

CONTRACTED INSTRUCTOR HANDBOOK



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WELCOME

Community Services believes in making life better in Gwinnett, and continuously welcomes professionals and volunteers from all backgrounds to help do just that by pursuing their passion and enriching lives. From aquatics, camps, education, recreation, sports, wellness, and everything in between, instructors can teach a variety of engaging and valuable programs benefitting patrons of all ages and abilities.

Benefits

Community Services not only supports instructors' interests and availability, but also:

- Provides a variety of rooms at facilities located throughout the county
- Uses a mobile-friendly [online registration](#) system so participants can register anytime and anywhere
 - Assists participants with registration
 - Shares registration rosters
 - Provides refunds per established guidelines
 - Surveys program participants
- Promotes programs through digital and print platforms, reaching new and returning viewers every day
- Completes contracted instructor evaluations after each program period
- Maintains clean and safe facilities

Process

1. Programming & Availability

Begin by simply calling the desired location. During this conversation, the specialist/supervisor will discuss programming and availability, as well as general expectations. Community Services endeavors to provide appropriate and beneficial programs that align with its mission, vision, and values, and may not approve programs that prevent a safe and successful experience, including, but not limited to:

- Already offered and meet demand
- Create unreasonable health and safety risks
- Promote inappropriate or offensive behavior and content, such as alcohol, drugs and paraphernalia, tobacco and vape products, gambling, sexual explicitness, and violence

While Community Services supports and promotes programs, it doesn't guarantee registrations. Instructors shouldn't depend upon programs for full-time income. Programs may reschedule or cancel (five participants minimum required).

2. Contracted Instructor Program Proposal Form

Submit the contracted instructor program proposal form to the specialist/supervisor for approval. List contact, program, and reference information, and attach a resume with relevant experience.

3. Contracted Instructor Agreement & Consent Forms

After approval, submit the contracted instructor agreement and consent forms. Instructors who volunteer and choose not to receive compensation must indicate 0 percent on the contracted instructor.

Instructors and any employees/subcontractors must submit individual consent forms and pass background checks annually. Consent forms must be answered completely, including the felony/misdemeanor and traffic citation questions, regardless of current or prior status with the county. Failure to disclose any felony/misdemeanor conviction or no contest/guilty plea, including prior and dropped/expunged charges that continue to appear on record will be considered an omission of information and the background check will be denied.

After approval and an acceptable background check, instructors and any employees/subcontractors become independent contractors, not Gwinnett employees or agents and not eligible to receive or participate in any medical or workers' compensation insurance, retirement, pension or similar benefit or plan. Instructors must adhere to all state and federal income tax laws and provide and maintain all required insurance.

COMPENSATION

Get Paid!

Instructors establish their own program fees. Community Services pays a percentage of the program fees based on registered participants (not total attendance) and the program type:

- Camp (70 percent): program offered daily during school breaks (four-hour minimum)
- Program (60 percent): activity offered any number of times/weeks (six-week sessions preferred)
- Workshop (70 percent): academic-based program offered one to three times (one-hour minimum)

After two acceptable evaluations and every two years of continuous service, instructors may request a 5 percent increase up to 70 percent maximum. A Community Services Deputy Department Director or Department Director must approve any exceptions.

Register as a Vendor

Prior to submitting invoices, approved instructors must complete the online [vendor registration](#) for invoice processing. Online vendor registration information must match future invoice information. The link includes vendor login/registration and direct deposit instructions. For more information and questions, call Purchasing at 770.822.8720.

Submit an Invoice

At the end of the program period, instructors must email their invoices to Disbursements@GwinnettCounty.com and copy specialists/supervisors. The invoice information must match the online vendor information and list:

- Name/company
- Vendor number
- Address and phone number
- Invoice number (must be unique for each invoice)
- Invoice date
- Program name/description
- Online code
- Program dates
- Registered participants
- Program fee
- Instructor percentage rate (from the contracted instructor agreement)
- Subtotal (per program)
- Total

Purchasing will issue a direct deposit within 30 days of the approved invoice date. Incorrect invoices will result in instructors resubmitting corrected invoices and delayed payments.



COLLABORATION

Community Services endeavors to provide a healthy, positive, safe, and successful experience for everyone and expects staff and instructors to work together to follow these guidelines, as well as federal, state, and local regulations, ordinances, and rules as applicable. Staff and instructors should maintain a collaborative relationship, communicating efficiently and promptly with each other.

Preparation

Community Services encourages instructors to:

- Develop and prepare content/curriculum beforehand
- Arrive at least 15 minutes early for setup
- Begin and end program on time (remain courteous of preceding and following scheduled programs)
- Remain with their participants during the program and avoid conducting any personal business
- Ensure minors leave with their parents/legal guardians or other authorized individuals

Supplies

Instructors must provide all necessary copies and supplies. Instructors who require additional supply fees or participants to obtain their own materials must indicate that on the contracted instructor program proposal form and in the program description. Instructors must collect the additional supply fees directly from participants during the program period (Community Services doesn't assume responsibility for any supply fees not collected from participants).

Attendance

Community Services requires five participants minimum and will cancel programs that don't meet this requirement three days in advance, notifying and refunding registered participants as applicable.

Staff will share participant registration rosters with instructors as applicable. Instructors should take attendance each meeting. Attendees not listed on the roster may not participate until they register with staff. Instructors must not share participant information.

COVID-19 Response

Community Services continuously monitors COVID-19 developments and follows executive orders, as well as limits facility amenities, conducts periodic sanitization procedures, maintains appropriate signage, and provides hand sanitizer stations. Instructors must notify the specialist/supervisor immediately of any COVID-19 exposure/diagnosis and must follow the most current executive orders, including, but not limited to:

- Limit participants to allow social distancing
- Wear and encourage participants to wear masks that cover the nose and mouth
- Avoid sharing materials
- Wash hands often with soap and water for at least 20 seconds, or use hand sanitizer with at least 60 percent alcohol
- Obtain disinfectant to clean personal supplies at the end of the program
- Be aware of personal COVID-19 symptoms and don't enter the facility if sick

Marketing

Community Services promotes programs through digital and print platforms, including a mobile-friendly [online registration](#) system; however, it doesn't guarantee registration and encourages instructors to promote their programs independently.

Instructors may request Community Services to create flyers using county templates and best practices, or they may request approval to display their own flyers that follow the instructor/partner flyer guidelines. Instructors may also request that Community Services obtain the Gwinnett County Public Schools Board of Education stamp to distribute flyers to the schools that promote programs targeted for ages 18 and younger. Instructors should follow the instructor/partner flyer timelines and must assume responsibility for copies and distribution.

Disclaimer

Community Services reserves the right to photograph and video activities and facilities for promotional services.

Cancellation

Instructors who must cancel a program day or session due to illness or emergencies must notify the specialist/supervisor as soon as possible. Instructors and the specialist/supervisor can either reschedule the missed days or cancel the program. Staff will contact registered participants to reschedule or issue refunds as applicable.

Closure

Inclement weather or other unforeseen circumstances may make it necessary to close facilities. Closure due to inclement weather shouldn't be assumed. In the event of delayed openings or facility closures, staff will notify instructors as soon as possible. Instructors may also visit GwinnettCounty.com for emergency closure updates.

Facilities

Community Services appreciates instructors' assistance in helping maintain clean and operational facilities:

- Return tables and chairs to the original setup
- Erase used whiteboards
- Retract used projector screens
- Dispose of trash in the appropriate receptacle
- Take any personal supplies (storage unavailable)
- Turn off used electronics and lights
- Close doors and windows
- Report damage, spills, and maintenance issues to staff immediately

Conduct

Community Services strives to provide a welcoming and collaborative space for all ages and abilities. Although instructors aren't employees, they do represent the county and should appear and behave professionally, and treat participants and staff with fairness and respect. Instructors should help prevent and report prohibited behavior to staff immediately:

- Horseplay (cartwheels, pushing, and running)
- Bullying (exclusion, intimidation, gestures, and jokes)
- Discrimination (age, disability, ethnicity, nationality, race, religion, and sexual orientation)
- Harassment (physical, sexual, and verbal)
- Violence (abusive, offensive, and threatening)
- Intoxication and smoking (alcohol, drugs, tobacco, and vape products)
- Property damage (of instructors, facilities, or other participants)

Safety

Accidents/Incidents

Community Services provides and regularly inspects first aid kits, automatic external defibrillators, and fire extinguishers. The specialist/supervisor will inform instructors on emergency evacuation plans as applicable. Instructors should respond to emergencies appropriately and seek assistance from staff, reporting any accidents/incidents to staff as soon as possible and may need to provide information for internal reports.

Suspected Abuse

As mandated reporters, staff must report suspected at-risk adult and child abuse and neglect within 24 hours. Instructors should notify staff of any suspected abuse as soon as possible and may need to provide information for internal reports.

- [Department of Human Services Division of Family and Children Services](#): 1.855.GACHILD
- [Department of Human Services Division of Aging Services](#): 1.866.55AGING



CONTRACTED INSTRUCTOR PROGRAM PROPOSAL FORM

Complete the entire form using one form per program, and attach a resume listing relevant experience and qualifications.

Name: _____ Phone: _____

Email: _____ Receive registration email notifications: Yes No

Program Information

- New Continued (references not necessary)
- Camp: program offered daily during school breaks (four-hour minimum)
- Program: activity offered any number of times/weeks (six-week sessions preferred)
- Workshop: academic-based program offered one to three times (one-hour minimum)

Reason offering: _____

Title/level: _____ Location: _____
Limit to 25 characters and spaces. Don't include age, gender, or location.

Day: _____ Date: _____ Time: _____

Age minimum: _____ Age maximum: _____ Estimated participants: _____
Five participants minimum required.

Program Fee: _____ Additional fee: _____ Estimated revenue: _____
Instructor collects. Multiply estimated participants and fee.

Description:

Professional References

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Internal Use

Date received: _____

Specialist/supervisor: _____ Date: _____

Manager/coordinator: _____ Date: _____

Approved: Yes No Comments: _____



CONTRACTED INSTRUCTOR AGREEMENT

This agreement is valid January 1 or anytime thereafter until December 31 of the same year and must be resubmitted annually.

THIS AGREEMENT is made and entered into this _____ day of _____, 20_____ by _____ (hereinafter "Contracted Instructor").

CONTRACTED INSTRUCTOR HEREBY ACKNOWLEDGES THE FOLLOWING:

- RELATIONSHIP WITH GWINNETT COUNTY:** Contracted Instructor and its assistants, employees, agents and subcontractors are not employees or agents of Gwinnett County. Contracted Instructor, its employees and subcontractors are not eligible to receive or participate in any medical or workers' compensation insurance, retirement, pension, or similar benefit or plan offered by or through Gwinnett County. Contracted Instructor shall provide the services described herein solely as an independent contractor. Providing subcontractors in no way relieves the Contracted Instructor from performing under this agreement and the agreement cannot be assigned without the prior approval of Gwinnett County.

Further, Contracted Instructor shall provide Gwinnett County with names of all employees/subcontractors participating in the service and Gwinnett County retains the right to reject any employee/subcontractor for any lawful reason.

CONTRACTED INSTRUCTOR EMPLOYEES/SUBCONTRACTORS:

Name: _____	Name: _____
Name: _____	Name: _____
Name: _____	Name: _____

- COMPENSATION:** Contracted Instructor shall be paid solely based upon the rate(s) listed below for services provided under this Agreement. Contracted Instructor shall not receive a salary or otherwise be entitled to overtime for such services. CONTRACTED INSTRUCTOR IS SOLELY RESPONSIBLE FOR HIS/HER OWN SOCIAL SECURITY AND ALL OTHER FEDERAL AND STATE TAXES. GWINNETT COUNTY WILL NOT WITHHOLD ANY FEDERAL OR STATE TAXES FROM ITS PAYMENT FOR SERVICES TO CONTRACTED INSTRUCTOR.

- RATE AND METHOD OF PAYMENT:** Contracted Instructor shall submit an invoice via email to Disbursements@GwinnettCounty.com for services rendered, listing name, address, invoice number, date, program description, and total due. Upon receipt and approval of the invoice, Gwinnett County shall pay for such services according to the following rate(s):

\$_____ flat rate per event/session OR;
 _____ percent per session (based on length of service shown below)

All new Contracted Instructors begin at 60 percent paid (or 70 percent for camp/workshops). Workshops are instructional/academic in-depth sessions of one hour or more for one to three sessions. Contracted Instructors are eligible (at their request) for a 5 percent increase in percentage paid up to a maximum of 70 percent after each two years of continuous service and two acceptable evaluations. Any exceptions must be approved by the Deputy Department Director or Department Director.

4. **TERM:**

- a) This Agreement must be completed annually and is not automatically renewable.
- b) This Agreement is subject to termination at Gwinnett County's discretion.
- c) The Contracted Instructor's services may be terminated by either party for any reason whatsoever. In order for each party to make arrangements for alternative scheduling in the event services are terminated, notice of termination of services shall be provided in writing to the other party at least thirty days prior to the date services will be terminated, subject to subparagraph d) below.
- d) Gwinnett County may cancel services immediately, without any prior notice if, **in its sole discretion**, it determines that such services are or may be provided in a manner that is unsatisfactory to Gwinnett County or its programs.
- e) If the Contracted Instructor fails to provide at least thirty days written notice of its intention to cancel its services, Gwinnett County shall pay for all work actually performed as of the date notice was received minus a 30 percent inconvenience penalty.

5. **SERVICES:** Contracted Instructor and its subcontractor shall provide the following services to Gwinnett County:

Service: _____
 Location: _____
 Dates: _____
 Description: _____

6. **INSURANCE:** Contracted Instructor shall be solely responsible for providing and maintaining all requisite insurance coverage for itself and its employees/subcontractors, including but not limited to, automobile, liability, and workers' compensation.

7. **INDEMNITY:** Contracted Instructor and its assistants, employees, agents, and subcontractors are not employees or agents of Gwinnett County. Contractor shall indemnify and hold harmless Gwinnett County Government, its elected officials, officers, agents and employees from any and all claims, demands, causes of action, decrees or judgments for injury, death or damage to person or property, loss damage, and liability (including costs, expenses, and attorney's fees incurred in defending any claim, demand, or cause of action) occasioned by, growing out of, or arising or resulting from (1) the performance of any service required herein to be performed by the Contracted Instructor, or (2) any act or omission on the part of the Contracted Instructor or assistant(s) of the Contracted Instructor.

8. **NOTICE:** All notices required to be provided under this Agreement shall be delivered to:

GWINNETT COUNTY
 Department of Community Services
 75 Langley Drive
 Lawrenceville, GA 30046-6935

CONTRACTED INSTRUCTOR
 Name: _____
 Address: _____
 City, state, and zip code: _____
 Phone: _____
 Email: _____

ACKNOWLEDGMENT: I HEREBY ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THIS AGREEMENT. IT IS MY INTENTION TO ENTER INTO AN INDEPENDENT CONTRACTOR RELATIONSHIP WITH GWINNETT COUNTY DEPARTMENT OF COMMUNITY SERVICES AND TO PROVIDE SPECIFIC ENUMERATED SERVICES ON THIS BASIS. I ASSUME SOLE RESPONSIBILITY FOR FILING AND PAYING ALL SOCIAL SECURITY AND FEDERAL AND STATE TAXES. I HOLD HARMLESS GWINNETT COUNTY, ITS ELECTED OFFICIALS, OFFICERS, AGENTS, AND EMPLOYEES FROM ANY AND ALL CLAIMS RESULTING FROM MY SERVICES. BY MY SIGNATURE BELOW, I ACCEPT THE TERMS OF THIS ACKNOWLEDGMENT UNCONDITIONALLY.

 CONTRACTED INSTRUCTOR SIGNATURE

 TAX ID NUMBER

 PRINTED NAME

 SOCIAL SECURITY NUMBER



CONTRACTED INSTRUCTOR PROGRAM EVALUATION FORM

Specialists/supervisors should complete the entire form after every program period.

Instructor: _____ Specialist/supervisor: _____

Program: _____ Program period: _____

Registered participants: _____ Average attendance: _____

Expected return participants: _____ Number of instructors: _____

Observation	Needs Improvement	Meets Expectations	Exceeds Expectations
Provided first-day orientation to participants/guardians			
Followed professional and ethical standards			
Maintained appropriate appearance and behavior			
Demonstrated strong knowledge of program and goals			
Had high behavior, learning, and participation expectations			
Promoted an enjoyable, positive, and safe environment			
Used clear and friendly communication with participants/guardians			
Interacted positively with participants/guardians			
Recognized and praised participants for positive contributions			
Accepted feedback and communicated concerns with participants			
Recognized and used opportunities for teachable moments			
Participants understood the program			
Participants demonstrated respect and appreciation for program			

Provide any observation comments.



**CONTRACTED INSTRUCTOR
PROGRAM EVALUATION FORM**

Describe how Community Services and/or the instructor promoted the program.

Describe any complaints and dissatisfaction participants/guardians expressed.

Describe if participants had any issues with registration.

Describe any problems that need to be addressed.

Describe if the facility could better meet the instructor's needs.

Describe if the instructor wouldn't suggest the facility to others.

Describe if staff didn't respond to any issues during the program period.

Instructor: _____

Date: _____

Specialist/supervisor: _____

Date: _____

INSTRUCTOR/PARTNER BRANDING GUIDELINES

Thank you for helping to offer high quality programming for our patrons. Approved programs will be listed in our mobile, online registration system and may be included in other marketing materials, as space permits. The Department of Community Services (DoCS) encourages instructors to create, print, and distribute their own flyers. Marketing materials for DoCS programs displayed at our facilities or distributed to the Board of Education must comply with the County's branding guidelines. DoCS wants your materials to be effective and reserves the right to edit instructor-created flyers for branding compliance and best practices.

INSTRUCTORS/PARTNERS MAY:

- Request a DoCS-created flyer from the site supervisor at least *three weeks in advance*

OR

- Submit their own flyer for approval by emailing the site supervisor the original electronic file (Microsoft Word/Publisher or program of your choice.) *two weeks in advance* following the recommendations and requirements below:

Best Practice Recommendations:

- Program titles should be the most prominent element; graphics/images should be secondary
 - Limit words; use brief enticing text that is easy to read and understand
 - Avoid redundant or unnecessary information (year, state, or zip code)
 - Limit the use of varied font treatments (multiple fonts, uppercase, bold, italics, or colors)
 - Use correct grammar and punctuation; avoid multiple exclamation points
- Request Board of Education distribution approval on flyers targeted to ages 18 and younger at least *four weeks in advance*. DoCS will facilitate the approval process. Upon approval, instructors/partners may distribute the flyers.

BRANDING REQUIREMENTS:

- **DoCS Affiliation** – Include, "A program of ..." the division you are associated with at the flyer top or bottom
Volunteer Gwinnett Gwinnett Parks & Recreation (*use with Gwinnett Environmental & Heritage Center*)
UGA Extension Gwinnett Gwinnett Health & Human Services Gwinnett Animal Welfare & Enforcement
- **Font** – Use Roboto or Arial for body font; specialty fonts may only be used for program titles. Do not outline the text, it needs to remain editable
- **Dates** – Spell out months (January) and do not use ordinal indicators such as "th", "rd", or "nd"
- **Time** – Format time without spaces or periods (7:00am or 7:00pm)
 - Use "to" or an en dash [CTRL and numeric pad minus] for time ranges, such as 10:00am to 2:00pm or 10:00am – 2:00pm
 - Use noon instead of 12:00pm
- **Phone Numbers** – Use periods instead of hyphens (555.555.5555)
- **Facility Names** – Use the full facility name (Bogan Park Community Recreation Center, OneStop Buford, or Dacula Park Activity Building) and spell out street names (Avenue, Boulevard, Road, or Street)
- **Contact Information** – Include only the DoCS division website to direct to DoCS registration. A few organizations have special permission to manage their own registrations; those websites may be included
- **Division Website** – Format the division with which you are associated as shown below:
GwinnettAnimalWelfare.com GwinnettEHC.com GwinnettHumanServices.com
GwinnettExtension.com GwinnettParks.com VolunteerGwinnett.net
- **Logos** – Only use approved professional logos of national organizations you are associated with and use them appropriately. DoCS will not assume liability or responsibility for any trademark infringement. Use of the Gwinnett logo is not permitted
- **Photos** – Only use royalty-free, high-resolution photos and use them appropriately. Do not use clipart. DoCS will not assume liability or responsibility for any copyright infringement