

AUBURN HILLS COMMUNITY CENTER



INSTRUCTOR'S MANUAL

**City of Auburn Hills
Community Center**
1827 N. Squirrel Rd.
Auburn Hills, MI 48326
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City of Auburn Hills

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WELCOME

The City of Auburn Hills Community Center offers a variety of classes, workshops, seminars and activities. We would like to thank you for your interest in contributing your knowledge and expertise to enrich the lives of others in this community. Your participation and involvement will compliment the diversity of our programming and contribute to the overall success of the programs.

AUBURN HILLS Community Center

Auburn Hills Parks & Recreation Mission Statement

The City of Auburn Hills Community Center serves as a focal point for community activities, programs and special events sponsored by the City. Designed for youth, senior citizens and everyone in between, the Community Center promotes healthy, active lifestyles for all, and provides a place for a host of programs and services for the Auburn Hills community.

Hours of Operation

The Auburn Hills Community Center is located at 1827 N. Squirrel Rd, within the City Campus. Operating hours for the Center are as follows:

Monday-Friday	8:00am-9:00pm
Saturday	10:00am-9:00pm
Sunday	CLOSED

Our administrative staff and the majority of our support staff are on duty Monday-Friday. On Saturdays, our building is staffed with one building supervisor, one front desk clerk, and one custodian. Special events throughout the year are staffed accordingly.

Department Services

The following services are available through the Community Center:

- Troubleshooting and basic room set-up (missing equipment, locked rooms)
- Information Center (field questions regarding class information when instructor is not available)
- Payroll (checks mailed directly to you)
- Marketing program through brochures, press releases, flyers and speaking appearances
- Participant registration, refunds, and other related administrative duties
- Providing instructor with class rosters/attendance sheets and evaluations

To assist the “on site” staff and help them perform more efficiently, please:

- Check in with the Front Desk Staff
- Pick up & drop off class rosters and attendance sheets
- Read all communications and fill out paperwork in a timely manner

Please Notify Us:

- When possible changes may occur (at least one week in advance)
- When you are ill and no substitute is available
- When your class will be out of the classroom or on a field assignment
- When there are any changes in the class

Your needs for supportive services should be discussed with your Program Coordinator. Materials should be reviewed together and completion dates mutually agreed upon. Whenever possible, instructors should be self-contained providing for their own clerical and material needs.

HOW TO BECOME AN INSTRUCTOR

Auburn Hills Parks and Recreation hires and/or contracts with instructors to teach a specific activity. In order to become an instructor for the City of Auburn Hills Parks and Recreation, a potential instructor must do the following:

- Submit a *Course Proposal Form* (see back of packet)
- Submit an *Instructor Profile Form* (see back of packet)
- Submit copies of all pertinent certificates and licenses relating to course
- Submit a copy of your Drivers License and successfully complete a Background Check form

All paperwork must be submitted to: Auburn Hills Community Center
1827 N. Squirrel Road
Auburn Hills, MI 48326

The Program Coordinator will review this information and meet with a potential instructor to discuss the course and all details. If the Coordinator decides to proceed with the course, the instructor will either be hired on as staff or sign an “Agreement for Instructional Services” contractor to become a “contract instructor”. The instructor may also be required to provide **Liability Insurance**. Your Program Coordinator can provide you with more information on this.

PROGRAM COORDINATOR

Your Program Coordinator is probably the person who either hired you or contracted with you. This person is your strongest link with the Department. Communicate with this person regarding teaching assignments, curriculum, material needs, evaluations, salary and any concerns you have. Each staff member has voicemail and email that can be used to leave messages.



INSTRUCTOR DUTIES AND RESPONSIBILITIES

Instructors are hired or contracted to teach a specific skill as related in the course proposal. The instructor must be able to demonstrate the necessary knowledge of classroom management, performance of skill, organization of materials, provide handouts when appropriate and past experience and training in area.

Prior to Class:

1. Instructors should provide the Program Coordinator with:
 - a) Handouts and/or student supply list
 - b) Special room setup and equipment needs
 - c) Substitute list (if applicable)
2. When appropriate, the instructor should participate in marketing the program. Note: All promotional material must be approved by your Program Coordinator prior to distribution.
3. Instructors should call their Program 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.*
4. Visit the classroom or site prior to the start of the class to meet site staff, location of emergency exits, restrooms, etc.

On Day of Class

1. Arrive in a timely manner and be ready for class/students 15 minutes prior to the start of class.
2. Participate in special set-ups (i.e. unique equipment and breakdown needs).
3. Clean facility prior to exiting.
4. Report any damage to facility or equipment to staff on duty
5. Immediately report any injuries (participant or instructor) to staff on duty.
6. **Take Attendance-** Check roster to ensure that all participants are properly registered for the class. Please send any student not on your report to the Front Desk Staff to register informing them of the registration procedures. Any participants who are on your roster, but not attending class please notify the Program Coordinator.
7. Distribute and collect course evaluations and turn in to Front Desk Staff.
8. All schedule changes must be reported to your Program Coordinator and approved in advance.
9. Arrange for a substitute in case you cannot make your scheduled class.
10. It is recommended that the instructor also:
 - a) Provide class with an introduction letter including goals and a brief personal history including training and experience.
 - b) Provide a syllabus including course introduction, course content and course objectives.

Equipment, Supplies and Care of City Property:

- Instructors are responsible for their own supplies. There are some general office supplies available. Please return all borrowed supplies, so that other instructors can use them. There is a TV/VCR, a stereo system, and hand weights available. Please coordinate the use of this equipment with your Program Coordinator or Front Desk Staff.
- Use of the photocopier is allowed for instructional material only. Instructors should allow enough time prior to class to utilize the copier.
- Instructors are expected to take prudent care of City of Auburn Hills property, including, but not limited to, special equipment to teach class (i.e. sound system) and the facility. *Please ensure that the equipment and /or facility is left in a usable condition for the next scheduled activity.*

Appearance:

- Cleanliness and neatness of appearance is required of all Community Center personnel. It is also expected of our instructors.

COURSE REGISTRATION INFORMATION

Participants must pre-register for all courses. Registration can be done in person at the Community Center or mail-in.

Payment must accompany all registrations (where fees are charged). Registrations will **NOT** be accepted without payment. Acceptable forms of payment include cash, check, Visa and MasterCard.

Registration deadlines are generally 5 working days prior to the first day of class.

Students that withdraw from a course before it begins will be charged a \$5.00 administrative fee. The instructor will not be compensated for students that withdraw prior to the class starting.

Students that withdraw from a course after it starts will follow the refund policy established by the Community Center.

In many cases, instructors are paid a percentage of the course revenue. Therefore, it is in YOUR best interest to be diligent in making sure that only registered students attend your class.



COURSE EVALUATION

Your Recreation Coordinator should discuss with you his/her policy and expectations for evaluation of your class and your instruction by your students. These evaluations should be an opportunity for feedback and can provide valuable information on program development. Generally, we recommend that each class be evaluated once per quarter.

The Course Evaluation Form can be found at the back of this packet. The Front Desk Staff will give you copies of this form prior to your last class. Please ask students to fill out and stress the importance of both positive and negative feedback.

STUDENT CONFIDENTIALITY

Information that identifies or relates to our students should be safeguarded as confidential. Your class roster contains the name and telephone number of students enrolled in your class. Such information is not to be distributed without prior approval and is for the use of the instructor only as it relates to the course.

Please do not allow anyone to look at your class roster and do not discuss your students performance with anyone who does not have a need to know without written authorization from the student or student's parent (if applicable).

ABSENCES, SUBSTITUTES & CLASS CANCELLATIONS

In most situations, if you are ill or unable to teach, your class will be canceled and either a make-up class will be scheduled (usually by extending your class at the end of the scheduled session) or the students will be credited for the class.

If your class can be taught by a substitute instructor (so as to not disrupt the schedule), be prepared by locating a substitute who will work for you. **It is your responsibility to arrange for substitutes for your class.** All substitutes must be approved by your Program Coordinator. Substitutes, who are not currently Independent Contractors with the City of Auburn Hills, must complete all the necessary forms before instructing.

If you are unable to hold your class for any reason you should:

- Notify your Program Coordinator or the main office at (248)370-9353
- Make arrangements with your substitute

In the event that it is not possible to arrange a substitute, it is important to notify the students of the canceled class. At such time, a list of students and their home phones become valuable. **It is your responsibility to notify students of class cancellations of this nature.**

For classes that are canceled due to weather, facility, or other concerns, Auburn Hills Community Center will notify the students.

INSTRUCTOR PAYMENT PROCEDURES

As a "Contract Instructor" you will be paid when all classes have been completed. You will need to submit a detailed invoice.

Auburn Hills Community Center processes paperwork for each instructor at the end of each class. This work is forwarded to the City's Finance Department who will cut the check and mail it directly to you (generally checks take approximately two weeks to get cut).

Your Program Coordinator will evaluate your qualifications and experience to help determine how much City will pay you for your services. Instructors will be paid in one of the following ways:

- Percentage of course revenue
- Flat fee
- Per class wage
- Hourly wage

The City of Auburn Hills will not withhold money for social security or federal income tax. Annual payments to the "Contract Instructor" from the City in excess of \$600 will be reported to the Internal Revenue Service. It is the contractor's responsibility to satisfy any taxes due by the contractor in an appropriate manner.

INCLEMENT WEATHER

In case of inclement weather, the Community Center has a hotline number you can call. Please contact the Auburn Hills Community Center at (248)364-6714. The Program Coordinator, Instructor, or Community Center Staff will call if class is going to be cancelled.

EMERGENCIES

Staff and instructors should use common sense first aid procedures in dealing with minor accidents. All accidents and emergencies should be reported immediately to “on site” staff. An Incident Report will then be filled out and turned in to the Program Coordinator.

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 an/or accident involving a staff member or participant.
- In the event of theft of City or personal property.

When calling 911, be prepared to provide the dispatcher with the following information:

1. Nature of problem or situation.
2. Location of facility (Auburn Hills Community Center address is 1827 N Squirrel Rd.)
3. What is currently being done about the problem or situation
4. Stay on line until dispatcher tells you to hang up.
5. Whenever possible, have someone meet the Fire/Police who can escort them to where they are needed.

An excellent precaution is to request any student with knowledge of health limitations to advise you privately of his/her situation, what can be expected, what must be done, and whom to notify, etc.

First aid equipment is located in the following locations:

- Front Desk
- Other facilities– discuss with the Program Coordinator

Fire Alarm:

- Lead your participants to the nearest exit.
- Direct participants to meet at the Tennis Courts located in front of the Community Center.
- 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

Bomb Threat:

- Clear the area in an orderly manner
- Use the same steps as in a fire alarm.
- Call 9-911 immediately
- Write down all communication between you and the person making the threat (if applicable)

Robbery:

- Do what the perpetrator asks, don't argue or aggravate them.
- Once the perpetrator has left, call 9-911
- As soon as possible, write a detailed description of the events and the individual(s).

Tornado:

- Lead your participants to the nearest shelter.
- Use class roster to account for participants
- Participants that are under 18 years are held in a safe area until parents are able to pick them up
- Remain in shelter until all clear has been issued

Medical Emergency:

- Locate a phone and call 9-911.
- Telephones are located at the Front Desk.
- For other facilities, please discuss with your Recreation Coordinator.
- Certified individuals should administer
- immediate first aid.

SAFETY

Instructors and staff are expected to have concern for the safety and well-being of their participants and themselves.

Demonstrate Your Concern for Safety:

- Adopt rules and procedures to prevent accidents.
- Communicate knowledge of risk to students and other instructors and staff.
- Communicate safe techniques. Instruct safety properly and in sequence.
- Be properly certified, and keep certifications current including CPR and First Aid training.
- Check for the safety of equipment. Keep work areas safe.
- Follow industrial and professional standards for safety, as well as City and State codes.
- Warn of impending danger.

Behave as a Prudent Risk Manager:

- Exhibit professional behavior at all times.
- Be well trained and current on all aspects of your teaching responsibilities.
- Be receptive to suggestions and responsive to complaints.
- Enforce rules and regulations.
- Be “liability conscious”. Inspect regularly and examine critically.
- Inform your Program Coordinator of any safety concerns or violations.
- Have a clear idea of how you will institute emergency procedures, should they be needed. Where appropriate, practice emergency procedures. Exercise good judgment. Consider implications of leaving assigned post unattended, overloading classes, mainstreaming students before sufficient skills are learned, etc.
- Keep accurate records and complete appropriate forms.
- Review emergency and safety procedures.
- When an accident occurs, be ready to assist if necessary.

Remember, You Are Not Alone:

- Assigned “on site” staff should be your partner in managing any emergency situation.
- Your Program Coordinator will work with you to correct unsafe situations and can advise you and assist you further with special emergency procedures.
- Your Program Coordinator and “on site” staff should be your partners in creating and maintaining a safe working and learning environment. Make safety a high priority in the program planning and implementation you do with others.

POLICIES AND PROCEDURES

Smoking:

Smoking is prohibited inside the Auburn Hills Community Center. The designated smoking area is located on the east side of Community Center patio.

Promotional Materials:

All promotional materials (flyers, banners, etc.) must be approved by your Recreation Coordinator before they can be displayed or distributed.

Guests:

Only registered participants, instructors, and Auburn Hills Parks and Recreation staff are allowed to participate during class time. Substitute instructors may be in the class to familiarize themselves with the students and class routine. Non-participants are not allowed in the class during class time.





Auburn Hills Parks & Recreation Program Evaluation



Please take a few moments of your time to complete this survey and return it to the address listed below. We read each one of these and your comments will help us provide you quality programs and activities. We hope that you will continue to participate in the many opportunities available through the City of Auburn Hills Recreation Department.

Name of Program _____	Instructor's Name _____
Location _____	Season/Year _____
Time of Program _____	

1. **Recreation Department**
- | | | | | |
|----------------------|-----------------|------------|------------|------------|
| Registration Process | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Communication | Excellent _____ | Good _____ | Fair _____ | Poor _____ |

Comments: _____

2. **Instructor:**
- | | | | | |
|--------------------------|-----------------|------------|------------|------------|
| Overall | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Enthusiasm | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Qualifications | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Knowledge of Subject | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Communication Initiative | Excellent _____ | Good _____ | Fair _____ | Poor _____ |

Comments: _____

3. **Class:**
- | | | | | |
|---------------------|-----------------|------------|------------|------------|
| Size of Class | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Length of Class | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Location | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Fee | Excellent _____ | Good _____ | Fair _____ | Poor _____ |
| Day & Time of Class | Excellent _____ | Good _____ | Fair _____ | Poor _____ |

Comments: _____

4. Would you recommend this program to someone? Yes _____ No _____

Comments: _____

5. How did you find out about the class?
 Flyer _____ Quarterly Auburn Hills Review _____ Word of Mouth _____ Other _____

6. Please list the personal benefits you or your child received by participating in this program?

7. Do you have any suggestions for improvement or general comments?



AUBURN HILLS COMMUNITY CENTER



INSTRUCTOR PROFILE

Name: _____
 Mailing Address: _____
 City: _____ State: _____ Zip: _____
 Day Phone: (____) _____ Eve Phone: (____) _____
 Email: _____

****You may use an additional sheet or make copies of this form if necessary****

List all CERTIFICATIONS/LICENSES that you hold related to your Course Proposal (please attach copies)

Title	Issue Date	Expiration Date	Brief Description

List your EXPERIENCE related to your Course Proposal beginning with the most recent

Dates	Course	Location	Pay Rate

List your REFERENCES related to your Course Proposal

Name	Position	Organization	Phone
			()
			()
			()

List any additional CERTIFICATIONS/LICENSES that you hold

Title	Issued Date	Expiration Date	Brief Description

Emergency Contacts (who we should contact in case something happens to you).

Name	Phone	Relationship
	()	
	()	
	()	



AUBURN HILLS COMMUNITY CENTER

COURSE PROPOSAL FORM



Please complete this Course Proposal Form and submit it to the appropriate Program Coordinator.
Please note that the information listed on this form is tentative and subject to review.

Title of Course: _____

Instructor Name: _____

Course Description: _____

Length of Course _____ hours X _____ days

Target Population (check all that apply):

- | | | |
|--|---|--|
| <input type="checkbox"/> Toddler (2– 4 yrs.) | <input type="checkbox"/> Pre–School (4– 6 yrs.) | <input type="checkbox"/> Elementary Age (7– 12 yrs.) |
| <input type="checkbox"/> Teens (13– 17 yrs.) | <input type="checkbox"/> Adults (18+) | <input type="checkbox"/> Seniors (55+) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Male | <input type="checkbox"/> Female |

Desired Day of Week (check all that apply):

- | | | |
|-----------------------------------|----------------------------------|------------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Tuesday | <input type="checkbox"/> Wednesday |
| <input type="checkbox"/> Thursday | <input type="checkbox"/> Friday | <input type="checkbox"/> Saturday |

Desired Time of Day: _____ am pm

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

Proposed Course Fee: \$ _____ per Student

*Note that this is negotiable and that you as the instructor will be paid a portion of this fee that is mutually agreed upon with the Program Coordinator.

Equipment//Supplies: _____

Space Requirements: _____

Add'l Information: _____

