



PARKS AND
RECREATION

2026 CONTRACT INSTRUCTOR HANDBOOK



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WELCOME

The City of Burbank (City) Parks and Recreation Department (P&R) is committed to enhancing the quality of life for residents and visitors by providing memorable recreational and leisure experiences throughout the community. In support of this commitment, P&R offers a wide variety of classes, workshops, and activities for all ages.

Department Mission Statement:

Together we strive to be heart of the community by providing enhancing opportunities through dedicated people, beautiful parks, and inspiring programs.

This handbook is intended for Independent Contract Instructors who are interested in, will be, or currently providing fee-based classes or summer camps for P&R.

Teaching and Benefits:

Why teach classes for P&R?

We would like to thank you for expressing an interest in offering your knowledge and expertise to enrich the lives of others in the community. Your participation and involvement will complement the diversity of the programming and contribute to the overall success.

What can P&R offer you as a Contractor?

- A variety of facilities, including: gymnasiums, classrooms, meeting rooms, swimming pools, athletic facilities, community rooms, and more!
- A computer registration system. The system allows staff to maintain facility booking for your class and to process registrations in an efficient manner. The system accepts cash, checks, and credit card for payments. Participants may register online or may walk-in to any P&R recreation or community center.
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INTRODUCTION

2.1 CONTRACT CLASS PROGRAM

P&R is pleased to collaborate with individuals and organizations to offer high quality recreational programs and services to our residents. Contractors play an essential role in delivering a wide range of classes, workshops, and camps that appeal to all age groups. Through these partnerships, we help enrich the lives of our community members and support a vibrant and engaged city.

Please note that City does not approve or enter into contracts for programs that include the following:

1. Activities involving financial solicitation, investment guidance, or ventures that may carry financial risk.
2. Programs that include religious instruction, promote a specific faith, or incorporate religious rituals or practices.
3. Courses that advertise or encourage the use of alcohol, illegal substances, weapons, tobacco products, gambling, or adult-themed content.

2.2 INDEPENDENT CONTRACT INSTRUCTOR

An “Independent Contract Instructor (Contractor)” is an independent contractor, not a City employee, who offers services to the community by leading classes, workshops, or camps through the City’s recreational programming.

2.3 OUR MISSION

The goal of the Contract Class Program is to offer high-quality, affordable programs that promote healthy living, reflect the diversity of our community, and provide enriching recreational, cultural, and social opportunities for individuals and families of all ages across the city.

2.4 OUR COMMUNITY

The City of Burbank proud to be recognized as a thriving community where families can grow and businesses can succeed. We strive to maintain a thoughtful balance between quality of life and sustainable growth through responsible planning, sound financial practices, community engagement, environmental stewardship, and a strong commitment to economic development. The results of these efforts can be seen in our vibrant neighborhoods, recreational amenities, and thriving local economy.

As of 2025:

- Incorporated: July 8, 1911
- Government type: Council-manager
- Population: 105, 833
- Parks and facilities: 42
- City size: 17.35 square miles

2.5 RECREATION PARKS AND FACILITIES

The City has multiple locations where classes may be held. Below is a list of names and addresses for each City recreation facility where classes and camps may be held:

- Betsy Lueke Creative Arts Center – 3201 W. Verdugo Ave, Burbank, CA 91505
- Brace Canyon Park – 2901 Haven Way, Burbank, CA 91504
- Joaquin Miller Park – 720 E. Providencia Ave, Burbank, CA 91501
- Joslyn Adult Center – 1301 W. Olive Ave, Burbank, CA 91506
- Larry L. Maxam Memorial Park – 3715 W. Pacific Ave, Burbank, CA 91505
- Mary Alvord Recreation Center – 3201 W. Verdugo Ave, Burbank, CA 91505
- McCambridge Recreation Center – 1515 N. Glenoaks Blvd, Burbank, CA 91504

- Olive Recreation Center – 1111 W. Olive Ave, Burbank, CA 91506
- Robert R. Ovrom Community Center – 601 S. San Fernando Blvd, Burbank, CA 91502
- Valley Skate Park – 1625 N. Valley St, Burbank, CA 91505
- Verdugo Park – 3201 W. Verdugo Ave, Burbank, CA 91505

CONTRACT INSTRUCTOR REQUIREMENTS

3.1 CONTRACT CLASS INSTRUCTIONAL SERVICES AGREEMENT

The City requires that all Contractors enter into an Instructional Services Agreement (ISA) with the City annually. Contractors are required to sign the original contract no later than two weeks prior to the beginning of the class session. A copy of the original contract and Purchase Order will be emailed back to the Contractor once it has been approved and signed by the P&R Department.

The City reserves the right to terminate this Agreement immediately if the Contractor or any of their assistants fail to meet the performance standards outlined in the Agreement or violate any local, state, or federal law.

Additionally, the City may terminate the Agreement without cause by providing the Contractor with three (3) days' written notice. Likewise, the Contractor may terminate the Agreement without cause by providing the City with thirty (30) days' written notice.

The City is under no obligation to renew a Contractor's contract and may choose not to do so for any reason.

Immediate termination may occur for, but is not limited to, the following reasons:

- Verbal or physical altercations
- Use or possession of drugs or alcohol while conducting City business
- Criminal activity reported by the Department of Justice
- Violation of City park or facility rules
- Unprofessional behavior or misrepresentation of the City
- Unauthorized commercial activity in a City park or facility

This Agreement does not establish an exclusive relationship between the Contractor and the City, and nothing herein shall be interpreted as granting exclusive rights to offer services.

3.2 LIVE SCAN (FINGERPRINTING)

All Contractors and their instructors, including co-instructors, substitutes, aides, volunteers, and others aged 18 and over, must undergo fingerprinting and receive clearance through the Department of Justice (DOJ) before teaching a class or camp.

Anyone under the age of 18 are allowed to assist but may not lead on their own.

Live Scan must be completed at the City of Burbank Live Scan Office to obtain clearance from the DOJ, as the DOJ does not permit the transfer of clearance records between organizations.

Contractors are responsible for all fees associated with the Live Scan process. To schedule an appointment or learn more about fees, please contact the office at 818.238.5340.

3.3 TUBERCULOSIS (TB) TESTING

The City requires that all Contractors provide the Contract Class staff with a certificate showing that within the last two years, the Contractor has been examined and has been found to be free of communicable TB. Thereafter, Contractors who are skin test negative shall be required to undergo the foregoing examination at least once each four years for so long as the Contractor remains skin test negative. A Risk Assessment can be accepted in place of a TB test.

3.4 PAYEE REGISTRATION (PR) FORM

The City will provide a Payee Registration (PR) Form that is required to be completed and submitted by the Contractor. This form must be updated every four (4) years or when there is a change of information. Contractor must keep this record updated with the City.

3.5 W-9 FORM

The City does not withhold state or federal income tax, but will report the Contractor's income via Form 1099. Contractors will receive a City of Burbank Vendor Registration Form to be completed.

3.6 INSURANCE REQUIREMENTS

The City will not provide insurance coverage for Contractors. All Contractors must submit proof of insurance to the City prior to the start of the first registration period.

Insurance requirements:

- Certificate of Liability Insurance/ Commercial General Liability and Property Damage Certificate (GL) (10.2)
 - \$1,000,000 combined single limit
 - Insurance shall be primary (10.2 A.b)
 - Waiver of Subrogation (or Transfer of Recovery of Rights Against Others) (10.2 A.c)
 - Endorsement for Notice of Cancellation, at least 10 days (10.2)
 - Endorsed to include affirmative coverage for sexual abuse or molestation. (10.3)
 - \$1,000,000 per occurrence
- Additional Insured Endorsement-- the City of Burbank, 275 E Olive Ave, Burbank, CA 91502
 - City named as Additional Insured (10.2)

- Endorsement Form CG 20 11 01 96 (10.2 A.a)
- Workers' Compensation
 - This portion is required if you do have employees.
 - With Statutory Limits
 - Employer's Liability
 - No less than \$1,000,000 per accident for bodily injury or disease
 - Waiver of Subrogation Endorsement (or Transfer of Recovery of Rights Against Others)
 - If you do not have employees.
 - a letter stating that you are not subject because you are the sole proprietor and do not have employees.
- Sexual abuse and molestation (SAM) Liability Certificate if applicable (10.3) – if you are instructing a class or summer camp that includes minors.
 - Required if ISA will include contact with minors
 - Separate policy is required if not already included in GL
 - \$1,000,000 per occurrence or claim
 - Waiver of Subrogation (or Transfer or Recovery or Rights Against Others)

3.7 CHILD ABUSE/MANDATED REPORTING

Under the California Child Abuse and Neglect Reporting Act (CANRA), Contractors working with children are mandatory reporters for known or suspected child abuse. This includes physical injury inflicted by other than accidental means on a child. As an agency partner, a Contractor is considered a mandated reporter if his/her duties require:

- Contact with children on a regular basis;
- Direct contact and supervision of children; and
- Supervision of other mandated reporters.

As an agency providing community-based support services and nutrition services for senior adults, Contractors are also considered Mandated Reporters for suspected abuse of a person over age 65 or for any adult who may have physical or developmental disabilities or diminished physical or mental abilities; this includes physical or financial abuse.

If abuse is suspected, contact and report to the following:

- Department of Child Family Services - 1(800).540.4000
- Burbank Police Department at 818.238.3000
 - Juvenile Detail - 818.238.3250
 - Sgt. Kristopher Totemwongs - 818.238.3252
- or any Law Enforcement Agency

3.8 PROFESSIONAL CONDUCT

While Contractors are not employees of the City, Contractors do represent the City and P&R Department. To some participants, the Contractor is the only representative of the City and/or Department they will have contact with. Therefore, Contractors should conduct themselves in a professional manner at all times. This includes dressing, acting and speaking professionally, and supporting the City and P&R Department's policies and decisions. The following behavior is not accepted:

1. Engaging in any activity prohibited by law.
2. Disturbing, disruptive, or unsafe behavior, including any conduct that interferes with use of the Facility by others or interaction with Facility staff. Persons who continue to create a disturbance will be required to leave the Facility.
3. Examples include, but are not limited to:
 - Disruptive outbursts, use of loud, abusive or threatening language, threatening or harassing behavior;
 - Spitting or smoking (including electronic smoking devices) in any City facility. Smoking is only permitted in designated areas. (BMC Section 4-1-704);
 - Unauthorized borrowing and/or tampering with City or another person's property/belongings.
4. Conducting any commercial activities without a City-issued permit, including but not limited to the unauthorized sale or display for sale of goods, tickets or services (BMC 3-3-801.1).
5. Receive or make personal phone call during scheduled class time.
6. Bring, invite, or otherwise allow individuals to respective classes who are not enrolled.
7. Aggressive soliciting in City facilities including parking lots (Penal Code Section 647(c)).
8. Photographing, videotaping, or recording of any kind without a permit or permission issued by the City.

Any violations will result in the City terminating the Agreement.

Note: Facility Rules of Conduct are posted at all P&R facilities and can be obtained at the respective Recreation Center front desk.

3.9 ANNUAL MANDATORY CONTRACT INSTRUCTOR MEETING

An in-person annual meeting is held each August and provides important training, updates, and information related to the Contract Instructor Program. Attendance is mandatory for all Contractors. If an Contractor is unable to attend, a designated representative must attend in their place to ensure all information is received.

The 2026 Contract Instructor Meeting is scheduled for Wednesday, August 26 at 6pm. Location is TBD.

FEES

4.1 PROGRAM FEES

Contractors are responsible for setting the price of their classes. When determining fees, Contractors should factor in the revenue split agreement and any applicable administrative costs. It's also important to research and consider what pricing is competitive and appropriate for the market. All participant registration and payments will be handled by the City. Contractors may not accept direct payments or permit drop-in registrations.

4.2 PRORATION OF FEES

The City may allow prorated class fees under certain circumstances, including:

- When a class session is canceled and cannot be rescheduled due to facility availability, the start of a new session, or other factors as determined by the City.
- At the City's discretion, if a participant expresses dissatisfaction with the class or has a medically related reason preventing continued attendance.

To support the City's commitment to providing a positive experience for all participants, Contract Class staff may, at their sole discretion, authorize a full or partial refund of class fees. Refunds may be issued for various reasons, including but not limited to: participant dissatisfaction with the class or Contractor, medical circumstances preventing continued participation, or any other situation deemed appropriate by the Contract Class staff. Contractors will not be compensated for any portion of the fee that is refunded to the participant.

4.3 REVENUE SPLIT

Contractors will receive a percentage of the gross revenue generated from their classes. This means that increasing enrollment, while maintaining class quality, directly benefits the Contractor's earnings. The remaining portion of the revenue is allocated to the City to cover administrative expenses, facility fees, and marketing efforts.

The revenue split for contract instruction classes is as follows:

- For classes conducted at City-owned facilities, Contractors will receive 65% of the total revenue.
- For classes held at non-City facilities, Contractors will receive 70% of the total revenue.

4.4 MATERIAL AND RENTAL FEES

A material fee refers to an additional charge paid directly by participants to the Contractor for consumable materials used in the class that participants can take home (e.g., craft supplies, handouts, film, camp T-shirts, printed photos).

A rental fee applies to equipment provided for use during the class, which can also be taken home by the participant.

If a material or rental fee will be charged, it must be clearly stated in the class proposal, accompanied by a detailed list of items, and approved by the P&R Contract Class Supervisor. This approval ensures the fee is accurately published in the Recreation Guide. P&R reserves the right to approve or deny any class fees.

Material fees cover expendable items used by participants, such as consumable craft supplies, handouts, or other one-time use materials. Material fees should **not** be charged for expenses related to the general operation of the class, including but not limited to:

- Maintenance, depreciation, and replacement of instructional equipment (e.g., scissors, musical instruments, insurance premiums, sports equipment), which are ongoing costs necessary for multiple class sessions and should be included in the class fee.
- Salaries for wages for additional instructors.
- General facility-related costs (e.g., rental fees, utilities).

Contractors are responsible for collecting all material and rental fees directly from participants, preferably at the first-class meeting. If a participant has not paid by the first meeting, Contractors must send a payment reminder through the Instructor Portal. Should the fee remain unpaid by the start of the second-class, the Contractor may choose to drop the participant from the class. If the Contractor allows the participant to remain without payment, the City will not intervene or reimburse the Contractor for unpaid fees.

Material or rental fees **may not** be collected unless approved by the City. Contractors are also responsible for timely distribution of all materials to participants as advertised.

POLICIES AND PROCEDURES

5.1 ENROLLMENT

Class enrollment must meet the minimum number of participants specified by the Contractor on the Class Proposal Form, or a minimum of five (5) participants, whichever is higher, by one (1) business day prior to the class start date. If the minimum enrollment is not achieved by this deadline, the City will proceed with canceling the class and notify all registered participants accordingly.

Please note that the class start date cannot be postponed in an attempt to reach the minimum enrollment. Additionally, the City reserves the right to cancel a class at any time at its discretion.

If a class fails to meet the minimum enrollment for three (3) separate sessions within a 12-month period, it may be discontinued. The class will not be offered again until the City determines that there is sufficient public interest to justify scheduling.

5.2 REFUNDS

P&R honors all participant refund requests made one business day prior to the second-class meeting for classes lasting three (3) or more week or five business days prior to the first-class meeting for classes or workshops lasting two (2) or fewer weeks.

Participants who withdraw for medical reasons from a class before it ends may be given a prorated refund for the remaining classes. P&R reserves the right to issue a full or partial refund for any reason not listed above. Refunds will be based on the day that the participant notifies the City of their desire to withdraw. However, refunds are subtracted from the Contractor's payment and payment may be adjusted to compensate prorated refunds.

Material fees are non-refundable.

5.3 AMERICANS WITH DISABILITIES ACT (ADA)/DISCRIMINATION

The City of Burbank is committed to providing a successful and rewarding experience for all program participants. If you are made aware of a special accommodation, please immediately direct them to the Site Supervisor. The Site Supervisor will then contact the City's ADA Office to start the accommodation process.

The City is committed to providing a work environment that is free of discrimination and will take all reasonable steps to prevent discrimination and/or harassment from occurring. In keeping with this commitment to prohibit and prevent discrimination and/or harassment, the City maintains a strict Administrative Procedure (AP) prohibiting discrimination and/or harassment based on the following protected characteristics: age, sex (including pregnancy, childbirth, or related medical conditions), gender, race, color, religion, national origin, ancestry, citizenship status, military and veteran status, marital status, sexual orientation, gender identification, genetic information, medical condition, FMLA/CFRA eligibility, or any disability protected by state and federal law. Furthermore, the AP prohibits all forms of discrimination and/or harassment, including verbal, physical, visual or written. Finally, retaliation as defined in this AP is also prohibited.

This AP applies to all employees, including non-supervisory personnel, co-workers, supervisors, management, and appointed officials, in their interactions with each other, as well as interactions with non-employees who have contact with them during their work hours, such as: employer agents, suppliers, applicants, customers, contractors, vendors, and the general public. This includes Contractors.

Discrimination and/or harassment based upon an individual's protected characteristic as outlined in this AP will not be tolerated. Disciplinary action or other appropriate sanctions will be instituted for prohibited behavior as defined in this AP.

BEFORE A COURSE SESSION BEGINS

6.1 CLASS PROPOSAL FORM

Contract Class staff will send a Jotform link to all Contractors to submit a Class Proposal Form. It is the Contractor's responsibility to submit a fully completed form with all required class details by the designated deadline for inclusion in the Recreation Guide each session.

The Class Proposal Form link will close at the deadline and will not open back up for Contractors who have missed the deadline. Each session's classes are evaluated independently, and submission of a class proposal does not guarantee that the class(es) will be offered in the current or any future sessions or under any agreement.

6.2 CLASS DESCRIPTIONS

Choosing clear, engaging titles for workshops, classes, or activities is key to attracting participants. Simple, descriptive titles like "Stained Glass 101," "Beginning Karate," "Intro to Photography," or "Advanced Salsa" tend to be most successful. Titles that are vague or confusing can lead to low or no enrollment.

Equally important are well-written activity descriptions that explain the benefits and purpose of the class, the "why" behind it, as these strongly influence enrollment numbers.

Here are some tips for writing effective activity descriptions:

- Keep descriptions concise, no more 75 words.
- Start with an active verb, such as *explore*, *learn*, or *examine* (e.g., "Learn the fundamentals of tennis").
- Highlight how participants will benefit from the class (e.g., "develop creativity," "feel healthier," "sharpen self-defense skills").
- Clearly describe what participants will achieve or learn by the end of the class (e.g., "By the end of this class...").
- Avoid exclamation marks and avoid using all capital letters (e.g., refrain from phrases like "THIS CLASS WILL BE SO MUCH FUN!").
- Use inclusive language such as "participants" instead of terms like "students," "kids," or "dancers."
- Refer to the offering as a "class" rather than a "course" or "program."

Following these guidelines will help create clear, compelling titles and descriptions that encourage participation.

6.3 OBSERVED HOLIDAYS

The City observes the following holiday. Please keep in mind these holidays may affect your class schedules:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Dolores Huerta Day
- Spring Recess
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

6.4 RECREATION GUIDE PROOF

Contract Class staff will email the Recreation Guide Proof to Contractors for final review. This serves as the last opportunity for Contractors to request any edits or updates to their class information. It is essential that Contractors carefully review the proof and promptly confirm whether any changes are needed.

6.5 QUARTERLY EXHIBIT A

Exhibit As will be sent out on a quarterly basis. It is the Contractor's responsibility to thoroughly review the Exhibit A for accuracy.

6.6 PARTICIPANT REGISTRATION

All registration fees for classes must be collected by the City through its online portal at www.BurbankParks.com or in person at any City recreation center. Contractors are **not** authorized to collect registration payments or permit drop-in registration.

Participants are required to register, pay all fees, and sign waiver forms prior to attending any class. Registration is open until the start of the second-class session; anyone not registered by that time will not be allowed to participate. Participants who have not completed registration and payment are not considered enrolled, and Contractors will not receive compensation for their attendance.

If you anyone who is attending but is not listed on your class roster, direct the person to the front office staff member to register for the class.

The City permits participants to register for and repeat classes without any limit on the number of times. Contractors may not deny or prevent participants from registering through the City's system.

6.7 INSTRUCTOR PORTAL

Contract Class staff will create accounts for all Contractors on BurbankParks.com (CivicRec), providing access to the Instructor Portal. Through this portal, Contractors can view class rosters and sign-in sheets for their assigned classes.

Contractors are **not** permitted to contact participants about programs or activities that are not officially authorized or approved by the City.

6.8 CHECKING COURSE ENROLLMENT

After registration opens for a new session, Contractors can access class rosters through the Instructor Portal. Contractors are responsible for contacting Contract Class staff at least one week before the session begins to discuss potential class cancellations or the possibility of accommodating additional participants from the waitlist if space permits.

At this time, Contractors may also use the Instructor Portal to communicate important class information directly to registered participants.

6.9 WAITLIST

When a class reaches its maximum enrollment, a waitlist will be established. If a participant withdraws, individuals on the waitlist will be added to the class in order of their placement, up until the start of the second-class session.

DURING THE COURSE SESSION

7.1 FACILITY USAGE

Contractors using P&R facilities may access their assigned classroom up to 15 minutes before the scheduled start of class or program activities, if the room is available. If the room is being used by another group prior to your class, please be courteous and wait until the class is over before entering the room. Contractors should be ready to welcome participants at least five (5) minutes before class begins. Classes are expected to start promptly at the scheduled time.

At the conclusion of each class, Contractors are asked to wipe down tables and restore the room to its original condition to ensure it is ready for the next group.

Please note that Contractors are not authorized to use any City-owned equipment or property, including but not limited to copy machines, fax machines, computers, materials, or other supplies. Contractors are financially responsible for providing all class-related equipment and materials, including any copies needed.

Storage of materials or equipment at the facility is not permitted. The City is not liable for any lost or stolen items. Any supplies, materials, or equipment found at the facility must not be used unless provided by the Contractor. Contractors may be held financially responsible for any missing or damaged items or for any damage to the facility.

7.2 CLASS ROSTERS

Contractors can access class rosters through the Instructor Portal. It is the Contractor's responsibility to ensure that only registered participants attend and take

part in the class. Participants not listed on the roster must not be allowed to participate.

For classes involving children, Contractors must only release participants to their authorized parent or guardian, or to an individual explicitly authorized by the parent or guardian.

Rosters contain confidential participant contact information and must be handled with care. This information must not be shared with the public or used for any purpose unrelated to the specific class. Contractors are expected to bring updated rosters to every class session, as participant lists may change, especially during the first one to two weeks.

7.3 ATTENDANCE

It is the Contractor's responsibility to monitor attendance and ensure that all individuals present are properly enrolled in the class. If a participant is not listed on the attendance roster, they must provide a receipt as proof of registration.

If the participant cannot present a receipt, please direct them to the Facility Front Desk at any City recreation center for enrollment verification. Individuals who have not yet registered must be informed to complete the registration process with the assistance of facility staff before participating.

Contractors are not permitted to allow anyone to participate without completed registration for the specific class.

All attendance sheets must be submitted along with the Contractor's invoice at the conclusion of the session. Additionally, Contractors are required to remain at the facility until all participants have safely left the room.

7.4 CLASS SUPERVISION

Contractors are responsible for establishing and enforcing appropriate rules to maintain discipline and ensure the safety and protection of both participants and facilities.

For youth classes and camps, Contractors must remain with their participants at all times and are not permitted to leave the premises until all children have been picked up by a parent or guardian.

All programs serving minors aged seventeen (17) and under must be conducted in an open environment where parents or guardians have the option to observe the instruction. Parents or guardians must never be denied access to their child's class or camp. However, parents are expected to observe from a reasonable distance to avoid disrupting the class.

It is the Contractor's responsibility to inform parents if their presence is causing distractions to their child or the group, and to address such situations immediately and appropriately.

Please note that children are not allowed to attend adult classes alongside their parents.

7.5 CLASS DISMISSAL

It is important that classes begin and end at the advertised times. Classes should not go over the proposed time as other classes/activities may be scheduled immediately following your class. Adhering to the scheduled time ensures smooth transitions and respects all users of the facility.

7.6 RELEASING OF MINORS

Contractors must never release a child to anyone unfamiliar to the child or to someone the child feels uncomfortable or fearful around.

Contractors are required to remain on-site until all participants have safely left the facility. If an authorized person has not picked up their child within 15 minutes after the scheduled class end time, the Contractor must immediately contact either the Facility Front Desk staff or the Contract Class staff for assistance.

7.7 LATE PARTICIPANT PICK-UPS

If a parent is late picking up their child, the Contractor is responsible for staying with the child until the parent arrives. The Contractor must notify Front Desk staff if a child has not been picked up five (5) minutes after the scheduled end time of the class. The Contractor should also remind the parent of the importance of timely pickup.

If late pickups become a recurring issue, the Contractor should inform the Site Supervisor and Contract Class staff.

For classes held at locations without City staff on site, if a parent has not arrived within thirty (30) minutes after class ends, the Contractor should contact the Burbank Police Department at 818.238.3000 and leave the child in their care. The Contractor must notify the Contract Class Supervisor immediately after doing so.

7.8 CONTRACTOR ABSENCE

If an Contractor is ill or unable to attend their scheduled class, they must notify the facility hosting the class and Contract Class staff as soon as possible, but no later than two hours before class begins. Contractors must notify participants via the Instructor Portal. Contract Class staff will also contact participants via phone.

If the Contractor arranges for a substitute, P&R must be informed no later than two hours prior to the class start time. All substitutes are required to complete a background screening (Live Scan) and a valid TB test on file with the City before providing services at any City facility or private business location.

In urgent situations where cancellation is necessary, the Contractor must promptly complete the following steps:

1. Notify participants via the Instructor Portal.
2. Inform facility staff of the cancellation.
3. Notify Contract Class staff of the cancellation.

7.9 MAKE-UP CLASSES

The City strives to minimize class cancellations and will collaborate closely with Contractors to ensure classes run with the minimum required enrollment.

Contractors must promptly inform the City of any schedule changes. Notification should be made via email, phone, or in person, and Contractors are responsible for communicating these changes to participants through the Instructor Portal. Contract Class staff and the Contractor will work together to arrange any make-up sessions.

Make-up classes may only extend the session by up to two (2) additional sessions beyond the originally scheduled end date, subject to facility availability. Participants unable to attend make-up classes may request a prorated refund. If a make-up session cannot be scheduled, prorated refunds will be issued, and Contractors will not be compensated for the canceled class. Make-up classes must be held during the same day and time the class is scheduled for. For example, a Tuesday Yoga class cannot have a make-up on a Friday.

Please note that participants are not permitted to make up classes they personally miss. Participants should not be offered to attend a class they aren't enrolled in if they cannot attend the make-up date. Make-up sessions are only available for classes canceled by the City or the Contractor, with no exceptions.

If a Contractor fails to arrive within the first fifteen (15) minutes of a scheduled class, the class will be dismissed and must be rescheduled as a make-up session. Repeated absences or tardiness may result in termination of the Contractor's agreement with the City.

7.10 PARTICIPANT ABSENCE

Participants are not permitted to make up classes they have missed. They must attend the specific class session for which they are registered, and make-ups at alternative times are not allowed.

Make-up classes are only permitted when a class session has been canceled by the City or the Contractor.

7.11 CUSTOMER SERVICE

Contractors are expected to conduct classes in a professional, courteous, helpful, and supportive manner, consistently representing the City in a positive light. Additionally, Contractors are responsible for ensuring that all participants adhere to the City's Code of Conduct.

7.12 PARTICIPANT ISSUES - DISCIPLINARY ACTION

Confrontation is never the answer. Not every participant is going to be cooperative; Contractors should follow these steps when dealing with problems or general issues:

Youth Participants: If an Contractor has a child in the class who is being disruptive or extremely difficult, the Contractor needs to address it with the parent or guardian in a non-offensive manner. A simple conversation after class, or away from others is appropriate. Contractors should clearly explain the issues and ask for their assistance in dealing with their child. If the problem persists, Contractors should let the parent know unless they can change their child's behavior, they will be referred to the Site Supervisor. Then, Contractors should provide the Site Supervisor and Contract Class staff with details so that they can connect with the parent or guardian.

Adult Participants: Contractors should be cautious when dealing with unhappy or disgruntled adult participants. If the Contractor cannot resolve the issue, they should refer them to the Site Supervisor to handle the situation. Contractors should avoid any physical or verbal altercations. A verbal or physical altercation may result in the suspension or termination of your contract. If a situation warrants it, call 9-1-1.

7.13 SITE VISITS

Contract Class staff will periodically conduct site visits to observe classes and may take photos or videos during these visits.

AFTER THE COURSE SESSION CONCLUDES

8.1 PARTICIPANT SURVEYS

Participant surveys are sent out once classes and/or camps have concluded. Surveys will be reviewed by Contract Class staff.

8.2 CONTRACTOR PAYMENT

Contractors are compensated in accordance with the City's Financial Services Department Purchasing Division guidelines. During the second-to-last week of the session, Contract Class staff will send out two different emails in regards to the electronic invoice. The first email will include a password to access the documents. The second email will include a link to the invoice documents.

It is the Contractor's responsibility to submit a completed and accurate invoice to Contract Class staff within two (2) weeks after the session concludes. The information on the invoice must match either the ISA or the Remit to Address portion of the PR Form. It also must be dated after the last class. Please note, Contractors teaching both the Fall and Fall Mini sessions will receive these documents only after the Mini session has ended.

Payment amounts are based on the number of participants registered as reflected on

the class roster. Once the invoice is approved, it will be sent to the City's Finance Division for processing. Payment is typically issued within three (3) to four (4) weeks following invoice submission.

Invoices will not be processed until the entire class session, including any make-up classes, has concluded. Advance payments are not permitted.

FACILITY

9.1 CLASSES AT A CITY FACILITY

Class locations will be assigned to City facilities at the City's discretion, based on facility availability and class requirements. While the City strives to accommodate Contractors' location and scheduling preferences, there is no guarantee that specific requests will be granted.

Storage of materials or equipment at the facility is not permitted. The City is not liable for any lost or stolen items. Any supplies, materials, or equipment found at the facility must not be used unless provided by the Contractor. Contractors may be held financially responsible for any missing or damaged items or for any damage to the facility.

Contractors must ensure the facility is secure and the safety of participants is maintained throughout the class. Use of rooms or facilities not assigned to the Contractor, or use outside scheduled times, is strictly prohibited without prior City approval.

Before each class, Contractors are required to assess the facility's condition to confirm it is safe and suitable for use. If conditions appear unsafe or unplayable, the Contractor must notify the City and cancel the class. The City reserves the right to close facilities or cancel classes at any time due to maintenance, facility conditions, inclement weather, polling activities, or other circumstances deemed necessary.

9.2 CLASSES AT A CONTRACTOR'S FACILITY

The City will visit the Contractor's facility to ensure it is adequate for classes to be held.

The City is not responsible for any lost or stolen items. Contractors must verify that facility conditions are safe and playable prior to class and notify the City immediately if conditions appear unsafe, canceling the class as necessary.

At its sole discretion, the City may cancel a class at any time if the facility poses a health or safety risk or due to any other circumstances determined by the City.

SAFETY

10.1 SAFETY EXPECTATIONS

Contractors are responsible for ensuring the safety of all participants during class. They must use their best judgment at all times and take all necessary precautions to prevent accidents, injuries, or property damage. Contractors should actively promote safety by clearly explaining rules, procedures, and cautions to participants.

Key safety practices include:

1. Always know the exact number of children signed in to your class; conduct regular head counts and never leave a child unattended.
2. Both Contractors and the City may be held liable for incidents or property damage resulting from negligence.
3. Communicate proper safety techniques related to class activities and equipment use; ensure that all equipment and tools are appropriate for the age and skill level of participants.
4. Inspect equipment regularly for safety, identify potential hazards, and maintain a safe environment at all times.

10.2 INJURY/INCIDENT PROCEDURES

Contractors must promptly report any incident or accident to Contract Class staff for appropriate follow-up. Maintaining direct communication with Contract Class staff is required, along with completing the City's Contractor Injury/Incident Report Form. Reportable incidents include, but are not limited to, injuries, vandalism, theft, damage to City property, and altercations.

Non-Emergency Incidents:

For any incident or accident not requiring emergency or medical attention, regardless of severity, the Contractor must inform the parent or guardian if the participant is a minor, and notify Contract Class staff by the end of the class session. A completed Contract Instructor Injury/Incident Report Form must be submitted to Contract Class staff as soon as possible.

Head Injuries:

If a participant sustains a head injury during class, the Contractor must immediately inform the parent or guardian (if a minor) and notify Contract Class staff. If warranted, emergency procedures should be followed (see below). The Contractor must complete and submit the Incident Report Form as soon as possible.

Emergency Situations:

In the event of a serious incident requiring emergency medical services, follow these steps:

1. Do not move the victim; keep them calm and warm.
2. Call 9-1-1.
3. Provide your name, state that you are a Contractor for the City of Burbank, give the location, and describe the nature of the injury.
4. Notify front office staff to contact the authorized parent, guardian, or emergency contact listed on the roster.
5. Notify Contract Class staff immediately.
6. Submit an Incident Report Form to the Contract Class office as soon as possible.
7. Maintain confidentiality; discuss the incident only with necessary parties.

Contractor Injury/Incident Report Form:

- Use the most current version of the form, available on the Contract Class website, and have copies available during class.
- During the incident, record important details such as the time of occurrence, EMS arrival, witnesses, and observations.
- Complete the report using only objective facts; avoid subjective comments or diagnoses.
- Submit the completed form to the Contract Class office promptly

Emergency Situations:

Contractors are to account for all participants who are 17 years or younger. In case of an emergency or natural disaster, the Contractor is to lead participants to the nearest exit. Contractors should be aware of emergency exits and the emergency exit plan for each facility where they are teaching. It is imperative that Contractors always have a current roster of participants and will use this roster and/or their attendance sheets to account for each participant. DO NOT re-enter the building until appropriate personnel give you permission to do so.

PROMOTION OF CLASSES

11.1 ADVERTISING AND MARKETING YOUR CLASS

All advertisement materials to promote a class must be approved by the P&R Marketing Section each session prior to any printing or distribution. All advertisements must include the City of Burbank P&R name, registration contact number (818.238.5385), and registration website www.burbankparks.com.

Please submit all Marketing Requests to: prcsmarketing@burbankca.gov.

Promotion: The P&R Department will place Contractor's description in the Recreation Guide. Contractors are welcome to submit class photos for the Recreation Guide with the understanding that usage is not guaranteed and is determined by the P&R Marketing Section. Additionally, class description will also be listed on the P&R Online

Registration site and City of Burbank Recreation Guide webpage. Contractors are required to review the draft Recreation Guide by the designated deadline provided by the Contract Class Supervisor.

Photos/Videos: All rights and ownership of photos/video taken in P&R classes belong to the City and cannot be used for personal use, marketing, or any other purpose without the written consent of the P&R Marketing Section.

Social Media: As a representative of the City, all Contractors are required to adhere to the guidelines present- ed in the City’s current social media policy. All social media posts that include images/video from P&R classes must be pre-approved by the P&R Marketing Section. Intended platforms, accounts, and text/photo/video to be included in posts must be included in an email request to the P&R Marketing Section. Contractors should tag the P&R Department when applicable and inform the P&R Marketing Section when approved content has posted.

Facebook: **@burbankparksandrecreation** - Instagram: **@burbank_parksandrec**

Special Events: The P&R Department offers many special events. With prior approval, Contractors are welcome to participate or hand out flyers at Department events. Contact the Site Supervisor or Contract Class Supervisor to arrange your attendance at an event.

Non-Affiliated Events: The City will not sanction, endorse, sponsor, or insure, and will not otherwise affiliate itself with or held responsible for any events in which an Contractor or Contractor’s participants may participate. Contractors shall not use scheduled class time to prepare for or otherwise facilitate Contractor’s participation in any Non-Affiliated Event. If the Contractor publicizes or otherwise requests participants to participate in a Non- Affiliated Event, the Contractor shall provide all participants with a written disclosure statement provided by the P&R Contract Class Supervisor, prior to the Non-Affiliated Event. Contractors are also required to make the P&R Contract Class Supervisor aware of Non-Affiliated events.

CONTACT INFORMATION

12.1 BURBANK POLICE DEPARTMENT (NON-EMERGENCY)

(818) 238-3000

12.2 EMERGENCY

Dial 9-1-1 (City Facility Dial 9-9-1-1)

For more information on the **City of Burbank Parks & Recreation Contract Instructor Program** please call **818.238.5385** or visit us at www.BurbankCA.gov/parksandrecreation.