Community Center, Rush Memorial Gym, Rowley Memorial Park, and Thornburg Park.
- We offer an easy registration process online at www.cityofgardena.org/events and in person at the Nakaoka Community Center.
- The Recreation and Human Services Department provides an extensive amount of marketing for all its classes and programs. Classes are posted on the Department website, Facebook, Instagram, included in email blasts, and our Live, Work, Play online Brochure.

SECTION 5- CONTRACT INSTRUCTOR REQUIREMENTS

Upon selection, Independent Contractor Instructors are required to read, complete, sign and or return ALL of the requirements listed below:

1. Agreement to Provide Independent Contractor Services

Each Instructor will enter into an annual “**Agreement to Provide Independent Contractor Instructor Services**” with the City, which shall be executed by all parties prior to the start of the first class of instruction. A fully executed and signed copy can be sent to you upon request.

2. Business License

Instructors must provide a copy of their valid Gardena Business License in compliance with the City of Gardena Municipal Code section 5.04.040 (A).

Gardena Business License Fees (subject to change):

Gardena Resident

- Business License- \$150.00
- State Fee- \$4.00 (One Time Fee)
- Scanning/Processing Fee- \$31.00 (One Time Fee)
- Home Occupation Permit- \$111.00 (One-time Fee for Gardena residents who operate home businesses)

Non-Gardena Resident

- Business License- \$150.00
- State Fee- \$4.00 (One Time Fee)
- Scanning/Processing Fee- \$31.00 (One Time Fee)

3. Insurance

City of Gardena independent instructors shall maintain limits of insurance coverage in the following minimum amounts and shall be at least as broad as:

- **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate.
- **Sexual Abuse or Molestation Liability (SAML):** If the CGL policy referenced above is not endorsed to include affirmative coverage for sexual abuse or molestation, Permittee shall obtain and maintain a policy covering Sexual Abuse and Molestation with a limit of no less than \$1,000,000 per occurrence or claim. *(required only if minors are involved).*
- **Workers’ Compensation (W/C):** as required by the State of California, with statutory limits, and Employer’s Liability Insurance with limit of no less than \$1,000,000 per accident, per employee, per policy for bodily injury or disease. This requirement can be waived if Permittee has no employees.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

- CGL shall name as additional insureds: City of Gardena, its City Council, its officers, officials, employees, agents, and volunteers, with respect to liability arising out of work or operations performed by or on behalf of the Permittee including materials, parts, equipment, and personnel furnished in connection with such work or operations.
- Certificate Holder on each certificate shall be: City of Gardena, **Attention: (Name of Department Staff Responsible for Agreement)**, 1700 West 162nd Street, Gardena, CA 90247.
- The name and location of event should be included in the Description of Operations section of each certificate.

4. W-9 Form

Under the United States Internal Revenue Code, the City of Gardena is required to report the payment(s) we make to you each year. Therefore, the City requires individual contract instructors to complete a W-9 Form.

5. Fingerprinting (Live Scan) of Contract Instructors

State regulation is in effect regarding fingerprinting employees and volunteers involved in childcare and public recreation programs. The Public Resources Codes

Section 5164 requires screening and fingerprinting of prospective employees having supervisory or disciplinary authority over a minor. As such, the City of Gardena 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 provided with a Live Scan form and instructions on how to be fingerprinted. The City of Gardena Police Department offers Live Scan background services at no charge. The City of Gardena Human Resources staff will contact you regarding making an appointment for Live Scan. The Live Scan will not be accepted from another agency other than the Gardena Police Department.

The City of Gardena Police Department is located at 1718 West 162nd St., Gardena 90247

6. Tuberculosis (TB) Testing

The City of Gardena requires that all employees and instructors working with minors provide proof of current (within the past two years) negative TB test. If it has been some time since you were tested, please schedule an appointment with your health care provider and complete the test. Most health care providers provide TB testing as part of your annual check-up. Test results must be submitted to the City of Gardena prior to the start of your class.

SECTION 6- CLASS FEES

Instructors are responsible for setting their own class prices with approval from the City of Gardena Recreation and Human Services Department. You are encouraged to research the current market rate in the surrounding areas to set comparable fees. The instructor will receive a percentage of the enrollment fee per session collected by the City for course(s) taught by the Instructor. Sessions are four (4) weeks and enrollment fees are charged per session. The City fee is 10% - 30% of the enrollment fee per session. For example, for a class with an enrollment fee of \$75 the City would withhold \$7.50 - \$22.50 per student per session.

Materials Fees

A materials fee is any fee that is not charged by the City of Gardena and is collected and payable directly to the instructor. These fees are typically for consumable items that the student benefits from in the class. These fees are never collected nor charged by the City and are the sole responsibility of the instructor to collect. It is important that materials fees are listed with the course description and in all promotional media when advertising the class/program. Material fees must be reasonable and pre-approved by the Department.

Discounts

Instructors may offer discounts and/or incentives to students to register for classes. Discounts may include but are not limited to multiple family or sibling discounts, multiple class discounts, new student or trial offers etc. Keep in mind that discounts lower instructor compensation for the class or program and are only permissible with approval by the City of Gardena of Recreation and Human Services Department.

Prorating Fees

The City of Gardena does not prorate class fees. This means when a student signs up for a class after it has started, the student is expected to pay the full class fee for that session.

Class Cancellations

We try to avoid cancellations of classes whenever possible as our aim is to keep our customers happy and coming back. 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. It is better to run a class at a low minimum than to cancel and potentially lose customers.

- If an activity, class, or program is cancelled by the City, the City will refund the students, and inform both the participants and the instructor of the cancellation.
- If an individual class or program is cancelled by the Instructor, the Instructor will need to inform the participants. Class cancellations may result in lower or no payment to instructor. Make-up classes are encouraged whenever possible, instructors should work with the City of Gardena to help expedite this process.

SECTION 7- POLICIES AND PROCEDURES

Refunds

The City of Gardena has a “No Refund” Policy unless the class/program is canceled by the City or instructor. There are no refunds for non-attendance or materials fees. This is not a fixed policy and depending on the extenuating circumstances a refund may be provided. The City will determine if a refund is given in coordination with the instructor.

Quality Assurance

The City of Gardena is an organization that is “customer based, performance driven, results oriented, focused on finding the answer, solving the problem and achieving positive outcomes.” We stand by our word and our programs to align with this. City of Gardena staff will periodically check the classes organization, instructor interaction, and attendance to ensure we are providing the best quality classes to our community.

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 Gardena 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

It is the policy of the City to provide an environment free of unlawful discrimination in its workplace, programs, and activities. Unlawful discrimination, including sexual harassment and harassment based on race, sex, gender identity, religion, color, age, national origin, ancestry, marital status, medical condition, sexual orientation, or physical or mental disability, will not be tolerated by the City. The City of Gardena has a “zero tolerance policy.” That means you will be disciplined for violating this policy, up to, and including termination of your contract.

Safety

The Recreation and Human Services Department, and by extension its Independent Class Instructors, must provide for the safety of the people who use its facilities and participate in its programs. You must think about safety constantly and exercise all possible measures to prevent accidents, injuries and/or damage to property. Participants should also be encouraged to think in terms of safety. Remember, speak directly and concisely.

Guidelines to follow:

- Be well trained and current on all aspects of your teaching responsibilities.
- 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.
- Follow industrial and professional standards for safety, as well as City and State codes.
- Communicate knowledge of risk to students and warn of impending danger when there is a safety concern.
- Be “liability conscious” in all aspects of your class.
- If there is a question as to the safety of an activity, the physical environment, or participants, instructors should consult the Recreation and Human Services Department before proceeding.

Accident/Injury Procedure

Any accident/injury must be reported to the City staff on duty and the parent/guardian for proper attention regardless of how minor it may be.

In the event of a serious accident requiring emergency treatment, the proper procedure is as follows:

1. Do not move the victim.
2. Call 9-1-1.
3. State your name, location, and nature of injury.
4. Follow 9-1-1 instructions.
5. Contact the parent/guardian.
6. Notify City staff as soon as possible so they can assist with the emergency and other class participants.
7. An Accident Report Form needs to be completed by City staff on duty, therefore please notify staff as soon as possible.

If you receive any questions regarding insurance or claims, refer those to the Recreation Office at 310-217-9537. Do not discuss incident or accident with anyone except with the participant, participant's parent/guardian, or City staff.

Mandated Reporters Administrative Directive

Under California state law, individuals that have direct contact or supervisory control over children and children's programs are considered "mandated reporters" for purposes of reporting child abuse or neglect to designated agencies or to the Police Department. Although Instructors are not employees of the City and not legally considered "City mandated reporters", the City encourages Instructors to be trained in recognizing potential abuse of children, elder or dependent abuse, and to make reports of suspected abuse to the City of Gardena.

SECTION 8- SUBMITTING AN APPLICATION

You can access the Class Instructor Application at www.cityofgardena.org/events

- A written description is required that will help sell your program to the community. Communicate the benefits of the program within 50 words or less including your target population (youth, teen, adult, etc.).
- You must include preferred dates & time(s) of your class or program. Be specific. This helps to determine facility availability and best fit to accommodate your class or program.
- You must calculate your own price. Instructors are paid fees as shown with a flat rate per student collected at the time of registration. To calculate the

fee for your class, you should determine what you need to receive. Things to consider are the price of the course/program, set your maximum number of students, and the agreed upon contractual percentage and material needed to run the class. (see section on Class Fees)

Submitting a proposal does not guarantee that the class or activity will be added. Additionally, once added, there are no guarantees the department will automatically continue to offer the activity or program. There is no exclusivity to instructors or the classes they teach.

City Observed Holidays

The City of Gardena observes the following holidays and most facilities are closed on these dates: therefore these should be avoided when you are proposing your class dates: (Holidays may vary from year to year, check with the staff or city calendar).

Observed Holidays

- New Year's Eve and New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day (July 4)
- Labor Day
- Veterans Day
- Thanksgiving and the day after Thanksgiving
- Christmas Eve and Christmas Day

SECTION 9- CONDUCTING CLASS

Instructor Contracts

If your application is accepted, you will meet with the City of Gardena Recreation and Human Services Staff to complete the **Agreement to Provide Independent Contractor Services** and to discuss your proposed class in greater detail. Please take the time to read your contract and sign the last page. Return all pages of the contract. Partial contracts will not be accepted. A fully executed and signed copy of the contract will be emailed to you at your request. No instructor shall begin teaching a class without an executed contract on file with the City, valid insurance, valid business license, and all other items required to teach a class listed above.

How to Check Your Course Enrollment

The City of Gardena Recreation and Human Services Department utilizes the program CivicRec for registration of all classes. Once you are accepted as an instructor, you will meet with Recreation and Human Services staff to learn how to login into the instructor

portal where you can check your registration numbers, contact information, and send messages to your registrants.

Course Attendance

It is recommended that you print your class roster in advance and then an updated class roster on the day of your first class.

The City does not require that attendance be taken each week of class, but it is recommended that instructors do this. It is helpful information to have if a makeup class is needed.

No Shows

If a participant does not show up for the first class, it is recommended that you call to remind them of the next class. It is the participant's responsibility to remember the classes/programs that they have signed up for, but it is good customer service to contact your participants. Phone numbers and emails are viewable in your instructor portal.

Evaluation Forms

The Recreation and Human Services Department will send evaluations to participants at the end of a session for the classes that took place during that period. This is not done every session, but it is done frequently. 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.

Payment to Instructors

Class instructors are on a payment schedule for each session and pay is issued at the conclusion of the instructor's session based on the City's scheduled council meeting where payments are approved. Instructors are paid within thirty (30) days of the conclusion of the session.

SECTION 10- FACILITY USAGE

Classes/Programs may be held at any of our facilities: Johnson Park, Bell Park, Freeman Park, Fukai Park, Nakaoka Community Center, Rush Memorial Gym, Rowley Memorial Park, and Thornburg Park. Placement of classes in facilities will be determined by appropriateness, availability, marketability, and the instructor's preference.

1. Facility or Classroom Set-ups

Instructors are allowed access to their classroom/facility up to 30 minutes prior to their class start time to set up. If more time is needed, it must be requested and worked out with the Recreation and Human Services staff in advance. Instructors must always leave the room in the condition in which it was found. This means the

instructor must clean up any materials or equipment after the class ends. Instructors are not permitted to post or display class material/work on the walls or doors.

2. Facility Staffing

Facilities have City staff on duty to open and close the facility and provide limited support to the classes. Facility availability for a class will also be dependent on the ability to staff the facility.

3. Equipment

Tables and chairs will be provided. All other equipment must be supplied and approved by the instructor.

4. Facility Cleanliness

It is the responsibility of the instructor to maintain the cleanliness of the facility following the instructors program/class. If applicable, all equipment needs to be put away daily in the location determined by the City.

SECTION 11- PROMOTING CLASSES

It is important that the instructor assists in the promotion and advertisement of their classes/ programs. The most successful instructors are the ones promoting their classes in a variety of ways in addition to the City' efforts.

The City of Gardena Recreation and Human Services Department assist with the promotion by:

1. Live, Work, Play Online Brochure

The City of Gardena Recreation and Human Services Department will place your description in the Live Work and Play Online Brochure. It will also be listed on the Department website at www.cityofgardena.org/events

2. Flyers

The Recreation and Human Services Department will create a flyer that will promote the class/program. All additional class/program flyers produced by the instructor must be approved by the City of Gardena. At no point should the City of Gardena logo be added to any promotional materials without prior approval from the City. All proposed flyers must be sent 6-8 weeks prior to the start of classes/programs.

3. Email Blasts

The City of Gardena will send out email blasts regarding new and upcoming classes.

4. Special Events

The City sponsors several special events each year where the Recreation and Human Services Department has a resource booth with all available classes and programs. In addition, these events provide an opportunity for instructors to distribute promotional materials, organize demonstrations, or participate as artists themselves. We encourage classes to participate in the city-wide events as a part of promoting your class.

5. Social Media

The City will frequently post to Facebook and Instagram with upcoming class registration and class dates.