



TOWN OF GILBERT

Independent Contractor Instructor Handbook

Town of Gilbert Parks & Recreation Department

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Welcome

Thank you for your interest in becoming an Independent Contractor Instructor for the Gilbert Parks & Recreation Department. The Recreation Division of the Gilbert Parks & Recreation Department provides a variety of recreation programs, classes, services and community events on-site at four community facilities as well as many off-site facilities. We would like to thank you for your interest in contributing your knowledge and expertise to enrich the lives of others in this community.

Your participation and involvement will complement the diversity of our programming and contribute to the overall success of the programs. Please know that the Gilbert Parks & Recreation designated staff will be responsible for selecting or considering your programs. Understand that not all submitted programs are selected.

The intent of this handbook is to provide you with important, useful information. It is important to Gilbert and our participants that you understand and are knowledgeable regarding such concerns as policies and procedures, what to do in the case of an emergency, class cancellations, etc.

Gilbert Parks & Recreation Department Mission Statement

Gilbert Parks & Recreation Department commits to provide superior parks, recreation and cultural programs, which exceed customer expectations, enhance the quality of life, and promote lifelong leisure and educational pursuits. These services are provided by a dedicated team, focused on fairness, trust, innovation, with a commitment to excellence.

Facilities Information

** Center hours may vary seasonally*

McQueen Park Activity Center - 510 N. Horne Street, 480-503-6294

Regular Hours*

Monday-Friday 8am-9pm
 Saturday 9:30am-5pm
 Sunday Closed

Freestone Recreation Center - 1141 E. Guadalupe Road, 480-503-6202

Regular Hours*

Monday-Friday 5:15am-10pm
 Saturday 7am-9pm
 Sunday 10am-5pm

Community Center - 130 N. Oak Street, 480-503-6290

Regular Hours*

Monday- Thursday 8am-6pm
 Friday 8am-5pm
 Saturday 9am-12pm
 Sunday Closed

South East Regional Library Program Center - 775 N. Greenfield Road

Library Hours

Monday-Thursday 10am-9pm
 Friday & Saturday 10am-5pm
 Sunday 1-5pm

Recreation Hours vary

Parks & Recreation Main Office - 90 E. Civic Center Drive, 480-503-6200

Monday-Thursday 7am-6pm

Websites: GilbertAZ.gov or GilbertRecreation.com

Staff Coordinators

Coordinator	Facility	Phone	Email
Bryan Bouk (Group Fitness & Classes)	Freestone Recreation Center	480-431-2594	Bryan.Bouk@gilbertaz.gov
Char Miller	Southeast Regional Library	480-243-1013	Char.Miller@gilbertaz.gov
JP LaCroix (Personal Training)	Freestone Recreation Center	480-503-6224	JP.LaCroix@gilbertaz.gov
Krista Neugebauer	Community Center and Adaptive Recreation Programs	480-503-6270	Krista.Neugebauer@gilbertaz.gov
Stephanie McMullen	McQueen Park Activity Center	480-503-6233	Stephanie.McMullen@gilbertaz.gov

Steps to Becoming an Independent Contractor

Approval Process

1. First step would be to fill out the Independent Contractor Request for Information form and to meet with a Recreation Coordinator to establish whether there is a need and to find a proper space for your services. Prior to entering into an *Independent Contractor Contract* and authorizing the commencement of work, the Gilbert Finance Division approval must be obtained to characterize the worker as an Independent Contractor, in compliance with Internal Revenue Service guidelines. If you do not currently have an LLC or other business status and a Tax ID Number, you must provide four documents showing that you have a bona fide business.
2. Once the business status has been established and approved, the Independent Contractor can submit a program or class proposal to the Recreation Coordinator (example of schedule proposal form page 10). The Contractor and Coordinator will work together to establish the specific design of the program(s) in regards to availability, fee structure, time frames, participation requirements, age ranges, descriptions, etc. Once this is completed the programs will be entered into the on-line Recreation Guide for the corresponding session. Submitting a proposal does not guarantee that the class or activity will be added to Gilbert's recreation guide offerings. Additionally, once added no guarantees are made Gilbert will automatically continue offering the activity or program.
3. If the minimum number of participants has registered and it appears the class/program will take place, the Recreation Coordinator will provide an Independent Contractor Contract for the Contractor to review and sign. This contract will be produced by Gilbert and will state specifically the course or program which the Contractor is agreeing to provide, as well as how much will be compensated in the "Exhibit A" portion of the contract.

Independent Contractor Requirements

- All Contractors that will be instructing classes with individuals under the age of 18 years old or participants with special needs and/or their staff must possess a Department of Public Safety fingerprint card and will need to consent to a criminal background check.
- In some instances, the Contractor may be required to provide a certificate of liability insurance with a minimum coverage of \$1,000,000 each occurrence and \$2,000,000 general aggregate and the certificate must name Gilbert as additionally insured.
- Gilbert does report Contractor income via form 1099.
- Independent Contractors must represent Gilbert in a manner according to Gilbert policies and procedures.
- Worker's Compensation coverage responsibility must be established and documented if the contractor is not the sole proprietor and employs others to instruct classes.

Compensation

In most cases Contractors are paid a percentage of the registration collected for their class. This percentage is outlined on the "Exhibit A" in your contract. Generally, for example, if the classes are conducted in a Gilbert Facility the Contractor would receive 60% of the registration fees collected for their class and Gilbert would retain 40% for the use of its facilities, advertising the classes and maintaining all registrations. Another example is that if the classes are conducted on an "off-site" location, the Contractor would receive 70% of the registration fees collected for their class and Gilbert would retain 30% for advertising the classes and maintaining all registrations. It is the contractor's responsibility to invoice Gilbert for their percentage once the course has completed.

Course, Program or Activity Policies

Sessions

Our programs are designed to take place in five sessions: Winter, Spring, Summer, Fall and Holiday. The sessions are typically 8 or 9 weeks long (some sessions may be less). Breaks and length of sessions coincide with Gilberts Public School's schedule.

Schedule Proposals

A Recreation Coordinator will send a schedule proposal via email with instructions on deadlines and other communication regarding the upcoming session. What you need to know...

- If schedule proposals are not received by the given deadline, there is no guarantee the classes or programs will be offered in the current session. Classes are more successful if they follow the registration timeline.
- Once submitted there is a deadline for changes or additions. Once registration has been started, it is harder to make changes or additions.
- Not all classes or programs submitted will be entered. Classes or programs are accepted based on needs of the community and space availability.
- If your classes have been offered in several sessions and have been cancelled due to low enrollment, the Recreation Coordinator may choose to not offer it again or may offer it at another time. If this is the case the Recreation Coordinator will communicate this to the Independent Contractor.
- Once schedule proposals have been received and reviewed, the Recreation Coordinator begins entering the classes into the Gilbert Recreation Registration site. The classes are posted online only at GilbertRecreation.com.

When in a Town of Gilbert Facility

- Check in with a Recreation Leader at the front desk when arriving at the facility.
- Discuss what is needed for classroom setup for classes. Center staff will do their best to make sure the room is setup beforehand, but it is not guaranteed.
- Ask for updated rosters & attendance sheets.
- Follow all facility rules pertaining to classes/programs.

Registration

- All registrations are administered through the Town of Gilbert Parks & Recreation Department.
- Independent Contractors are not authorized to collect registration forms/fees. In some cases, Contractors require a supply fee, which may be collected by the Instructor on the first day of class. If a supply fee is needed, it must be included in the class information before registration.
- Participants can register via on-line at GilbertRecreation.com or while they are visiting a recreation facility via the front desk.
- Participants must be registered for the class before participating. This is very important as each parent/participant is required to sign a waiver upon registration.
- Parent/Tot or Parent/Child classes require all children to be registered for the class. The adult(s) participating with the child does not need to register. The parents will be required to sign a Town of Gilbert Waiver form. This form is available at each facility. Please ask recreation staff for the waiver.
- To check the enrollment in a class, go to GilbertRecreation.com and log into your account to view rosters or email participants.

Class Rosters & Attendance Sheets

- Rosters and attendance sheets can be accessed through GilbertRecreation.com. The Recreation Coordinator will give you administrative rights to retrieve this information and will send the contractor instructions on how to retrieve them.
- If participants are not on the roster or attendance sheet, please refer them to Recreation Staff for assistance.
- It is required to take attendance at each meeting.
- If a participant is on the roster and did not show for the first class it is a good practice to call and remind them of the next class.
- Once the session is completed all attendance sheets need to be forwarded to the Recreation Coordinator.
- All information contained on the rosters and attendance sheets are confidential and are not to be used for advertising purposes. This information is provided for communication regarding Town of Gilbert programs only.
- If information on the rosters or attendance sheets is incorrect, please ask the participants to contact Recreation Staff to change their information or they can log into their account at GilbertRecreation.com.

Refunds & Cancellation Policies

There is a deadline date for each session for full refunds or credits for all classes and programs. The deadline date is posted on all registration receipts.

- The Town of Gilbert has the right to cancel any program due to insufficient enrollment.
- Early registration is encouraged to help prevent course cancellation.
- If a class or program is cancelled, participants will be notified one week prior to class start date (unless unforeseen circumstances arise) and offered an alternative choice, if available.
- If no alternative is available, a full refund or credit will be issued.

Emergency Protocols in a Town of Gilbert Facility

All incidents and emergencies taking place in a Town of Gilbert facility should be reported immediately to recreation staff. Documentation will then be filled out and turned into the Recreation Coordinator.

In a Town of Gilbert facility notify “on site” staff in the event emergency assistance is required in respect to the following:

- If there is an immediate threat to the safety of any person.
- In the event of a personal injury and/or accident involving a staff member or participant.
- If there is damage to the facility or property and/or there exists the threat of further damage.
- In the event of theft of Town of Gilbert or personal property.

Supplies & Storage

Independent Contractors should be self-contained providing their own clerical and material needs. Any supplies necessary for the class are the responsibility of the Independent Contractor. Storage space is not available at any of the facilities. All materials and supplies must be brought in and out with each class.

Student Confidentiality

Information that identifies or relates to our participants should be safeguarded as confidential. Class rosters contain names and phone numbers of students in your class. Such information is not to be distributed without prior approval and is for the instructor only as it relates to the class. Please do not allow anyone to look at the class rosters and do not discuss student’s performance with anyone who does not need to know without written authorization from the student or the student’s parent.

Participant & Classroom Policies and Procedures

Room Policy

- Only registered participants, instructors and Town of Gilbert staff are allowed in the classroom during class time. Parents are not allowed in the classroom unless it is a parent/tot class. Exceptions are made for participants with special needs who require assistance.
- Upon instructor's invitation, family and friends will be allowed to visit the classroom during the last day of class or on a designated date near the end of the session. This class must remain the same length as all other classes held throughout the session. Instructors should not shorten this class.
- Instructor's children, family members and friends are not allowed in the classroom (unless properly registered in the class). Children should not be brought to work and left in the lobby unless they are the designated age to be in the facility without adult supervision.

Late Pick-up Policy

- If parent/guardian is more than 5 minutes late for pick-up, the child may be brought to the front desk.
- Instructors should contact parent/guardian if late pick-ups occur more than 2 times in one session.

Behavior Policy

- Children who are harmful to others or extremely disruptive to the class will be withdrawn from the class by the Recreation Coordinator. A refund will be issued.

Classes with Low Attendance

- If only one participant arrives for class, the instructor and parent/guardian can discuss if class will be held. If the decision is made not to have class, a make-up class will not be scheduled. Parent/Guardian should be made aware of this at the time of discussion.
- Parent/Guardian is required to stay in the classroom for one-on-one occurrences.

Refund/Credit Policy

- The refund/credit deadline 10 days prior to the first class. If refund/credit is requested after the deadline, it will be handled on a case by case basis by the coordinator and contractor.

Parent/Tot Classes

- Only one parent/adult per child is allowed in a parent/tot class.
- The parent or adult attending a parent/tot class does not have to be the same person each week.
- The parent/adult needs to sign a Town of Gilbert Waiver on the first day of class. If there is a different person attending with the child, each person needs to sign the waiver.
- Only the child needs to be registered for a parent/tot class.
- Only one parent/adult is required to attend classes with siblings unless otherwise specified in the class description.
- Children/siblings who are not registered for the class are not allowed in the classroom. This includes infants.

Restroom Needs

- If a child under 6 years old must use the restroom, immediately one of the following options can be used:
 - ❖ Ask Recreation Staff to locate the child's parent/guardian.
 - ❖ Ask Recreation Staff to walk the child to the restroom and back to class.

- ❖ If Recreation Staff is unavailable, the instructor must take an additional restroom break and escort all children to the restroom at one time.
- Youth ages 6-12 years old must use the buddy system to visit the restroom.
- Participants are not required to be potty trained. Parents of children in diapers/pull-ups should remain in the facility while the class is in session.
- If a diaper/pull up needs to be changed during the class, the parent will be asked to take the child to the restroom.
- Parents of children who are potty trained should be reminded to take their children to the restroom before class.

Unexpected Situations for Preschoolers and Youth

If a parent/guardian is not in the facility to take the child home, please follow the outlined steps in the order you deem most necessary.

- Illness or injury - Contact the Recreation Leader for assistance, contact parent/guardian, have child wait at the front desk to be picked up, complete injury report if necessary.
- Vomiting - Contact the Recreation Leader for assistance, assist the child with changing their clothes if necessary (facility has extra clothing for emergencies), contact parent/guardian, have child wait at the front desk to be picked up.
- Wet or messy pants - Contact the Recreation Leader for assistance, assist the child with changing their clothes if necessary (facility has extra clothing for emergencies), if child is unable to return to class contact parent/guardian and have child wait at the front desk.
- If a custodian is on site, he/she will be asked to assist with clean up. If a custodian is not available, Instructors and/or a Recreation Leader (as available) will be required to clean up to the best of their abilities for the safety and comfort of other participants.

Guidelines to Prevent Solicitation

- Business solicitation in class is prohibited. Independent Contractors are not to mention any business names, products or services with which he/she is associated and from which he/she may financially benefit. Offering private consultations or coupons of any kind is not permitted.
- Business cards should not be distributed during class but may be available for participants to pick-up, if they choose to, before leaving the classroom.
- Class roster should not be used for business solicitation of any kind.

Town of Gilbert Policies and Procedures

Allergies

If food will be eaten or offered during a class, please make every effort to be aware of participant allergies or dietary restrictions. Parents must be notified before any food is given to a child. If a class is not suitable for participants with allergies, this must be communicated in the initial description of the class. (i.e. Not recommended for children with food allergies.)

Smoking

Smoking is prohibited inside any Town of Gilbert facility. It is also prohibited 25 feet from all facilities.

Weapons

Weapons (guns, knives, martial arts weapons, etc) are not allowed in Town of Gilbert facilities.

Promotional Materials

All promotional materials (flyers, banners, etc.) must be approved by the Coordinator before they can be displayed or distributed. Only Town of Gilbert classes or programs can be displayed or distributed.

Guests

Only registered participants, instructors and Town of Gilbert staff are allowed to be in the classroom during class time. Non-participants are not allowed in class during class time.