



PARKS, RECREATION, AND CULTURAL RESOURCES INSTRUCTOR HANDBOOK

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1 Purpose

The Parks, Recreation, and Cultural Resources department utilizes Independent Contract Instructors to provide recreational services to our community. Programs may be designed for preschoolers, school-age children, teens, adults, families, and seniors. The process begins with an Instructor filling out the Instructor Application and submitting it to the department. Department staff then reviews the application and assesses the content of the program/activity to determine its potential in meeting the Department's vision and goals. Potential instructors may be contacted for a more detailed discussion at this point. If approved by the Parks, Recreation, and Cultural Resources department, instructors will then work with staff to determine the specific design of a program/activity in regard to facility suitability, facility availability, fee structure, course time frames, participant maximums or minimums, age ranges, course descriptions, etc. Once Department staff and the Instructor verbally enter into an agreement, a written contract will be produced that details the programs or services that have been agreed upon between the two parties.

2 About Leland Parks, Recreation, and Cultural Resources

The Department's mission is to create a sense of community for every person, every day, through exceptional recreational and cultural activities and parks. Staff appreciates all who are interested in becoming an Independent Contract Instructor (the "Instructor") with the Leland Parks, Recreation, and Cultural Resources Department and are excited about the possibility of working together to reach a common goal by inspiring residents and visitors to of Leland to discover, play, protect, and connect.

3 The Contract

Before a contract is approved, the Instructor must fill out the Town of Leland Vendor Application (including a copy of their W-9) and submit the required information for criminal background checks. Background checks will occur every two years before the Instructor's contract is renewed. The Town's insurance does not cover Instructors. The Town does not withhold state or federal income taxes, but does report the Instructor's income to the IRS via Form 1099. The contract duration will coincide with the Town's fiscal year of July 1 – June 30.

4 Course Delivery Policies

Registration and Liability

Program registration will be accepted in the Parks, Recreation, and Cultural Resources Department office during normal business hours and online until the registration deadline. Instructors are not authorized to accept registrations. Under no circumstance will any person be allowed to participate in any scheduled program without completing the proper Program Registration Form, registering at a Town Facility, or registering through the online registration software.

Promotion

All programs that meet publication deadlines will be listed in the CAPE for the season the program will run. The Department will also regularly post information in our newsletter, Social Media sites, and on the Town website. The Department may create flyers for programs and display them at Town facilities. The Instructor may seek additional locations for their distribution. All advertising done by the Instructor must represent it as a Parks, Recreation, and Cultural Resources program, contain the appropriate logo and be approved by Department staff.

Program Activity Attendance Sheets

An Activity Attendance Sheet should be obtained prior to the start of each program. Attendance will be recorded by the instructor for all programs based on the sheet provided by the Department.

Program Minimums and Maximums

The minimum level of participation will be 50% of the total spaces available for the program. If registrations fall below the 50%, it will be determined by the Department staff and the Instructor whether the program runs or not. In the event that the minimum requirement for participation is not met per program and staff or the Instructor decide not to run the program, the scheduled program will be cancelled. Refunds will be given to participants registered for a program that is canceled due to low registration. Registration over the set number established for maximum capacity will be added to a waiting list and contacted if a space becomes available for that program.

Program Expectations for Instructors

It is the expectation of the Parks, Recreation, and Cultural Resources Department that instructors arrive 15 minutes prior to the program start time and exit the studio space no more than 15 minutes after the program ends. Clean-up should be included during the program time allotment. Arriving early allows instructors time to set-up any program supplies/items and be ready to greet participants upon arrival.

Cancellations

In the event that a program needs to be canceled due to illness, weather, or other unforeseen reason, the Instructor must contact the Department immediately. This communication can be by phone to the LCAC (910-385-9891), email to lcac@townofleland.com or recreation@townofleland.com as well as the Program Coordinator assigned to the instructor, or by text to the Program Coordinator (if that is the preferred method of communication). All efforts will be made to reschedule the program. Department staff will contact the participants regarding all cancellations, reschedules, substitutions, or refunds. If an instructor wishes to have a substitute instructor for their program date, it is their responsibility to secure the substitute instructor. Substitute instructors are only allowed once approved by the Recreation Manager or their designee. If a substitute instructor is approved for the dates that will be missed, the instructor who's program it is, is responsible for any and all payment to the substitute. This agreement should be agreed upon by the instructors prior to the program being subbed. Substitute instructors, if they are not a current instructor with the department, must have a background check on file before substituting a program. If a program is rescheduled and a participant is not available for the new date, they will be offered a refund for that date. If the program is canceled and a date is not able to be rescheduled, program participants will be allowed to request a refund for that date.

Evaluations

Program Evaluation Forms will be sent by the Parks, Recreation, and Cultural Resources department to participants following the last day of the program. Staff will share overall feedback and comments with instructors.

Contractor Instructor Payment

Instructors receive a percentage of the participant fees which is determined by the Department. The Instructor is responsible for the cost of their own supplies. If an instructor chooses to supply specialty materials for participants, a supply fee can be advertised for a program and the Instructor is responsible for collecting the fee from students. For general supplies, participants are expected to provide their own materials based on a supply list created by the Instructor. Larger participation levels will yield more

income for the Instructor. Payment is made the week following the completion of each session-long program as well as the week following other individual programs. Instructors should deposit/cash checks no later than two weeks after receipt of payment. Signing up for direct deposit is highly encouraged by the Town.

Participant Refunds

Participants are allowed per the department's refund policy to request a refund for a program if they have a medical reason that no longer allows them to participate in the program. Staff will make all efforts to fill the spot if it is within the first 3 weeks of a 6-week session.

5 Parks, Recreation, and Cultural Resources Policies and Procedures

The Department also holds Instructors responsible for the following policies and procedures:

Representing the Town

Though not employees of the Town of Leland, Instructors do represent the Town. Instructors must conduct themselves in a professional manner that includes dressing and speaking professionally as well as supporting policies and Town decisions.

Release of Minors

At the end of the program, children should not leave the facility or program space on their own, but should be released to an adult. Never release a child to someone who is unknown to the child or to whom the child expresses fear or uncertainty. The Instructor must stay until all participants have left the facility.

Instructor's Relationship with Youth Participants

The Instructor must not have contact with a single youth participant unobservable by staff, parent, or other participant at any time. Parents should be invited and encouraged to visit program sites at any time on a drop-in basis and do not need to ask permission to do so.

Communication with Participants

Participants upon registering for programs have the option to consent or decline instructors being given their contact information. Instructors who request their roster with contact information will be given a list of those who have given permission for their information to be shared. In general, instructors should be forward thinking and ensure all information, including supplies, is included within the program's description and info listed on the registration page before registration opens for the season to ensure all information is being presented from the start.

Safety of Participants

The Instructor's primary responsibility is to ensure the safety of all participants involved with the activity. Visually inspect the facility in which the program is being held. If any aspect of the area appears unsafe, it is the instructor's responsibility to notify the Department and to take actions that will ensure participant safety.

First Aid Provision

It is the Instructor's responsibility to know where the first aid kit is located in each facility where they provide services. For minor first aid (band-aids, etc.) the first aid kit will suffice. For serious accidents, do

not move the injured participant, and call 911. Let staff know immediately. If a child is involved, notify the parent/guardian immediately. CPR certification may be required to teach some courses.

Closing of Facilities

When leaving a facility please leave the space(s) clean, notify staff of departure, and turn in the Activity Attendance Sheet.

Personal Items

No personal items and/or projects are to be stored/left at the LCAC. This includes instructors and participants for programs and open studios. With limited space and fuller studios, this ensures we provide equal space for all users.

Discrimination and Harassment

The Town of Leland prohibits any type of discrimination and harassment by, among, or to its representatives. Discrimination and harassment can be defined as any behavior that is disrespectful and causes discomfort to another person, be it physical, verbal, visual, or sexual. Instructors are responsible for their own actions/conduct and must never engage in discrimination and harassment. Violation of this is grounds for immediate termination of the contract.



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