WALLED LAKE COMMUNITY EDUCATION

VENDOR HANDBOOK

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Building D
Walled Lake, MI 48390

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INTRODUCTION

Welcome to Walled Lake Community Education where our students are encouraged to Explore...Evolve...and Enjoy.

The mission of Walled Lake Community Education is to provide the public with quality lifelong positive learning experiences. We accomplish this through programs for our youth and adults in both Recreation and Enrichment. We offer numerous After-School Adventures programs to stimulate our student’s minds and invigorate their bodies in fun and inventive ways.

Health and wellness programs abound at Community Education. From aerobics to Zumba, we have something for everyone. Adults can take advantage of an array of enrichment programs to explore computers, art instruction, financial planning and hypnosis, just to name a few.

We look forward to working with you and promoting your class throughout our community. With cooperation and understanding, together we can enhance the lives of our students. We encourage a wide variety of classes which require an equal number of talented professionals. That is where you come in. This handbook is designed to guide you – the vendor – through the various functions of our department and the scope of your responsibilities.

Should you have any questions about our policies and/or procedures, or what is expected of you, please feel free to call our office.

Once again, welcome to Walled Lake Community Education. We look forward to a building a strong connection with you, our students and our community.

Best regards,

Walled Lake Community Education Staff
Employment Status

Corporations, companies and self-employed individuals who provide services in conjunction with Walled Lake Community Education are considered **contracted services** to Walled Lake Consolidated Schools. In distinguishing your independent service provision from that of “employment,” the District adheres to the guidelines published by the IRS (Form SS-8). As an independent vendor, you are subject to the District’s requirements for a business agreement and entitled to prompt payment pursuant to district procedures for appropriate services rendered. **If you are a retired public school employee, please ensure that you are eligible to work for the school district within your pension guidelines.**

Instructor/Vendor Requirements

**Identification:** All vendors must wear their provided identification tags while conducting a class. When conducting a class at our facility, vendors must check-in at the main office on the first day of class.

**Liability Insurance:** All corporations, companies and/or individual contractors must provide proof of current General Liability insurance coverage (minimum $1,000,000) which names Walled Lake Consolidated Schools as an “additional insured” for the scope of the service provision. The proof (photocopy) of insurance must be provided PRIOR to any delivery of services. In some cases, a waiver of liability may suffice. These will be reviewed on a programmatic basis.

**W-9:** Vendors must complete this form, including the Taxpayer Identification Number, and have it on file with the District in order to be paid. Note: The District will notify the IRS (1099 Form) of an independent contractor who has been paid.

**References/Criminal Background Check/Fingerprinting:** Please furnish upon request. Any vendor participating in programs for children under the age of 18 years, or with a K-12 student participating in the class, must be fingerprinted in compliance with the recent school safety legislation (2005PA 129-131 and 138). Please refer to the information included in this packet.

**Certificate Requirements:** Lifeguard, WSI, etc.

**Concussion Training Information:** For information, contact Jennifer Ludwig @ 248-956-5008.

**Invoices:** If you are a contract employee, we must receive an invoice from you after completion of your class BEFORE we can issue payment for services rendered. Submitted invoices must have the following information on them:
- **INVOICE**
- Invoice number
- Class number
Current address
Class student count/payment data

All invoices must be submitted within ten (10) days of class completion. Invoices submitted after ten (10) business days will be subject to a 15% surcharge.

**Reimbursement for Materials:** No reimbursements will be made to a contracted vendor unless prearranged and approved by the department supervisor. Material fees are permitted within a vendor contract.

**Contract:** The Contracted Service Contract must be completed and signed by both the vendor and the District PRIOR to the start of the semester that the program is to begin. Vendors will proof the contract for program specifics and sign in the appropriate location. Contracts should be returned to the Community Education Center for District approval and signature. Signed copies will be sent to the vendors for their records.

**Revenue Distribution**

In order to provide appropriate support for all of its programs and activities, Community Education maintains a basic 50/50 agreement with our vendors. Both parties realize 50% of the net from the class/activity for provision of their respective responsibilities. An exception to the aforementioned revenue split would be a “materials fee” or previously agreed upon assessment to provide something integral to the class. That material fee, as well as, any negotiated deviation from the standard distribution must be stipulated in the Contracted Services Contract. Any other revenue distribution must be done on a per program basis.

**Community Education Responsibilities**

The Community Education Department will support your program by providing:
- Use of a facility
- Planned promotion/information dissemination
- Registration
- Accounting
- Payment and school district support

In some cases, vendors may provide classes at their business or previously specified location. In these instances, liability insurance is mandatory to provide instruction.

**Contracted Vendor Responsibilities**

Contracted Vendors will provide the following:
• The full scope of your service delivery (i.e. curriculum, training, employment of assistants/substitutes, travel, tools/materials, etc.)
• Information for promotion
• Punctuality
• Successful completion of the “contracted service”
• Invoicing
• Vendors and activities will meet any state licensing requirements that may apply.
• **Please review the checklist at the back of this packet for School Safety Legislation.

**Procedures:**

In order to facilitate a mutually beneficial business environment, we have outlined the following procedures. Please review them carefully (let us know if you have any questions) and include the information in your planning and preparations.

**Brochure:** We publish a catalog of Community Education classes and programs three (3) times per year. Distribution is provided to District residents on the following schedule:

• FALL (September-December classes) – Distributed in August
• WINTER (January-March classes) – Distributed in December
• SPRING/SUMMER (April-August classes/camps) – Distributed in March

Identified vendors will be notified of brochure dates/information deadlines and provided with an information form and calendar for complete course descriptions, to include:

• Desired class location (site)
• Class day(s)
• Number of class sessions
• Beginning date/Ending date
• Tuition cost
• Materials/Supplies fee
• Class participation Minimum/Maximum
• Room (if known)
• Instructor name

You are encouraged to be promotional in your class description and may include any pertinent artwork that may enhance registration. However, we reserve the right to edit the final copy (primarily for space).

Make-up class – please plan an additional make-up class date in the event that a cancellation is unavoidable.
Registration:

- Registrations will be processed through the Community Education Office (Building D in the Walled Lake Educational Services Center, 850 Ladd Road, Walled Lake, MI 48390). ALL registration MUST be done online and will be charged a 3.49% service fee. Cash, check or money order will ONLY be taken by mail or walk-in registration. Methods are as follows:
  - Online registration via our interactive ZOOM brochure
  - Online registration via our website @ http://wlcsd.org/our-district/community-education-programs/
  - In-person/walk-in by cash, check or money order (Office hours are 8:00am-5:00pm following the district calendar). A computer kiosk is available for walk-in credit card registrations.
  - Drop box – available after regular office hours until 9:30pm
  - U.S. Mail

Tuition Payment:

We accept three (3) methods of payment for tuition/fees:

- Cash – a receipt is always given to the customer
- Check/Money Order payable to Walled Lake Schools
- Credit Card – Visa and MasterCard online only.

Refunds:

The Community Education department’s policy is to give full refunds if WE cancel the class. Customers may request a refund PRIOR TO THE SECOND CLASS MEETING, subject to a $10.00 processing fee. This processing fee will not be figured into a class’s net revenue. There are no refunds for special events and/or classes that only meet 1-2 times. The Recreation and Enrichment Supervisor may consider extenuating circumstances on an individual basis (i.e. a child’s serious illness) for a pro-rated refund and vendors may provide input for that decision. ALL one day events have a NO refund policy, however, clients may transfer their registration to someone fitting the class criteria at no additional charge. This must be done through the Community Education office at least one (1) business day prior to the class start date.

Go/No-Go:

Either the vendor or the Community Education department may cancel a class in the event of low enrollment (below the established contractual minimum), although the class can “go” with the agreement of both parties. A “no-go” decision should be made a minimum of three (3) working days in advance of the first class session to provide alternative planning time to our customers, vendors and the department.
Cancellations:

If the Walled Lake Consolidated Schools daily operations are cancelled due to inclement weather or equipment failure, ALL afternoon and evening Community Education classes/activities are also cancelled. Vendors can inform their participants that the official emergency school closings will be announced on the following stations: WWJ-950AM and TV channels 2 (Fox), 4 (WDIV) and 7 (WXYZ). Decisions to cancel evening activities (when day school is in session) will be made by 4:00pm. Vendors will be contacted ASAP to assist in the notification of students.

- Scheduled non-meeting dates: Please inform/remind your students of any previously determined “gaps” in your class schedule.
- Unscheduled cancellations: The Department will strive to prevent any “surprise” cancellations by the building where your class is held. Should a cancellation occur, you and our students will be notified ASAP and the best alternative will be implemented.
- Vendor/Instructor absenteeism: Should you find it necessary to miss a class meeting, you have the responsibility for the solution (i.e. secure a competent substitute, inform all students, schedule a makeup, etc.). The Community Education Department should also be immediately notified of the situation.
- In all cancellation instances, the vendor and Department staff will discuss/agree on a makeup plan prior to the next class meeting.

Discounts:

Discounts can be a valuable marketing tool to enhance registrations. However, any and all planned discounting/promotional strategies must be communicated to all parties PRIOR to implementation. This will enable understanding and agreement as to whether the cost will be absorbed by the vendor, the Department, or shared by both parties. The process of implementation (i.e. coupons, “early bird” registration, etc.) will also be determined at this early date.

Vending and Extra Fees:

Per School Board policy, there can be NO marketing and/or selling of anything on school property without PRIOR written approval by the District. Likewise, we do not permit extra fees, donations, etc., to be solicited and/or collected by independent contractors without our prior knowledge. Please ensure that any aspects of your business that may fall in this category have been addressed, disclosed and provided for in the Contracted Services Contract.

Walk-Ins:

Classes or activities DO NOT have walk-in registration capabilities unless negotiated and agreed upon prior to class start dates. As a part of record-keeping procedure and liability consideration, we require independent contractors to report ALL “walk-in” participants and revenue collection that were not previously processed through the Community Education...
office. This includes participants who are “making up” classes that were missed in other settings. At no time are any additional students permitted to attend our contracted classes. All participants must be registered and have our waiver on file.

**Facility Arrangements:**

We will strive to provide you with a program site that is well-suited to your service delivery.

- **Facility requisition:** this will be completed by our staff, per your information on the Instructor Questionnaire
- **Room set-up:** please provide a diagram should your activity require a specific room set-up or configuration. The custodial staff will arrange the classroom.
- **Equipment:** Items owned by Walled Lake Schools may be available for your class use; however, these items must be reserved before the start of the class. Custodians at our sites do not have the authority to provide these types of items without prior approval. This may include: a DVD player, overhead projector, marker board, etc. Please consider your personal equipment in conjunction with the projected facility (i.e. electrical outlets, movie screen, water availability, tables and chairs, etc.). Any district needed equipment must be reserved PRIOR to class starting. Again, custodians will only permit use of equipment if indicated on the facility request.
- **Day school materials/class work/student records** should NOT be part of your classroom use. Please ensure that the room is returned to its original condition when your activity is complete.
- **Facility problems:** please report any situations with safety/security implications (i.e. ice sidewalks, burned out parking lot lights, etc.) to the custodial staff and to the Community Education office.
- **SUGGESTION:** coordinate with our staff for a visit to the class site BEFORE the first session. They will enable you to plan and time your travel, feel comfortable with the environment (room locations in relation to restrooms, telephones, custodial office, where to unload your supplies, etc.), meet the custodians, and consider other things that will enhance the class for the participants.

**Record Keeping:**

The Community Education office will enroll and maintain records of all class participants. Registrations will be entered into our database from which class rosters, financial summaries, etc. will be generated. You will receive the most up-to-date class list at or before the first class session. Any changes will be coordinated between the vendor and office as needed.

**Instructor Arrival/Departure:**

- **Instructors are required to be the first to arrive and the last to leave. Please arrive at least 15 minutes prior to your class time, check in at the school office (when open), and be available to receive students and take attendance immediately.** Please take a
visual note of the facility when you arrive. Please make sure to return the room to the original condition as when you arrived. In the event that you need cleaning an unanticipated mess, please notify a custodian.

- Instructors must take attendance on a daily basis. Students that appear on your class list who are not in attendance should be contacted. Calls need to be made for ALL activities (both youth and adult). Students often forget that they have signed up for a class. Calls often keep a student from dropping out of your class and affecting the financial success of the class.

- At dismissal, instructors must remain with students until all have been picked up or have been escorted to the latchkey program (prior arrangements will have been made). Never leave the building when there is an unattended child. Parents must come into the building to pick up their child. If all resources have been exhausted (parent pick-up, latchkey, building closing, emergency phone numbers called from attendance form), contact the Community Education office at 248-956-5000 to be advised of the next step(s). Students should ONLY be released to someone other than parent/guardian IF a permission slip is presented. Permission slips are available on our website.

- THESE STEPS ARE MANDATORY for all our programs.

Specific Procedures for After-School Activities:

- **SPRING 2019:** Guest, Hickory Woods, Meadowbrook and Walled Lake Elementary Schools Only!

- By the first day of class, Community Education will provide a class roster to the building secretary and the instructor confirming room location and class time. This will allow for any cancellations. Children who are absent can be highlighted by the building secretary. **All instructors must check-in with the building secretary 15-20 minutes prior to the class start time.**

- Instructor will then begin class in the prearranged room.

- Instructor must remain after class until all children are picked up.

- Children must attend the school where each specific program is advertised and held. Class offerings periodically revolve throughout the various district buildings.

- Children must register through the Community Education office three (3) days prior to the published start date of class. Absolutely NO registrations will be accepted after the deadline. School staff will not accept registrations.

- Classes that do not meet their minimum enrollment at the three (3) day registration deadline, Community Education will contact all registered clients, the class instructor and the building in which the program was scheduled to be held. Community Education will process all refunds.

- Community Education will communicate the following information one-two (1-2) days prior to the start date of classes that are running:
  - Electronically notify the building secretary to confirm location, date and time of class

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Notify instructor of class location, date and time
Supply the building secretary and instructor with a final class list. All registered children must appear on this list.

Family Observation:

Please ensure that parents maintain control of children (not in your class) while they are observing or waiting for class to start/dissmiss. Please call the Community Education office if you need to speak with a parent more than once.

Food:

Due to many identified and unidentified peanut allergies, it is important to be aware of distribution and/or consumption of peanut products. When a snack is included in the program, please make certain that the snack is peanut free. Whenever possible, students with peanut allergies will be identified.

Emergencies:

Please follow the established guidelines for emergencies below. Each classroom in the district has an Emergency Situation flip chart that you need to review the first night of class with your students.

- Notify the student’s parent, spouse or friend immediately. Home and emergency numbers are on the class roster.
- If the injury/illness requires immediate medical attention, call 911. They will send an ambulance and staff from the fire department.
- For less serious situations, you are limited to providing a band-aid and/or ice. DO NOT ADMINISTER ANY MEDICINE (including over-the-counter items such as aspirin). Building staff will provide you with access to a phone in an emergency situation, but if you have a cell phone, please consider having it available during your instruction time. Additionally, a minimal first aid kit of band-aids, an ice pack and rubber gloves are needed as part of your teaching equipment.
- Complete a “Report of Student Accident” form (see attached) and return it to the Community Education office within 24 hours (Fax number is 248-956-5005). In addition, call the Community Education office ASAP to enable our staff to handle the necessary follow-up regarding the student’s condition and situational legalities.
- Threatening Situation – Refer to the flip chart in the classroom for exact directions.
- Fire – In case of fire, remain calm and usher students out of the building via the nearest emergency exit. Emergency exits are posted in each classroom.
- Tornado Warning – Follow emergency postings in each classroom.
Evaluations:

The Community Education Department incorporates feedback from students and instructors in our continual efforts to meet the needs of our clients. Thus, you may be requested to assist us by providing your students with an evaluation form during the scope of your program. In turn, you will be informed of the results. As a valued partner in the process, you are also encouraged to give us any input for our improvement, as well as, conduct your own customer survey for business planning purposes.

Billing:

Whereas, Walled Lake School’s policy is to pay for services rendered/good delivered, you may submit your invoice to us immediately after the final class participant number/net revenue is determined (generally, this will be after the second class session). However, all vendors must submit an invoice WITHIN TEN (10) BUSINESS DAYS following the last class session. Invoicing after ten (10) business days will be subject up to a 15% surcharge. Should your service be conducted over a period of six (6) weeks or longer, you have the option of receiving two (2) payments, half at the program’s midpoint and the balance upon completion of the class.

Invoices should be submitted on a prepared form or, if done by hand, on letterhead stationary with “INVOICE” or “BILLING STATEMENT” clearly noted in the top portion of the form. The invoice should also include:

- Vendor Tax ID or authorized Social Security Number
- “Payee” name (person or business) clearly noted on the form
- Valid mailing address
- Current phone number(s)
- Class ID number and start/end date of your class(es)
- Participant listing for each class (you can provide a verification of the class list that we provided to you)

Payment:

On a normal schedule, the District issues vendor checks on a bi-weekly cycle. Depending on the date we receive your invoice, it may take up to 30 days before your receive payment of your invoice.

Closing:

Please become familiar with this handbook and keep it on hand for your review. This information can also be reviewed on our website at www.wlcisd.org/communityeducation.

Sincerely, Walled Lake Community Education - Recreation and Enrichment Department

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