



Contract Class

INSTRUCTOR HANDBOOK

City of Newport Beach
Recreation & Senior Services Department



newportbeachca.gov/instructors



949-644-3151



newportinstructor@newportbeachca.gov

Table of Contents



Overview Partnership, contract	03
Contact Us Staff information, staffed community centers	04
City Policies + Procedures Emergencies, holidays, parking, code of conduct, discrimination	06
City Responsibilities Registration, production calendar	08
Contractor Responsibilities Communication, program management, supplies	09
Shared Responsibilities Proposal process, facilities, cancellations, marketing	12
Contractor Requirements Insurance, fingerprinting, business license	15
City Facilities Unstaffed buildings, parks	17
Resources Forms, handouts, QR codes, presentations	18





Recreation + Senior Services

CONTRACT CLASSES

Mission: The City of Newport Beach Recreation & Senior Services Department is dedicated to building strong and resilient communities through high quality recreation and enrichment opportunities. As a Contract Instructor, you will bring valuable skills and expertise to our community. Recreation and enrichment classes promote diversity, culture, personal well-being and improve the lives of our patrons of all ages and abilities.

A **Contract Instructor** is an independent contractor for the City who provides a service to the community in the form of a class, workshop, or camp. A Contract Instructor signs a contract with the City to provide classes as described in a submitted proposal. Instructors do not rent our facilities, however a portion of the registration fees collected are retained by the City to cover facility usage, registration, administration, and promotion of your classes. Contract Instructors are not City employees.

The Department's primary role in this partnership is to provide guidance and resources to help Contractors offer safe and successful programs.

CONTRACT CLASSES INSTRUCTOR CONTACTS



— NEWPORT BEACH RECREATION & SENIOR SERVICES DEPARTMENT

Our team of City staff are here to help. If you're not sure who to contact, start with our main line.

GENERAL CONTRACT CLASSES (CYC/FEE BASED/CDM/CAMPS/ACE)

Recreation Coordinator: *Maddy Gallardo*

☎ 949-718-1862 📧 mgallardo@newportbeachca.gov

Recreation Supervisor: *Molly Patience*

☎ 949-644-3145 📧 mpatience@newportbeachca.gov

MARINA PARK (BEACHES, SAILING, PENINSULA, NEWPORT EL)

Recreation Coordinator: *Cristin Sain*

☎ 949-270-8155 📧 csain@newportbeachca.gov

Recreation Supervisor: *Danny Rice*

☎ 949-270-8154 📧 drice@newportbeachca.gov

NATURAL RESOURCES (FIIN, TIDEPOOLS, HIKES)

☎ 949-795-2381 📧 tidepools@newportbeachca.gov

NEWPORT COAST COMMUNITY CENTER (AQUATICS, NEWPORT COAST EL)

Recreation Coordinator: *Tu Phan*

☎ 949-270-8103 📧 tphan@newportbeachca.gov

Recreation Supervisor: *Cesar Armas*

☎ 949-270-8109 📧 carmas@newportbeachca.gov

OASIS SENIOR CENTER

Recreation Coordinator (Art & Enrichment): *Stephanie Melero*

☎ 949-718-1826 📧 smelero@newportbeachca.gov

Recreation Supervisor (Art & Enrichment): *Anne Doughty*

☎ 949-718-1822 📧 adoughty@newportbeachca.gov

Recreation Coordinator (Dance & Fitness): *Savannah Bonifay*

☎ 949-718-1819 📧 sbonifay@newportbeachca.gov

Recreation Supervisor (Dance & Fitness): *Jena Zapien*

☎ 949-718-1821 📧 jsette@newportbeachca.gov

SPORTS (ADULT LEAGUES, TENNIS, PICKLEBALL, TRACK, YSC, FIELDS)

Recreation Coordinator: *Omar Ordiano*

☎ 949-718-1993 📧 oordiano@newportbeachca.gov

Recreation Supervisor: *Vacant*

☎ 📧 @newportbeachca.gov

City Mudline: (949) 718-1860
Applies to City athletic fields
and trails. Updated by 2pm each day.
Does not include Marina Park grass.

NMUSD Mudline: 714-467-2060
School District fields.

FRONT DESK GENERAL INFORMATION

949-644-3151 • recreation@newportbeachca.gov
newportbeachca.gov/recreation
100 Civic Center Drive, Bay E, Newport Beach, CA 92660



@CITYOFNEWPORTBEACH

MANAGEMENT TEAM

Recreation Manager (Aquatics, Contract Classes, NCCC, CYC): *Brian Cordeiro*

☎ 949-644-3156 ✉ bcordeiro@newportbeachca.gov

Recreation Manager (Youth Programs, Sports, Natural Resources): *Brason Alexander*

☎ 949-644-3150 ✉ balexander@newportbeachca.gov

Recreation Manager (Marina Park): *Racquel Valdez*

☎ 949-270-8156 ✉ rvaldez@newportbeachca.gov

Recreation Manager (OASIS): *Melissa Gleason*

☎ 949-644-3247 ✉ mgleason@newportbeachca.gov

Recreation & Senior Services Deputy Director: *Justin Schmillen*

☎ 949-644-3160 ✉ jschmillen@newportbeachca.gov

Recreation & Senior Services Director: *Sean Levin*

☎ 949-644-3159 ✉ slevin@newportbeachca.gov

CITY STAFFED FACILITIES (IN PERSON REGISTRATION, QUESTIONS, CLASSES)

While the majority of registrations take place online, you can direct customers to the nearest location below if they have any questions or need assistance registering, canceling or transferring. These community centers (excluding City Hall) are also our primary locations for classes.

CITY OF NEWPORT BEACH RECREATION & SENIOR SERVICES DEPARTMENT - Bay E (first floor)

100 Civic Center Dr., Newport Beach, CA 92660

Office: 949-644-3151 • Fax: 949-644-3155

Monday-Thursday, 7:30 a.m. - 5:30 p.m. • Friday, 7:30 a.m. - 4:30 p.m.

COMMUNITY YOUTH CENTER (CYC)

300 Fifth Ave., Corona del Mar, CA 92657

Office: 949-644-3165 • Fax: 949-644-3155

MARINA PARK COMMUNITY & SAILING CENTER

1600 W. Balboa Blvd., Newport Beach, CA 92663

Office: 949-270-8150 • Fax: 949-273-3520

NEWPORT COAST COMMUNITY CENTER (NCCC)

6401 San Joaquin Hills Road, Newport Coast, CA 92657

Office: 949-270-8100 • Fax: 949-271-1627

OASIS SENIOR CENTER

801 Narcissus Ave., Corona del Mar, CA 92625

Office: 949-644-3244 • Fax: 949-640-7364

AFTER HOURS (Monday-Friday, 5:30 p.m. - 7:30 p.m. & All day Saturday-Sunday)

The City employs a Park Patrol team who are prepared to respond to our parks and facilities, engage with the public, and issue reminders regarding City codes and policies. They are a great source and the first point of contact for non-emergency situations.

Park Patrol Cell:

949-795-2381

949-785-9834

Police Dispatch:

949-644-3717

non-emergency

Emergencies:

Dial 9-1-1

Mudline (Field Conditions):

949-718-1860

**updated after 2pm M-F & 7:30 a.m. Sa-Su*

ADDITIONAL RESOURCES Homelessness

Homeless Coordinator

949-718-1991

nbasmacyan@newportbeachca.gov

PATH Helpline:

657-744-8965

County's Crisis

Prevention Hotline

877-727-4747

Emergency Information

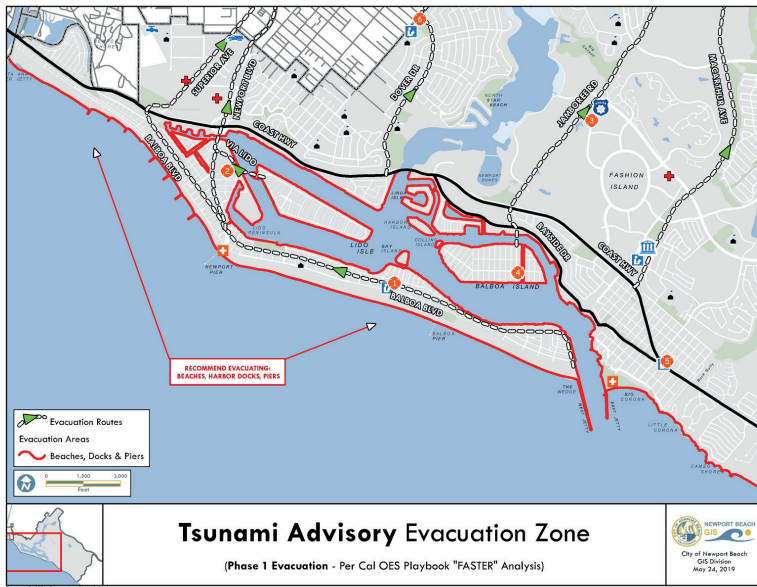


Please protect your students during any emergencies. Call emergency responders as needed and then your City contact for assistance.



EARTHQUAKE + TSUNAMI NEAR PENINSULA MARINA PARK, NEWPORT EL, BEACHES

In the event of a significant earthquake, the possibility of a local tsunami is greater. Do not wait for local authorities to provide evacuation information. Instructors and their students should proceed to the second floor of the Catholic Church, Our Lady of Mount Carmel, one block from the school. They should remain there until authorities arrive. In the event of an earthquake that is not as large, a tsunami is less likely. If authorities issue a warning, instructors and students will have about two hours to get to higher ground. Instructors and students should walk to Newport Harbor High School and wait in the theater until parents are able to pick up their children. The walk takes about one hour. In the event of a tsunami warning, the authorities have indicated that traffic on the peninsula will be limited to exit-only and no one will be permitted onto the peninsula. This is why students will need to meet parents at the high school. If the principal is on campus they will provide assistance and guidance. However, they are not always on campus. Marina Park Community Center, if staffed, will also be able to provide assistance and guidance. Instructors should understand that they may not have any assistance with evacuation.



LIGHTNING

In the event of lightning, instructors and students are advised to seek shelter in the nearest facility, bathrooms, community center, or school. Instructors will need to notify parents of new pick-up location.

EARTHQUAKE



- 1 Drop, Cover, Hold
- 2 Get under a sturdy table or make sure nothing will fall on top of you.
- 3 Move away from glass, windows, and heavy tall objects.
- 4 Leave the building only once shaking has stopped.
- 5 Meet in safe outdoor area and account for all of your students.

FIRE



Evacuate building with all students.



Meet in safe outdoor area and account for all of your students.

CRIMINAL ACTIVITY



Park Patrol: 949-795-2381



9-1-1 or 949-644-3717

NEWPORT BEACH



READY

HOLIDAYS

Classes held in Department facilities will not be scheduled on national and public school holidays without prior approval of the Recreation Manager/Supervisor. If classes are held in a non-City of Newport Beach facility on a national and public-school holiday, the Contractor must notify the City at the time the class proposal is submitted. We do not suggest hosting classes on holidays. Observed holidays will be noted on class proposals. There are additional no class dates that may be enforced based on the school district schedule and City events.

ANTI-DISCRIMINATION LAWS

Contractors agree and certify that, except as permitted by law, no person will, on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition, including the medical condition of Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, sex, sexual orientation or any other impermissible basis under the law, be excluded from participation in, or be denied the benefits of the services provided pursuant to the contract agreement, and Contractors agree not to discriminate on said grounds in the hiring and retention of employees and representatives, unless authorized under Section 12940 of the California Government Code. Contractors will, where applicable, conform to the requirements of the Americans with Disabilities Act in the performance of the contract agreement.

COMPENSATION

The City will pay the Contractor electronically. The Contractor is responsible for ensuring an up to date Direct Deposit Authorization form is on file with the City. The City will pay the Contractor within 21 business days after last class meeting. Typical payment is deposited on the second Tuesday after the scheduled session ends.

CITY FEES

The City will pay the Contractor the agreed upon percentage of the amount of the total enrollment fees collected, minus the non-resident fee and a \$5 per person administration fee for each class held. Keep these fees in mind when structuring how you'd like your class fees to be advertised.

OTHER FEES

Material fees: instructors may advertise material fees to offset direct costs. These should be easily justified and associated with tangible items customers will receive. 100% of material fees go to the instructor and should be collected directly by whatever method is preferred. The City is not responsible for refunding these fees. *Exception: material fees for ACE programs must be included in the activity fee.*

Late fees: If a child is getting picked up late the instructor may have the parents fill out the late log. The late log documents the late pick up and enforces a \$1 per minute charge for pick-ups after class ending time. Submit log to the recreation front desk (recreation@newportbeachca.gov) to ensure the participant is charged. 100% of the late fees collected goes to the instructor.

Please note: Upon completion of the season, the City will conduct a clean-up to ensure all classes have been paid accurately. The City may renegotiate compensation with Contractors anytime during the term of this Agreement. For example, if the City has taken on additional responsibility.

Observed Holidays

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day (City offices open, but most schools closed)
- Veteran's Day
- Thanksgiving Day (+Friday after)
- Christmas Day




PARKING

Parking for **Marina Park** classes is free if you use the Parkmobile app. For more information about parking procedures, please visit www.newportbeachca.gov/government/departments/recreation-senior-services/marina-park/parking or contact the Marina Park front desk at (949) 270-8150.

Parking Passes: Contractors teaching at Beach locations or Newport Elementary are allowed up to 3 City "Annual" (formerly known as Blue Pole) parking permits. To receive your parking permit, please submit the Work Parking Permit Application to your coordinator or supervisor. The application can be found on the instructor page on our city website.

Please ensure all parking signs are followed and note the City is not responsible for any tickets received. The passes will need to be renewed annually. Please contact your Coordinator or Supervisor to ensure you are eligible for this benefit.

	Non-Resident Fee excludes tidelands	Refund Fee* not included in contractor %
Classes < \$75	+\$5	-\$10
Classes \$75+	+\$10	-\$20
Camps < \$125	+\$10	-\$10
Camps \$125+	+\$20	-\$20

 **Refund policy** (View [here](#)): Above fees are assessed prior to the start of a program. Partial refunds issued for first class attended. **No refunds** granted after the start of the 2nd class.

CLASS ACCESS

All classes involving minors (under age 18) must be taught in an open atmosphere where parents and guardians are able to observe the class. At no time should a parent or guardian of a minor be denied access to a class. Note: spectators are not permitted to disrupt, participate in class, or engage with students other than their own child.

PARTICIPANT CODE OF CONDUCT

All participants are expected to exhibit appropriate behavior at all times while participating, being a spectator, or attending any program or activity conducted or sponsored by the City of Newport Beach Recreation & Senior Services Department. The following guidelines are designed to provide safe and enjoyable activities for all participants:

1. Be respectful to all participants and program staff.
2. Take direction from program staff/supervisors.
3. Refrain from using abusive or foul language.
4. Refrain from causing bodily harm to self, other participants, or program staff/supervisors.
5. Refrain from damaging equipment, supplies, and facilities.
6. Refrain from harassment of staff, instructors or participants.

To best ensure everyone has fun and stays safe, participants are asked to follow the Code of Conduct as outlined on the registration form. If a participant is not adhering, the instructor should report any issues to the parent/guardian (if a minor) and submit an incident report to the City within 24 hours.

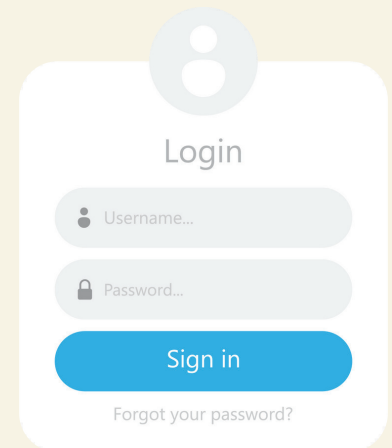
City Responsibilities

REGISTRATION

The City is responsible for taking all class registrations via fax, mail-in, walk-in at staffed facilities, or online at newportbeachca.gov/register. The City collects program registrations and payments, issues refunds, and handles other related administrative responsibilities. Contractors should not collect registration for classes. Participation is not permitted for any portion of the class until registered. If there is a dispute regarding registration, please request the participant to provide a receipt. Contractors will only collect material fees that are pre-approved by the City and have been published in advance in the recreation guide. Such fees shall be collected by the Contractor at the first class meeting.

Late registration: If a participant is authorized by an instructor to enroll after the start of class, they must submit a completed **registration form** to our **front desk team**. We do not pro-rate fees for late registrations.

Age over-ride: If a minor participant who is younger than the advertised age range is authorized by an instructor to participate, approval must be submitted in writing by the instructor to the recreation@newportbeachca.gov inbox and the parent or guardian must submit a completed **registration form** to our **front desk team**.



Click above to access ActiveNet login portal.



ACE REGISTRATION

All registration is online. Registration will open approximately 2 weeks prior to the first day of each class. No non-resident fee or administrative fee are added to these classes and all material fees should be included in the price.

ACTIVENET ACCES

City staff will provide online access to class rosters to Contractors via our registration site. Participant addresses and contact information, and any other information or documents compiled by the City and provided to Contractors, remains property of the City.



PRODUCTION CALENDAR

The City maintains a digital calendar on the instructor webpage with projected dates for the year ahead. This includes key dates, deadlines, and opportunities to review your programs before registration opens and they are advertised to the public.

EXPECTATIONS

Contractors are expected to conduct themselves in a professional manner at all times with the general public and City employees. A Contractor is not a City employee, but serves as a reflection. We ask Contractors to uphold City standards and organizational values and behaviors.

COMMUNICATION

Contractors are required to notify the City in writing of any name, address, telephone number, email, website, or direct deposit payment changes within forty-eight (48) hours of a change. Contractors must attend an annual contractor informational meeting and any other meetings with City representatives as requested. General meetings can be expected before the start of summer (April/May). Contractors looking to host ACE programs can expect an in-person meeting or digital presentation prior to the start of each school year.



EMAILS

Contractors will receive information like payment stubs, program proposals, and important dates via email. It is mandatory all Contractors have, maintain, and routinely monitor a valid email account. City contacts, including shared inboxes (recreation@newportbeachca.gov, instructor@newportbeachca.gov, and ace@newportbeachca.gov) should be added to your safe senders list.

CLASS SIZE

Contractors will determine the minimum and maximum number of participants required for each class to ensure the quality and safety of the class participants. For preschool or youth classes the minimum should never be less than **3 students**. Contractors are required to attend the first class meeting of all class offerings advertised in the Newport Navigator and/or OASIS News unless the Contractor cancels the class at least **three (3) business days** prior to the first class date, with the prior written approval of the City. If the minimum number of participants is not met by the first class meeting, the class will be canceled and the Contractor will not be compensated for attending the first meeting or for any canceled classes. Contractors will not be obligated to provide any additional services in regards to the canceled class. If the minimum number of participants is met or exceeded, the class will be held as scheduled, even if any of the initial participants subsequently drop the class. If the demand is such that an additional class could be offered, it will be taken under consideration and negotiated between the City and the Contractor. *If class(es) are canceled for two (2) consecutive seasons due to lack of enrollment, the class may not be scheduled again until the City determines that public demand has increased.*



OVERENROLLING + WAITLISTS

Once a class enrollment fills, a waitlist is established. If you would like to overenroll, we must honor the waitlist order. Notify the City if you have room to accommodate additional participants off the waitlist and our staff with contact to register and collect payment.


INSTRUCTOR ABSENCES

To ensure a seamless learning experience, we encourage Contractors to include any anticipated “no class” dates on their proposal. If unforeseen circumstances necessitate an absence beyond those noted in your proposal, please obtain permission from the City at least one week prior to the affected class.

- In the event of illness, we understand the need to prioritize your well-being. Please notify City staff and your enrolled participants as far in advance as possible so we are aware and prepared to support effectively communicating the cancellation to minimize disruption for participants.
- In general, it is the Contractor’s responsibility to make sure everyone is reached and notified. Make City staff aware if you were unable to reach any participants as we may be able to provide additional contact information from our system.
- We recognize emergencies can arise with limited notice. In such instances, please contact City staff immediately so we can work collaboratively to address the situation.
- Before discussing with participants, a make-up class must be approved and scheduled through City staff for facility reservation and communication purposes. Once a make-up class date is approved, participants should be notified by email and phone.

MAKE-UPS + RESCHEDULES

Make-ups are defined as classes that participants are attempting to schedule on an individual basis when a single class day is missed. These will be honored on a case-by-case basis. In the event a make-up class is granted, it must take place in the same season as the original class. Alternatively, if a class day is cancelled by the City or Instructor, we will attempt to reschedule that class day for the end of the session at the same day and time. If time in the season does not permit, participants will be issued a partial refund for that day of class. Participants will also be granted a partial refund if they are unable to make the new date.

 **PROGRAM MANAGEMENT**
To give our participants the best service and ensure safety of our participants, our Contractors are expected to:

- Professional Conduct:** Maintain professionalism, respect, and appropriate boundaries with all participants.
- Do not use Newport Beach classes as an opportunity to promote personal businesses or direct participants to external programs or locations.
 - Adhere to all City policies and maintain a cooperative attitude.
 - Teach the class as described in the brochure.
 - Leave all facilities in good condition and report any damages or concerns.
 - Give full attention to participants.
 - Dress professionally and avoid inappropriate language.
 - Carefully manage subcontractors and accept feedback for improvement.
 - Do not teach under the influence of drugs or alcohol.


- Child Instruction:** Create a positive and safe environment for children.
- Limit physical contact to instructional needs.
 - Maintain consistent supervision of all participants, ensuring no child feels isolated or singled out, whether through excessive individual attention or neglect of group interaction.
 - Report any concerns about a child's safety or well-being to a supervisor immediately.
 - Instructors should never be 1-on-1 with a participant or leave group unattended. Buddy system at all enclosed schools is permitted. Group bathroom trips are preferred and are required when there is only one instructor for a class.


Failure to comply with the above policies may result in disciplinary action, up to and including contract termination.

PROGRAM SUPPLIES + EQUIPMENT

Contractors are responsible for providing all supplies, equipment, personnel, materials, and any additional publicity necessary to host their program. Contractors are also responsible for repairing and keeping all equipment and supplies in good working condition.



 **FORMS**
Instructors are responsible for submitting all necessary forms in a timely manner. All relevant instructor forms can be found on the instructor webpage under the "Forms" tab. Forms should be submitted electronically; photos or scans of forms are sufficient but must be clear and easy to read.

ACCIDENT REPORT	CANCELLATION, REFUND, TRANSFER	INCIDENT REPORT	LATE LOG
<p>The accident report is used for documenting any physical injury while on site during a class. The coordinator should be notified by phone or email immediately of any injury. In the case of a serious injury, dial 9-1-1.</p> <p>The form should be sent in to the relevant coordinator within 24 hours of the accident.</p> <div data-bbox="38 1829 422 2034"> <p><i>Examples for single-day cancellations include unexpected instructor absence and inclement weather.</i></p>  </div>	<p>The digital class cancellation form is used to notify of single-day cancellations, cancel classes and/or initiate refunds to participants. This form should be submitted at least 3 days prior to the class start date. Instructors are responsible for notifying all participants of a class cancellation. The transfer portion of the form is used to transfer participants from one class to another and should be submitted 3 days prior to the class start date. Participants must give the instructor permission to transfer from one class to another.</p>	<p>The incident report is used to document participant behavior issues and any other incident that occurs on site that is not an injury. Please only use objective, factual statements that include what happened and what the instructor did to resolve the issue. Please do not cite opinions or include subjective information.</p> <p>This report should be sent to the coordinator within 24 hours of the incident. All incidents should be discussed with the parent.</p>	<p>If a child is getting picked up late the instructor may have the parents fill out the late log. The late log documents the late pick up and enforces a \$1 per minute charge for pick-ups after class ending time.</p> <p>Submit log to the recreation front desk to ensure the participant is charged.</p> <p>100% of the late fees collected goes to the instructor.</p>

CLASS PROCEDURES

Sign In/Out: For minors, guardians must walk the child into the class meeting location and sign the child in each day of attendance. For minors, guardians must walk into the class meeting site to sign the child out at the end of every class.

Bathroom Policy: If your class is on a closed campus, the buddy system may be used for bathroom breaks. A child is permitted to use the water fountain and/or restroom if sent with another child from the class. No one-on-one breaks are permitted. An instructor is never allowed to be alone with a child.



If your class is off campus, only group bathroom breaks are permitted. The entire group must be escorted by class instructors to use the restroom and/or drinking fountain. If you have 2 or more instructors, one instructor may take a small group to the restroom, but again, no one-on-one breaks.

Attendance: It is the Contractor's responsibility to monitor students' attendance. If the Contractor allows unregistered participants to attend, it will impact the Contractor's paycheck and will VOID the agreement. Audits are also performed regularly to verify numbers.

Dismissal: It is important classes are not cut short or go over time. Contractors should never leave the class area unless all participants have been properly picked up or the building/room has been totally vacated. Minor participants may only be released to a parent or legal guardian. Contractors of minors will be required to keep a sign-in sheet when releasing a child from a class. In the event that a parent or legal guardian is late to pick up their child from class, take the following steps:



After a few minutes, call the parent or guardian using the contact information provided through ActiveNet.



Contact your coordinator to inform them of the situation.



If unable to make contact with a parent or guardian after 45 minutes, call police dispatch at their non-emergency line and inform them of the situation.



Upon pick-up, fill out the Late Pick-Up Log and have the parent or guardian sign. The Late Pick-Up Log can be found in the Instructor Forms on the city's website.

Enrollment: It is the Contractor's responsibility to monitor enrollment prior to the start of class. Contractors need to notify the Recreation Department if they would like to run a class that is below the minimum enrollment. If a class is canceled due to low enrollment, Contractors should encourage participants to transfer to the next session or another class they are currently offering.

Emergency Form: In addition to the class roster, instructors are encouraged to have emergency contact information on file and on site at each class or camp meeting for every minor participant. Emergency forms should be filled out by the parent or guardian prior to the first class meeting. Templates exist on the instructor website, but a form can be created by the instructor to include: emergency phone numbers, authorized pick-up persons, any allergies, and/or any additional information that the instructor finds useful. Emergency forms are for use by the instructors and should be disposed of at the conclusion of class.



Going home authorization: In addition to authorized adults, the emergency forms also include a place where a parent or guardian can initial to indicate their child is permitted to walk or bike home at the end of class. Parent presence for sign-out is not required if this form is on file.

After Class Enrichment (ACE) Programs: Additional procedures may be required for instructors hosting classes at our partner school sites. Please refer to newportbeachca.gov/ace for more information.



1 PROPOSAL PROCESS CITY

The City is responsible for the generation, distribution, and collection of seasonal proposal forms. City staff will review proposals for discrepancies and approve proposed classes, camps and programs based on need and availability. Requested days, times, and locations are subject to change. Once entered into the ActiveNet registration software, City staff will issue links to the online postings for Contractors to review by a provided deadline. Similarly, Contractors will be given an opportunity and deadline to review their entries in the Newport Navigator prior to print.

The City maintains a production calendar on the instructor website that provides guidance on anticipated dates and deadlines.

2 FACILITIES CITY

The City will provide a location for classes without charging the Contractor any rental fees. The City will inform the Contractor if the facility is available as proposed. The City will not schedule the Contractor's classes without receiving appropriate date/time requests from the Contractor.

City staff will coordinate with contractors to secure room set-ups prior to the start of a class as necessary to include tables and chairs. Additional amenities such as whiteboards, projectors, and access to audio equipment may be available upon request. *We do not permit storage of contractor items in our facilities.*

The City will be responsible for addressing any known hazards and requested repairs.

Facility access: Our unstaffed facilities (Bonita Creek Community Center, Carroll Beek Community Center, Cliff Drive Community Center, and Mariners VJC) all require keys and/or codes to open and close.




School use: City staff will be responsible for submitting permits through Faciltron, to secure appropriate rooms or spaces for classes held at NMUSD school sites. In the event of inclement weather our staff will work with the individual schools to secure alternate spaces for any outdoor programs.

To conduct a class at a Contractor's place of business, or some other non-City-owned site or facility, the location must first be approved in writing by the City, the approval of which may be granted or conditioned by the City in its sole and absolute discretion. Upon said written consent by the City, the Contractor must:

- Notify the City at the time of proposal
- Provide sufficient parking for all participants
- Post signs at the site to direct participants to the location of class
- Allow access to City staff at the location when requested.

1 PROPOSAL PROCESS CONTRACTOR

The Contractor is responsible for submitting class information to the City. All class proposals must be submitted electronically through the RSS App by the deadline date.

-  If a contractor does not submit their completed class proposal by the deadline, your class and description will NOT be printed in the Newport Navigator.
-  After your class information is approved and input, you will receive an email with a **link to review** for accuracy. Any edits to the class need to be submitted to newportinstructor@newportbeachca.gov by the deadline otherwise no changes will be made.
-  Once digital **PDF proofs** of the Newport Navigator have been issued, Contractors are only permitted to check for the accurate export of prices, dates, times, ages and no class dates. *Additional changes beyond that will not be honored.*

2 FACILITIES CONTRACTOR

It is the Contractors sole responsibility to request class facility dates/times, including indicating the appropriate space needed to conduct proposed programs. City facilities will only be used for classes authorized by the City. Contractors using any of our parks, beaches and unstaffed community centers are responsible for opening and closing the facilities and set-up of tables/chairs necessary for class. All Contractors are responsible for:

- Leaving the facility clean.
- Properly returning tables/chairs to their original storage area.
- Securing all doors and windows.
- Turning off lights and air conditioner/heater.
- Monitoring smoking. Smoking is prohibited in all City facilities, beaches, playgrounds and within 100 feet of all doors and windows.
- Ensuring that no food/drink is consumed on carpet.
- Avoiding storage of personal equipment/supplies in any City facility.
- Notifying the City if something breaks or is not in working order.
- Following all emergency procedures.

Contractors must make arrangements with City staff to sign out **keys** and receive **codes** at least one week prior to any programming. Additionally, summer camp instructors may request a key for access to the pipe chase storages attached to the restrooms where we will store easy-ups and a-frame directional signs.

School use: at school sites, rooms are on loan. Instructors are expected to be clean and courteous while at the school sites. It is important that instructors leave the rooms they use exactly how they found them. Please refrain from touching or using anything in the classrooms. All instructors are responsible for bringing their own supplies including: dry erase markers, pencils, paper, and/or anything else that is required to conduct class. Instructors should seek room assignments from their coordinator, noting any requests for amenities or space. Classroom space is granted and assigned by the individual school site.



3 CANCELLATIONS CITY

The City charges a \$10 (for classes priced \$74 and under) or \$20 (for classes priced \$75 and above) **refund fee** for any refund request made prior to the second class meeting, unless otherwise noted.

A full refund will be granted when a class is canceled by Recreation staff or by the Contractor.

If canceled by the Contractor, all required paperwork must be received by the City at least 72 hours before class start date.

The City may provide a full refund to participants on a case-by-case basis. One day workshops require five business days' notice for a refund or transfer. Two-day classes require three business days' notice for refund or transfer.

The City is not responsible for refunding material fees.



4 MARKETING CITY

Print: The City is responsible for publishing approved class information in the quarterly published recreation guide and online. The recreation activity guide called the Newport Navigator is mailed to over 45,000 Newport Beach residents and businesses and is also distributed throughout the City at libraries and community centers. The City has full discretion to decide what information will be included. It is suggested for Contractors to submit new descriptions yearly to attract new participants. Descriptions should be kept brief with clear class titles.

City staff also maintain **flyer templates** and are available to support instructors upon request.

City Website: All class information is available on the City website and will be updated quarterly. The website is regularly updated as new changes and updates are approved. The Department's website (newportbeacha.gov/recreation) is used as a tool to redirect customers to fully-linked digital editions of the Navigator and easy access to online registration through newportbeacha.gov/register.

We host a custom website (campnewport.com) dedicated to highlight our camps and making it easy for parents to filter by preferences in weeks, locations, instructors and more. The website launches in March of each year and is available through the end of August. This also includes additional opportunities for detailed information about your company or instructors under the Contact Us page.

3 CANCELLATIONS CONTRACTOR

Contractors are responsible for monitoring their class enrollment. If a class has low/no enrollment, it is the Contractors responsibility to notify the Recreation office by submitting the digital 'Class Cancellation' form if the class is to be canceled:

- Classes must be canceled at least 3 business days before the first class meeting. If the participants are made aware that the class might be canceled one-week prior, classes may be canceled the day before with approval of the supervisor. Use this as an opportunity to communicate your minimum so enrollees can encourage friends and family to sign-up if they want to ensure class will run.
- A roster with participant names and phone numbers is available online. To access these forms, follow the instructions detailed in Waivers, Rosters and Forms.
- If a Contractor needs to cancel a class, they must:
 - **Contact participants** and recreation office immediately to notify each person of class cancellations/changes and transfers/refund options.
 - Complete and submit the Cancellation Transfer form **after** the participants have been notified. This form is required to generate refunds, a change in room reservations and schedule accurate contract payments. This form is available on the instructor website.

4 MARKETING CONTRACTOR

Self Promotion: The creation and distribution of class flyers are the responsibility of the Contractor. All flyers must be approved by the City prior to distribution. It is the responsibility of the Contractor to print materials and distribute to the City recreation offices and facilities. Once flyers are approved by the City, the Contractor may post their flyers to NMUSD's online flyer database via PeachJar.com. The Contactor must create their own account on PeachJar.com to submit flyers for the school's approval. Currently NMUSD only approve non-profit companies to share flyers. Please allow at least two full weeks from the time of your request submission to the desired date of posting.

When creating your own marketing materials to be displayed, the following must be included:

- City Seal
- Newport Beach Recreation & Senior Services Department
- Class Description (Class Code, Who, What, When, Where, & How)
- To register please visit newportbeacha.gov/register or visit City Hall
- For more information, please call (949) 644-3151 or email recreation@newportbeacha.gov



Click here to view City templates for flyers.



SOCIAL (INSTAGRAM, FACEBOOK + NEXTDOOR)

@CITYOFNEWPORTBEACH

Social Media: The City of Newport Beach hosts a shared account capturing a compilation of the different departments in the city. Recreation & Senior Services Department staff have access to generate content on a strategic basis. Please be sure to be friends with and follow the City of Newport Beach on social media and tag us in Newport Beach specific posts. Custom stories can be created with embedded links upon request. When possible, plan in advance to submit requests at least one week prior to desired posting date. Content in the City's feed must be created by City staff. It is our role to design and distribute materials that are representative of multiple programs. We will only feature dedicated instructor specific highlights in our stories. *Note: the City is only permitted to do Instagram collabs with other government agencies at this time.*

Emails: The Recreation & Senior Services Department distributes an email at the start of each month to current and past participants to highlight upcoming programs and events. We also send emails before the start of each season of After Class Enrichment (ACE) programs to each site, as well as a monthly email emphasizing OASIS programs. Limited spaces may be available for instructors to submit features. Submit graphic, description, and relevant links to newportinstructor@newportbeachca.gov by the second week of each month for consideration in the following month's email.

ACE: a detailed brochure specific to each school site will be created by City staff to outline class offerings for the Fall session. A one-page front/back flyer will be created for Winter and Spring sessions. Dedicated email blasts are routinely sent out to current and past school participants prior to the start of each season. There is also a dedicated website newportbeachca.gov/ACE that houses electronic copies of each brochure and a collection of information designed to better connect instructors with their participants.

Social Media: Please follow the City of Newport Beach on social media channels and tag us in relevant posts using [@cityofnewportbeach](https://www.instagram.com/cityofnewportbeach). While participants sign a photo release upon registration, it is essential to protect the privacy of minors. Instructors must never tag or identify minors in any posts. If any participant or guardian requests the removal of a photo from your account, promptly comply with their request. Use of participant photos is limited to promoting City-sponsored classes and camps.

- Exercise caution when posting photos of participants.
- Be mindful of background elements that might reveal personal information.
- Consider using general photos that do not clearly identify specific individuals.
- Maintain a professional online presence that aligns with the City's values and reputation.

Email blasts: We highly recommend sending email blasts to your registered participants to provide any information they may need for the first camp/class meeting. Emails can also be used to remind past participants to sign up for a new session. Email addresses should be downloaded on a routine seasonal basis to ensure access to contact information after classes have ended. Rosters are no longer available once a class concludes. Please respect any requests to not receive promotional emails.

ACE: Instructors may submit an online flyer to share with local schools via PeachJar.com. All flyers must be approved by the City and meet the requirements for City program flyers before being published. A fee per site may apply for distribution of these flyers. The City may also coordinate additional marketing opportunities for ACE instructors to include presentations at the weekly flag decks on Fridays or during lunchtime demonstrations.

Use of Names + Logos: Contractors are not permitted to include the City's name, seal, photographs, logos or insignia of the class site or participants, in any publicity pertaining to the Contractor's services or class in any magazine, trade paper, newspaper, radio or television production, Internet, or other printed or electronic medium without the prior written consent of the City and program participants.



MARKETING SUBMISSION GUIDELINES

Platform	Dimensions	Lead Time	Notes
Email Graphics	1250px x 500px landscape	2 weeks prior to desired month	50 words max
Instagram Story	1080px x 1920px portrait videos	1 week prior to requested post date	include link
Printed Flyer	8.5 x 11" portrait max	1 week for staff review & approval	templates available
TV Graphics	1920px x 1080px landscape	1 month prior to start of next season	use QR codes

Request a high-resolution copy of the **City logo** for use on any self-produced marketing materials at recreation@newportbeachca.gov.

Submit requests or inquiries to newportinstructor@newportbeachca.gov
While we will make every effort to reasonably accommodate timely requests, submissions are not guaranteed and are subject to availability.



For a complete outline of marketing efforts, **click here.**

INSURANCE

The City uses a third-party company to review insurance requirements. You may receive emails from them directly regarding your insurance. Refer to your contract agreement and Exhibit B for specific requirements of levels and amounts of insurance. It is important to use exact verbiage indicated. The following insurance is required:



General Liability Insurance:

- Additional insured endorsement, including City of Newport Beach, its City Council, boards and commissions, officers, agents, volunteers and employees.
- Primary and Non-Contributory endorsement
- Notice of Cancellation endorsement - all policies shall provide City with thirty days' notice of cancellation (except for nonpayment for which ten days' notice is required) or nonrenewal of coverage for each required coverage.
- Waiver of Subrogation
- Occurrence Limit = \$2 Million, Aggregate Limit = \$4 Million

Sexual Abuse/Molestation (SAM) Insurance:

- **For all programs involving minors:** Coverage shall be included under Commercial General Liability or obtained in a separate policy with a limit no less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) in the aggregate.



Workers' Compensation Insurance:

- If a contractor has paid employees, they must provide a Waiver of Subrogation.
- If they do not have employees, they must sign and submit a Workers Compensation Exemption.



Auto Insurance:

- If a contractor has company owned vehicles, they must provide Additional Insured endorsement, Primary and Non-Contributory endorsement, Notice of Cancellation endorsement, and Waiver of Subrogation..
- If they do not have company owned vehicles, they must sign and submit an Auto Liability Exemption and a copy of their auto insurance policy.

Contractors can coordinate with City staff to secure insurance through the **Southern California Municipal Athletic Federation (SCMAF)** which meets the City's current General Liability and SAM coverage requirements (does not cover auto or workers compensation). In addition to annual certificate fees, contractors are charged a fee per student/per session. The City will then bill Contractors at the conclusion of each season. Facilitating this third party insurance is intended as a courtesy to instructors. Please note that any instructor failing to pay invoices in a timely manner may be ineligible for SCMAF and be directed to secure SAM insurance separately.

GENERAL INDEMNIFICATION

Contractor shall indemnify, defend and hold harmless the City and its representatives with respect to any loss, liability, injury, or damage that arises out of, or is in any way related to, the acts or omissions of Contractor, its employees, representatives, officers and agents in the course of performing services under the Contract; however, the Contractor shall not be required indemnify the City from any claim arising from the sole negligence or willful misconduct of the Indemnified Parties.

INTELLECTUAL PROPERTY

Contractors shall defend, indemnify, and hold harmless the Indemnified Parties from any claim of infringement or other proceedings brought against the City for any intentional or unintentional violation by Contractor of the displayed, or written or digital materials provided by Contractor and used during the performance of the agreed contract. Such legally protected rights of third parties include but are not limited to trade secrets, moral rights, proprietary acts, U.S. patents, trademarks, service marks and copyrights vested or issued as of the Effective Date of the contract agreement. If the Contractor will be providing a public performance of musical compositions or arrangements that are subject to a license held by a third party, it is the responsibility of the Contractor to obtain the appropriate license to perform the material prior to the public performance. This includes, but is not limited to, unlawful use of licensed materials such as images or songs for marketing materials or class promotion.

FINGERPRINTS + CRIMINAL BACKGROUND CHECK

All instructors are required to be fingerprinted and background checked through the City of Newport Beach Police Department. Please allow for 4-6 weeks prior to the start of a program. Click [here](#) for a handout to distribute to your staff as a guideline of the steps in the process.



Exhibit A: The Exhibit A form is used to have instructors fingerprinted. It can be found on the instructor webpage under the 'Fingerprinting' tab. An Exhibit A form must be submitted by the Contractor to the Recreation Front Desk (recreation@newportbeachca.gov) before any new instructor can be permitted to schedule their background check and fingerprinting. This form is required for all instructors that have not previously been fingerprinted in order to be authorized to teach City of Newport Beach programs. Under no circumstance are instructors to work on site at City of Newport Beach programs prior to clearing fingerprinting.



Background Check: Contractors and their staff are required to participate and clear a fingerprinting and a background check through the City of Newport Beach Police Department & Department of Justice (DOJ). Contractors and their employees/staff are required to pay the fee amount. This fee is payable to the City of Newport Beach Recreation & Senior Services Department, to cover the cost associated with the background check. An additional form is required if your staff member is a minor.



Fingerprinting: All instructors that will be working at a class, camp, or as a volunteer, must be fingerprinted, without exception. Sending an instructor to teach that has not been fingerprinted and/or has not cleared a background check with the City of Newport Beach, is grounds for immediate contract termination. If you are uncertain whether a staff member has cleared their fingerprinting/background check, or to schedule for a new instructor/staff to be fingerprinted, please contact our front desk at 949-644-3151.

Personal Aides: Some participants with special needs may request to have a personal aide present in class. Requests for aides should be sent directly to the City. All aides must pass fingerprinting and backgrounds checks at a cost to the City. Should an aide show up to a class/camp, please contact the City immediately to verify.



PHOTO ID BADGE

All contract instructors, sub-contract instructors, and company representatives MUST obtain a City of Newport Beach Recreation & Senior Services contract instructor identification badge. The badge will be mailed to the Contractor once the instructor has cleared the fingerprinting process, unless otherwise requested.

- Badges must **remain visible** to participants at all times to assist the Recreation & Senior Services Department in identifying unauthorized organizations who are attempting to use public property for financial gain.
- A **\$5 replacement** fee will be charged for any lost badges.
- Updated badges will be issued when a contract is renewed.

BUSINESS LICENSE

All Contractors must obtain a business license through the City of Newport Beach Revenue Division, prior to conducting business in the City, and pay the required business license fee.

- The City Business License Fee is an annual tax, due every twelve (12) months. The Contractor agrees to provide proof of compliance annually and acknowledges it is their responsibility to keep their business license up to date.
- Contractors may be eligible for paying a reduced Business License Tax, which is known as an Apportioned Business Tax, when identifying themselves as instructors to the Revenue Division at the initial time of payment. To receive this rate, a Contractor must visit the Revenue Division in Bay A of City Hall or call 949-644-3141.

FREQUENCY

Insurance and business licenses require annual renewals. Signed copies of contracts, with wet original signatures, are only required at the start of each new contract term.

TERMINATION






The City has the right, at its sole discretion and with or without cause, to terminate the contract agreement at any time by giving seven (7) calendar days' prior written notice to the Contractor. In the event of termination, the City will pay the Contractor on a prorated basis for any classes or programs that were actually taught by the Contractor, if any, up to the effective date of termination.



- ARROYO PARK** 
1411 Bayswater
- BONITA CREEK COMMUNITY CENTER**  
3010 La Vida
- BONITA CANYON SPORTS PARK (BCSP)** 
East - 1990 Ford Rd, West - 1641 Ford Rd
- BOB HENRY PARK** 
900 Dover Dr
- BUFFALO HILLS PARK** 
1901 Port Provence Pl
- CARROLL BEEK COMMUNITY CENTER**  
115 Agate Ave, Balboa Island
- CLIFF DRIVE PARK & COMMUNITY CENTER**  
301 Riverside Ave
- COASTAL PEAK PARK** 
20403 East Coastal Peak, Newport Coast
- COMMUNITY YOUTH CENTER (CYC)/GRANT HOWALD PARK**  
3000 Fifth Ave, Corona Del Mar
- CORONA DEL MAR BEACH** 
3029 Breakers Dr
- EASTBLUFF PARK/BOYS & GIRLS CLUB** 
2555 Vista Del Oro
- EASTBLUFF ELEMENTARY SCHOOL** 
2627 Vista Del Oro
- HARBOR VIEW ELEMENTARY SCHOOL** 
900 Goldenrod Ave, Corona Del Mar
- IRVINE TERRACE PARK** 
721 Evita Dr
- LINCOLN ELEMENTARY & ATHLETIC CENTER** 
3101 Pacific View Dr
- MARIAN BERGESON AQUATIC CENTER (MBAC) @ CdM HIGH SCHOOL** 
2102 Eastbluff Dr
- MARINERS ELEMENTARY SCHOOL** 
2100 Mariners Dr
- MARINA PARK**   
1600 W. Balboa Blvd
- MARINERS PARK- VINCENT JORGENSON COMMUNITY CENTER (VJC)**  
1300 Irvine Ave

- NEWPORT BEACH AQUATIC CENTER (NBAC)** 
1 White Cliffs Dr
- NEWPORT BEACH GOLF COURSE**
3100 Irvine Ave.
- NEWPORT BEACH JUNIOR LIFEGUARDS BUILDING** 
100 Main St., Newport Beach
- NEWPORT COAST COMMUNITY CENTER (NCCC)** 
6401 San Joaquin Hills Rd, Newport Coast
- NEWPORT COAST ELEMENTARY SCHOOL** 
6655 Ridge Park Rd., Newport Coast
- NEWPORT COAST PICKLEBALL COURTS** 
6401 San Joaquin Hills Rd, Newport Coast
- NEWPORT ELEMENTARY SCHOOL** 
1327 Balboa Blvd W
- NEWPORT HARBOR HIGH SCHOOL** 
600 Irvine Ave
- NEWPORT HEIGHTS ELEMENTARY SCHOOL** 
300 15th St
- NEWPORT PIER** 
Newport Blvd, Balboa Blvd W
- NEWPORT THEATER ARTS CENTER**
2601 Cliff Dr
- OASIS SENIOR CENTER** 
801 Narcissus Ave, Corona Del Mar
- SAN JOAQUIN HILLS TENNIS COURTS** 
1550 Crown Dr, Corona Del Mar
- SAN MIGUEL PARK** 
2200 San Miguel Dr
- WEST NEWPORT COMMUNITY CENTER (WNCC)** 
883 15th St W
- WEST NEWPORT PARK/TENNIS COURTS** 
5800 Seashore Dr.
- 28th ST BEACH** 
28th St, Balboa Blvd
- 36th ST BEACH** 
36th St, Balboa Blvd
- 61st ST BEACH** 
61st St, Seashore Dr.

ICON LEGEND

-  Beach location
-  School site (NMUSD)
-  Unstaffed community center
Key/alarm code needed for entry
-  Staffed community center
-  Park/Fields



Click here to view a comprehensive map with amenities.

OASIS INSTRUCTORS

If you are also an instructor at OASIS, please refer to your relevant supervisor and coordinator team to secure guidelines specific to the production and administration of programs and classes held at the OASIS Senior Center.



ON-SITE INSTRUCTORS

Our team maintains a collection of resources designed to make it easier for an organization to share directly with your staff who will be on-site for programs. We encourage you to pass these on directly and let us know of any common questions you receive or any other information that may be helpful to include.

- Camp + Class **Handout**
- ACE **Handout**
- ACE **slideshow**, which includes a breakdown of the difference procedures at each school site where we host ACE programming.
- Contract Class Team: make sure they have **this** on hand so they know how to contact in case they have any issues on-site.



SHORT LINKS

Bookmark these pages that'll direct you right where you need to be.

- **ACE:** newportbeachca.gov/ACE
- **Activenet Login**
- **Camps:** campnewport.com
- **Instructors:** newportbeachca.gov/instructors
- **Marina Park:** newportbeachca.gov/marinapark
- **OASIS:** newportbeachca.gov/oasis
- **Registration** (Customer portal): newportbeachca.gov/register
- **Registration Form**
- **Recreation homepage:** newportbeachca.gov/recreation
- **RSS App:** <https://apps.newportbeachca.gov/RSSApp/Account/Login>