



City of
Mountain View

Contractor Handbook

An independent contractor is a person or business who services the City under an Agreement, and who is not subject to the other's control. This means both parties will be acting in an independent manner not as agents, employees or partners. Independent contractors are to create their own curriculum, provide their own supplies and staff their activity entirely on their own. In addition, they set their own hours and budget and are entirely responsible for submitting signed rosters to receive payment. Independent contractors offer a general service to the public and are required to abide by the terms of the City's contract.

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Getting Started

Information for New Contractors

Individuals/Organizations interested in becoming a Contractor with the City of Mountain View must submit a proposal that includes the following:

1. Class name and description,
2. Dates and times of class, including any “No Class” dates,
3. Minimum and maximum age range for participants in each class,
4. Proposed class enrollment minimums and maximums,
5. Pricing for the advertised resident registration rate.

City staff will review the proposal and assess the content of the class(es) to determine, at the City’s sole discretion, its potential in meeting the community’s needs. City staff may contact you for a more detailed discussion if the City chooses to move forward with the proposal and offer the class(es). City staff retains the right to decide which class(es) to run or to discontinue.

If the City approves the class proposal, proof of insurance must be submitted before a contract can be produced. A City-approved contract must be executed in writing by both the City and the Contractor before moving forward with offering the class(es) to the community.

Proposals can be submitted to Recreation@MountainView.gov.



RECREATION DIVISION
201 South Rengstorff Avenue
Mountain View, CA 94039-7540
650-903-6331 | MountainView.gov

Contract Class Proposal

Contractor / Business Name: _____ Email: _____ Phone: _____

Company Address: _____ Company Website: _____

Class Title	Age Min.	Age Max.	Day(s) of the Week	Start Time	End Time	Dates	No Class Dates	# of Classes	Material (Lab) Fee	Advertised Resident Rate	In-Person or Virtual

Class Location: _____ Minimum/Maximum Participants: _____

Class Descriptions:

Completed forms can be emailed to Recreation@MountainView.gov or dropped off at the Mountain View Community Center at 201 South Rengstorff Avenue, Mountain View, CA 94041. Visit www.MountainView.gov/Register to view the latest activity guide or contractor handbook.

Insurance & Business License Requirements

The City of Mountain View has several requirements that all contractors must meet. The following is a list of required documents which must be submitted annually unless otherwise noted. Business name and address needs to be identical throughout all required documents below.

Commercial General Liability Insurance with Waiver of Subrogation

With a minimum of \$2,000,000 per occurrence and the general aggregate limit shall be twice the required occur limit. The Waiver of Subrogation must be a separate document than the certificate of insurance.

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 or Sexual Misconduct Liability Insurance

In a minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate 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.

Worker’s Compensation Insurance with Waiver of Subrogation

With a minimum of \$1,000,000 per accident. Workers Compensation Insurance is required for all organizations with employees. The Waiver of Subrogation must be a separate document than the certificate of insurance.

Current Mountain View Business License or Exemption Letter

Please complete a Mountain View Business License Application and email the completed form to businesslicense@mountainview.gov.

Fingerprint/TB Tests

Contractors are expected to comply with fingerprinting, criminal background investigation and TB test clearance requirements. As necessary, contractors are expected to complete and update a Declaration of Background Checks of Instructors.

Secretary of State and Fictitious Business Name

All Contractors with the exception of sole proprietors must have their organization registered with CA Secretary of State. All Fictitious Business Names need to be registered with County of Santa Clara or County of primary business location.

Form W-9

Request for Taxpayer Identification Number and Certification.

Insurance, deductibles or self-insurance retentions shall be subject to the City’s approval. Original Certificates of Insurance with endorsements shall be received and approved by the 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.

Activity Guide Submissions

The City of Mountain View produces three (3) Activity Guides a year: fall, winter and spring/summer. Class Proposals are due four months before the publication is mailed. Details of each Activity Guide and deadlines are listed below. City staff will communicate specific deadlines for each guide.

Fall Activity Guide

- Classes taking place September through December
- Proposals due at the end of April
- Mailed to residents at the beginning of August
- Registration begins mid-August

Winter Activity Guide

- Classes taking place January through March
- Proposals due at the beginning of August
- Mailed to residents mid-November
- Registration begins at the end of November

Spring/Summer Activity Guide

- Classes taking place April through August
- Proposals due at the beginning of October
- Mailed to residents mid-February
- Registration begins at the beginning of March

Contractors will be given opportunities to review the draft of each Activity Guide and provided updates prior to print. Contractors will be responsible for reviewing all class(es) information listed in the draft and communicate any changes to City staff by the deadlines provided by the City.

Policies and Procedures

Registration

- Participants may register for classes at the Community Center front desk during regular business hours or online at MountainView.gov/ActiveNet.
- Contractors will receive an 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 participants or parents have questions about their registration, please direct them to Recreation@MountainView.gov or 650-903-6331 for assistance.

Financial Assistance Program (FAP)

- The City provides eligible, low-income Mountain View residents limited financial assistance (fee waivers) to register for recreation classes through the Financial Assistance Program (FAP). To qualify, applicants must be a Mountain View resident and be screened by the Community Services Agency. Upon eligibility, recipients will receive a 75% or 90% Financial Assistance Waiver up to \$400 or \$500 per child, depending on scholarship qualifications. FAP is good for one year, September 1 through August 31, and families must re-apply each year.
- Contractors shall cover the cost of one (1) fee waiver per class for each FAP participant enrolled in the class(es).

Contractor Payments

- Contractor payments are issued periodically. At the end of a season, the Recreation Division will generate a paysheet that includes the session's classes, the number of enrolled participants, the percentage split, and any FAP waivers. The paysheet will be submitted to the City's Accounts Payable Division and a check will be issued within 4-6 weeks.
- Please note, invoices generated by Contractors will not be reimbursed by the City.

Class Evaluations

- At random, the City will send participants class evaluations. City staff may provide the feedback to Contractors. Contractors are encouraged to take the feedback on the strengths and improvements identified for classes offered. Contractors are encouraged to distribute and collect their own class evaluations at the end of each session.

Promoting Outside Services

- Contractors may not promote outside classes, services or causes while conducting class. Contractors can direct participants to their direct websites for additional information, but may only promote classes taking place with the City of Mountain View.

Policies and Procedures Cont.

Waitlists

- When a class is full, a waitlist will be started. If a spot becomes available in the class, the Recreation Division will contact the first participant on the waitlist to enroll in the class.
- Waitlisted participants will be given 24 hours to respond if they would like the available spot. Contractors may request an increase to the maximum number of participants, if approved by the Recreation Division and appropriate staff supervision is available.

Withdrawal/Transfer Policy

- A written request is required for all transfers and withdrawals by sending an email to recreation@mountainview.gov or by submitting the transfer/withdrawal form to the Recreation Division in person or by email, fax, or mail.
- Requests for transfers, if space is available, must be made no fewer than seven (7) calendar days before the first day of the class.
- Requests for withdrawals must be made no fewer than seven (7) calendar days before the first day of the class. Withdrawals requested fewer than seven (7) calendar days before the first day of the class will not be honored.

Class Change/Cancellation

- Any changes to classes must be approved by City staff before changes are implemented. Changes would include changing class dates or times, combining classes, location changes, class cancellations due to low enrollment and/or additional no class dates. Once changes are approved, City staff will notify the participants of changes. Contractors are encouraged to remind participants of any change(s) that affect future classes.
- It is the Contractor's responsibility to notify the Recreation Division at least seven (7) calendar days prior to the start of a class if a cancellation is needed.
- Classes are subject to cancellation by the City at the City's sole discretion. When possible, City staff will evaluate the possibility of rescheduling or moving classes.

Policies for Contractors

Professional Conduct

Contractors must conduct themselves in a professional manner. This includes maintaining a professional appearance and demeanor. Please follow the City's organizational values: provide exceptional service, act with integrity and treat others with respect.

Facility Use

Each room has a standard setup. Additional chairs or tables may be requested. Contractors must make arrangements with City staff if other equipment is required. Storage space for materials and supplies are extremely limited. If storage space is needed, please discuss with City staff prior to the first day of class. If you discover problems or repairs needed at the site, please report them to City staff. It is the Contractor's responsibility to leave the room neat and clean following a class.

Mandated Reporting

Mandated reporters have a legal obligation to report abuse or neglect of a child if there is reasonable suspicion. Suspicions must be objectively reasonable, based on facts, and measure against the standard of "normalcy." If there is reason to believe a person under the age of 18 is being physically, emotionally, or sexually abused, or is suffering from neglect, Contractors are legally mandated to report within 36 hours to the Mountain View Police Department, County Probation Department, or the County Welfare Department.

Activity Observations

Unless the class specifically requires parent or caretaker participation, parents should wait outside the room during the class. However, at the Contractor's discretion, parents may stay in the room to observe the first class and may also be invited to observe other class meetings.

Please note: City Staff may observe classes periodically.

Safety and Supervision

The Contractor's main responsibility is to ensure the safety of all participants enrolled in the class. If the area is deemed unsuitable or safe for class, please notify the Recreation Division, and the class may be canceled or rescheduled. Contractors must not leave any participant aged 17 or younger unattended at any time, except during restroom breaks, as outlined in the restroom break section on the following page.

Class Roster & Attendance

Contractors are responsible for downloading the roster before each class begins, and must take attendance at the start of each class. Participants who register on the same day may not appear on the roster but should present a receipt. Anyone not on the roster or without a receipt is considered unregistered and should not be allowed to join the class until proper proof of registration is provided. See page 13 for instructions on how to download a class roster.

For any registration questions, please direct them to Recreation@MountainView.gov or 650-903-6331.

Policies for Contractors Continued

Contractor Tardiness

Contractors must arrive on time for each class, ideally at least 15 minutes before the scheduled start. If a Contractor is running late, they should contact the assigned City representative and/or the front desk at 650-903-6331. Classes may be cancelled if the Contractor is more than 15 minutes late. In such cases, the Contractor should coordinate with the assigned City representative to offer a make-up class or issue a pro-rated refund for the missed class.

Class Management

Contractors are responsible for supervising participants at all times, ensuring appropriate behavior and preventing disruptions to other classes in the facility. If disruptive behavior occurs, Contractors should address the issue directly with the participant(s) involved. If the situation persists or escalates, notify City staff for further assistance.

Restroom Breaks

Participants age 5 and under must be escorted to the restroom. Participants aged 6 to 10 may go in pairs, while those 11 and older may go on their own. Be mindful of how long participants are in the restroom, and ensure they all return promptly to class. Contractors must check the restroom beforehand and then wait near the door to remain within earshot if needed. Contractors are not permitted to be inside the restroom when children are present. If the Contractor is teaching alone, the Contractor must schedule a restroom break for the entire class.

Playground Use

To prioritize safety and prevent injuries, all playgrounds are strictly off-limits to participants at all times. These areas are not to be used during program hours, including snack and lunch periods. Additionally, the Magical Bridge Playground and the exercise equipment areas are also off-limits.

Releasing of Minors

Contractors must only release participants to a parent, guardian, or authorized individual. Participants should not be released to anyone unfamiliar to them or to someone they express fear or uncertainty about. Contractors have the right to request identification before releasing a participant. It is required that Contractors have parents/guardians sign participants in and out at the start and end of each class.

Late Pick-Ups

Contractors must remain with all participants under 18 until they are picked up. If a parent/guardian has not arrived within 15 minutes after class ends, the Contractor will attempt to contact the parent/guardian using the phone numbers provided on the roster. If needed, City staff can assist in reaching the parent/guardian. Both the participant and Contractor must wait in the building until the parent/guardian arrives. After 45 minutes, the Mountain View Police Department may be contacted. Contractors will notify City staff about late pick-ups. If late pick-ups continue, the City reserves the right to remove the participant from the class.

Emergency Procedures & Reporting

If an emergency, incident or injury takes place in during the class, please take the following action:

- **Assess the Participant's Condition**
 - Check the participant's condition immediately.
 - Do not move the participant unless the area is unsafe.
 - Do not leave the injured person alone.
 - Send another person if additional assistance is needed.
- **Call for Emergency Assistance**
 - Designate someone to call 911, if the situation warrants.
 - Ensure the caller provides clear details:
 - Nature of the incident
 - Exact location of the participant
- **Notify Parent/Guardian/Emergency Contact**
 - If the injured participant is a minor, contact the parent or guardian immediately.
 - Never send an ill or injured child home without first notifying the parent/guardian.
- **Report the Incident**
 - The contractor instructor must contact the Recreation Division as soon as feasibly possible to report the emergency, incident, or injury.
 - If City staff are unavailable, the instructor assumes full responsibility for the participant's care.
- **Complete Required Documentation**
 - With the assistance of City staff, the instructor must complete and submit the appropriate forms. Submit the forms to the designated City representative within 24 hours of the incident.

City Forms

First Aid Log

Completed when first aid is administered including a band-aid or ice pack (for a new or pre-existing wound). Please turn this in to the Recreation Office immediately following the incident.

Accident Reports

Completed when a person sustains a bodily injury. Please turn this in to the Recreation Office immediately following the incident.

Incident Reports

Completed in the event of physical/verbal altercations, citizen complaints, unusual behavior, etc. Please turn this in to the Recreation Office immediately following the incident.

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 classes for individuals with a disability in accordance with the Americans with Disabilities Act (ADA).
- It is the policy of the City of Mountain View to fully abide by the requirements of the ADA and to make accommodations for individuals with vision or hearing impairments or other individuals with disabilities to ensure equal opportunity to participate. Please advise City staff if a participant has a disability requiring accommodation or modification.
- Contractors must make reasonable adjustments to policies, practices and procedures when needed to prevent discrimination, unless reasonable proof can be shown why such changes would fundamentally alter the nature of the service or class being offered or impose undue burdens.

Virtual Programming Guidelines

Online Platforms and Recording

An official organization account must be used for virtual programming. Personal and/or private accounts are prohibited. The City must receive an access code for each virtual class offered through the City of Mountain View. The City may choose to audit the course at any point. The City understands the interest of recording classes as participants may be able to access the lesson at a later time. Contractors may record a class led by facilitators, however youth may not be recorded. If the class is recorded and available to participants, the City must have access to the online database where the class will be stored. To ensure privacy, access codes to the lessons should be given only to enrolled participants. Unauthorized users should be blocked and/or removed from the class.

Communication Guidelines

All communication between participants and staff must be on a pre-approved platform. Use of personal accounts (including social media) is prohibited between Contractors and participants. Additionally, private messages between Contractors and youth participants is prohibited. All communication regarding a youth participant must be directed through the authorized parent/guardian. At the start of each class, Contractors should review codes of conduct with all participants.

Parental Supervision and Safe Environment

Creating and maintaining a safe environment is essential to providing virtual programming. Contractors are expected to provide internet safety training to their employees and volunteers prior to a session beginning. To ensure a productive and safe environment, parents should be required to supervise their participants while online. Contractors will limit the collection of personal information of minors to only what is necessary to participate in the class. Finally, any violation of the above shall be documented and reported to the City within 24 hours.

How to Access Your ActiveNet Account

ActiveNet is the City's registration and facility reservations software. Through ActiveNet, Contractors can download class rosters, view class enrollments, and additional information through the ActiveNet account.

ActiveNet Login

1. Go to the website- <http://apm.activecommunities.com/mountainviewrecreation> or MountainView.gov/ActiveNet. (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 session and click Search.
3. Class(es) in that session will display. Select which classes to view for a roster.
4. Under the "Options", select the information needed displayed on the roster.
5. Click "Run Report"

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 Class Start 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.

For additional questions, please contact the assigned City representative.