

**CITY OF HUNTINGTON BEACH  
COMMUNITY SERVICES  
DEPARTMENT**



**Instructional Class Program  
Guidelines**

**“Parks Make Life Better!”**

2000 Main Street, Huntington Beach, CA 92648-2702

**WELCOME** to the City of Huntington Beach Community Services Department Instructional Class Program! You have been hired as an independent contractor to provide quality programs and services to the community, and this handbook serves as a reference to support the Instructional Class programs.

Please carefully review this information, as part of your contract, as you are responsible for understanding its contents. We look forward to a productive relationship while providing classes and programs to the Huntington Beach Community.

## **CITY OF HUNTINGTON BEACH**

### **MISSION STATEMENT**

The City of Huntington Beach provides sustainable quality services to maintain and enhance our safe and vibrant community.

### **VISION STATEMENT**

Huntington Beach—An engaged, sustainable family-friendly community that is safe, vibrant and attractive to tourists, residents and businesses alike.

### **CORE VALUES**

The City of Huntington Beach values

- Responsiveness
- Accountability
- Quality customer service
- Honesty and Integrity
- Teamwork
- Fiscal sustainability
- Community Involvement
- Openness

## **ASSET-BUILDING IDEAS:**

Instructional Class Programs not only teach students new skills, but should also teach important lessons about life as well. These lessons should focus on not be limited to the following: develop confidence and self-esteem, help them learn to resolve conflicts peacefully, teach ways to take care of their health and well-being, and develop skills for communicating with others. Instructors are required to do the following:

**Learn the names of the students in your class and call them by name.** *Make a point to talk at least once with each student each time you meet.*

**Create and maintain a positive atmosphere.** *Two top reasons people participate in programs are to have fun and to spend time with their friends.*

**Focus on helping students get better, not being the best.** *It will reduce students' fear of failure and give them permission to try new things.*

**Adapt your teaching style and language to the students' age level.** *Use words and concepts they understand.*

**Catch students doing things well.** *Be quick to praise a Student's efforts. The best feedback is immediate and positive.*

**Use the sandwich method of correcting a student's mistake.** *First praise, then constructively criticize, and then praise again.*

**Preserve students' dignity.** *Sarcasm does not work well!  
Students may not remember what you say, but they remember how you said it.*

**Insist that all class members treat one another with respect.** *Then model, monitor, and encourage respect.*

**Be specific about a code of conduct and expectations** *for students AND parents.*

**Respect other activities and priorities in students' lives.** *Avoid conflicts with their other commitments.*

**You CAN make a difference in the lives of others!!**

## **INSTRUCTOR PAYMENTS:**

**All instructor payments are MANDATORY direct deposit to your bank account. No negotiable checks are permitted.** Instructors receive a set percentage of the registration fee minus the administrative cost. Payments are processed according to the schedule below. All final payments (FP) are “processed” on the Wednesday following the last day of class.

## **WORKSHOPS:**

Processed the following week of class.

- **4 or 5 WEEK CLASS:** First Payment (1<sup>st</sup> P) and Final Payment (FP) are “processed” the 5<sup>th</sup> week.
- **6 or 7 WEEK CLASS:** (1<sup>st</sup> P) is “processed” the 4<sup>th</sup> week. (FP) is “processed” the 7<sup>th</sup> week.
- **8 or 9 WEEK CLASS:** (1<sup>st</sup> P) is “processed” the 4<sup>th</sup> week. (FP) is “processed” the 9<sup>th</sup> week.
- **10 or 11 WEEK CLASS:** (1<sup>st</sup> P) is “processed” the 6<sup>th</sup> week. (FP) is “processed” the 11<sup>th</sup> week.
- **12 WEEK CLASS:** (1<sup>st</sup> P) is “processed” the 6<sup>th</sup> week. (FP) is “processed” the 13<sup>th</sup> week.
- **15 WEEK CLASS:** (1<sup>st</sup> P) is “processed” the 8<sup>th</sup> week. (FP) is “processed” the 15<sup>th</sup> week.

**NOTE:** “Processed” means we prepare the appropriate paperwork and send it to the Finance Department for processing. It can take one to two weeks after “processing” before you actually receive your payment. If there is a discrepancy between what you are paid and what you think you should have received, contact city staff at (714) 536-5486.

If the payment is not to be made payable to the individual instructor, this should be communicated in writing to the supervisor.

EXAMPLE: Payment is made payable to a company.

## **FACILITIES:**

The Community Services Department will assure that all facilities are clean and ready for general use. In most cases city staff will set up tables and chairs as needed if a diagram is provided. With limited office assistance, staff may occasionally need assistance in preparing or taking down a room set-up. In addition, instructors should:

- **Arrive at the facility in plenty of time to set up your supplies prior to your class beginning.** If the facility is used by another group prior to your class, wait until that class concludes before entering the room.
- **Leave the facility clean and ready for the next class.** Supplies are available to clean tables, chairs, floors, or any other surface that may need to be cleaned after class. Several classes are offered in each room each day. Rooms should be left clean and ready for the next class.
- **Property secure the facility before leaving.** Turn off lights, air conditioner, fan, heater, etc., at the conclusion of class. Close and lock the doors before leaving.
- **Avoid storage of personal equipment/supplies.** Items stored must be approved by the facility supervisor, and personal items are the instructors' responsibility to clean and secure.
- **Sterilize all classroom supplies and equipment regularly.** This is recommended for all classroom equipment, and is especially important for infant/toddler classes.

*The City of Huntington Beach assumes no responsibility for lost, stolen, or damaged personal belongings.*

## **SANDS COMMUNITY SERVICES GUIDE:**

The quarterly SANDS Community Services Guide is available on-line at [www.hbsands.org](http://www.hbsands.org). Instructors are responsible for providing updated information for each instructional season by the due date. Class descriptions should be no more than 50 words and must be submitted in the proper format. Lengthy descriptions will be edited at the discretion of the Supervisor.

Key due dates and deadlines will be given to instructors at the beginning of the year. Failure to submit class information by the due dates may result in the absence of inclusion of your class in the SANDS.

Printed copies of the SANDS are distributed on a limited basis, so it is highly recommended that instructors develop a marketing strategy for classes and programs. Volunteers may be needed on a quarterly basis to assist with SANDS distribution.

## **CLASS PUBLICITY:**

Instructors are required to promote and market their programs through a variety of sources. Creation and distribution of flyers is the responsibility of each instructor for flyers distributed to city facilities.

## **CHANGE OF INSTRUCTOR OR INFORMATION:**

Notify the Community Services Department immediately of any change of instructor name, address, telephone number, or email. EACH INSTRUCTOR MUST RECEIVE A COPY OF THIS INSTRUCTIONAL CLASS PROGRAM HANDBOOK. ANY PERSON WORKING WITH MINORS MUST BE FINGERPRINTED. ANY NEW INSTRUCTORS MUST BE ON FILE WITH THE CITY OF HUNTINGTON BEACH COMMUNITY SERVICES DEPARTMENT.

## **CLASS REGISTRATION:**

The Community Services Department will be responsible for processing all registration for City of Huntington Beach instructional classes. This includes collecting program registration forms and payment, distributing class supply lists, issuing refunds, and other related administrative responsibilities. An instructor may never accept registration or fees from students, other than the pre-determined materials fee. Decisions regarding refunds and transfers will be made by the appropriate city staff.

## **CLASS ATTENDANCE AND ROLL SHEETS:**

Roll sheets with the names of students officially enrolled in the class will be given to each instructor. If a student's name is not included, please notify city staff. Any student who has not enrolled must complete a registration form, waiver, and remit payment before they will be allowed to participate in the class. **Please utilize class rosters or attendance sheets at each class meeting.** This is especially critical in the event of an emergency, outlined on page 7 of this handbook. Please refrain from asking for numerous rosters for the same class as additions can be made by hand until rosters are finalized. **Anyone interested in observing classes should be referred to the office, and identification will be required before entering the classroom.** Off-site teachers are responsible for verifying identification of visitors.

## **POSTPONEMENT OF CLASSES:**

If a class must be postponed, please notify the center as soon as possible so that all students may be contacted in a timely manner. Postponed classes will be added to the end of the session, and final payments are not "processed" until all classes have been conducted. If an instructor will not be able to teach a class due to illness, etc., the following procedure applies:

- Instructor may find an equally qualified, fingerprinted substitute instructor to teach the class at the prescribed time and place. Instructor shall notify the appropriate city staff of the instructor's name, qualifications, address, and telephone number.
- All instructor payments for substitutes shall be arranged between the substitute and instructor.
- If an appropriate substitute cannot be arranged, the class will be cancelled and added at the end of the session.
- Instructors are responsible to notify students of cancelled classes. In cases

- of illness or emergency, city staff may assist with this duty if requested.
- No class change, such as combining classes, changing dates, days or times, conducting a class in a location other than the center, etc. may be made without notifying the appropriate city staff.

### **CLASS DISMISSAL:**

It is important that you remain in your class area until all students have left the area. Instructors for youth classes should ensure that children leave with a responsible adult. At the conclusion of class, please turn off the lights and secure all doors.

### **MINIMUM ENROLLMENT:**

The instructor is responsible to contact city staff to obtain enrollment figures. If a class does not meet its minimum enrollment, the instructor can confer with city staff to determine if the class will be held. Classes with low enrollment are encouraged to hold the first class meeting to allow for additional enrollment.

***Classes not meeting minimum enrollment will be subject to review, and classes not meeting minimum enrollment for two sessions will be dropped from the schedule.***

### **CLASS PREPARATION:**

The students under your direction come to class to learn or secure a new skill. To fulfill their goals, it is important that each instructor is thoroughly prepared to teach the students who look to him/her for guidance. It is of utmost importance that each class session is well organized, productive, and of benefit to the students enrolled.

### **SUPPLIES:**

All classroom supplies will be provided by the instructor. If supplies are to be obtained by the student, the instructor must provide a supply list at the time the quarterly class information is submitted to city staff. If a materials fee is required, this information should be included within the class information. The materials fee is to be paid at the first class meeting directly to the instructor, with the intent to only cover the cost of class supplies. Materials or merchandise should not be sold in class without conferring with city staff and class time should not be spent in the sale of merchandise.

### **FINGERPRINTING:**

The City of Huntington Beach Community Services Department complies with the State of California law in spirit and intent by requiring independent contractors who have disciplinary or supervisory authority over minors to submit a set of fingerprints to the California Department of Justice. These fingerprints are used to do a background check to verify that the person has no criminal offenses that are designated per CA Educ. Code 10911.5. *Please be aware that this requirement applies to all instructors, assistants, substitutes, or volunteer involved in any program.*

## **REQUIREMENT TO REPORT:**

Section 11166 of the California Penal Code requires the City of Huntington Beach Community Services Department employees to report knowledge or reasonable suspicion of child abuse. If within the scope of your duties with the City, you know or reasonably suspect child abuse, please notify city staff immediately. City staff will take the steps necessary to assure that the City of Huntington Beach completes the reporting requirements.

## **GUIDELINES FOR CONTACT WITH CHILDREN:**

These guidelines are designed to protect the staff, instructors and participants in recreational programs.

1. Do not allow yourself to be alone with a child in an isolated location.
2. Lap sitting or frontal hugs are not appropriate (use shoulder to shoulder hugs).
3. Do not transport children in personal vehicles for any reason.
4. Do not exchange of personal contact information between children and instructors.
5. The "buddy system" should be used for all restroom breaks.
6. Participants should be accounted for at all times.
7. Bullying is not tolerated; no roughhousing, wrestling, or tickling.

Please report any concerns that you or your students may have to the appropriate City staff.

## **CUSTOMER SATISFACTION SURVEYS:**

Each session, staff will be asking you to assist with the distribution of Customer Satisfaction Surveys. These surveys will allow us to obtain information to further the mission of the City of Huntington Beach. Please be prepared to assist staff with this task in an effort to continually evaluate and respond to the changing needs of our community. In addition, staff will, from time to time, conduct phone surveys for instructional class programs. These surveys assist in gathering information to improve programs and services, and significant information will be shared with the instructor.

## **BUSINESS LICENSE:**

As an independent contractor / instructor for the city, please be aware that you are required to obtain a City of Huntington Beach business license for this activity.

## **RESPONSIBLE TO KNOW:**

It is the responsibility of all instructors to be familiar with the information contained in this handbook. This is especially true of the Emergency Plans for each center. If you are teaching at more than one location, we highly recommend that your first duty is to become familiar with the layout and evacuation routes for each of the facilities where you will be conducting classes.

## **WHAT TO DO IN THE EVENT OF AN EMERGENCY:**

In the event of an emergency call 9-1-1 immediately, and inform City Staff of the situation promptly. Any injury or incident, no matter how minor, is to be reported to City Staff. Staff must document all incidents and emergencies in writing, and instructors are responsible to assist in the completion of any necessary reporting paperwork related to these events.

## **DISASTER PREPAREDNESS — EVACUATION PLANS:**

In order to effectively manage in an emergency, it is necessary for each instructor to be aware of exactly who is in attendance during class each class session. The Community Center Staff will provide class rosters and/or attendance sheets at the beginning of each class session. It is your responsibility to have completed attendance records with you during class time. In the event of an emergency that requires an evacuation, the instructor will be prepared to account for each student using the current, daily attendance taken.

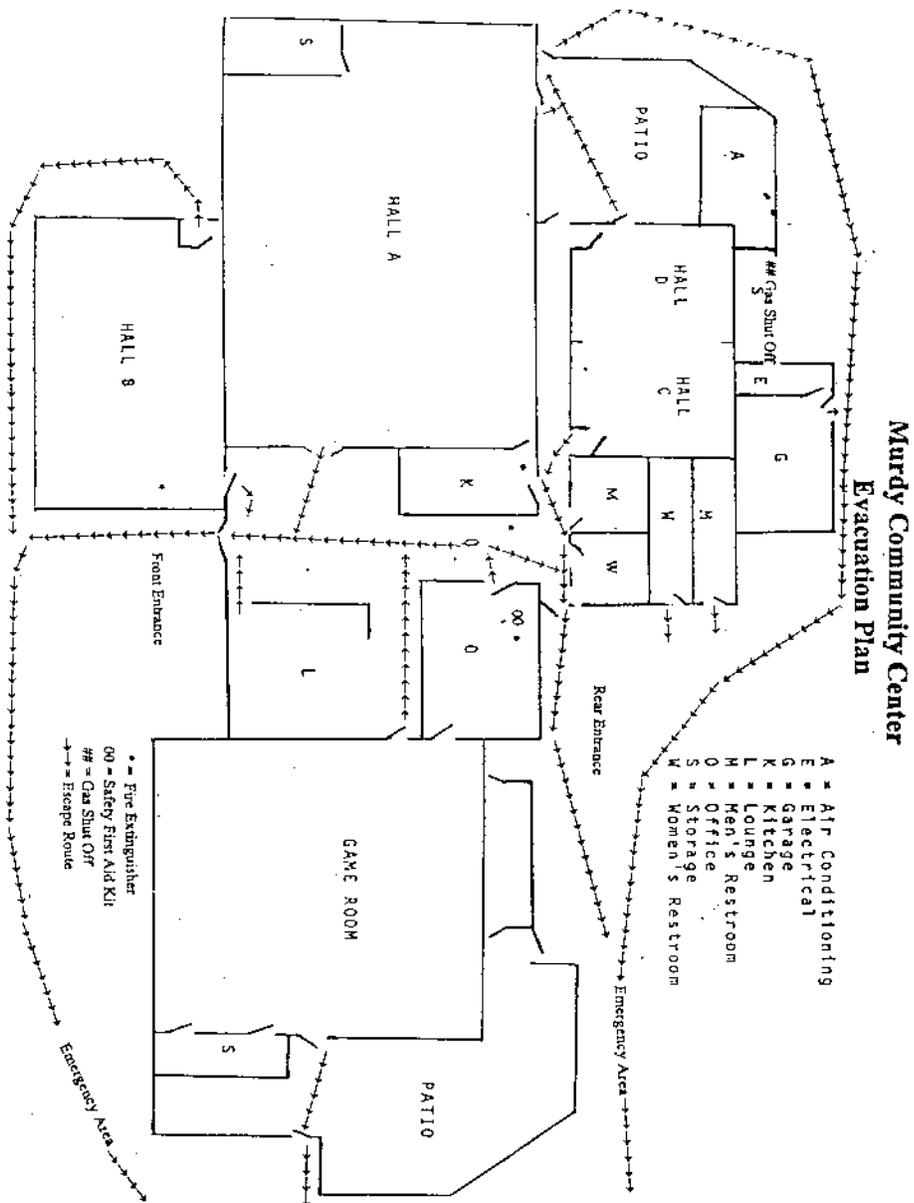
Pages 10-14 are copies of the community facility evacuation plans. If your program needs to evacuate the building, the **EMERGENCY AREA** located on the attached evacuation plans will be the meeting area for all staff, instructors and class participants. The Community Center staff on duty will meet all instructors and students in the Emergency Area to verify attendance and provide further instructions.

If you are conducting a class at a facility not included in this handbook, utilize the same emergency evacuation procedure. Evacuate the building through the nearest exit and assemble in the largest open area that is away from any hazards. Please notify the Community Services Department immediately, giving information about location of evacuees, along with the status of the class participants.

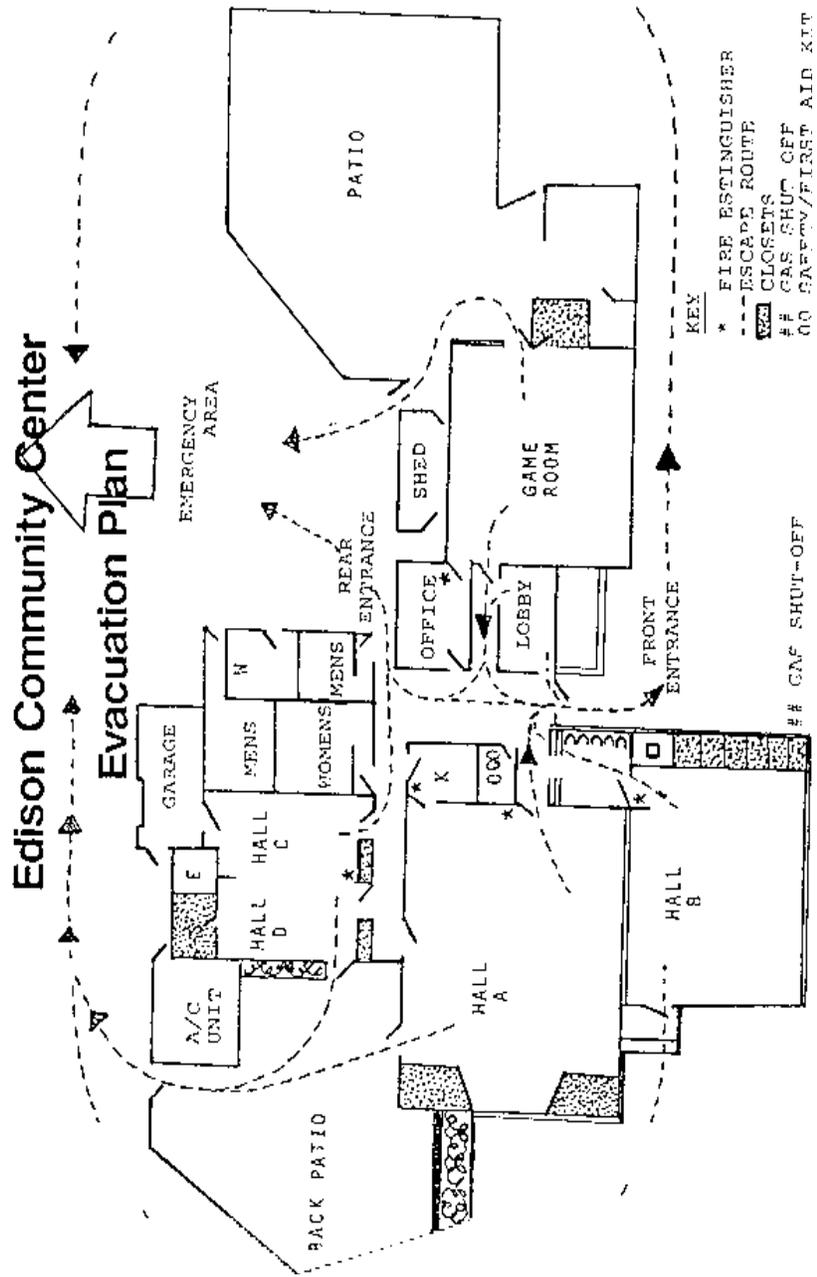
In the case of an earthquake, please direct students to:

- **DROP** to the ground (before the earthquake drops you!) take
- **COVER** by getting under a sturdy desk or table, and
- **HOLD ON** to it until the shaking stops

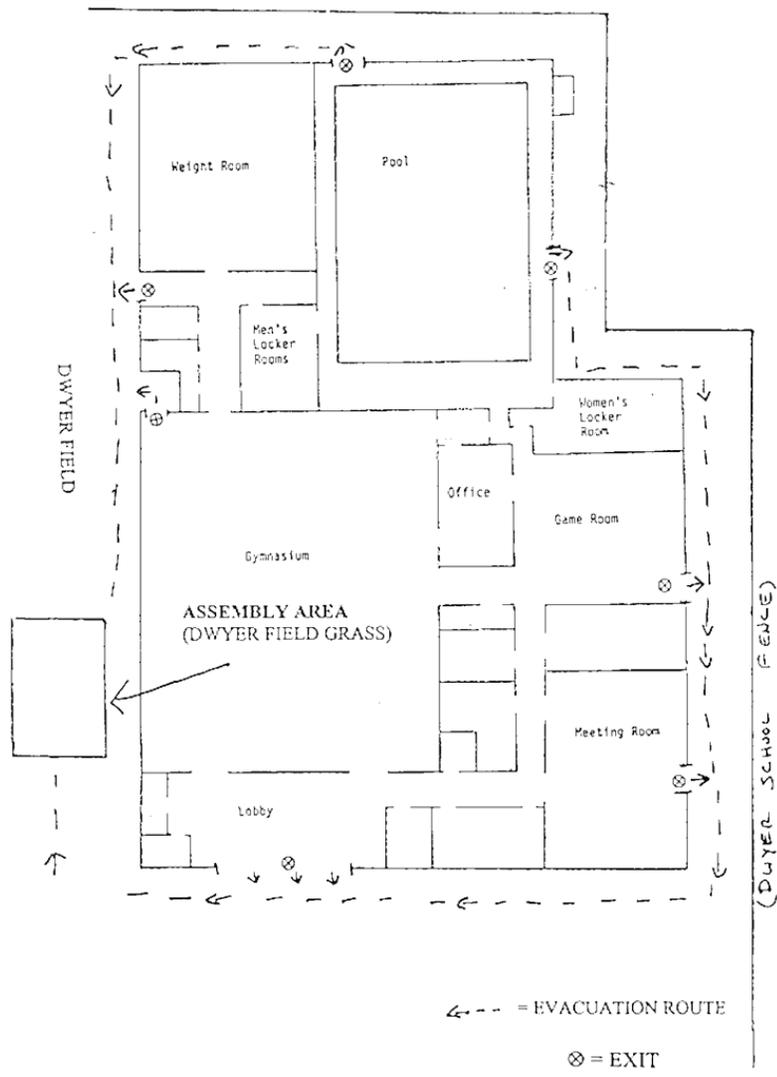
# MURDY COMMUNITY CENTER EVACUATION ROUTES



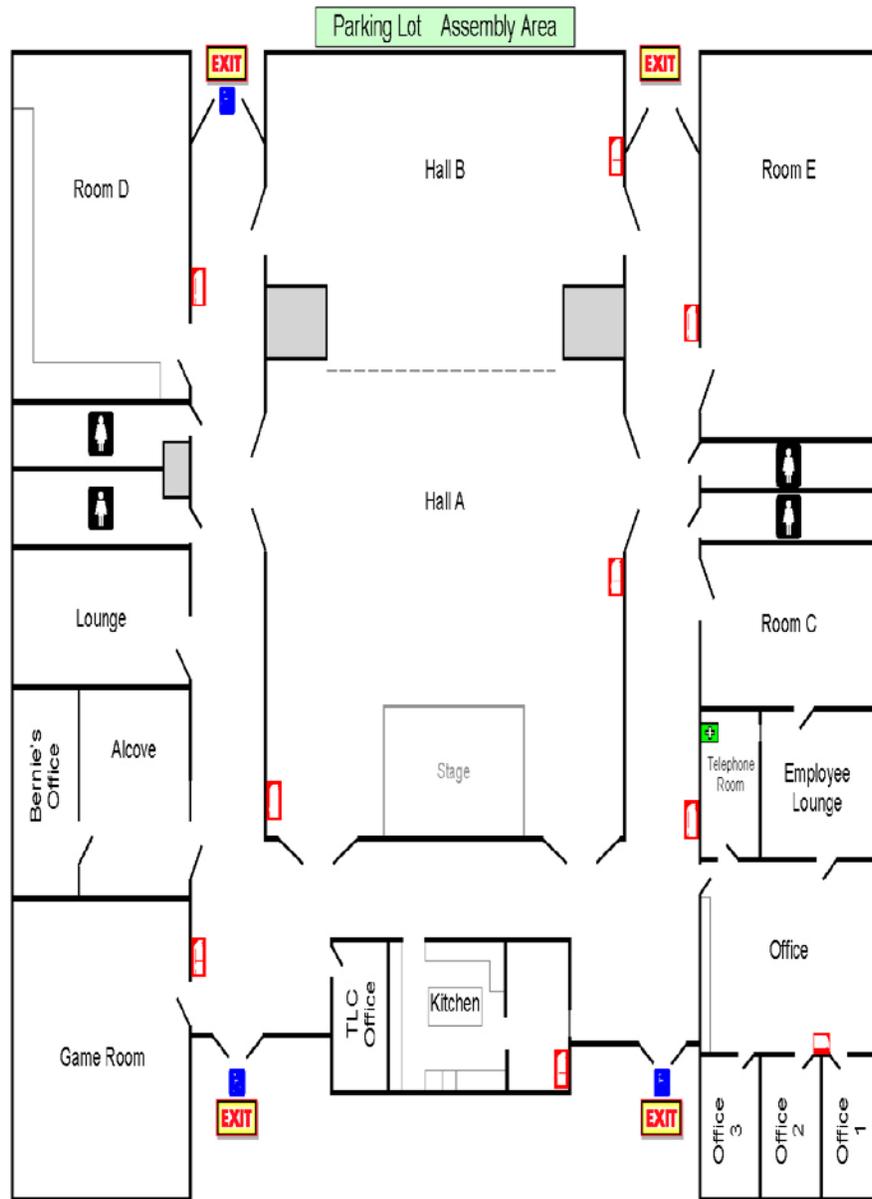
# EDISON COMMUNITY CENTER EVACUATION ROUTES



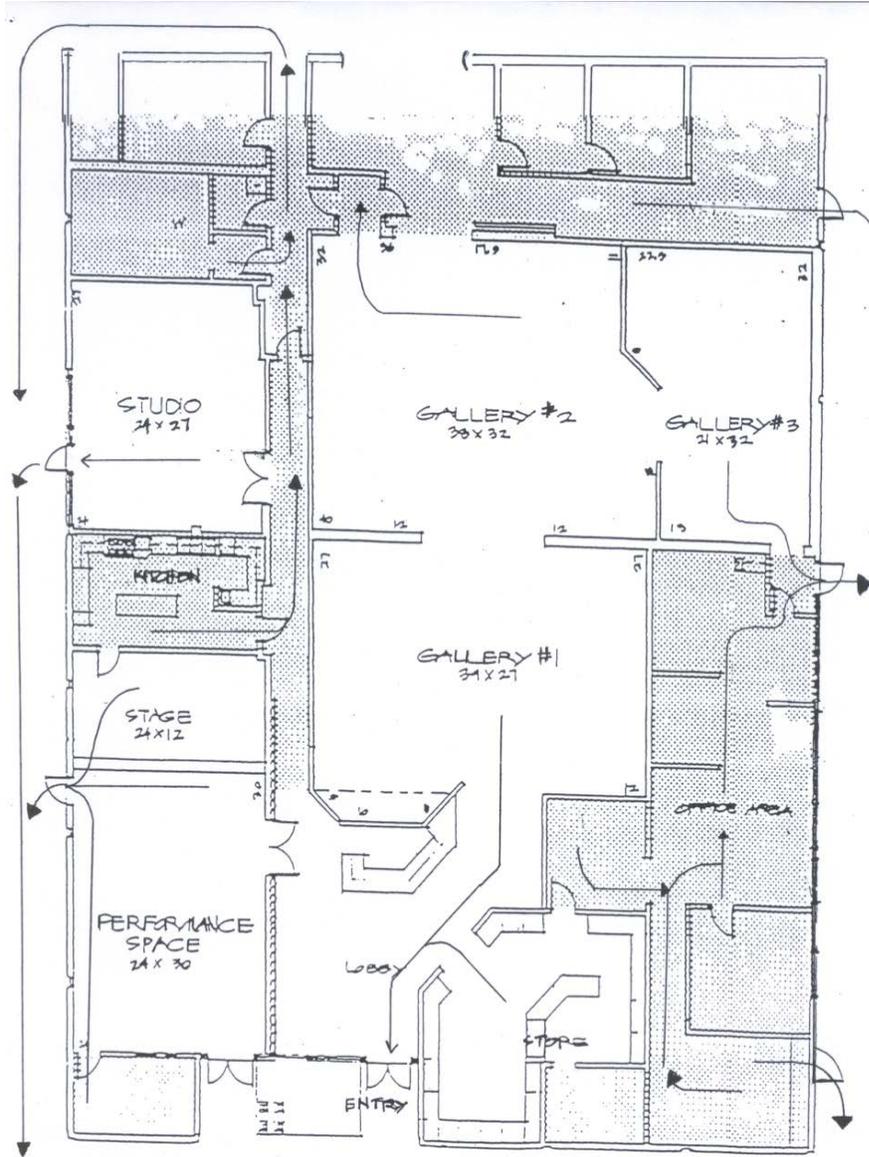
# CITY GYM & POOL EVACUATION ROUTES



# RODGERS SENIORS' CENTER EVACUATION ROUTES



# HUNTINGTON BEACH ART CENTER EVACUATION ROUTES



**CONTACTS:**

<p><b>Art Center:</b> 538 Main Street Huntington Beach, CA 92648 Phone: (714) 374-1650</p>	<p><b>Kate Hoffman</b> Sr. Supervisor Cultural Affairs E-mail: khoffman@surfcity-hb.org</p> <p><b>Charlene Gomez</b> Office Assistant E-mail: cgomez@surfcity-hb.org</p>
<p><b>City Gym and Pool:</b> 1600 Palm Avenue Huntington Beach, CA 92648 Phone: (714) 960-8884</p>	<p><b>Rob Frizzelle</b> Recreation Supervisor E-mail: rfrizzelle@surfcity-hb.org</p> <p><b>Erin Burke</b> Recreation Specialist E-mail: erin.burke@surfcity-hb.org</p>
<p><b>Edison Community Center:</b> 21377 Magnolia Avenue Huntington Beach, CA 92646 Phone: (714) 960-8870</p>	<p><b>John Valinsky</b> Recreation Supervisor E-mail: jvalinsky@surfcity-hb.org</p>
<p><b>Murdy Community Center:</b> 7000 Norma Drive Huntington Beach, CA 92647 Phone: (714) 960-8895</p>	<p><b>Kristin Martinez</b> Recreation Supervisor E-mail: kmartinez@surfcity-hb.org</p> <p><b>Kaci Thol</b> Recreation Specialist E-mail: kaci.thol@surfcity-hb.org</p>
<p><b>Rodgers Seniors' Center:</b> 1706 Orange Avenue Huntington Beach, CA 92648 Phone: (714) 536-9387</p>	<p><b>Randy Pesqueira</b> Sr. Supervisor Human Services Email: rpesqueira@surfcity-hb.org</p> <p><b>Chris Slama</b> Recreation Supervisor E-mail: cslama@surfcity-hb.org</p>