



*Contracted Services
Instructor Manual*

Ferguson Parks & Recreation
1050 Smith Ave.
Ferguson, MO 63135
(314) 521-4661
www.fergrec.com

Welcome

The Ferguson Parks & Recreation Department offers a variety of classes, workshops, seminars, and activities taught through the expertise of contracted instructors. These programs provide the community with a variety of ways to enrich their lives through the knowledge and experience of our professional instructors. The intent of this manual is to ensure that our participants receive the best experience possible by ensuring that our instructors understand and are knowledgeable of all our policies, procedures, and expectations of our contracted services.

Benefits of Being an Instructor

Being an Instructor of a program at Ferguson Parks and Recreation is a great way to lead a program utilizing your expertise in a subject matter and gift your knowledge or skill to the community while earning a little extra income. In exchange for your service as an instructor, the Ferguson Parks and Recreation Department will provide:

- Compensation at an agreed upon amount or percentage of revenue
- Basic room set-up
- Marketing of the program through brochures, flyers, and speaking appearances
- Handle all registration, refunds, and administrative tasks related to the program
- Information center where patrons can ask questions about the program

For the above services, Instructors are asked to:

- Check in with their staff coordinator regularly
- Provide an exceptional experience to the participants in the program
- Maintain good customer service with participants
- Monitor class rosters and attendance to ensure all participants are registered
- Return all equipment and the space to its original location and condition.

How to Become an Instructor

Ferguson Parks and Recreation is constantly looking for new instructors with a unique knowledge base or experience to lead courses that help to enrich the lives of our members and our community. If you are interested in becoming an instructor, you must submit:

- Program Proposal Form (Appendix A)
- Copies of any relevant certificates or licenses relating to the program

All paperwork must be submitted in-person, by mail, or e-mail (thecenter@fergusoncity.com) to:

Ferguson Parks and Recreation
1050 Smith Ave.
Ferguson, MO 63135

One of our Recreation Specialists will review this information and if interested in offering the program will contact you to set up a meeting to discuss the program in more detail and have you complete a Contractual Services Agreement.

Staff Coordinator

A Recreation Specialist will be your direct line of contact and your strongest link with the department. It's important that you communicate with this person regularly regarding class schedules, supply needs, room set-ups, class rosters, payment, evaluations, and anything else you need.

Instructor Expectations & Responsibilities

Instructors are hired to teach a specific skill or provide a specific service as described in the program proposal. The instructor must also be able to demonstrate the necessary knowledge of classroom management, performance of skill in area of knowledge, organization skills, customer service skills, and previous experience or training in the specific area that they are teaching.

- **Prior to class starting:**
 - Instructor should provide the Staff Coordinator with room setup and any equipment needs
 - Instructors should communicate with their Staff Coordinator at least 2 days prior to the start of the scheduled class to make sure that the minimum number of participants has been met. If a course fails to meet the minimum number of participants, it will be canceled, postponed, or possibly adjusted.
- **On Day of Class:**
 - Arrive in a timely manner and be ready for participants 15 minutes prior to the start of class
 - Participate in special set-ups as needed
 - Take Attendance - Verify the roster with attendees to ensure that all participants have paid and signed a waiver.
 - Immediately report any injuries to staff on duty.
 - At the end of class return room to the original condition.
 - Report any damage to facility or equipment to staff on duty
 - Communicate to your staff coordinator if you are unable to make a scheduled class.
- **Equipment, Supplies, and Facility**
 - Instructors are responsible for the care and condition of all equipment and supplies purchased by the City of Ferguson.
 - Use of a photocopier is allowed for instructional material and should be provided to your Staff Coordinator at least 2 days prior to a class to allow enough time to utilize the copier.
- **Appearance**
 - Cleanliness, neatness of appearance, and appropriate attire is required for all City of Ferguson personnel.

Course Registration Information

Participants must pre-register for all courses through the Ferguson Community Center, unless drop-in options are made available for a specific class. Registration can be done in person, over the phone, or through the mail. Payment must accompany all registrations. Registration deadlines will be set for each class and the class must meet the minimum number of participants or will be canceled or rescheduled. Instructors should **NOT** take registrations or payment for any class.

Participant Information & Confidentiality

You may be provided a roster of your participants that can include a telephone number or e-mail. The information provided from the Ferguson Parks and Recreation Department should not be distributed without prior approval and participants should not be discussed to anyone except your Staff Coordinator. Any communication to your participants must be approved by your Staff Coordinator.

Marketing

Ferguson Parks and Recreation will assist to the best of our ability to help market and promote your program to the community to ensure the success of the program. Your Staff Coordinator will:

- List your program in our seasonal brochure (Winter/Spring, Summer, Fall)
- Create a flyer for the program and distribute to the local community through our routine means
- List the program on our website and applicable social media sites

We ask that our instructors also help promote their own programs to help ensure their success. Instructors are encouraged to tell everyone they know about the program, share the information on social media sites, distribute flyers to appropriate locations, and any other forms of marketing that they are able to leverage.

Flyer Creation/Requirements

If you have a pre-designed flyer or would like to create your own marketing materials for the program, then you must:

- Include the Ferguson Parks and Recreation logo in a prominent, non-altered way
- Submit all materials to your Staff Coordinator for approval before distribution

Absences, Substitutes, & Class Cancellations

In most situations, if you are ill or unable to teach a class, the class will be canceled and either a make-up class will be scheduled at the end of the scheduled session or another day approved from the Staff Coordinator. Substitutes will not be allowed unless they are a currently approved contracted instructors with Ferguson Parks and Recreation and approved by the Staff Coordinator. Community Center staff will notify all of the class participants of the cancellation and make-up plan.

If you are unable to make it to a class you must notify your Staff Coordinator as soon as possible. If they are not available or it is after hours, you must notify the Community Center front desk staff.

For classes that are canceled due to weather, facility issues, or other concerns, Ferguson Parks and Recreation will notify both the instructor and participants.

Instructor Payment Procedures

As a Contracted Instructor for the Ferguson Parks and Recreation Department, you will be paid when all classes have been completed at the percentage agreed upon on your contractual agreement. At the end of a session, payment will be forwarded to the City of Ferguson's Finance Department and a check will be mailed to you or submitted for direct deposit. Payment can take up to 2-3 weeks after the end of a session.

The City of Ferguson will not withhold money for social security or federal income tax. It is the contractor's responsibility to satisfy any taxes due by the contractor in the appropriate manner.

Emergencies & Safety

All accidents and emergencies should be reported immediately to the on-site staff and an Incident Report should be completed. Notify "on site" staff in the event that emergency assistance is required in respect to the following:

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

Fire Alarm:

- Lead your participants to the nearest exit.
- Be sure your participants are out of the building.
- Use class roster to account for participants
- DO NOT re-enter the building until appropriate personnel give you permission to do so.
- In case of evacuation where participants are unable to return to the building, make sure the participants that are under 18 years are held in a safe area until parents are able to pick them up.

Medical Emergencies

- Notify on-site staff immediately
- Call emergency services if necessary and certified individuals should administer immediate first aid

Safety

Instructors are expected to have concern for the safety and well-being of the participants and of themselves. Instructors should always demonstrate their concern for safety by:

- Following all facility rules and procedures
- Communicate risk to participants along with safe techniques, proper procedures, and any safety concerns
- Be properly certified and maintain current certifications
- Check all equipment for safety and keep classroom areas safe.
- Follow all industry and professional standards for safe.
- Always demonstrate professional behavior at all times
- Enforce rules and regulations

Remember, you are not alone

- On-site staff will assist with any emergency situations.
- Your Staff Coordinator will work with you to fix any unsafe situations, equipment, or any participant issues that may arise.

Evaluations

At the end of a program, surveys may be distributed to all participants asking them to evaluate both the class and the instructor. These evaluations along with the goals and needs of the Ferguson Parks and Recreation Department will help determine the continuation of a program.



Program Proposal Form

Ferguson Parks & Recreation | 1050 Smith Ave. Ferguson, MO
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Name of Program: _____

Program Description: _____

Length of Program: _____ Hours | _____ Days Per Week | _____ Weeks

Age Range of Participants: _____

Desired Day of the Week: Monday Tuesday Wednesday Thursday Friday Saturday

Desired Start Time of Program: _____

Minimum Enrollment: _____ **Maximum Enrollment:** _____

Proposed Course Fee: \$_____ per participant *Note that this will be discussed with your Staff Coordinator and you will be paid a portion of this fee as agreed upon on your Contractual Agreement

Equipment/Supplies Needed: _____

Space Needed: _____

Additional Information: _____

Instructor Name: _____ **Phone #:** _____

Address: _____

E-mail: _____

List any Certifications/Licenses that you hold related to your Program Proposal:

List any Experience related to your Program Proposal:

List any References who can verify your ability to teach/lead proposed program:

Please attach copies of any certifications and any additional documentation that help support your program proposal
Submit form to the address above or by e-mail to thecenter@fergusoncity.com