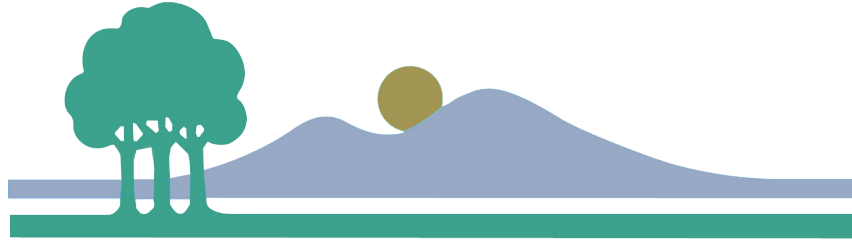




City of Mountain View  
**Contractor  
Handbook**

Revised August 2016



## CITY OF MOUNTAIN VIEW

Mountain View Community Center  
201 South Rengstorff Avenue Mountain View, CA 94040  
Phone: (650) 903-6331 Fax: (650) 962-1069

Mountain View Senior Center  
266 Escuela Avenue Mountain View, CA 94040  
Phone: (650) 903-6330 Fax: (650) 962-1924

The View Teen Center  
263 Escuela Avenue Mountain View, CA 94040  
Phone: (650) 903-6333

Eagle Park Pool  
652 Franklin Street Mountain View, CA 94040  
Phone: (650) 903-6413

Rengstorff Park Pool  
201 South Rengstorff Avenue Mountain View, CA 94040  
Phone: (650) 903-6414

Mountain View Sports Pavilion  
1185 Castro Street Mountain View, CA 94040

Whisman Sports Center  
1500 Middlefield Road Mountain View, CA 94043

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## Introduction

Thank you for your interest in becoming an independent Contract Instructor with the City of Mountain View Recreation Division. We are excited about the possibilities of working together to reach our common goals and to serve our community. The Recreation Division is dedicated to creating community through people, parks and programs, specifically 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.

Please review and keep the Contractor Handbook as a reference when you are teaching for the City of Mountain View Recreation Division. Your City representative may also give you additional instructions that are applicable only to the site or type of class you teach.

## Getting Started: Information for new Contractor Instructors

### How to become a Contract Instructor

The process begins with the Contract Instructor proposing a class/camp. Individuals/Organizations interested in becoming a Contract Instructor with the City of Mountain View must submit a proposal that includes the following:

1. Class/Camp Name and Description (please limit descriptions to 2-4 sentences)
2. Age range of participants
3. Desired class/camp location
4. Dates and Times of class/camp, including any "No Class" dates
5. Price to list as the advertised resident registration rate, include any applicable materials fees to be listed in the Activity Guide
6. Class/Camp Minimums and Maximums

City staff will review the proposal, assess the content of the class/camp to determine its potential in meeting the community's needs, and may contact you for a more detailed discussion if the City chooses to offer your class/camp. City staff retains the right to decide which classes to run, which classes to cancel, and which classes to discontinue.

Once the Recreation Division and the Contract Instructor verbally enter into an agreement, a written contract is produced which states specifically the requirements to be a vendor of the City of Mountain View and the services that you are agreeing to. No services shall be rendered until the contract is signed by both City and Contract Instructor.

### Contract Instructor Requirements

The City of Mountain View has several requirements that all vendors must meet in order to provide services for the City. The following is a list of required documents which must be submitted annually unless otherwise noted:

- **Commercial General Liability Insurance** with a minimum of \$2,000,000 per occurrence.
- **Additional Insured Endorsement on the Commercial General Liability Insurance** that states “The City of Mountain View, its officers, officials, employees and volunteers are additionally insured.” The Additional Insured Endorsement must be a separate document than the certificate of insurance.
- **Child Abuse/Molestation and/or Sexual Misconduct Coverage** as part of the Commercial General Liability Insurance, Professional Liability Insurance or as a stand-alone insurance policy. This insurance is required for any vendor providing classes/camps for minors.
- **Automobile Liability Insurance** with a minimum of \$1,000,000 per occurrence.
- **Additional Insured Endorsement on the Automobile Liability Insurance** that states “The City of Mountain View, its officers, officials, employees and volunteers are additionally insured.” The Additional Insured Endorsement must be a separate document than the certificate of insurance.
- **Workers Compensation Insurance** with a minimum of \$1,000,000 per accident. Workers Compensation Insurance is required for all organizations with employees.
- **Instructor Fingerprint/TB Tests.** All instructors teaching for the City of Mountain View must be fingerprinted through the City. The City does not accept affidavits for fingerprinting. The cost per instructor is \$52.00 for the fingerprint packet. Instructors must take their packet to the Mountain View Police Department to be fingerprinted. Instructors must also submit a copy of a negative TB test done within the past 2 years. Once fingerprint clearance and TB test results have been received, City staff will notify you when the Instructor is eligible to begin teaching.
- **Current Mountain View Business License.** Contact the [City of Mountain View Finance and Administrative Services Department](#) at (650) 903-6317 to obtain a license. A copy of the license must be submitted with your signed contract and insurance documents.

Insurance, deductibles or self-insurance retentions shall be subject to City’s approval. Original Certificates of Insurance with endorsements shall be received and approved by City before work commences, and insurance must be in effect for the duration of the contract. The absence of insurance or a reduction of stated limits shall cause all work to cease. Any delays shall not increase costs to City or increase the duration of the program.

## Activity Guide Submissions

The City of Mountain View produces three Activity Guides a year: Fall, Winter, and Spring/Summer. Class Proposals are typically due four months before the publication is mailed. Below is a guide to each Activity Guide and deadlines. City staff will communicate

specific deadlines to you for each edition.

- Fall Activity Guide - covers programs taking place late September through end of December. Includes December Break camps.
  - Proposals due at the end of April.
  - Mailed to residents at the beginning of August.
  - Registration begins mid-August.
- Winter Activity Guide - covers programs taking place mid-January through the first week of April. Includes February Break camps.
  - Proposals due at the beginning of August.
  - Mailed to residents mid-November.
  - Registration begins at the end of November.
- Spring/Summer Activity Guide - covers programs taking place the second week of April through August. Includes Spring Break and Summer camps.
  - Proposals due at the beginning of October.
  - Mailed to residents mid-February.
  - Registration begins at the beginning of March.

City staff will notify the Contract Instructor of approved classes/camps within 2-3 weeks of the submission deadline. Contract Instructors will be given opportunities to review the proof of each Activity Guide and provide updates prior to print. Contract Instructor will be responsible for reviewing all class/camp information listed in the proof and communicate changes to City staff by the deadline provided by City.

## Registration Procedures and Policies

### Registration and Class Roster

Participants will register for classes and camps through the Recreation Division Office or online at <http://apm.activecommunities.com/mountainviewrecreation>. Registrations are processed according to registration guidelines listed in the Activity Guide.

- No registrations will be taken in class. Participants may register at the Community Center during regular business hours or online. Do not let participants into your class if they are not on the roster. They can register at the Community Center front desk or online before entering if space is available in the class.
- Do not take any drop-in fees unless prearranged by the Recreation Division.
- Contract Instructor is responsible for downloading the roster for each class and providing it to the Instructor before the class begins. Participants who register the day of the class may not be on the class list, but may come to class with a receipt for the class. Participants who are not on the roster or do not have a registration receipt are assumed not registered and should not be allowed in the class until proper registration receipt is provided to the Instructor.
- It is the responsibility of the Instructor to keep an accurate tally of those students within his/her class. It is unfair to allow participants who are not registered to take the time of the Instructor or the space and equipment of the class away from those who are registered and paid participants. Remember, you will not be paid for a

participant who is not on the roster and you will be liable for them.

- Contract Instructors will receive email notification when a new registration takes place or when someone withdraws from the class. Email notifications for Waitlist additions will also be emailed and look similar to a new registration email - please look for the text "Waitlisted".

If students have questions about their registration, please direct them to the Recreation Office for assistance.

## **Withdrawals/Transfers**

Withdrawals must be requested in writing to the Recreation Division no less than five (5) business days before the first day of class. Any requests less than five (5) business days before the first day of class will not be honored.

Requests for Transfers, if space is available, must be made in writing to the Recreation Division no less than three (3) business days before the first day of transfer out class. Participants are responsible for any additional fees.

All transfers, withdrawals, and/or refunds will be assessed a \$10 processing fee per transaction.

## **Cancellation Policy**

Classes that do not meet the minimum registration level will be cancelled. City staff will confirm cancellations one week prior to the start date with the Contract Instructor first before cancelling. The City's policy is to notify participants at minimum three (3) business days before the class start date and either issue a full refund or transfer the student to another class if space is available. When transferring, participants will be responsible for any additional fees.

## **Waitlists**

When a class is deemed "full", a waitlist will be started by the Recreation Division. If a spot opens in a class with a waitlist, the first participant on the waitlist will be called to join the class. It will be the responsibility of the Recreation Division to call and add participants from the waitlist. Instructors may increase the maximum number of participants to accept participants on the waitlist if approved by the Recreation Division and appropriate staff supervision is available. Recreation Division staff will notify waitlist students and provide them with 24 hours to respond if they would like the waitlist spot. If no response is provided, the student will be dropped from the waitlist and staff will move onto the next person on the list.

## **Class Minimums and Maximums**

The minimum and maximum number of participants to be allowed in a class will be mutually agreed upon by the Contract Instructor and Recreation Division. Consideration for class minimums and maximums will include the best number of participants for instructional purposes; the age of the group; room size; and equipment availability. Be careful not to set your minimum too high as the class will be cancelled if minimum

is not reached one (1) week prior to the start date of the class or as approved by the Recreation Division.

## **Financial Assistance Program (FAP) for Recreation Classes**

The City provides eligible, low-income Mountain View residents limited financial assistance (fee waivers) to register for recreation classes and to enjoy the benefits of recreation. To qualify, applicants must be a Mountain View resident and qualify through the Community Services Agency screening process. Upon eligibility, recipients will receive a 75% Financial Assistance Waiver up to \$400 per child - 25% of the class price must be paid out-of-pocket. Once the waiver has been exhausted, recipients would then pay 100% out-of-pocket. FAP allocations do not cover any material fees. FAP is good for one year, September 1 through August 31, and families must re-apply each year.

The Contract Instructor will cover the cost of one (1) fee waiver per class or camp offered each session. For example, if there are twenty-four (24) participants registered in a class and there are two (2) fee waivers included in the registration, the City will pay the Contract Instructor for twenty-three (23) of the enrollments. The remainder of the fee waivers will be covered by the City.

## **Policies for all Contract Instructors**

### **Representing the City through Professional Conduct**

Though not employees of the City, 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 the City's policies and decisions. Please follow the City's organizational values: provide exceptional service, act with integrity and treat others with respect.

### **Fingerprints and TB Tests**

The following are step-by-step instructions to complete the Department of Justice (DOJ) fingerprinting and Tuberculosis test (TB test):

1. The Contract Instructor must request and pay for a fingerprint packet for each Instructor through the Recreation Division. Fingerprint packet fees are based on current DOJ fees. Once payment is received, the Contract Instructor will be provided a fingerprint packet for each Instructor that is paid for. The fingerprint packet will include directions and phone number of the Mountain View Police Department and a fingerprint application form. The Instructor is to call and make an appointment for fingerprinting to be done. Appointments must be made a minimum of two (2) weeks prior to the class start date.
2. Once fingerprinting is complete, the Recreation Division will be notified when DOJ clearance has been made.
3. The Contract Instructor must provide the Recreation Division with a copy of a negative TB test result done within the past two (2) years for each Instructor. Instructors may contact their medical facility to receive TB test clearance.
4. City staff will inform the Contract Instructor when an Instructor is cleared through the



DOJ and once all appropriate forms have been submitted to the Recreation Division.

No Instructor will be allowed to teach classes or activities to youth until DOJ provides clearance according to City standards and a negative TB test result done within the past two (2) years has been provided to the Recreation Division.

It is recommended to have at least one substitute instructor cleared to teach in the case the primary instructor is unable to teach.

## **Americans with Disabilities Act (ADA)**

Reasonable accommodations in facilities, procedures and/or practices will be made, if necessary, to ensure full and equal access and enjoyment of all programs and activities for individuals with a disability in accordance with the Americans with Disabilities Act (ADA). Individuals with disabilities should contact the Recreation Division at (650) 903-6331 to discuss meeting accessibility.

## **Safety of Participants**

The Instructor's primary responsibility is to ensure the safety of participants involved with the activity. Visually inspect the programs and facilities you are working in. If you are using a City facility and any aspect of the area appears unsafe, it is your responsibility to notify the Recreation Division and take appropriate actions that will ensure participant safety. If the area is not safe to hold a class or camp, please inform the Recreation Division and the class or camp may be cancelled or rescheduled. Instructors may not leave any participant 17 years or younger unattended at any time.

## **Class Attendance**

At the beginning of each class or camp, the Instructor must take attendance. Contract Instructors are responsible for downloading rosters from their ActiveNet account and providing to the Instructors in advance. Instructors are then responsible for bringing these rosters with them to class. Students that are not on the roster are not allowed in the class unless they can show you a receipt stating they just registered online or at the front desk.

## **Classroom Setup and Storage**

Each classroom has a standard setup. Additional chairs or tables may be used from the storage area and moved into the classroom; however, the room must be left according to the standard setup after each class. Instructors must make arrangements with the Recreation Division if any A/V needs are requested.

Storage space for materials and supplies is extremely limited. If storage space is needed, please discuss with City staff prior to the first day of class.

## **Class Time**

Contract Instructors are responsible for providing instruction for the specific number of hours agreed upon and advertised. Contract Instructors will not be paid for preparation, setup or cleanup time. Once a class has begun, it may not be cancelled. There should not be a change of any kind, including dates, times or locations by the Instructor without

prior approval of the Recreation Division.

## **Instructor Tardiness**

Instructors must make every effort to arrive on time to their class. Instructors are encouraged to arrive at minimum 15 minutes before their class is scheduled to begin. In the case an Instructor is running late, please notify your City representative ASAP and/or call the front desk at (650) 903-6331. If an instructor is more than 15 minutes late to a class, the class may be cancelled. If this occurs, please discuss with your City representative about offering a make-up class or issuing a pro-rated refund for the missed class.

## **Changes to Classes**

Any changes to classes must be discussed with City staff before changes are implemented. Changes would include changing class dates or times, combining classes, location changes, and/or additional no class dates. Once changes are agreed upon, City staff will notify participants of changes. Instructors are encouraged to remind students of any changes that effect future classes.

## **Class Management/Lobby Use**

Instructors are responsible for control of students. Please make sure that students do not unduly disturb other activities in the facility and that no damage is done to the classroom or equipment. If a problem persists, please discuss difficulties with City staff.

## **Class Evaluations**

At random, the City will send participants class evaluations. City staff may provide the feedback to you and encourage Contract Instructors to take the feedback seriously on the strengths and improvements identified for their programs. Contract Instructors are encouraged to complete their own class evaluations at the end of each session.

## **First Aid Provision**

It is the Instructor's responsibility to know where the first-aid kits are located for all facilities in which they provide classes or camps. For minor first-aid (bandages, etc.), a first-aid kit will be sufficient and it is recommended that the Instructor has one at all times. For serious accidents, DO NOT MOVE the injured participant and call 911. If a child is involved, notify the parent/guardian immediately and notify Recreation staff or Building Attendant.

## **Promoting Outside Services**

You may not promote outside classes, services, and causes while conducting class. You may direct students to your website for additional information, but please only promote your programs taking place with the City of Mountain View.

## **Printing**

The Recreation Division will print class materials or flyers (within reason) for Contract Instructors if arrangements are made in advance with the Recreation Division and workload is such that it can be completed. The Recreation Division does not print materials for any other recreation departments or other organizations taught by the

same Instructor. The Recreation Division will not print entire school runs for the school district.

## **Policies for Contract Instructors for Youth Programs**

### **Mandated Reporting**

Mandated reporters have a legal obligation to report abuse or neglect of a child, if there is a reasonable suspicion. Your suspicion must be objectively reasonable, based on facts, and measure against the standard of “normalcy”. If you have reason to believe a person under the age of 18 is being physically, emotionally, or sexually abused, or is suffering from neglect, you are legally mandated to report within 24 hours to either the Mountain View Police Department or Child Protective Services.

### **Parent Observations**

Unless your class is a parent/caretaker participation class, parents should wait outside the room during class. At the Instructor’s discretion, you may allow parents to stay in the room and observe the first class and you may invite parents to observe the final class meeting.

### **Restroom Breaks**

Encourage parents to take children to the restroom before the class/camp begins. Children 5 and under must be escorted to the restroom. If you are teaching alone, you may need to take a restroom break for the entire class. Please prepare for this in your program plans. Children 6 to 10 years old may go to the restrooms in pairs. Children 11 or older may go to the restroom on their own. Please be cognizant of how long students spend in the restroom and ensure all students return to class.

### **Releasing of Minors**

Instructors must not release children to anyone other than the parent/guardian or authorized individual for pick-up. A child should never be released to someone who is unknown to the child or to whom the child expresses fear or uncertainty. Instructors have the right to ask individuals for identification prior to releasing the child to them. Parents may authorize their teen in writing that the child leave class on their own. Instructors are encouraged to have parents sign-in and sign-out children at the beginning and end of each class.

### **Late Pick-Ups**

All Instructors must wait until all participants under the age of 18 have been picked up. If parent or authorized individual have not arrived within 15 minutes of the class ending, the Instructor should make every attempt to contact the parent with the phone numbers provided on the roster. The Instructor may seek assistance from City staff for additional contact information and assistance in reaching the parent. Both student and Instructor must wait in the lobby until the parent has arrived. The Mountain View Police Department may be contacted after 45 minutes of a parent no-show. Instructors should reach out to City staff when late pick-ups occur. If late pick-ups continue during the

class session, the City has the right to request removal of the student from the program.

## Payment Process

The City provides payment after receipt of the service, therefore advance payment is not possible. The payment structure will be determined by the Recreation Division and the Contract Instructor, which will be documented in the contract. The Contract Instructor will be paid based off the advertised resident registration cost less a three percent Administrative fee. Payment will be based on the number of students enrolled at the time the payment process is started. The Contract Instructor will receive a check for the classes taught from the City's Finance and Administrative Services Department. All checks will be received by mail unless in-person pick up is requested prior to the class start date. The Contract Instructor will cover the cost of one (1) fee waiver per class/camp. When pre-approved by City, any lab or material fees will be paid by the student directly to the instructor at the first class.

If there is a change of your address and/or phone number, please notify the Recreation Division as soon as possible as this will result in an Amendment to the original Contract. Delay in notification may delay your payment.

## Class Marketing

The Recreation Division will provide a certain amount of publicity for all classes. This will include a listing and description of the class or activity in the City-wide Recreation Activity Guide which is mailed to Mountain View residents. We can advise and assist instructors with flyers by arrangement. All publicity must include "sponsored by the City of Mountain View Recreation Division" and the Recreation Division phone number and website for registration—(650) 903-6331 and [www.mountainview.gov/register](http://www.mountainview.gov/register). Additional publicity done by the Contract Instructor is advisable for the success of the class, but must be pre-approved by the Recreation Division.

## How to Access your ActiveNet Account

ActiveNet is the City's registration and facility reservations software which allows students to register online and Contract Instructors to access their class information online. Contract Instructors can download class rosters, view class enrollments, and more from their ActiveNet account. Please follow the steps below to login as well as suggested Filter options for rosters.

### ActiveNet Login

1. Go to the website- <http://apm.activecommunities.com/mountainviewrecreation> (Make sure to bookmark our site!)
2. Click on "Sign In". Enter your email address and password to enter "My Account". First time logging in? Check with your City representative what email address has been assigned to your account. Click on "Forgot your Password", enter the email address provided to you and set your password following the instructions that will be emailed to you.

## How to Download a Roster

1. Under Instructor Services, click on "Roster - Expanded".
2. Select the season and click Search.
3. Your classes for that season will display. Select which class(es) you would like to view a roster for.
4. Under "Options" select the information you would like displayed on your roster. Recommended options include:
  - Type of transactions - Roster
  - Residency - All Customers
  - Include Medical Alert Notes - check this box to have allergies and medical information noted on the roster
  - Calculate age based on Activity State Date
  - Option Fields 1-4 - Payer Name, Primary Phone, Secondary Phone, Cell Phone
  - Output Type - Adobe Acrobat Reader
  - Include Head of Household - check this box
  - Use Head of Household Contact Information - check this box
5. Click "Run Report"

For additional questions on how to run rosters or other reports, please contact your City representative.

## Staff Contact Information

For Youth and Adult Special Interest classes/camps, please contact:

Kristine Crosby, Recreation Supervisor  
Kristine.Crosby@mountainview.gov (650) 903-6410

For Youth and Adult Sports and Fitness classes/camps, please contact:

Colin James, Recreation Coordinator  
Colin.James@mountainview.gov (650) 903-6412

For Senior Center classes, please contact:

Tyler Phillips, Senior Recreation Coordinator  
Tyler.Phillips@mountainview.gov (650) 903-6442

For Aquatics classes/camps, please contact:

Kevin DeFranco, Senior Recreation Coordinator  
Kevin.DeFranco@mountainview.gov (650) 903-6405

Mailing Address for Contracts/Insurance:

City of Mountain View  
Recreation Division  
500 Castro Street  
Mountain View, CA 94040