Creating community through, people, parks, and programs.

Independent Contract Instructor Handbook

Updated November 2022
Introduction

The information contained in this handbook is intended for current contract instructors and those who are interested in becoming contract instructors in the Concord Parks & Recreation Department.

As an instructor with the City, you are considered an independent contractor with distinct professional skills and expertise in the area 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 contractor, you are in charge of organizing your curriculum, course instruction, and all materials appropriate for the class. The City will provide a facility, park or site to teach your course, coordinate enrollment of participants, advertise through our Activity Guide, and issue payment within 30 days of the conclusion of class. The City will not dictate or control the manner in which you organize your course instruction.

The City of Concord Parks & Recreation Department operates under the following Mission, Vision and Values statement. All courses offered are expected to reflect these values and goals.

MISSION, VISION AND VALUES

City of Concord Organizational Mission Statement
Our mission is to join with our community to make Concord a city of the highest quality. We do this by providing responsive, cost effective and innovative local government services.

Our Vision for the Future

- We will be a customer based, performance driven, results oriented organization, focused on finding the answer, solving the problem, and achieving positive outcomes.
- We will partner with the Concord community to maximize resources, deliver high quality services, and be recognized as setting the standard for excellence.
- We will be trustworthy guardians of the public’s resources.
- We will make Concord a premier business location.
- We will collaborate to provide “seamless” services that benefit our external and internal customers, streamlining our work processes and removing barriers wherever they arise.
- We will accept the challenge of change and be committed to continually enhancing the safety, environment, quality of life, and economic vitality of our community.
- We will constantly look for new and better ways to deliver services. We will seek to be innovative, take reasonable risks, learn from our mistakes and always strive for excellence.
- We will welcome diversity in our community and our work place.
- We will conduct our work in an atmosphere of trust, respect and courtesy with open doors and open communication for our customers and each other.
- We will provide ethical, dynamic and effective leadership; establish clear direction and priorities, and model the mission and values in support of our common Vision.
- We will be accountable for our performance and our organization’s success, and be recognized for our achievements.
ORGANIZATIONAL VALUES

Integrity and Trust
We say what we mean and we mean what we say. We honor our work 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 internal customers and treat them with the same courtesy and respect as our external customers. We facilitate, enable, and problem-solve.

Partnerships
We place high value on building partnerships with members of our community to assure we understand their needs and continue to deliver the services they desire in the most effective manner possible.

Innovation and Continuous Improvement
We strive for excellence in the quality and productivity of our work. We create a work environment in which we look for new solutions and experiment with innovative ways to do things—even if they don’t always work the first time. We recognize the need to be dynamic in meeting the community’s changing needs. Each and every employee is given the opportunity to develop and grow.

Performance Accountability
We set measurable performance goals which support the priorities of the City and our individual work groups. We are given the necessary authority, training and resources to enable us to achieve these goals. We are proud of the professionalism, competency and dedication that exist throughout the organization.

Long Range Planning
We conduct long range strategic and financial planning to maximize service delivery and build the economic stability of the City. We practice sound fiscal management to protect the public’s resources.

Team Work
We respect each other as individuals, and we take the time to and effort to show it. Although certain positions have more decision-making authority, we treat all member of the organization with the same consideration for their ideas and concerns. We really listen to, and give each other honest feedback. We recognize partnerships among work groups and employees as essential to effectively maximizing resources and delivering high quality services.

Individual Worth and Diversity
We recognize and appreciate the uniqueness of each individual. We value the contribution made and the synergy created by different experiences and perspectives. We are committed to treating each and every person within the organization and the larger community with respect and dignity.
**Why teach a class for the Concord Parks & Recreation Department?**

The City of Concord Parks & Recreation Department is an innovative and progressive municipal agency, committed to improving the quality of life for our community by providing meaningful recreation experiences. Our mission is:

To create community through people, parks and programs by engaging our citizens, building collaborative relationships and responsibly managing our resources.

The department’s mission can be accomplished in part by partnering with contract instructors to provide recreational experiences for our community. Our department offers the following features to instructors:

1. **All-inclusive facilities:** Centre Concord, Willow Pass Community Center, Concord Senior Center, Baldwin Park Dance Studio, Concord Community Pool and our many parks are available year-round for classes, camps and workshops. Each facility supplies the tables, chairs and set-ups for classes.

2. **Cloud-based registration system:** The City uses ActiveNet, a cloud-based registration system that allows us to maintain facility bookings and process the registration for your classes. Tracking class enrollment, enrolling on waitlists, communicating messages or announcements to registered participants, and cancellation or rescheduling of classes allows City staff to efficiently monitor your classes and provide you with attendance and roster reports. Instructors also have access to rosters, attendance sheets, and can check their own enrollment. Please work with your Program Coordinator to access these. Participants benefit from ActiveNet as well, with simple online registration options at [www.concordreg.org](http://www.concordreg.org).

3. The City provides a variety of marketing options to promote classes and programs, including:

   - **Print media:** The City News and Activity Guide is published 3 times/year plus a summer camp edition. Guides are mailed to over 50,000 residents and returning customers in surrounding cities. Guides are available at various City facilities and area businesses, as well as digitally on the City’s website, [www.cityofconcord.org](http://www.cityofconcord.org).
   - **Social media:** The City highlights classes and instructors on their Facebook page (City of Concord Parks & Recreation)
   - **Digital media:** A monthly e-newsletter is emailed to current database customers featuring upcoming events and classes, instructor bios, and customer testimonials. Providing your bio and engaging photos from your classes is a great way to further promote your classes.

**more information available in the Promotion of Classes section**
Submitting a Proposal

Proposals are due several months in advance. However, submitting a proposal does not guarantee the class will be programmed to the City’s Activity Guide. The City will not accept classes that have been frequently cancelled in the past unless you can demonstrate you have the necessary number of participants that are interested. The City will not accept incomplete proposals.

Descriptions
Two descriptions are needed. The first one is the description of your class that will help sell your program to the community in our Activity Guide. Work on communicating the benefits of the program and using “you” language for the best results. The second is your bio. It will be used to help sell your class/camp or program via social media.

Class Description Example:
Spanish for Beginners: How long have you been saying to yourself, “I need to learn Spanish.”? Spanish is no longer just a nice thing to know; it’s quickly becoming a necessity. Spanish is the easiest foreign language for English speakers to learn, with a similar alphabet and many common words. You just have to get started!

Instructor Bio Example:
Hope has been an aficionado of the West Drum Community for over fifteen years. Through her teachers, she has learned and now instructs about the profound impact of the drum on physical and mental health, as well as about the depths of African Culture. She is a gifted teacher who has been sharing her drumming skills and knowledge with both children and adults for over ten years. Her sunny disposition, patience, and motivational skills lead adults and children alike to look forward to every percussion session!

Dates and Times
You must include specific dates & time(s) of your class. The City of Concord observes the following holidays:

- New Year’s Day
- Martin Luther King Day
- President’s Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Veterans Day
- Thanksgiving and the day after Thanksgiving
- Christmas Eve & Day

In addition, facilities experience closures due to events or maintenance. Communicate with the Program Coordinator you are working with for information about these dates.

For youth programming, keep in mind MDUSD’s school holidays and school breaks.

Class Fees
You must calculate your own price. Program Coordinators will provide assistance on current market conditions, and will negotiate a final fee.

- **Activity Fee**: The instructor proposes a class fee based on a session or per class rate. Instructor payment is based upon this fee, and does not include any of the other fees listed below.
• **Non-Resident Fees:** The City of Concord imposes a 10% non-resident fee to individuals who do not reside in the City of Concord. Instructors do not receive any portion of this fee.

• **Processing Tech Fee:** For all classes, there is a $3-$12 processing tech fee that goes toward the Parks & Recreation Department’s marketing and administrative efforts. Instructors do not receive any portion of these fees.

• **Material Fee:** A material fee is any fee that is not charged by the City of Concord and is collected and payable directly to the instructor. These fees are typically consumable items that students benefit from having in the class. This fee must be listed on the class proposal and discussed with the Program Coordinator. It is the sole responsibility of the instructor to collect material fees, and that the fee is listed in all promotional media.

• **Discounts:** Discounts for students to register for classes must be stated on the class proposal and approved by the Program Coordinator. Some discounts include a multiple family discount, a multiple session discount, new student trial offers, etc.

• **Prorated Fees:** The City of Concord does not prorate class fees without permission from the instructor. When a participant signs up for the class after it has started, they are expected to pay the full class fee, unless the Coordinator and instructor have discussed an alternative.

**After Your Proposal Has Been Selected**

**Checking Your Course Enrollment**
Once registration begins for your new session you can inquire about your enrollment in a number of ways.

1. You can visit our online registration web site at [www.ConcordReg.org](http://www.ConcordReg.org) to see how many remaining spaces are left in your class. If you know the min/max enrollment set up for your course it is easy to figure out.

2. You can email or call your Program Coordinator.

3. You can call Registration at (925) 671-3404. (Hours: Monday through Friday, 10am – 12pm & 1pm – 3pm.)

4. You can ask your Program Coordinator to give you online access to your rosters for class. Your Program Coordinator must approve and grant you online access, as well as give you directions on how to utilize the website as an instructor.

**Course Attendance Sheet and Waiver**
You will receive a course attendance sheet and roster prior to your class starting. They are available upon request via email and in print version at Centre Concord, Willow Pass Community Center and the Senior Center.

Please request an updated roster if participants show up to your class who are not listed on your current roster. Sometimes we have participants register after staff download your roster, or even a couple of weeks into the class starting. If the participant is not listed on the updated roster, it means they are not registered for the class. For safety, payment, and liability reasons, please do not let them participate in the class until they have registered.

Please have participants sign in every day on the course attendance sheet. It assists the Program Coordinator in issuing refunds if necessary, and will assist you in keeping track of your participants.
Evaluation Forms
The Parks & Recreation Department will frequently send out evaluations to customers at the end of a session. 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. The City’s goal is to achieve a 90% or greater overall customer satisfaction rating for all of its classes.

Payment to Instructors
Class instructors are on a payment schedule for each session and pay is automatically requested of Finance at the conclusion of the instructor’s class. Instructors are usually paid within three weeks, but it can take up to 30 days after the class completion date per the instructor contract.
Contract Instructor Requirements

Fingerprinting of Contract Instructors
State regulation is in effect regarding fingerprinting employees, contractors and volunteers involved in childcare and public recreation programs. The Public Resources Codes Section 5164 requires screening and fingerprinting of anyone having supervisory or disciplinary authority over a minor. As such, the City of Concord requires that all contract instructors and individuals be required to comply with the law.

Once your class proposal has been accepted, you will be given a Live Scan form and instructions on how to be fingerprinted. The Concord Police Department offers Live Scan background services. Each instructor is responsible for the cost from DOJ (Department of Justice). If you have lived out of California, you must get an FBI Live Scan. Payment goes directly to your respective Program Coordinator. You can contact the Concord Police Department directly to schedule an appointment at (925) 671-3220. Schedule promptly as there may be a 2 week waiting period for an appointment and sometimes prints take a couple of months to clear. The Concord Police Department is located at 1350 Galindo Street, Concord.

Tuberculosis (TB) Testing Results
The City of Concord requires that all employees and contractors working with minors provide proof of current (within the past two years) TB test results. Schedule an appointment with your health care provider (most health care providers provide TB testing at no cost). Provide results before the start of your class.

W-9 Form
Under the United States Internal Revenue Code, the City of Concord is required to report the payment(s) we make to you each year. The City requires that individual contract instructors complete a W-9 Form along with supporting documentation or if the contractor is a business they can provide a Tax ID number.

Annual Contract for Instructor Services
Each Instructor will enter into an Annual Contract for Instructor Services with the City, which is valid for the entire calendar year. Please take the time to read your contract and sign the last page. Return all pages of the contract back to your Program Coordinator. A fully executed and signed copy can be sent to you upon request. No instructor shall begin teaching a class/camp without an executed contract on file with the City.

Insurance
As an independent contractor for the City of Concord Parks & Recreation Department, there are a few things you should know about liability and insurance.

- The City of Concord is self-insured in the case of any liability claim occurs against it. However, the City's insurance does not in any way provide insurance coverage for you as an independent contractor. Therefore, if a liability claim occurs against you and the City, you will be responsible for defending yourself, and paying a claim brought against you.
• There are two things you can do to protect yourself. One, check with your homeowner’s insurance company to see if you have personal liability coverage that does not have any restrictions for off-site incidents, or incidents that occur away from your home. Another option is to contact Hub International as they offer inexpensive insurance for independent contractors.

• The Risk Management Authority has guidelines for which types of classes an instructor should be required to provide insurance. A judgment is made on the potential for exposure (a claim) based on common sense approach. Therefore, some activities that have a higher potential for injury, such as gymnastics, aerobics and martial arts, will be riskier than basket weaving. We will work with the individual contractor to let you know if you are required to carry insurance, or if you will be required to provide coverage to the City as an additional insured on your policy. Any contractor not required to carry insurance should evaluate their own circumstances before determining whether to carry liability insurance or not. The lower the risk, the lower the premium and visa versa.

• If insurance is required, the City of Concord requires contract instructors to obtain a General Liability Insurance Certificate of $1,000,000 per occurrence and $2,000,000 aggregate. AND an Additional Insured Endorsement may also be required that names “The City of Concord, its officers, agents, employees and volunteers” as additionally insured on the policy. See the next page for a sample of the Additional Insurance required.
ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):

Not acceptable if left blank. Must show the name of the additional insured or “by contract”.

This additional insured endorsement is acceptable for all situations except when we require additional insured status for completed operations. Sample Form #5 is used for that situation.

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for “bodily injury”, “property damage” or “personal and advertising injury” caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

1. In the performance of your ongoing operations; or
2. In connection with your premises owned by or rented to you.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to Section III – Limits Of Insurance:

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations; whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.
Facility Usage

Classes/Camps are housed in any number of locations including Centre Concord, Willow Pass Community Center, Concord Senior Center, Baldwin Park Dance Studio, and Concord Community Pool. Placement of classes/camps in particular facilities will be determined by appropriateness, availability, marketability, and the instructor’s request. If tables and floors have a potential of being damaged, the instructor must provide covering. Facilities also do not provide storage for equipment used for contracted classes.

Facility or Classroom Set-up
All class instructors must provide a diagram of how they would like the room or area set up. Instructors are allowed access to rooms 15 to 30 minutes prior to their class to set up their rooms, depending on each facility’s availability. If more time is needed, it must be requested and worked out with the Program Coordinator in advance. Instructors must always leave the room in the condition in which it was found. Any materials must be cleaned up at the conclusion of class. Any issues regarding the facility which may include but are not limited to the room’s cleanliness, condition, security, emergencies etc. must be reported to the Program Coordinator immediately.

Facility Staffing
Most facilities have staff on duty to open and close the facility and provide limited support to the classes and programs. Baldwin Park Dance Studio does not have facility staff. If you teach here a key will be issued to you. Lost keys are subject to a charge at the instructor’s expense. Keys must be returned when the instructor’s service to the City has concluded. The instructor must use great care with the keys and the facilities they use for their classes.

Equipment
City of Concord facilities only provide tables and chairs for contracted classes. Instructor must provide all equipment needed for their class. Instructors cannot store their materials at the facility they teach at, and may not use the copy machines, fax machines or computers at any of the facilities. Plan to have copies printed before your class begins.

Important Phone Numbers
It is important to know the number of the Program Coordinator you are working with.

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Email</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>Habad “Abid” Ahmad</td>
<td><a href="mailto:Habad.Ahmad@cityofconcord.org">Habad.Ahmad@cityofconcord.org</a></td>
<td>(925) 671-3017</td>
</tr>
<tr>
<td>Adult &amp; Senior classes</td>
<td></td>
<td></td>
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<tr>
<td>Jorey Scott</td>
<td><a href="mailto:Jorey.Scott@cityofconcord.org">Jorey.Scott@cityofconcord.org</a></td>
<td>(925) 671-3179</td>
</tr>
<tr>
<td>Court Sport classes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Matthew Galindo</td>
<td><a href="mailto:Matthew.Galindo@cityofconcord.org">Matthew.Galindo@cityofconcord.org</a></td>
<td>(925) 671-3477</td>
</tr>
<tr>
<td>Aquatic classes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Devynn Darner</td>
<td><a href="mailto:Devynn.Darner@cityofconcord.org">Devynn.Darner@cityofconcord.org</a></td>
<td>(925) 671-3171</td>
</tr>
<tr>
<td>Youth and Teen classes</td>
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</table>
As well as the facility you are teaching at...

<table>
<thead>
<tr>
<th>Facility</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Centre Concord</td>
<td>(925) 671-3382</td>
</tr>
<tr>
<td>Willow Pass Community Center</td>
<td>(925) 671-3423</td>
</tr>
<tr>
<td>Senior Center</td>
<td>(925) 671-3320</td>
</tr>
</tbody>
</table>

The Police Non-Emergency number (925) 671-3333. This is helpful if you arrive at a facility that is not open and you have a class coming up. Tell them who you are, where you are, why you are there, and what you need.
Policies and Procedures

Refunds, Transfers and Customer Service
The policy regarding enrollment fee refunds is stated in every Activity Guide. Full refunds or credits are granted up to five (5) full business days before the start date of a class/camp. A $5.00 withdrawal Fee applies to all cancelations. There are no refunds for non-attendance, one-day workshops, trips or material fees. On occasion the department may grant a refund due to a special circumstances, i.e. medical issues.

Quality Assurance
The City of Concord is an organization that is “customer based, performance driven, results oriented, solving the problem and achieving positive outcomes.” If a customer expresses they are unhappy with the quality of the program before the second class date, they are entitled to a full refund or credit. Instructors will not receive payment for participants as a result of this Quality Assurance promise.

Class Cancellations
We try to avoid cancellations of classes whenever possible. 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.

- If an activity, class or camp is cancelled by the City, the City will refund the students, and inform both the participants and the instructor of the cancellation within 24-72 hours of the program start date.
- If an activity, class or camp is cancelled by the Instructor, the Instructor will need to inform the participants once the City has approved the cancellation.

Class cancellations may result in a lower or no payment to instructor. Make-up classes are encouraged whenever possible. Instructors should work with the Program Coordinator to determine available make-up class dates. A pro-rated refund will be issued to students in the event no make-up date is available.

Substitutes
A substitute may be used ONLY if the substitute has an existing annual contract with the City of Concord. If you are unable to find a substitute, your class will be cancelled. Again, make-up classes are encouraged, and you should work with your Program Coordinator to set dates. Violation of this policy will result in termination of your contract.

Percentages for Contract Instructors
The standard instructor compensation is at 60% of activity fees collected for classes held in City facilities. Where there is not a facility involved or if the class is offered in a facility provided by the instructor the percentage may be greater for the instructor. If held at a facility where additional costs are incurred, the percentage may be less for the instructor.

The processing technology fee, material fee, and non-resident fee are not included in the agreed upon split with the instructor.
**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 Concord 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**
In accordance with Policy No. 37.8, it is the policy of the City of Concord to prohibit and prevent harassment, discrimination and retaliation in its workplace, programs and activities. Unlawful discrimination including harassment on the basis of

- Sex (including gender, pregnancy childbirth, and related medical conditions).
- Race
- Color
- Ancestry
- Religion
- National Origin
- Mental or physical disability or handicap including HIV and AIDS
- Medical Condition (Cancer or genetic characteristics)
- Age (40 and above)
- Marital Status
- Sexual Orientation, gender identity, or gender expression
- Taking a legally protected leave of absence, such as family/medical, pregnancy, disability or workers compensation leave.
- Citizen Status
- Military or veteran status
- Status as a victim of domestic violence, assault, or stalking
- Any other characteristic or basis protected by applicable federal, state and local laws.

This Policy and Procedure prohibits sexual harassment, which includes unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal or physical conduct which is of a sexual nature.

This Policy and Procedure precludes non-sexual harassment, which includes speech, visual insults, and physical acts, such as epithets, jokes, derogatory comments, slurs, derogatory posters, calendars, notices, cartoons, magazines, electronic images/communications, drawings or graphic material of any type; assault, impeding or blocking movement; offensive touching or any physical interference with normal work or movement based on or directed at an individual’s protected characteristic(s).

This Policy and Procedure prohibits abusive conduct, otherwise known as “bullying”, which includes conduct of an employer or employee in the workplace that has malice and that a reasonable person would find hostile, offensive, and unrelated to an employer’s legitimate business interests.
**This Policy and Procedure prohibits retaliation**, which includes any adverse employment action taken because an applicant, employee or protected third party has reported harassment or discrimination, or engaged in legally protected activity.

*This is a summary of the City’s policy of Prohibition of Harassment, Discrimination and Retaliation (PP 37.8). For the entire policy, please contact your Program Coordinator/Manager.*

**Inclusion Policy**

The Concord Parks & Recreation Department strives to create a fully inclusive culture and environment that values equality, diversity, equity, and inclusion, fostering respect for all people. We are dedicated to creating a place of comfort where participants can be themselves and connect with others. One of the most meaningful program experiences is bringing together a diverse community of individuals, including participants and staff from various geographic, socioeconomic, cultural, and religious backgrounds.

Parks & Recreation recognizes that gender identity exists on a spectrum. Our Parks & Recreation community welcomes all gender identities and prohibits discrimination against or harassment of any person in any of its programs on the basis of race, color, national origin, religion, sex, gender, gender expression, gender identity, pregnancy (which includes pregnancy, childbirth, and medical conditions related to pregnancy or childbirth), physical or mental disability, medical condition (cancer-related or genetic characteristics), genetic information (including family medical history), ancestry, marital status, age, sexual orientation, citizenship, status as a protected veteran or service in the uniformed services (as defined by the Uniformed Services Employment and Reemployment Rights Act of 1994 [USERRA]), as well as state military and naval service.

Concord Parks & Recreation prohibits retaliation against any employee or person in any of its programs or activities for bringing a complaint of discrimination or harassment. Parks & Recreation’s policy also prohibits retaliation against a person who assists someone with a complaint of discrimination or harassment or participates in any manner in an investigation or resolution or a complaint of discrimination or harassment. Retaliation includes threats, intimidation, reprisals, and/or adverse actions related to any of its programs or activities.

**Mandated Reporters Administrative Directive**

A mandated reporter is an individual who is obligated by state law to report known or suspected cases of child, elder or dependent adult abuse and neglect to any law enforcement agency, child protective or welfare service agency. City Administrative Directive No. 167 states “Although not legally required to report, all non-licensed City employees [and volunteers and independent contractors] who work with elder or dependent adults are encouraged to report suspected neglect and abuse to their supervisor, to the Police Department, or to the appropriate social services agency.”

The following situations are reportable:

- Physical abuse
- Sexual abuse
- Financial abuse
- Neglect (self-neglect)
- Abduction
- Isolation
- Abandonment
Reasonable suspicion is an objectively reasonable suspicion that a person would entertain, based upon facts that could cause a reasonable person in a like position, drawing when appropriate upon his or her training and experience to suspect abuse.

A mandated reporter face penalties should he or she fail to report known or suspected abuse and/or neglect. Those penalties may include a fine, jail time, or both. Mandated reporters who report suspected cases of abuse or neglect are civilly and criminally immune from liability for making such reports. For non-mandated reporters, you also have immunity as long as you do not knowingly make/file a false report.

Contra Costa County Child Protective Services: (925)646-1680
Child Abuse Prevention Council of Contra Costa County: (925)798-0546
Adult Protective Services: (925)602-4179

*This is a summary of the City’s Administrative Directive 167. For the entire Administrative Directive, please contact your Program Coordinator/Manager.*
Safety

The Parks & Recreation Department, and by extension its contract class; Instructors, must ensure the safety of the people who use its facilities and participate in its programs. It is not possible to list all the potentially unsafe situations that may develop. You must use your own best judgment at times.

Some important points to remember are:

- Be observant and anticipate problems. If you see an unsafe situation developing, intervene before it escalates.
- Know where your participants are at all times. Keep them in sight. Be aware of the total surroundings at all times.
- Instructors, as well as the City of Concord, can be held liable for any accident to people or property damage resulting from negligence.
- Be properly certified and keep certifications current including CPR and First Aid training if you have them.
- 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 at your class site.
- If there is a question as to the safety of an activity, the physical environment or participants, instructors should consult the City and the Program Coordinator before proceeding.

Accident Procedures

Any accident must be reported to the Program Coordinator and/or City staff on duty for proper attention regardless of how severe it may be.

In the event of a serious accident requiring emergency treatment...

1. Do not move the victim; keep them warm and calm.
2. Dial 911.
3. State your name, location, and nature of injury.
4. Let 911 hang up first.
5. Inform the Program Coordinator and/or City staff on duty.
6. If you receive any questions regarding insurance or claims, refer those to the Program Coordinator.
7. Do not discuss incident or accident with anyone except with the participant, participant’s family or City staff.
Promotion of Classes

As mentioned previously, the City provides a variety of marketing options to promote classes. Classes are listed in the City News and Activity Guide that is mailed to Concord households and available for viewing digitally on the City website, www.cityofconcord.org. Additionally, the City will promote classes and programs on social media and through email newsletters. As an instructor, there are several avenues to pursue to further market your classes:

1. Flyers: Please work with your Program Coordinator regarding flyer content, which must include basic class information, the City of Concord logo, registration information, including the class number. All marketing material used to promote classes must be approved by the City of Concord. Instructors are responsible for printing and distributing flyers unless otherwise negotiated. The local school district uses Peachjar to email flyers to students—more information available at peachjar.com

2. Print: Other than the activity guide, instructors can market programs by print ads and press releases in local periodicals. Approval from your Program Coordinator is required before sending press.

3. Special events: Instructors may distribute promotional materials or demonstrate their class at special events, such as Music & Market at Todos Santos Plaza. With prior approval, instructors are welcome to participate or hand out flyers at Department events. Contact your Program Coordinator to arrange.

4. Internet: In addition to the marketing the City offers online, instructors are encouraged to develop their own website and/or social media accounts to promote their classes. We encourage you to Like the City of Concord Parks & Recreation Facebook page and share posts, which will further expand your digital footprint.

5. E-Newsletters: A monthly e-newsletter is emailed to current database customers featuring upcoming events and classes, instructor bios, and customer testimonials. Providing your bio and engaging photos from your classes is a great way to further promote your classes.