

Recreation Contract Instructor Handbook

Panorama Recreation



Become a Recreation Contract Instructor

Panorama Recreation is seeking contract instructors to offer recreation programs on the Saanich Peninsula. As a recreation contract instructor, you will enter an independent contract agreement with Panorama Recreation that is based on a contract split.

Who We Are

Panorama Recreation is part of the Capital Regional District, serving the Saanich Peninsula, including Central Saanich, North Saanich, Sidney, and BOKEĆEN (Pauquachin), SÁUTW (Tsawout), WJOLELP (Tsartlip) and WSIKEM (Tseycum) First Nations. Recreation services are overseen by The Peninsula Recreation Commission.

Our Mission:

We promote individual and community wellness by providing accessible, effective and efficient active living opportunities based on community needs.

Benefits of Recreation:

- Improves mental and physical health
- Strengthens social connections and communities
- Fosters connection to nature

Guided by the Framework for Recreation in Canada, our five goals are:

1. Active Living: Encourage physical activity
2. Inclusion & Access: Increase access for all
3. Connection to Nature: Foster a link to nature
4. Supportive Environments: Build caring, supportive communities
5. Recreation Capacity: Ensure sustainable growth in the field

Facilities

As a recreation provider on the Saanich Peninsula, we have access to several facilities to offer programming. [Check out our facilities by visiting our facilities page online.](#)

Why work with Panorama

At Panorama Recreation, our mission is to enhance the community's recreational experiences by partnering with contract instructors. We offer the following benefits to contract instructors:

1. **Access to Excellent Facilities:** We provide top-notch facilities and spaces for recreational programming across the Saanich Peninsula.

2. **Registration and Administrative Support:** We utilize Recreation software for online registrations and also allow in-person or phone registrations. The software is used for class lists, revenue reports, and communicating with participants.

3. **Marketing and Promotion:**

Marketing and promotion is a shared responsibility between the Contractor and Panorama Recreation. All programs are marketed by way of the seasonal program brochure, and where applicable, drop-in schedules. Additional marketing opportunities can be negotiated through adjustment to revenue splitting, such as:

- **Digital Media:** Monthly e-newsletters, Electronic roadside display, LCD displays and website.
- **Social media:** Programs and services are frequently featured on our social media channels.
- **Print Media:** Posters, calendars and other in-house opportunities within our facilities to promote upcoming programs.

To ensure brand identity and standards are met, all forms of marketing and promotion must be reviewed and approved by the Panorama Recreation's Communications Coordinator. For copies of our logo for additional marketing please request this from the recreation coordinator.

How to become a Recreation Contract Instructor

Propose a Course

If you are interested in becoming an instructor, you must first submit a course proposal form, which is [available online](#). When submitting your proposal, please ensure it includes:

- Course description
- Proposed dates and times
- Course fee and supply fees (if required)
- Required setup or equipment
- Proposed contract split (refer to guidelines below)
- Your qualifications, bio, relevant certifications, and references

Course proposals are accepted year-round; however, instructors are hired on a contract basis each season.

Due to the volume of programs, services and proofing process for our program guide we plan approximately 3 months prior to the next season.

Submitting a course proposal form does not guarantee approval. Program applications will be evaluated based on several factors, including available space, community needs and interest. After submitting your proposal form, the program area supervisor will review it and inform you whether it has been accepted, if changes to submission are recommended in order to be accepted or for potential of greater program success, if references will be contacted or if additional information is required.

Contract Splits

As a recreation contract instructor, you will receive a percentage of course revenue. Contract splits are dependent on service details such as location, equipment or supplies:

- 50% Instructor / 50% Panorama. This split can be used when both parties equally share responsibilities or when a contractor requires the use of Panorama equipment or supplies (non consumable).
- 60% Instructor / 40% Panorama: This is the standard revenue split for programs held at a Panorama facility.

- 70% Instructor / 30% Panorama: This split may apply when the contractor has incurred significant hard costs for non-consumable equipment.
- 80% Instructor / 20% Panorama: This is the standard revenue split for programs conducted at the instructor's facility.

Insurance

Contract instructors must provide and maintain, at their expense, any insurance that is required by law to be provided, or that is reasonably necessary to insure against any risks the Contractor may assume entering into the contract agreement, including coverage for employees and volunteers as required by the *Workers Compensation Act*.

For programs considered high risk, the contractor must maintain Commercial General Liability Insurance with the following requirements met:

- Minimum \$2,000,000 Commercial General Liability, with coverage for bodily injury, property damage and unlicensed equipment operations.
- Capital Regional District (CRD) named as additionally insured.
- Severability of Interests and cross-liability noted.

A certificate of insurance must be provided to the CRD confirming compliance with these terms.

Criminal Record Checks

Contract instructors must provide Panorama a copy of a Criminal Record Check, including a Vulnerable Sector Check, that is valid within the last 6 months. Additionally, contract instructors are responsible for ensuring that all employees, volunteers or any other individuals involved in program delivery provide them with a Criminal Record Check that is also current within the last 6 months.

Contract for Services

Once the course proposal is approved and the criminal record check and proof of insurance have been received, the program coordinator will provide the contractor with a standard contract for services (see Appendix A) and an instructor agreement outlining the planned courses for the upcoming season.

Both the contract and instructor agreement must be signed and returned to the program coordinator at least 14 days before the program start date.

Payment for Services

Revenue Reports

Once your final session is complete contractors shall request a revenue report. This report will include details such as the course fee, number of participants, supplies/extras (if applicable) and the amount(s) to be invoiced based on the agreed contract split.

Invoices for Payment

Upon receipt of the revenue report, the contractor will send an invoice to the program coordinator within 30 days of program completion. Invoices must include name/business, address, phone number, GST number (if applicable), services provided and date, and total amount. See Appendix B for invoice template.

Method of Payment

Contractors will receive payment within 30 days of the invoice submission. Payment can be made via cheque or Electronic Funds Transfer (EFT) as preferred by the Contractor.

Refund Policy

Participant fees are non-refundable for absences, including those due to seasonal illness or inclement weather, provided the facility and service remain available to the public. Pro-rated credits may be issued for medical reasons or relocation, at the discretion of the program coordinator in consultation with the contractor.

Standard Refund Timelines

Panorama's cancellation and refund policy can be found [online](#).

Refund requests beyond the specified timelines will be reviewed in collaboration with the contractor.

Absences, Substitutes, Cancellations

Absences

If a contractor is ill or unable to attend a scheduled class, the program coordinator must be notified at least four hours before the program start time. If the program coordinator is unavailable, Panorama Reception can be contacted at info@panoramarec.bc.ca or 250-656-7271.

Cancellations

If a session or more is cancelled, Panorama will notify participants and arrange refunds.

Substitute Instructors

It is the responsibility of the contractor to find a substitute in the event of an illness or planned absences. Substitute instructors must have submitted a criminal record check to the contractor and possess the necessary skills, experience and qualifications to teach the program.

Enrollment

The contractor and Panorama will determine the minimum and maximum number of participants for the program. Two to three days before the course start date the program coordinator will provide the contractor with registration numbers and confirm whether the minimum enrollment has been met. If the minimum is not achieved, a mutual decision can be made to proceed with the course.

Attendance Sheets

Before the course start date, an attendance sheet with participants' first and last names will be provided. For programs hosted at Panorama Recreation Centre or Greenglade Community Centre, the sheet will be printed and available for pick-up from Reception prior to the first class. For programs hosted at any other Panorama Recreation program locations, the sheet(s) will be emailed to the contractor. If a program-specific questionnaire was used to collect information from registrants in advance, responses will be shared with the Contractor along with the attendance sheet.

For children or underage participants primary point of contact and emergency contact information will also be provided.

Contractors are welcome to collect email addresses of participants if they choose to provide their email. Due to privacy Panorama will not provide further participant information for adult classes other than first/last name.

Facility Usage, Equipment and Storage

Panorama provides tables, chairs and AV equipment (TV/HDMI) for courses. Instructors may arrive up to 15 minutes before class for setup and have 15 minutes after class to clean up and vacate the space. Additional setup or takedown time can be requested if needed.

Please note that there is no onsite storage available for equipment used in contracted classes.

Accident, Incident Reports and First Aid

Contractors are required to have their own first aid supplies and provide first aid if needed (up to their level of certification) during their program. Please notify the recreation coordinator or staff of any incidents or accidents so that a first aid form or incident report form can be completed.

Emergency Procedures

If an emergency occurs, it is your responsibility to take control of your participants and ensure their safety. For all emergencies, your number one priority is the safety of yourself and the participants in your care.

Fire procedures

1. If you discover a fire, immediately pull the nearest fire alarm. Quickly and calmly evacuate yourself and participants from the building. If time permits, gather attendance sheets and the first aid kit.
2. Conduct a head count as you leave the building. Proceed to the designated Muster Area.
3. Upon arrival at the Muster Area, perform another head count to ensure all participants are accounted for.
4. Remain in the Muster Area until you receive further instructions from an incident commander, fire department, or supervisor.

Earthquake

1. Direct participants to DROP, COVER, HOLD or HOLD ON; taking hands and knees for stability and covering head and neck as able, or locking wheelchair wheels, remaining seated and protecting head and neck as able. Remain in position for 60 seconds after shaking stops.
 - In open areas (gymnasium) decide whether it's safer to: stay where you are, move to a covered area or evacuate to an open area outside.
2. Assess immediate surroundings for dangers and aid participants as needed.
3. Expect aftershocks.
4. Do not evacuate until instructed it is safe to do so.

Power Outage – Full or Partial

1. Cease program, gather participants and move to a well-lit area.
2. If the power is not restored after 5 minutes please gather your participants, belongings and exit the building.
3. Await further direction from staff or notify your program coordinator.

Lost Person

1. Immediately do a search of the surrounding area (approx. 1 min). If caring for children, head count and ensure they remain supervised in a controlled area.
2. Gather the following details: lost person's name, age, where they were last seen, and useful descriptive, distinguishing features such as hair colour and what they were wearing.
3. Onsite: Inform reception or staff so they can initiate the lost person facility procedure.
Offsite: Notify your program coordinator immediately or call reception at 250-656-7271 or Panorama staff via radio at 250-655-2193 to inform someone of the emergency.
4. Solicit other adults or staff to help search.

5. **If the lost person is not found within 5 minutes call 911.**
6. If the lost person is a child, contact the parents/guardians.
7. Keep searching until authorities arrive.
8. Follow up with program coordinator to advise of outcome and complete an incident report.

Shelter in Place

A shelter in place may be implemented should there be an external threat, and it is safer for participants and staff to remain inside the building than out.

1. Staff, police or fire will notify if the building must shelter in place due to a potential external hazard.
2. All entrances to the building, or in/out of specific building sections, will be closed and staff will notify all occupants of the shelter in place prohibiting exit of the building or section of building until further notice.
3. Keep calm and await further direction from staff, police or fire.

Child Protection Policy

For contractors working with children or the vulnerable sector, it is required that you are familiar with the child protection guidelines set by the Ministry of Child and Family.

If you think a child or youth under 19 years of age is being you abused or neglected, you have the legal duty to report your concern to the Ministry of Children and Family Development at 1-800-663-9122. Review further information from the ministry linked below.

<https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/keeping-kids-safe>

Social Media

Many great things happen in our programs, however, due to privacy concerns, please ensure any content shared on social media does not contain recognizable faces, names or other personal details of participants. If you wish to publish content that includes any of these pieces, please contact the recreation coordinator to discuss. Media Release Forms may be required of participants.

Contractor Checklist

The following mandatory information must be provided by the contractor once your course has been approved:

- ☐ Signed contract and instructor agreement
- ☐ Criminal Record Check – valid within 6 months
- ☐ High risk courses: proof of Insurance with CRD listed as additionally insured