

April 27, 2023

FOI No. 2023-025

Redacted S. 22
[Redacted]

VIA EMAIL - Redacted S. 22

Dear Redacted S. 22

Re: Request for Information
Freedom of Information and Protection of Privacy Act

The City of White Rock has reviewed your request for access to the following information pursuant to the Freedom of Information and Protection of Privacy Act (the "Act"):

- *Specific policies and directives governing contract employees including instructions pertaining to their obligations to provide safe and healthy conditions in all program areas and services, to present a good image to the public and participants including being fair and impartial to all participants, how to promote their own programs with approval from City staff, and their obligations to perform their duties according to the policies and procedures of White Rock Recreation and Culture, and what those policies and procedures of White Rock Recreation and Culture are - please provide written copy of same.*

I have confirmed that all hiring for recreation contract instructors is done through the Recreation Department. They utilize agreement templates generated by Xplor a recreation software program. An agreement sample has been attached.

In addition, attached are the Program Leader Handbook and External Personal Trainer Guideline documents that are provided to contract instructors.

As a gauge to how the program, facility and Instructor are doing Recreation staff send out regular participant surveys via email where participants can provide feedback anonymously. Participants are asked to provide feedback on the recreation program they are registered in, the facility and the instructor.

Some of the information in the records provided is excepted from the disclosure requirements of the Act. I have severed the excepted information so that I could disclose to you the remaining information as attached.

The severed information is excepted from disclosure under section 22 of the Act. Severing under section 22 is necessary to avoid disclosing third-party personal information without permission.

Please contact our office if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Arthur", with a small dot at the end.

Tracey Arthur
Director of Corporate Administration

If you believe that the City of White Rock has been unreasonable in its handling of your request, you may ask the Information and Privacy Commissioner to review our response. You have 30 days from receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner
3rd Floor, 756 Fort Street
Victoria BC V8W 1H2

Should you decide to request a review, please provide the Commissioner's office with:

1. your name, address and telephone number;
2. a copy of this letter;
3. a copy of your original request sent to the City of White Rock; and
4. the reasons or grounds upon which you are requesting the review.

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
00008140	Balance Class 65+	Wed Sep 14, 2022 12:30 PM - 01:30 PM	Wed Dec 21, 2022 12:30 PM - 01:30 PM	22	Horst and Emmy Werner Centre for Active Living	Fitness Studio 1 - Centre for Active Living	\$40.00 Per Class	Course Fee: \$209.44	6 - 12
Description:	Do you want to feel more confident in leading a physically active life? Gain the body strength you need to move with ease through daily routines. Begin with seated and supported exercises and progress gradually through specialized strength training and balance movements.								
Exceptions:	Day	Date	DayTime		Facility	Location			
	FRI	Sep 30, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	FRI	Oct 7, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	WED	Oct 12, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	FRI	Oct 14, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	WED	Nov 30, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	FRI	Dec 2, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	FRI	Dec 23, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
Exclusions:	Day	Date	DayTime		Facility	Location			
	FRI	Nov 11, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
	FRI	Nov 11, 2022	12:30 PM - 1:30 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
00008148	Basic Gym Routine - Centre for Active Living	Tue Oct 11, 2022 01:45 PM - 02:45 PM	Tue Nov 01, 2022 01:45 PM - 02:45 PM	3	Horst and Emmy Werner Centre for Active Living	Cardio Gym 2 - Centre for Active Living	\$37.00 Per Class	Course Fee: \$41.00	2 - 3
Description:	You will be given a basic fitness routine (cardio and weight training) that you can do at the gym. This is a group training class of 2 to 4 people. A Par-Q readiness questionnaire must be returned to the instructor. If you are between the ages of 15 and 69, the PAR-Q will tell you if you should check with your doctor before you start. If you are over 69 years of age and have not been very active, check with your doctor before registering.								
Exceptions:	Day	Date	DayTime		Facility	Location			
	TUE	Oct 11, 2022	1:45 PM - 2:45 PM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active			
	Living								
Exclusions:									

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
00008145	Cardio & Strength Training Circuit for 55+	Tue Sep 13, 2022 11:15 AM - 12:15 PM	Tue Dec 13, 2022 11:15 AM - 12:15 PM	12	Horst and Emmy Werner Centre for Active Living	Cardio Gym 2 - Centre for Active Living	\$37.00 Per Class	Course Fee: \$119.00	1 - 10
Description:	Strengthen, tone and burn calories on a dynamic cardio equipment circuit in the Centre for Active Living gym. Led by a certified fitness instructor. Participants are encouraged to go at their own pace.								
Exceptions:	Day TUE Living	Date Oct 11, 2022	DayTime 11:15 AM - 12:15 PM		Facility Cardio Gym 2 - Centre for Active Living	Location Horst and Emmy Werner Centre for Active Living			
	TUE Living	Dec 20, 2022	11:15 AM - 12:15 PM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living			
Exclusions:	Day TUE Living	Date Oct 18, 2022	DayTime 11:15 AM - 12:15 PM		Facility Cardio Gym 2 - Centre for Active Living	Location Horst and Emmy Werner Centre for Active Living			
	TUE Living	Oct 18, 2022	11:15 AM - 12:15 PM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living			
00008146	Cardio & Strength Training Circuit for 55+	Mon Sep 12, 2022 10:15 AM - 11:15 AM	Mon Dec 19, 2022 10:15 AM - 11:15 AM	11	Horst and Emmy Werner Centre for Active Living	Cardio Gym 2 - Centre for Active Living	\$37.00 Per Class	Course Fee: \$110.00	4 - 10
Description:	Strengthen, tone and burn calories on a dynamic cardio equipment circuit in the Centre for Active Living gym. Participants are encouraged to go at their own pace.								
Exceptions:	Day MON Living	Date Oct 17, 2022	DayTime 10:15 AM - 11:15 AM		Facility Cardio Gym 2 - Centre for Active Living	Location Horst and Emmy Werner Centre for Active Living			
	MON Living	Nov 14, 2022	10:15 AM - 11:15 AM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living			
Exclusions:	Day MON Living	Date Sep 19, 2022	DayTime 10:15 AM - 11:15 AM		Facility Cardio Gym 2 - Centre for Active Living	Location Horst and Emmy Werner Centre for Active Living			
	MON Living	Sep 19, 2022	10:15 AM - 11:15 AM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living			
	MON Living	Oct 10, 2022	10:15 AM - 11:15 AM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living			
	MON Living	Oct 10, 2022	10:15 AM - 11:15 AM		Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living			

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
00008143	Get up and Go 65+	Wed Sep 14, 2022 02:00 PM - 03:00 PM	Wed Dec 21, 2022 02:00 PM - 03:00 PM	22	Horst and Emmy Werner Centre for Active Living	Fitness Studio 1 - Centre for Active Living	\$40.00 Per Class	Course Fee: \$189.04	9 - 12
Description:	Get Up and Go is an entry level exercise program for seniors with balance and mobility impairments. This safe exercise program is specially designed to improve strength, balance and coordination as well as functional ability, independence and quality of life. Referral required. Contact Fraser Health Fall and Injury Prevention at 604-587-7866, or email fallsprevention@fraserhealth.ca								
Exceptions:	Day	Date	DayTime	Facility	Location				
	FRI	Sep 30, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Oct 7, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	FRI	Oct 12, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Oct 14, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	WED	Nov 30, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Dec 2, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	FRI	Dec 23, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living								
Exclusions:	Day	Date	DayTime	Facility	Location				
	FRI	Nov 11, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Nov 11, 2022	2:00 PM - 3:00 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	FRI								
	Active Living								

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
00008144	Movement for Fitness	Tue Sep 13, 2022 12:30 PM - 01:30 PM	Tue Dec 06, 2022 12:30 PM - 01:30 PM	12	Horst and Emmy Werner Centre for Active Living	Cardio Gym 2 - Centre for Active Living	\$37.00 Per Class	Course Fee: \$97.50	8 - 10
Description:	Want to increase your physical activity level? This gentle exercise program includes some cardio and strength training, and no floor work. Exercises can also be done seated.								
Exceptions:	Day	Date	DayTime	Facility	Location				
	TUE Living	Oct 11, 2022	12:30 PM - 1:30 PM	Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living				
	TUE Living	Dec 13, 2022	12:30 PM - 1:30 PM	Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living				
	TUE Living	Dec 20, 2022	12:30 PM - 1:30 PM	Cardio Gym 2 - Centre for Active Living	Horst and Emmy Werner Centre for Active Living				
Exclusions:									

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
00008141	Osteofit for Life - Level 2	Mon Sep 12, 2022 11:15 AM - 12:15 PM	Mon Dec 19, 2022 11:15 AM - 12:15 PM	22	Horst and Emmy Werner Centre for Active Living	Fitness Studio 1 - Centre for Active Living	\$40.00 Per Class	Course Fee: \$195.00	6 - 12
Description:	Osteofit is a safe and effective strength, balance and coordination program specifically designed for those with osteoporosis and osteopenia, and those at risk of falling. Exercise can help to reduce the rate of bone loss, strengthen muscles, and improve balance. Education and information about osteoporosis prevention and treatment is provided within the program. Level 2 - This class is suitable for those who have completed Osteofit 1.								
Exceptions:	Day	Date	DayTime		Facility	Location			
	MON	Oct 3, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living	Oct 5, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	WED	Oct 12, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living	Oct 17, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	WED	Oct 19, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living	Nov 14, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	WED	Nov 30, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living								
Exclusions:	Day	Date	DayTime		Facility	Location			
	MON	Sep 19, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living	Sep 19, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	MON	Oct 10, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	Active Living	Oct 10, 2022	11:15 AM - 12:15 PM		Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for			
	MON								
	Active Living								

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
00008142	Stability Body Sculpt	Fri Sep 16, 2022 11:15 AM - 12:15 PM	Fri Dec 16, 2022 11:15 AM - 12:15 PM	9	Horst and Emmy Werner Centre for Active Living	Fitness Studio 1 - Centre for Active Living	\$37.00 Per Class	Course Fee: \$91.54	7 - 10
Description:	Enjoy a full body, but gentle workout using the stability ball and one's own body weight as resistance. Each class ends with a long stretching session to reduce soreness and stiffness and promote feelings of well-being.								
Exceptions:	Day	Date	DayTime	Facility	Location				
	FRI	Sep 30, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Oct 7, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	FRI	Oct 14, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Dec 2, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	FRI	Dec 23, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living								
Exclusions:	Day	Date	DayTime	Facility	Location				
	FRI	Nov 11, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	Active Living	Nov 11, 2022	11:15 AM - 12:15 PM	Fitness Studio 1 - Centre for Active Living	Horst and Emmy Werner Centre for				
	FRI								
	Active Living								

X:

X:

Cari Plotnikoff

White Rock Recreation and Culture

Date

Date

Payment Terms

1. Submit instructor invoices to White Rock Recreation & Culture for payment.
2. A signed contract must be in place before invoice is processed.
3. Attendance records and evaluation forms must be returned to the Recreation Programmer with a service invoice.

Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
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4. When the instructor is on a percentage split, net fees are paid out on the course fee, less the GST (if applicable). Fee waivers are applied against course fees and discounts are applied against course fees.
5. GST for the Instructor's percentage of gross fees will be remitted to the Instructor only when a GST registration number is provided as follows: GST registration number: _____
6. If the Instructor does not have WCB coverage, the City of White Rock will pay coverage on your behalf at the current rate as assessed by the WCB. This coverage will be deducted from net fees paid to the instructor. If the Instructor has WCB coverage, please provide number here: WCB # _____.

Programs running eight to twelve weeks:

A cheque will be issued for 50% of the contracted fee at the midpoint of the program (if requested).

A cheque will be issued for the balance of the contract after the last program session and once an invoice has been submitted.

Programs running seven weeks or less:

A cheque will be issued for the full balance of the contract after the last program session and once an invoice has been submitted.

Conditions of Contract

1. You will perform the duties required according to the policies and procedures of White Rock Recreation & Culture on instruction from the Recreation Programmer.

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Event ID	Subject	Starts	Ends	Sessions	Location	Facility	Payrate	Fees	Capacity (Min - Max)
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2. In the event that you are unable to attend class(es), it is your responsibility to inform the Recreation Program Coordinator and the class participants of the schedule change a minimum of 24 hours in advance. It is your responsibility to find a substitute when possible.
3. In the event that registration is less than the minimum enrollment, the class(es) will be cancelled 3 days prior to the start date. Except where the contractor/instructor and White Rock Recreation & Culture agree to run the program below the contract minimum number, the Recreation Programmer will determine if registration is sufficient.
4. No transaction of monies for materials or services is to take place between the instructor and the participant unless authorized by White Rock Recreation & Culture in writing.
5. Class attendance sheets will be emailed to you and you are responsible to maintain attendance figures for White Rock Recreation & Culture. It is your responsibility to request updated class lists as the session progresses. Evaluation forms will be emailed out to participants at the end of the program.
6. You will set up and take down any equipment and supplies used during the class.
7. This contract may be terminated by you on one month's notice in writing. White Rock Recreation & Culture reserves the right to void this contract without notice.

The Corporation of the City of White Rock
Recreation and Culture

PROGRAM LEADER HANDBOOK

Revised: April 2017



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WHITE ROCK RECREATION AND CULTURE

Mailing Address: White Rock Community Centre
15154 Russell Avenue, White Rock, BC, V4B 0A6
Telephone: 604 541-2199 Fax: 604 541-6390

Dear Program Leader,

Welcome to White Rock Recreation and Culture!

You, as a program leader, are one of the most important people in the delivery of recreation opportunities in White Rock. As a representative of White Rock Recreation and Culture, your conduct and image reflect on the entire department.

This handbook will aid you in many areas affecting your programs; please read it carefully prior to commencement of your program.

The program staff is here to assist you as much as possible. Please feel free to call us if you have any questions or if you require assistance.

We look forward to working with you and wish you a successful and enjoyable program season.



CONTACT LIST

Registration/Information	Phone:	604-541-2199
Centennial Park Leisure Centre and Arena 14600 North Bluff Rd., White Rock, BC	Phone: Fax:	604-541-2161 604-541-2176
Kent Street Activity Centre 1475 Kent St., White Rock, BC V4B 5A2	Phone: Fax:	604-541-2231 604-541-2239
White Rock Community Centre 15154 Russell Avenue White Rock, BC V4B 0A6	Phone Fax	604-541-2199 604-541-6390
Centre for Active Living 1475 Anderson Street, White Rock, BC (Next door to Centennial Arena)	Phone	604-541-2199
Director, Recreation and Culture 7589	Eric Stepura	604-542-
Manager, Community Recreation	Sylvia Yee	604-541-2234
Manager, Cultural Development	Claire Halpern	604-542-7580
Community Recreation Coordinator	Janna Nicholson	604-542-7581
Community Recreation Coordinator	John Stech	604-541-2164
Community Recreation Coordinator	Dianne Sawicki	604-541-2236
Special Events Coordinator	Amy Baumann	604-541-2252
Recreation Clerks	Theresa Kidd	604-541-2172
	Denise Reh	604-541-2199
	Sandi Levy	604-541-2199
	Lynn Reimer	604-541-2231
	Wendy Wilson	604-541-2199
Recreation Centre Operations Coordinator (Centennial Arena)	Lee Reimer	778-772-9216

After office hours facilities call-out: s. 21

(You are calling the Surrey Fire Department – you will need to explain that you need a City of White Rock Facilities Call-out)

II. FACILITIES LIST – White Rock Recreation and Culture

Centre for Active Living	1475 Anderson Street
<ul style="list-style-type: none">• Fitness Studio 1&2, Cardio Gym 1&2, Education Room	(next door to Centennial Arena)
<ul style="list-style-type: none">• Peace Arch Curling Centre, Lounge	
Centennial Park Leisure Centre	14600 North Bluff Road
<ul style="list-style-type: none">• Centennial Arena & Dry Floor, Hall, Meeting Rooms, Mel Edwards Centre	
Centennial Park	
<ul style="list-style-type: none">• Soccer Field, Track, Baseball Diamond, Lacrosse Box, Tennis Courts	
White Rock Community Centre	15154 Russell Way
<ul style="list-style-type: none">• Presentation Room, Art Room, Studio	(off of Russell Avenue)
Gallery	
Kent Street Activity Centre	1475 Kent Street
<ul style="list-style-type: none">• Auditorium, Classroom, Library	
Bayridge Elementary	1730 142 nd Street
Bayview Park	West Beach Area (Marine Drive at Duprez Street)
Earl Marriott Secondary	1571 16 Avenue
Jessie Lee Elementary	2064 154 th Street
Peace Arch Elementary	15877 Roper Avenue
Semiahmoo Secondary School	1785 148 th Avenue
Sunnyside Elementary	15251 28 th Avenue
White Rock Elementary	1273 Fir Street
White Rock Library (Meeting Room)	15432 Buena Vista Avenue
Peace Arch Golf Centre Driving Range	172 nd St. and 8 th Avenue

III. GOALS AND OBJECTIVES

A. Goals

The goal of the department is the delivery of Recreation and Culture to the community of White Rock. The coordination and operation of recreation programs and opportunities is essential to the improvement of the quality of life for White Rock residents.

The prime aim and purpose of the Centre of Active Living, the White Rock Community Centre, Centennial Park Leisure Centre and Kent Street Activity Centre is to provide a place for social, recreational, educational and cultural programs and activities. The Centres also promote healthful living and wellness. Where possible, the Kent Street Centre will provide community information and referral services relating to seniors.

B. Objectives

- a) To offer varied recreational services and opportunities of a high quality that will contribute to the growth, development and satisfaction of our citizens regardless of age barriers or disabilities.
- b) To provide opportunities to participate in sports, programs and activities that add to quality of life, regardless of the participants' skills and abilities, and to encourage other organizations that have similar purpose.
- c) To provide opportunities and further develop programs in cultural and creative diversity, regardless of the skills or abilities of the participants, and to encourage other organizations that have similar purposes.
- d) To provide opportunities for outdoor education and recreation that will deepen the community's appreciation and awareness of the environment.
- e) To provide a balance of leisure opportunities and to continue to experiment and improve the design of programs to meet community needs and interests.
- f) To provide safe and healthy conditions and practices in all program areas and services.

IV. DUTIES AND RESPONSIBILITIES OF A PROGRAM LEADER

- A. To familiarize yourself with this manual and apply when necessary.
- B. To pick up class lists and facility keys required for your program prior to the program start date.

- C. To provide a safe environment for your program. We strongly recommend that program leaders obtain first aid certification.
- D. To ensure maximum participation by all participants.
- E. To maintain good relations with the public, fellow staff and program participants.
- F. To prepare lesson plans for your program.
- G. To ensure that all equipment, supplies and the facility are cared for properly which includes set up and take down the equipment and supplies as required for your programs.
- H. To follow proper steps in registration and accident procedures.
- I. To present a good image to the public and participants by being well groomed and prompt for all classes and by being fair and impartial to all participants.
- J. To assist White Rock Recreation and Culture in conducting effective evaluation of programs.
- K. To ensure participants in your program are participating in a safe manner and by their actions are not endangering themselves or others in the program.
- L. To adhere to the operating principles of White Rock Recreation and Culture.
- M. To familiarize yourself with the emergency phone at your program location. If no phone is available (i.e. school gym), ensure you have a cellular phone available for emergency calls.

Note: White Rock Recreation and Culture has a NO DRUGS; NO ALCOHOL policy that applies to participants and leaders while participating in White Rock Recreation and Culture programs and activities.

V. PROGRAM OPERATION

- A. Prior to the program, arrangements should be made to pick up the class list or have it faxed or emailed to you. A facility key or access card reader will be issued to those needing one. If lists are picked up in advance of the program start date, confirmation should be made just prior to the start of your program in case of additions or cancellations.
- B. Inspect the facility and equipment. Any breakages, losses or damages are to be reported immediately. Ensure you are familiar with the location of the nearest emergency phone.
- C. If medical waiver form(s) are required for your program, these should be collected and returned to the Program Coordinator.
- D. Even though many of the participants may be absent an instructor must remain at the program. Participants should not be left unsupervised.
- E. Leaders should have a class list and record attendance at each session. Any registered participants that have missed more than two sessions should be contacted. Inform the Recreation Coordinator of their reasons for not attending. We maintain a waiting list for many programs and with notification can contact these individuals to fill your program. Attendance records are submitted to Recreation and Culture at the end of the program.
- F. If set up or maintenance problems arise during programs held at the Centre of Active Living, White Rock Community Centre or the Centennial Park Leisure Centre when the office is closed, contact the Facilities call-out after hour's number (listed on page 4 of this manual). During ice-in season at Centennial Park Leisure Centre Hall users can contact the facility attendant or icemaker on duty by phone at 778-772-9216.
- G. At the completion of each session, ensure that the facilities are:
 - left clean
 - lights are turned off
 - floor is tidy (swept if necessary)
 - any equipment used is put away
 - doors are locked

- H. As soon as possible after the last class, the instructor should bring to the White Rock Recreation and Culture office or to the Kent Street Activity Centre front desk the following:
- any materials or supplies not normally stored in the facility where your program was situated
 - keys to facilities/vehicles and receipts (if applicable)
 - drop-in money so your final pay cheque may be issued (if applicable)

VI. POLICIES AND PROCEDURES

A. Registration

- a) Registration takes place on a first come-first serve basis on scheduled registration days. If after the first program day, there are participants who have not yet registered or do not appear on your class list (and providing there is still available space), inform them that they must register at a White Rock Recreation and Culture Office. To ensure that they have registered, contact the Recreation and Culture Office and request an updated Class Attendance Form.
- b) Leaders are asked not to allow anyone to attend a class until they have registered. We keep waitlists on full programs. When an opening does come up we refer to the waitlist. **The above information does not preclude your discretion when someone arrives and wants to observe the program to see if it interests them.**
- c) Promoting your programs is strictly handled in liaison with White Rock Recreation and Culture. No material should be printed or published without White Rock Recreation and Culture Program Coordinator's written approval.

B. Instructor Absenteeism

If, through illness or any other reason, you are unable to instruct a class the following steps should be followed:

- a) Contact your replacement (if available); and
- b) Contact the Recreation Coordinator as far in advance as possible;
- c) When it is necessary to cancel a class, Recreation and Culture applies a class credit to the account of each registrant. Participants can apply their credit when they register for another program.

C. Program Cancellations

Programs are occasionally cancelled due to school activities or special events. Whenever possible instructors will be notified of any cancellation in advance to allow you to inform your participants.

D. Equipment and Supplies

1. Equipment supplied by White Rock Recreation and Culture is distributed from the office, and should be returned at the end of each program session. Please contact the office if you need additional equipment or if equipment is in need of repair or replacement.
2. A limited amount of handouts may be photocopied at White Rock Recreation and Culture; double-sided copies will be produced for you. Material to be reproduced should be brought to the office a week in advance to ensure it is completed on time.
3. Please do not bring food into the Kent Street Activity Centre. The Centre's Food Services/Coffee Shop is able to cater your refreshment needs. Food Services/Coffee Shop hours are Monday to Friday, 9:30am – 3:00pm. If your requirements are for a large number or for when the coffee shop is closed, please make prior arrangements with Food Services by calling 604 541-2238.

E. Incident Reports

Incident report forms are to be filled out and returned to White Rock Recreation and Culture within twenty-four hours.

When an accident occurs:

- a) The instructor should assume full responsibility for handling the situation, determine the seriousness of the accident and provide for immediate aid to the victim(s).
- b) Never leave the victim alone. Appoint one member of the class or the other instructor (if available) to assume the responsibility of running the class. Try to de-emphasize the injury and, if possible, keep the class going.
- c) If the accident is so serious that the individual requires immediate medical attention, phone 911 for the ambulance. **Note: no coins are necessary to call 911 from a pay phone.** Notify a family member as soon as possible. If the injured is a child, notify the parent or guardian immediately
- d) Prior to program ensure you have access to an emergency phone at your facility location or you have a cellular phone with you on site.

F. Van Procedures

Anyone driving for a White Rock Recreation and Culture Program must have a Class IV Driver's License. The following steps are to be taken whenever taking passengers on a recreation program:

- a) Conduct a pre-trip and post-trip inspection of the van using the Trip Inspection Report made available in each van. Carry the cell phone with you on all van trips.
- b) Fill out a route card complete with participants' names, destination and expected time of return. Leave the completed route card at the Centennial Arena Office (mail drop box if outside office hours).

- c) If an accident should occur, assume full responsibility for handling the situation. Never allow someone not employed by White Rock Recreation and Culture to drive a city vehicle.
- d) Any problems, mechanical or otherwise, should be reported immediately to the Recreation Coordinator. Problems encountered on the road should be taken to the nearest garage for immediate repair. Never drive a vehicle that does not meet safety standards.
- e) Vans must always be left clean and full of gas. A cardlock system has been installed on the fuel pumps at the public works yard. You may refuel the van at any hour, even outside of office hours. The gate access key is kept with the cardlock card. Refueling should be done at the Public Works Yard whenever possible. Credit Card Purchases of gas are to be used only when absolutely necessary. Vans should be swept and garbage removed after use.

G. Use of Schools for Recreation Programs

Our public recreation program is, to a large extent, dependant upon the use of school facilities. Any infractions of the regulations below could result in the termination of the agreement under which White Rock Recreation and Culture uses the facilities.

- a) Please comply with the requests of the maintenance staff; they are the school's representatives during these times.
- b) One or more leaders in charge of the group should be present at all times and should be first to arrive and last to leave in order to assure proper supervision. This is to ensure safety standards are kept and that public property and equipment is properly protected.
- c) Only the area designated by the signed agreement should be used. All persons in the program must confine their activities to those rooms covered by the agreement. No person may wander to other parts or rooms in the school (the nearest washrooms are an exception). Children who go to the washrooms should be accompanied by another child or assistant leader to ensure their safety.

- d) Only clean, dry running shoes are to be worn on the gymnasium floor.
- e) No one, other than members of your group, is to be admitted into the building during your scheduled time. You are responsible for any infractions in this regard.
- f) Facilities should be left in a tidy condition. Any furniture or equipment moved should be placed back in its original location.
- g) Any damage to the school equipment to building is to be reported to the janitor at once and to the Recreation Coordinator the following morning.
- h) No school equipment beyond that listed on the rental agreement is to be used.

H. Payment for Services

Instructors on contract with White Rock Recreation and Culture will invoice Recreation and Culture for services provided.

Instructors are responsible for invoicing Recreation and Culture for their 50% midpoint payment (where applicable) and final contract payment. Midpoint payment will be made as per the contract during the 5th week of the program. Allow a minimum of 10 working days for Recreation and Culture receipt of invoices for payment.

A sample invoice that can be used for the midpoint payment and/or final invoice is provided. You may choose to use this template or use your own invoice. Regardless of invoice used, please indicate on your invoice the program name, season, and program start and finish dates. In the payment due column, indicate if this is the 50% payment due or the final payment due. If you are on a percentage split contract, the actual amount due will be calculated by Recreation and Culture and entered on the invoice. You do not need to calculate this amount manually. If you wish to have a detailed pay report (computer generated), contact the Program Coordinator.

I. Emergency Procedures for Out-trips

1. Ensure the health and safety of all participants. Outdoor recreation Program leaders need to have a signed Medical Waiver Form for each participant and carry the forms with them on each trip. In case of injury, take the necessary action.
2. Assess degree of difficulty.
3. Determine plan of action, itemize needs to solve problems.
4. Determine if help is needed.
5. If the problem cannot be resolved through employing your own resources then call the following people:

EMERGENCY 911

White Rock Recreation and Culture 604-541-2199

Supervising Program Coordinator:

- o Dianne Sawicki wk: 604-541-2236
cell: 778-549-5338
- o John Stech wk: 604-541-2164
cell: 778-549-8759
- o Janna Nicholson wk: 604-542-7581
cell: 778-549-1207

Recreation and Culture Manager

- o Sylvia Yee wk: 604-541-2234
cell: 604-787-9344

6. Make sure your message is very clear.
 - a) State if anyone is hurt.
 - b) Outline the procedure you have followed so far.
 - c) Recommend how we can assist.
7. Have your message repeated back to you.



8. If a message has to be relayed by another person write it down on paper. Send two people together. Make sure your information is very clear and make no assumptions.
9. In the case of mechanical breakdown, call and ask for advice. Go to the nearest garage for repairs if there are any immediate safety concerns.
10. Medical difficulty – call 911 – better to be cautious than to overlook a potential health hazard.
11. If you need assistance do not hesitate to call Recreation and Culture Staff.

J. Cell Phone Procedures – cell phones are in Van 153 and minibus 152.

Check that the cell phone is operational prior to your trip departure. Cell Phone Charger units are located in the front compartment in each van. If the battery is low, charge the phone en-route.

VII. SAMPLE FORMS

The following is a sampling of forms you may require for your program. If you need additional copies, feel free to call the office (604 541-2199) and we will provide you with additional copies.

- A. Incident Report Form
- B. Course Attendance Sheet (Class List)
- C. Route Card
- D. Instructor Service Invoice

THE CORPORATION OF THE CITY OF WHITE ROCK INCIDENT REPORT



Complete immediately following all incidents resulting in: 1. Loss or damage to City property or downtime (including theft losses). 2. Death or injury to person (excluding employees) or loss or damage to property of others.	Completed form must be forwarded within 24 hours to: City Clerk, c/o City Hall 15322 Buena Vista Avenue White Rock BC V4B 1Y6 Fax: 604-541-9348	
1. Responsible Department: _____ Claim Number: _____		
2. Details of incident:	Date: _____ Time: _____ Location: _____	
	Describe details of incident: _____ _____ _____	
	Cause: _____ _____	
	3. Details of Damage:	
Describe extent of damage (in case of theft, attach a list of stolen articles) _____ _____ _____		
Name & Contact Information of Claimant		
Name: _____		
Address: _____		
Phone: _____		
Email: _____		
4. Persons Injured:	Name and Address:	Nature of Injury:
5. Witnesses:	Name: _____	Address: _____
	Name: _____	Address: _____
6. Amount of Loss:	Estimated cost of repairing damage to property	\$ _____
7. Recommendations to prevent similar incident in future:		
Date: _____		
Signature of Department Head: _____		

WHITE ROCK

My City by the Sea!

Program:	
Leader 1:	Phone:
Leader 2:	Phone:

Destination:
Route to be Taken:
Possible Alternative:
Overnight Locations:
Make or Auto Colour:
License #:
Parking Location:

List Each Member in Group	We have taken following equipment with us; to be taken on all trips
1.	
2.	
3.	<input type="checkbox"/> Extra Food & Clothes
4.	<input type="checkbox"/> First Aid Kits
5.	<input type="checkbox"/> Area Map & Compasses
6.	<input type="checkbox"/> Lighters/Firestarters
7.	<input type="checkbox"/> Flares/Signalling Devices
8.	<input type="checkbox"/> Change of Clothing in Car
9.	<input type="checkbox"/> Hat & Gloves
10.	<input type="checkbox"/> Whistles
11.	<input type="checkbox"/> Knives
12.	<input type="checkbox"/> Flashlights
13.	<input type="checkbox"/> Sunglasses
14.	<input type="checkbox"/> Nylon Cord
15.	<input type="checkbox"/> Food & Water
Date & Time Trip to Begin:	Equipment for Overnight(s):
Date & Time Trip Returns:	<input type="checkbox"/> Tents or Tarps / Colour
NOTIFY RCMP IF WE HAVE NOT RETURNED HOME OR CONTACTED YOU BY: (date & time)	<input type="checkbox"/> Food for ___ Days
	<input type="checkbox"/> Stove
	<input type="checkbox"/> Sleeping Bags
	<input type="checkbox"/> Water for ___ Days
Misc Information:	List any other equipment in your possession that might be of aid to search & rescue personnel.



Course Attendance Sheet

Printed: 02 Jun 2017, 09:07 AM

User: jana

Osteofit Advanced
OSTEOADV - 2015 FALL - 001
Course Barcode: 29641

Supervisor:	Janna Nicholson	Complex:	White Rock Community Centre
Instructor:	Cyndy Connery (Brown)	Facility:	Hall B
Fee:	course fee \$117.00	Starts:	Tue, 15-Sep-2015 11:30AM - 12:30PM
	member fee \$108.00		
Age:	18Y and over	Ends:	Thu, 19-Nov-2015 11:30AM - 12:30PM
Registered:	11 of 16	Runs:	19 hours, 19 Classes Tue,Thu

Pos	Person Name	Primary	Sep 15	Sep 17	Sep 24	Sep 29	Oct 1	Oct 6	Oct 8	Oct 13	Oct 15	Oct 20	Oct 22	Oct 27
	Redacted S. 22													

SERVICE INVOICE #

Name		WHITE ROCK RECREATION AND CULTURE c/o City Hall 15322 Buena Vista Avenue White Rock, BC V4B 1Y6		
Address				
Phone No.				
Email				
Invoice Date	Course #, Program Name, Season, Year AND indicate if a Midpoint or Final payment Eg. #25618 African Dance, Fall 2015 Midpoint	Start Date	End Date	Amount Due
GST #			GST	
Total Due				

Make cheques payable to:

WHITE ROCK RECREATION & CULTURE



White Rock Community Centre

15154 Russell Ave
White Rock, V4B 4A6
Telephone: 604-541-2199 Fax: 604-541-6390

Centennial Park Leisure Centre

14600 North Bluff Road
White Rock, V4B 3C9
Telephone: 604-541-2161 Fax: 604-541-217

Kent Street Activity Centre

1475 Kent Street
White Rock, V4B 5A2
Telephone: 604-541-2231 Fax: 604-541-2239

Dear Instructor:

Instructors on contract with White Rock Recreation and Culture need to invoice Recreation and Culture for services provided.

Instructors are responsible for invoicing Recreation and Culture for their midpoint payment (when applicable) and final contract payment. Mid-point payment will be made as per the contract during the 5th week of the program. Allow a minimum of 10 working days from Recreation and Culture receipt of invoices for payment.

On the reverse side of this form is a sample invoice that can be used for the mid-point payment and/or final invoice. You may choose to use this template or use your own invoice. Regardless of invoice used, please indicate on your invoice the course number, name, season, and start and finish dates. Indicate if this is a midpoint payment or the final payment due.

If you are on a percentage split contract, you will need to contact your Community Recreation Coordinator to have a detailed pay report (computer generated) sent to you in order to complete your invoice.

Please number your invoice. We recommend using the date dd/mm/yy format; e.g. if submitted Feb 15, use number #150215.

Thank you for your cooperation! Please do not hesitate to call your Community Recreation Coordinator with any questions you may have regarding this procedure for payment.



External Personal Trainer Guidelines

The City of White Rock Recreation and Culture welcomes professional affiliated Personal Trainers such as Personal Trainers registered with the BCRPA and The Registry® of Fitness Professionals, kinesiologists, physiotherapists, recreation therapists and occupational therapists.

All Personal Trainers must be approved by City of White Rock Recreation and Culture department to use the Horst and Emmy Werner Centre for Active Living (CAL) Cardio Gym #2 and Fitness Studio #2 recreation facilities to train clients.

To request approval, submit a completed External Personal Trainer Application Form along with copies of requested documentation.

The City of White Rock Recreation and Culture reserves the right to permit or deny the use of recreation facilities by Personal Trainers based on specific guidelines.

Approved Personal Trainers agree to and must abide by the following guidelines:

1. After receiving approval, a Personal Trainer must obtain an identification card (City of White Rock Recreation and Culture Personal Trainer ID).
For re-approvals, Personal Trainers must obtain an updated ID card.

Personal Trainers must wear ID at all times while in the (CAL) facility in the capacity of a Personal Trainer.

2. Admission is paid each visit for:
 - a. The Personal Trainer, via:
 - Paying the drop-in fee (\$13.00 per client- 2020 rates)
 - Purchasing 10 swipe (\$130.00), one month (\$130.00) Personal Trainer membership pass **and scanning once per client (2020 rates)**
 - b. The ensures the client pays admission, via:
 - Paying the drop-in fee
 - Purchasing a 10 or 20 swipe, or monthly membership pass and scanning upon each visit
3. Adhere to facility guidelines and posted signs.
4. Turn cellular phones to silent mode and answer any necessary calls in the lobby.
5. Conduct oneself in a professional manner and attire at all times.
6. Refrain from soliciting business while in the facility.
7. Practice safe conduct and provide safe instruction of exercises at all times.
8. Wipe down all machines and equipment after each use with the cleaning solution provided.
9. Refrain from dominating any piece of equipment when others are waiting.
10. Notify facility staff, (Recreation Coordinator), of any defective equipment.
11. Refer public questions to staff, (Recreation Coordinator).
12. In the event you or your client requires first aid or medical attention, call 911. Report any incidents to the facility staff for documentation (i.e. injuries, patron complaints).

If you have any questions or would like more information in regards to any of the above policies, please contact Janna Nicholson, Community Recreation Coordinator, 604-542-7581.



External Personal Trainer Application

Complete this form, attach copies of all documents.

Name _____

Company _____

Address _____

City _____ Postal Code _____

Phone-Home _____ Cell _____ Work _____

E-Mail _____

Provide copies of the following:

- Current Professional Membership Affiliation/Certification
(Choose one)
 - BCAA
 - CSEP
 - Other (i.e. occupational therapy, physiotherapy, etc): _____
 - The BCRPA and The Registry® of Fitness Professionals- Registered Personal Trainer

- Current Personal Trainer or Professional Liability Insurance
 - Minimum amount required: \$2 million
 - City of White Rock named as an insured third party/additional insured

- Current First Aid and CPR Certification

- Have you ever been employed by or volunteered for the City of White Rock?
 - Yes
 - Staff. Years worked: _____
 - Volunteer. Years Volunteered: _____
 - No

- I have read the Personal Trainer Guidelines in their entirety. I understand and agree to abide by the Personal Trainer Guidelines.

Signature: _____ Date: _____

Office Use Only

- Approved** Signature: _____ Date: _____
- Not Approved** Reason: _____
- Account created or updated in Class; included Alert Text.
- Documentation (certifications, insurance and signed application contract copies) scanned in and saved in the Z drive folder. Hard copies properly disposed of.