

Town of Moraga

Recreation Instructor General Information

The Parks & Recreation Department is responsible for the registration of all participants. Instructors are not permitted to collect payments directly, except for pre-approved supply/material fees.

Registrations are processed on a first-come, first-served basis. All participants must pre-register through the department before attending any class or program. It is the instructor's responsibility to ensure that all participants are registered and have paid in full before participating. If you encounter a participant who is not listed on your roster, please notify the Front Desk or your Recreation Representative immediately.

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Instructor Information

Instructor Background Checks

All instructors are required to complete fingerprinting and a background check through the Moraga Police Department prior to beginning any program or class.

To schedule an appointment:

Call: (925) 888-7055

Hours: Monday through Thursday, 9:00 AM – 4:00 PM

Email: police@moraga.ca.us

Please note: Calls made outside of the listed hours may be redirected to Contra Costa County Sheriff's Office dispatch and will not connect you to the Moraga Police Department directly. Email is recommended for inquiries made after hours.

All background check clearances must be completed before the instructor's first class session. Failure to comply may result in the cancellation or delay of your program.

Absences, Substitutes & Cancellations

If an instructor is ill or otherwise unable to teach, they must notify the hosting facility no later than two (2) hours prior to the start of class. Instructors are responsible for contacting participants in the event of a class cancellation.

Refunds

Participants who withdraw for verified medical reasons may receive a credit voucher for any remaining classes. Refunds are calculated based on the date of the participant's withdrawal request. Any prorated registration fees will be applied in accordance with the Town's revenue-sharing agreement.

Course Cancellations

The Town of Moraga reserves the right to:

- Cancel, combine, or divide courses
 - Most commonly due to low enrollment.
- Change course dates, times, or locations
- Make other necessary adjustments to ensure a quality participant experience

If the Recreation Department cancels a course, staff will notify registered participants and issue applicable refunds.

Instructor No-Shows

To uphold program quality and community trust, the Town of Moraga has adopted the following policy for contract instructors who miss a scheduled class without adequate notice:

A no-show is defined as a failure to appear for a scheduled program without:

- Providing a minimum of 24 hours' notice, and
- Securing a pre-approved substitute who meets all Town requirements.

Consequences of a No-Show

First Offense

- A written warning is issued and placed in the instructor's file.
- No compensation is paid for the missed class.
- Participants will receive a prorated refund.
- A \$50 administrative fee will be deducted from the instructor's course payment.
- The instructor must meet with staff to confirm continued commitment.

Second Offense

- The program may be canceled at the Town's discretion.
- Instructor forfeits payment for the missed class.
- Instructor may be held financially responsible for participant refunds.
- A \$50 administrative fee will be deducted from the instructor's course payment.
- Future proposals will be subject to review and may be declined.

Third Offense (within 12 months)

- Termination of all current agreements.
- Instructor may be disqualified from teaching future programs with the Town.

Mitigating Circumstances

Emergencies will be reviewed on a case-by-case basis. In such cases, instructors must notify the Town as soon as possible. Documentation may be required for the incident to be excused.

Substitute Instructors

Substitutes must be:

- **Pre-approved** by the Town
- Fully compliant with Town policies (including fingerprinting/background checks, if applicable)

Marketing & Promotion

The Town of Moraga promotes all approved programs through its official Activity Guide, website, and social media platforms. While Town staff handles general marketing efforts, instructors are encouraged to:

- Share program information within their own networks
- Distribute flyers or digital content (upon approval)
- Submit high-quality photos or class previews for inclusion in promotional materials

All promotional content must be reviewed and approved by the Town before distribution.

Getting Paid

Instructors are paid based on a percentage of the total collected registration fees, as outlined in your contract. Payments are processed as follows:

- Instructors must submit an invoice or signed Instructor Payment Sheet upon course completion
- The Town processes payments within 30 days of receipt

Note: Material fees collected directly from participants are not handled by the Town and must be reconciled between the instructor and participants.

Accidents & Incident Reports

All incidents must be reported, even if they appear minor.

If an incident occurs during your class:

- Complete an Incident/Accident Report by noon the next business day
- Forms are located at the Front Desk
- You must know the location of the first aid kit at your assigned facility
- Only basic first aid (Band-Aids, ice packs) may be administered

For serious injuries:

- Do not move the injured participant
- Call 9-1-1
- Notify the parent/guardian if a child is involved
- Then notify the Recreation Department at (925) 888-7045

Participant Information

Rosters & Attendance Sheets

Instructors are responsible for requesting rosters and monitoring enrollment for their classes. Access to the registration systems will be given. Upon request, rosters and attendance sheets will be made available. To request your attendance sheets via email, contact 925-888-7045. Be sure to pick up your materials before your first class.

Taking Attendance

Instructors are required to take attendance at every class meeting. This is especially important in larger classes where participants may attempt to attend without registering. Anyone not listed on the roster must be sent to the Front Desk to register. Participants must either:

- Appear on your official roster, or
- Present a valid receipt from the Town before being allowed to participate.

Participant No-Shows

While not required, instructors are encouraged to call or email participants before the first class. This is a great opportunity to:

- Introduce yourself
- Provide supply reminders
- Confirm date/time/location of class

If a participant misses the first session of a multi-day class, consider giving them a reminder call. Though it is ultimately the participant's responsibility to track their registration, this extra communication reflects excellent customer service.

Supervision of Youth Classes & Camps:

Instructors teaching a youth class must ensure that children are supervised at all times. They are not permitted to roam or leave their designated classroom unsupervised, including bathroom breaks, or leaving the class without a parent/guardian. Children should never be dismissed until a parent/guardian arrives for pick-up. Instructors shall not depart until all children are picked up. Instructors shall attempt to contact the child's parent/guardian and if you need assistance please contact the Recreation Office. If a student is missing, the front desk and Recreation staff should be informed immediately.

Releasing of Minors

Parents or guardians are required to sign their child in and out of class each day. You will receive a sign-in/out sheet alongside your roster. Children must only be released to:

- The authorized parent/guardian, or
- An individual listed as authorized by the parent

Never release a child to someone unfamiliar or to anyone the child seems afraid or uncertain about. Instructors must remain on-site until all participants are picked up.

If a child is not picked up:

1. Contact the parent or guardian.
2. If unreachable after 15 minutes, notify the Front Desk.
3. If you cannot stay, release the child to the Front Desk staff with all contact details and a summary of attempted communications.
4. After hours/weekends: Call Moraga Police at (925) 284-5010 to reach Parks & Recreation staff.

Mandated Reporting

Instructors are mandated reporters under California law in cases of suspected Child or Elder abuse. If a participant displays signs of abuse (e.g., frequent unexplained bruises) or directly discloses abuse, the instructor must report the information immediately to their Recreation Representative.

Adult Protective Services: **1-877-839-4347**

Child Protective Services: **1-877-881-1116**

Training Materials

Child Abuse Mandated Reporter Training: <https://www.cdss.ca.gov/inforesources/ocap/mrt>

Elder Abuse Mandated Reporter Training: <https://cdss.ca.gov/MandatedReporting/story.html>

Other Information

Facility Usage

Instructors may arrive early to set up—within the approved time listed in the course proposal. You are responsible for:

- Cleaning up after your class
- Returning all furniture and equipment to their original position
- Not using Town property such as copy machines, fax machines, or supplies without prior approval

Supplies

Instructors are responsible for providing all materials necessary to conduct their classes at their own expense. This includes but is not limited to:

- Tools and class-specific equipment
- Copies or printed handouts
- Art/craft materials and consumables
- Easel pads, markers, and dry-erase supplies
- Basic first aid items (e.g., Band-Aids, ice packs)

Town Equipment Policy: Instructors are not permitted to use Town-owned equipment or supplies. This includes copiers, fax machines, telephones, office supplies, and computers. Please ensure you arrive prepared with all needed materials.

Storage

Limited on-site storage may be available at some facilities on a case-by-case basis. To inquire about temporary or long-term storage for program supplies:

- Contact your Recreation Representative prior to the start of your program
- Clearly label all items with your name and program title
- The Town is not responsible for lost, stolen, or damaged items left at Town facilities

Storage is not guaranteed and should not be assumed without prior approval.