



Millbrae Recreation Department

477 Lincoln Circle, Millbrae, CA
www.ci.millbrae.ca.us • 650.259.2360



INSTRUCTOR HANDBOOK

About Millbrae

Thank you for your interest in becoming an independent Contract Instructor with the City of Millbrae Recreation Department. We are excited about the possibility of working together to reach our common goals as we serve our community.

The Recreation Department is dedicated to building strong families through the provision of recreational opportunities. We believe that the benefits of participating in recreational programs, classes, and events are more important than the activity itself.

Our Mission

To enhance the quality of life for all residents by promoting active and passive leisure experiences, wellness and fitness programs, enrichment classes, and special events to facilitate life long learning, sustain one's positive sense of well being and strengthen cultural awareness through services that unify the community.

How It Works

The Millbrae Recreation Department utilizes independent Contract Instructors to provide recreational services for our community. Programs may be designed for preschoolers, school age children, teens, adults, families, and seniors.

The process begins with the independent Contract Instructor "proposing" a course or activity. There is a form enclosed in this handbook that you must fill out completely (one form per course/activity). The proposal must then be submitted to the Millbrae Recreation Department.

The Recreation Coordinator will then review the proposal(s), assess the content of the course/activity to determine its potential in meeting the Department's vision and goals, and then contact you for a more detailed discussion.

The Recreation Department staff will work to suit everyone's needs; however, occasionally, not all needs can be met due to facility suitability, facility availability, course time frame, participant maximums and minimums, etc. If needed, staff will contact you with any changes that may need to be made.

Once all of the proposals have been reviewed by the Recreation staff, you will be sent a proof of the information regarding your course/activity. This is a proof of what the Activity Guide will look like. Any corrections that need to be made must be returned to the Recreation Department promptly.

About the Contract:

- All Contract Instructors must be fingerprinted (more details on page 3)
- All Contract Instructors must hold Commercial General Liability Insurance and name the City of Millbrae as additionally insured. The City of Millbrae's insurance does not cover Contract Instructors.
- All Contract Instructors must hold a valid business license with the City of Millbrae

Contract Sessions

The contract duration will coincide with the established "Activity Guide" sessions:

- **Winter Session:** January - March
- **Spring/Summer Session:** April - August
- **Fall Session:** September - December

To place your activities in the Activity Guide, time must be allotted to create, edit, print, and mail the guide. Therefore, proposal sheets must be completed and submitted to the Recreation Department by the following dates:

- **Winter Session:** 2nd Wednesday in September
- **Spring/Summer Session:** 2nd Wednesday in December
- **Fall Session:** 2nd Wednesday in May

Course Policies

Registration/Enrollment Status: All registration takes place through the Millbrae Recreation Department on a first-come, first served basis. Instructors should not be collecting registration forms or money. Participants that have not paid may not participate in the activity. Instructors are asked to call or email at least a week in advance to check on the enrollment status of your course.

Course Rosters: A list of all course participants should be obtained prior to the start of each course. It is important to have the most up-to-date participant information. Contract Instructors are able to access course rosters on Civic Rec. Please contact the Millbrae Recreation Department office at 650-259-2360 if you need help accessing course rosters prior to the start of your class.

Evaluations: Random classes will be chosen each session to fill out our Participant Surveys.

Publicity: The Recreation Department will list all classes in the Activity Guide which is mailed to every residence. The Recreation Department will also post information around the Community Center and on the City of Millbrae website. The Contract Instructor must seek additional locations for their promotion of classes. All advertising done by an instructor must represent it as a Millbrae Recreation Program, use of a Millbrae logo, and must contain "Sponsored by the Millbrae Recreation Department" and our contact information: Phone: 650-259-2360; Website: www.ci.millbrae.ca.us; Address: 477 Lincoln Circle, Millbrae CA 94030. The Recreation Coordinator will provide the Contracted Instructor a Millbrae logo for use on advertisements and flyers.

Course Cancellation: In the event that a class needs to be canceled, the instructor must contact the Recreation Department immediately. The Recreation Department staff will contact the participants regarding all cancellations, reschedules, or refunds. Please call 650-259-2360 to inform our Department if you need to cancel a class.

Professional Conduct: Though not employees of the City of Millbrae, Contract Instructors do represent the City. To some participants, the Instructor is the only representative of the City they will see. Instructors must conduct themselves in a professional manner including dressing and speaking professionally, and supporting policies and the City's decisions.

Course Policies

Instructor Payments: Contract Instructors receive a percentage of the registration fees paid by class participants.

Instructors will receive 60% of resident registration fees collected. Non-resident fees will be charged to participants who do not live within Millbrae. These non-resident fees will not be reflected in Instructor's pay. A reduced Senior registration fee is charged for Millbrae Seniors 60 and over. This reduction does not affect the instructor's salary. Updated instructor splits are as follows:

40/60% Instructors using Millbrae facilities

All registration moneys are collected and deposited by the Recreation Department. Instructor payment processing will begin at the conclusion of the course. Payments should be received no later than 30 days after the completion of the course.

Supervision and Releasing of Minors: During activity time, all minor participants must be accompanied by an adult instructor at all times. Minors cannot be left unattended by the instructor, and must remain under instructor supervision throughout the duration of class. At the end of the activity time, the Contract Instructor must not release children to anyone other than the authorized parent, guardian, or to an individual authorized by the parent. Never release a child to someone who is unknown to the child or to whom the child expresses fear or uncertainty. The Contract Instructor must stay until all participants have left the facility.

Safety of Participants: The Contract Instructor's responsibility is to ensure the safety of the participants involved with your activity. Visually inspect the programs and facilities in which you are working. If any aspect of the area appears unsafe, it is your responsibility to notify the Recreation Department and to take actions that will ensure participant safety.

First Aid Provision: It is the Contract Instructor's responsibility to know where the first aid kit is located for all facilities in which they provide services. For minor first aid (band-aids, etc.) the first aid kit will be suffice. For serious accidents, DO NOT MOVE the injured participant, and call 9-1-1. If a child is involved, notify the parent/guardian immediately.

Class Instructors: The City of Millbrae requires all contract instructors to be fingerprinted prior to your class start date. Fingerprinting is also required by California State Law (AB 2986 & AB 1663) for all instructors of youth classes. This process only needs to be completed once as long as you are an instructor for the Millbrae Recreation Department. The cost of finger printing must be paid by instructors (not the City of Millbrae). Instructors must set up an appointment at any facility that conducts Live Scan. Please contact the Recreation Coordinator, Heather Hoover at (650)259-2383 or hhoover@ci.millbrae.ca.us for the appropriate forms. All information will be kept confidential. For instructors/contractors who hire additional employees, it is your responsibility to screen those individuals, and send updated forms to the Recreation Coordinator. A written letter on company letterhead must be submitted to the Millbrae Recreation Department of your fingerprinting process.

Commercial General Liability Insurance: Commercial General Liability Insurance is to be provided by Contract Instructor/Agency at off-site locations and/or Instructors/Agencies who provide classes and/or programs on City property which are the sole proprietors and/or provide additional employees or subcontractors that provide services on City property. The Instructor/Agency shall obtain commercial general liability insurance providing bodily injury and property damage coverage with a combined single limit of at least One Million Dollars (\$1,000, 000) per each occurrence or claim. The Instructor shall also obtain at least One Million Dollars (\$1,000,000) each occurrence or claim. These policies shall be Primary Insurance and the carrier shall be liable under these policies for full amounts of any loss up to and including the total limit of liability without right of contribution from any other insurance maintained by the City of Millbrae. In addition, the Instructor/Agency shall name the City of Millbrae as additional insured under these insurance policies, and shall provide the City of Millbrae with certificates of insurance evidencing this coverage prior to the commencement of this Agreement. If the Instructor/Agency independently employs or hires any assistants or substitutes, the Instructor/Agency shall also obtain Workers' Compensation Insurance for any substitutes or assistants in full compliance with State law.

Americans with Disabilities Act (ADA): Under the Americans with Disability Act (ADA), 1990, Leisure Service Agencies and their instructors are required to accommodate individuals with special needs. Instructors must be willing to work with the Millbrae Recreation Department and accommodate those who request assistance.

Course Policies

Discrimination and Harassment: The City of Millbrae has a strong policy against any form or 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. Contract Instructors are responsible for their own actions and conduct, and must never engage in discrimination or harassment.

Personal Business: The Contract Instructor may not receive or make personal phone calls, nor have their own children with them (unless approved by the Recreation Manager prior to the class), while performing services.

Closing of Facilities: When leaving, the Contractor must ensure that all doors are locked securely and all lights are turned off. If other authorized Contract Instructors are present, please notify them of your departure. Contract Instructors are responsible for maintaining cleanliness in the space, and cleaning the facility prior to departure each day.

Storage at Facilities: Millbrae Recreation does not provide storage at our facilities for Contract Instructors. Therefore, contract instructors need to bring any materials or supplies for their classes on a daily basis. Prior to departure, all materials must be removed from the facility.

Prompt Return of Class Information: Prior to each class session you will receive "Class Request Forms" along with an Instructor Packet of Information. Please return your information promptly. Failure to do so could result in your classes not being offered in the next brochure. It is the instructor's responsibility to proof class descriptions, dates, and times.

Breaks for Employees: Consider lunch and additional breaks for your staff members. Millbrae Recreation staff are not responsible or available for watching your class while the instructor takes a break.

Contract Instructor Contact Information: Contract Instructors are expected to provide their clients with contact information, such as a phone number, to call them directly about time-sensitive questions or concerns. Contract Instructors must respond to their clients in a timely manner.

Activity Guide: All documents, including the business license, W9, fingerprinting/affidavit, and liability insurance, should be turned into the Recreation Coordinator prior to being advertised in the Millbrae Recreation Activity Guide. The Recreation Coordinator will send a picture of a draft of the Activity Guide to the Contract Instructor. Contract Instructors are responsible for checking the Activity Guide to ensure information for the class(es) are correct. The process for Activity Guide edits calls for a quick turnaround, and Contract Instructors must respond quickly in order to make changes and confirm the information is correct. Instructors are also asked to review their classes online in the event changes need to be made.

Schedule, Time & Location: The Contract Instructor must adhere to the start and end time, as noted in their Class proposal, including set-up and clean-up time as approved by the Recreation Coordinator. The Contract Instructor must show up on time for their program. Millbrae Recreation may change the location for a class depending on availability, by providing notice to the Contract Instructor.

Enrollment: The Contract Instructor must offer class instruction for each class that meets the minimum class enrollment one week prior to the beginning of the class. In the event that the class does not meet the minimum enrollment, the Recreation Coordinator will provide written notification to the Contract Instructor. The Recreation Coordinator will communicate with the Contract Instructor about cancellation of classes that do not meet minimum enrollment.

Rain & Fire Condition Procedures: In the event of rain, or high Air Quality Index, all outdoor classes must be canceled. It is the responsibility of the Contract Instructor to check for incidents of severe weather conditions (extreme heat, rain, etc.) or when the Air Quality Index exceeds 200 for the City of Millbrae. Make-up classes are not always available, but if there is availability, the make-up class must be within the same session as registered. In the event of rain or high quality index, contract instructors should call Recreation Center Staff to initiate the cancellation of outdoor classes. Procedures will be handled on a case-by-case basis. During office hours of 9am - 5pm, contract instructors should contact the Recreation Coordinator at: (650)259-2383. If outside of office hours, contract instructors should contact the front desk at: (650)259-2360.