



Contract Class Instructor
Handbook

Dear Instructor,

The City of Corona Community Services Department would like to thank you for sharing your talents with the community. Your expertise and passion help the City to provide variety of quality programs for our residents. We look forward to working with you to reach our goal of offering the best recreation programs in the Inland Empire.

This instructor handbook is a resource tool the Community Services Department provides contract instructors to keep them apprised of current policies and procedures. Please make sure you take the time to read through this handbook and keep it as an easy reference for commonly asked questions.

We trust that this handbook will leave you well informed and confident in our partnership as Contractor and City. It is just one of several tools our department utilizes to achieve our goal of providing great programs for our participants. The City of Corona takes great pride in its programs, and having well-informed instructors is a big part of ensuring we maintain the high level of quality our community expects. Our vision is for Corona to be an engaged, healthy, and enriched community. Should you have any questions regarding the handbook or ideas for improvement, please contact me. Thank you and good luck with your classes!

Jason Lai

A handwritten signature in black ink that reads "Jason Lai". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Community Services Program Coordinator

CONTRACT INSTRUCTOR REQUIREMENTS:

To be considered as a potential contract class instructor, a contract class application must be submitted for review.

- ✓ **Contract Class Application** – New Instructors only.

The following items will be required once you are approved:

- ✓ **Corona Business License** – This can be obtained online at <https://www.coronaca.gov/businesses>
- ✓ **Fingerprinting and Background Check** – You must make an appointment with the Human Resources Department after getting the proper paperwork from staff. All assistants of instructors must also be live scanned.
- ✓ **Liability Insurance** – Liability insurance is recommended for all instructors; however, it is only required if the class is taught by a business, an organization, or if the class is conducted at a private location. The City requires a certificate of insurance in the amount of \$1,000,000 naming the City of Corona as an additional insured.
- ✓ **Contract Instructors are required to maintain accurate mailing addresses email addresses, and phone numbers on record.** As a significant portion of communication will occur digitally, it's essential for Contract Instructors to regularly monitor their email accounts. It is the responsibility of Contract Instructors to ensure that their contact details are current and up-to-date with our Department. This can be accomplished by sending an email to the coordinator.
- ✓ **Class Proposals:** Forms are accessible to potential instructors through various channels: in-person at the Circle City Center, online via the internet, sent via email upon request, and automatically distributed seasonally to current instructors. Please note that these proposals must be submitted by the due date indicated. It is important to adhere to this deadline, as late submissions will not be accepted. Classes will only be scheduled if a proposal has been submitted.
- ✓ **Contract** – Contracts will be sent to you by staff. Contracts must be acknowledged electronically via CivicRec and/or return to the coordinator before each season's Registration Day. Failure to comply will be subject to being removed from the Corona Connection and/or cancellation of classes and nonpayment.

CONTRACT INSTRUCTOR RESPONSIBILITIES:

REGISTRATION: Instructors should never accept registration and should direct all registration questions to the Community Services Department Office. The Community Services Department will not pay the instructor for any student that does not appear on the master copy of the class roster. Instructors shall not allow students to participate in any class if they are unable to provide proof of registration. Once registered, they may attend the remainder of classes.

ROSTERS: Instructors should monitor their pre-class enrollment by periodically visiting coronaca.gov/registration and logging into the Instructor Portal. Please note that due to last minute enrollments, enrollment numbers may not be all inclusive one week prior to the first scheduled day of class. The Community Services Department encourages instructors to take attendance at every class. This will help ensure all students are registered and instructors are not teaching the classes free of charge.

INSTRUCTORS: For programs that have multiple instructors (such as sports organization or dance studios). It is necessary for only the company owner, manager, head coach to complete a Live Scan procedure using the provided form from our agency. However, the mentioned owner, manager, or head coach is also responsible in making sure that all assistants or other instructors are Live Scan, Fingerprint, and Background Check verified to those who will be working with minors under the City of Corona's agreement. The names and clearance dates must be provided on the form which can be acquired from our agency. This form needs to be updated each time a Contract Instructor hires new staff.

FACILITIES/PARKS: If your class is taking place at the City of Corona facility/parks and the designated class area is either unavailable or being utilized by another group, kindly approach a staff member present at the facility for assistance or request to see their permit. Alternatively, you can also reach out to the Community Services Department at (951) 736 - 2241

Contract Instructors utilizing City of Corona facilities and parks should be aware that there might be instances where they could be relocated to different locations within the city. This could arise due to factors such as facility or park availability, special events, or unexpected situations. While the coordinator will strive to minimize any disruptions to classes, it is important to note that they hold the authority to make such adjustments as needed. Your understanding in such cases is greatly appreciated.

CONTRACT INSTRUCTOR RESPONSIBILITIES CONTINUED...

INSTRUCTOR/PARTICIPANT RATIO: It is imperative that the Contract Instructor ensure an appropriate ratio between themselves and the participants. This ratio should be determined by the considering factors such as the age of the participants, the nature of the class, the capacity of the room, and all applicable guidelines from county, state, and health departments. The following Contract Instructor to participant ratio should be adhered to:

- Infants (birth to 18 months old), the ratio should be 3:1
- Toddlers (18 months to 36 months old), the ratio should be 4:1
- Preschool (36 months to enrollment in kindergarten), the ratio should 8:1
- Child enrolled in kindergarten through 14 years old), the ratio should be 14:1

These ratios are crucial in maintaining a safe and effective learning environment for all participants while also complying with relevant regulations.

DRESS CODE: All instructors should be dressed appropriately for the class(es) they teach. A professional appearance is always helpful in defining instructors' roles as an authority in their class. Should there be any questions regarding dress code, please discuss such concerns with staff.

LEAVING LATE/CLASS RUNNING OVER-TIME: Instructors are reminded to allow ample time to conduct all aspects of the class. Should changes need to be made, please contact the coordinator to modify the class time. Not every facility or building has assigned staff. For those facilities that have been assigned a staff member, the staff is budgeted for a specific amount of time; therefore, it is important to adhere to the pre-assigned schedule for your class. For example, if a class ends at 9:00 p.m., the students should wrap-up projects no later than 8:55 p.m. This will allow students time to gather any personal belongings, ask questions of the instructor, and be out of the classroom at the advertised time. Doing so will also provide the instructor with time to straighten up their room. This will ensure that both instructor and staff members will exit in a timely fashion. In the case of evening classes, it is important that classes end on time. Staff is generally scheduled to work only a short time after the end of the scheduled class time. For safety, use your best judgment when leaving any building at night.

LATE PICK-UPS: If a parent is late in picking up a child, it is the instructor's responsibility to stay with the child until the parent arrives. The instructor shall also

CONTRACT INSTRUCTOR RESPONSIBILITIES CONTINUED...

be responsible to notify the parent of the need to be on time in the future before releasing their child to them. If a parent is consistently late, the instructor shall notify the Community Services Department main office so the necessary follow-up can be conducted with the parent in order to ensure prompt pick-up in the future.

SUPPLIES, TOYS, & PERSONAL ITEMS: Instructors should avoid leaving personal items or general class supplies at City facilities. At any time, instructors may be asked to remove or relocate items stored at City facilities.

MATERIAL FEES: Instructors are entitled to charge material fees should their class require supplemental material. It's always a good idea to provide the City with receipts or cost breakdowns of the materials so we can answer any questions from participants about what the fee covers. Material fees should NOT be used to supplement instructor income; simply increase the cost of the class on your next contract. Material fees should cover costs of actual materials that are needed. Material fees should not be used to pay for things like end-of-class parties, food, refreshments, etc. If you would like to provide these things, please feel free to ask parents for voluntary donations or cover the cost yourself. If these things are required, then they should clearly be noted in the program description.

DISCIPLINARY ACTION: Confrontation is never the answer. Not every participant is going to be cooperative; Instructors should take the following steps when dealing with problems or general issues:

Youth Participants – If you have a child in your class who is being disruptive or extremely difficult, you need to address it with the parent or guardian in a non-offensive manner. A simple conversation after class, or away from others is appropriate. Clearly explain the issues and ask for their assistance in dealing with their child. If the problem persists, please let the parent know unless they can change their child's behavior you will have to refer them to the Community Services Office. Then, provide staff with details and we will speak with the parent. Please keep in mind, if your recommendation is to remove the child, we will offer a refund for that child and you would not be compensated for his/her enrollment.

Adult Participants– Please be cautious when dealing with unhappy or disgruntled adult participants. If you cannot resolve the issue, please refer them to the Department and we will handle the situation. Avoid any physical or verbal

CONTRACT INSTRUCTOR RESPONSIBILITIES CONTINUED...

altercations. A verbal or physical altercation may result in the suspension or termination of your contract. If a situation warrants it, call 911.

GENERAL ISSUES: Communication is vital. Email or call us as soon as possible so we have ample time to deal with an issue. Failure to notify us of general concerns can put the contract instructor and the City in a difficult position or exacerbate an issue.

INJURIES, FIRST AID, ACCIDENTS: In the event you or a program participant are injured or are involved in an incident, please contact staff assigned to the facility and they will complete the appropriate form. In addition, please contact the coordinator to inform them of the incident. If staff is not present, please contact Community Services front desk at (951) 736-2241 immediately. Staff will complete an Accident and Incident Report. First aid should only be offered by trained personnel and instructors should never administer any type of medication (even Tylenol or Advil). Medical advice should only be given by a licensed physician. First aid should be limited to band aids, ice packs, and gauze. In the event an ambulance or emergency vehicle is needed, please call 911. Then, report to the Community office staff immediately. If the emergency occurs after business hours, please notify the coordinator via email as soon as possible.

KEY USE: Under certain circumstances, some instructors are issued a key to open the facility when staff are not assigned to supervise the facility. If you are issued a key, you must complete a Facility Usage and Key Agreement and provide a \$50 deposit. Keys cannot be shared with anyone, and the key cannot be reproduced. If you lose the key, you will forfeit your deposit so the facility can be rekeyed.

CONTRACT INSTRUCTOR CHECKLIST FOR FIRST CLASS:

- ✓ Arrive at class early enough to adequately prepare for the class. Include time for room set-up, materials set-up, and agenda preparation.
- ✓ Recreation buildings will be open 30 minutes prior to the start of the class if the building requires a facility attendant to monitor your class.
- ✓ Obtain your class roster online at coronaca.gov/registration
- ✓ Take attendance at the class. Unregistered participants may not engage in the activity until they have paid and signed a waiver.
- ✓ Keep the class roster with you for your records.
- ✓ Notify the Community Department main office of any problems or needs as soon as possible.

COMMUNITY SERVICES RESPONSIBILITIES

CLASS PROPOSAL/APPLICATION CRITERIA: The Department will ensure the following criteria are met when reviewing class proposal/applications:

- ✓ Does not replicate same class;
- ✓ Program meets community needs;
- ✓ Does not pose a safety risk to participants;
- ✓ Title and subject matter are consistent with the laws and the Department's policies, mission, and goals;
- ✓ Registration revenues based on projected class attendance are anticipated to be enough to recover City of Corona costs;
- ✓ Does not subject participants to investment advice (unless certified to do so), ventures that may pose financial risks or solicitation, and/or sale of products or services;
- ✓ Does not offer, imply and/or infer religious instruction, practices or rituals; is not a religious-based program or services,
- ✓ Does not promote alcohol (unless it is a sommelier course), illegal drugs or drug paraphernalia, weapons/firearms, tobacco products, gambling and/or adult-oriented or sexually explicit materials.

REGISTRATION: The Community Service Department will be responsible for taking ALL in-person, mail, or online course registration. The Department collects program registration and payment, issues refunds, and handles other related administrative responsibilities. Instructors have the option to obtain course rosters via the instructor portal of our online registration software. If participants arrive to a course and do not appear on the course roster, they may not participate in the course until they are registered and placed on an active roster. For instructors who operate classes in/on City-owned facilities may not conduct registration for courses.

PAYMENT: The processing of invoices for payment will typically be issued on the last day of your scheduled class date. All issues regarding payment for contract classes should be handled immediately to ensure an expedited resolution. Instructors should maintain their own records of rosters and payments related to contract classes with the City of Corona. If your scheduled classes are held on a Friday and/or Saturday, invoices for payment will be issued on that following Monday. Please note, physical check payments typically take 2-3 weeks to be received in the mail. Electronic Fund

COMMUNITY SERVICES RESPONSIBILITIES CONTINUED...

Transfer (direct deposit) are available upon request. Instructors will receive the following split with the City of Corona:

- **City Facilities / Parks:** 60% of the class fees | City of Corona keeps 40%
- **Private Location:** 70% of the class fees | City of Corona keeps 30%
- **Virtual (Online):** 80% of the class fees | City of Corona keeps 20%

CLASS / SESSION CANCELLATION POLICY:

MINIMUMS – The start of a class, if the minimum enrollment is not reached, the City will contact the instructor and let them decide if they want to offer the class. Classes with zero (0) enrollment and/or does not meet instructor's minimum enrollment requirement on the first day of class will be cancelled and the instructor will be notified. Participants will receive a comprehensive refund their class fees. However, it is important to note that in such cases, the instructor will not receive any payment. Classes with consistently low or no enrollment may not be accepted for future seasons.

MAXIMUMS – Maximum enrollment shall be adhered to. However, instructors may request to increase the maximum number of participants permitted if the facility's occupancy permits.

CANCELLATIONS – All instructors are expected to hold class unless given specific direction by the coordinator that the class has been cancelled. While we make every effort to reach out to instructors before canceling a class, if circumstances prevent us from contacting an instructor, minimum enrollment criteria will still be strictly followed. To confirm cancellations, please contact the coordinator.

MAKE UP DATE – In the event your class has been cancelled (i.e. rain, facility issues, medical, family, etc...) please contact staff to coordinate a make-up date. If unable to get ahold of instructor, automatic pro-rated refund will be issued to participant's account.

REFUND POLICY: Customer satisfaction is the City's primary goal. Except for single-day classes, the City will issue a refund to any student who is dissatisfied with a class before the second (2nd) meeting. Refund requests for single-day classes and requests received after attending two or more class meetings will be evaluated on a case-by-case basis. In unique instances, pro-rated refunds may be issued. Instructors

COMMUNITY SERVICES RESPONSIBILITIES CONTINUED...

will receive no payment for those students who are issued a refund. If a class is cancelled after the second meeting, all refunds are entirely at the discretion of the Community Services Department.

WAIT LIST: Participants who are placed on the waiting list for a class can be enrolled if spaces become available, following a first-come, first served principle. Our staff will initiate contact with the waitlisted participants in the order of their placements on the waitlist via invitation on CivicRec.

PUBLICITY & ADVERTISING: The primary method of publicity for the City's recreation classes is the Corona Connection brochure. It is mailed to all residents of the City of Corona and is also distributed strategically throughout the Community. Additional advertisement, such as flyers, press releases, and newspaper articles, may be used on an as-needed or as-available basis and require prior approval by the Department. Instructors may utilize additional advertisement for their class; however, all such advertisement must be approved through the Community Services Department prior to their distribution. The use of the City seal, logo, and City and Department name are strictly prohibited without prior consent from the City of Corona Community Services Department.

FACILITIES: The City of Corona will ensure all facilities are clean and ready for general use. The City will provide staff to open and close facilities. In addition, The City set-up tables and chairs accordingly. Instructor must leave facilities in the same or better condition than they found them. Any maintenance issues should be reported to staff immediately.

COMMUNITY SERVICES INFORMATION

City of Corona, Community Services Department

Circle City Center

365 N. Main St. Corona, CA 92880

(951) 817-5755

Business Hours:

Monday-Thursday: 8:30 A.M - 8:00 P.M

Friday: 8:30 A.M. – 6:00 P.M.

Saturday: 8:30 A.M. – 2:00 P.M.

Sunday : CLOSED

Jason Lai

Program Coordinator

Jason.Lai@CoronaCA.gov

(951) 736 – 2240

Karen Stevenson

Recreation Supervisor

Karen.Stevenson@CoronaCA.gov

(951) 279 - 3782

LISTING OF ALL COMMUNITY SERVICES FACILITIES

Auburndale Community Center	1045 Auburndale St.	951.736.2241
Brentwood Community Center	1646 Dawnridge	951.736.2241
Civic Center Gym	502 S. Vicentia Ave.	951.736.2241
Circle City Center	365 N. Main St	951.817.5755
Victoria Community Center	312 E. Ninth St.	951.736.2241
Vicentia Activity Center	504 S. Vicentia Ave.	951.736.2241
Senior Center	921 S. Belle Ave	951.736.2363
Corona Public Library	650 South Main St.	951.736.2381

CITY OBSERVED HOLIDAYS

New Year's Day – January 1

Martin Luther King Jr. Day – third Monday of January

President's Day – third Monday of February

Memorial Day – last Monday of May

Juneteeth – June 19th

4th of July – July 4th

Labor Day – first Monday in September

Veteran's Day – November 11th

Thanksgiving – Fourth Thursday / Friday of November

Christmas Eve – December 24 & Christmas Day – December 25

New Year's Eve – December 31

If holiday falls on a weekend, the closest business day is observed.

*Please note: If facilities are closed for other reasons. The Department will make every effort to inform affected instructors.



TERMS AND CONDITIONS

1. Contractor certifies that all information he/she provides is true and correct.
2. Contractor agrees to attend the first-class meeting of each class submitted on the Contractor's Class Request Form unless otherwise agreed to by the City.
3. Contractor shall teach the agreed upon class(es) if the minimum enrollment is achieved.
4. Contractor will ensure that all students will be registered by the 1st class.
5. Contractor agrees to take class attendance and provide that information to the City's recreation staff if requested.
6. In the event of a personal emergency preventing attendance, Contractor shall notify the City's Recreation Services Office, and all affected students, as outlined in the Instructor Handbook.
7. Contractor agrees to comply with all City Contract Class Instructor policies and procedures referred to in their Contract.
8. City and Contractor agree that upon conclusion of a class the City will pay Contractor the agreed upon percentage of registration fees, unless otherwise specified.
9. Contractor understands that noncompliance with any of the Contract terms and conditions may result in termination of the contract. Payment for any services rendered at the time of noncompliance will be made pursuant to the terms outlined in the Instructor Handbook.
10. Contractor agrees to submit class schedule information to the Assistant Recreation Coordinator by the City established deadline.
11. Contractor understands that the City may conduct periodic background checks and the Contractor agrees to be fingerprinted upon the City request.

Instructor Name (Print):_____

Business Name (If Applicable)_____

Signature:_____ Date:_____