



Doylestown Township Parks and Recreation Department

425 Wells Road • Doylestown, PA 18901 • (215) 348-9915

PROGRAM PROVIDER POLICY

The Doylestown Township Parks and Recreation Department (DTP&R) retains qualified and professional Program Providers (independent agreementors) to conduct programs offered to the public. Our goal is to provide a variety of programs that provide objective and affordable opportunities as a service to the community. Proposed fees should provide an incentive and not be cost-prohibitive.

Program Providers as well as their instructors represent DTP&R, please remember that excellent customer service is always expected, and appropriate attire is mandatory. The following activities are prohibited

- Smoking (all township facilities and grounds are smoke-free)
- Being under the influence of alcohol or narcotic substances
- Exhibiting abusive behavior or language

Program Provider/Agreementor Responsibilities

- Submit program proposals (updated for Winter/Spring; Summer; and Fall) to the Recreation Program Manager which include:
 - Program name and detailed description. (100 word maximum)
 - Times, dates, days of the week.
 - Minimum and maximum number of participants required to run the proposed program.
 - Participant requirements (age, gender, grade, skill level, etc.).
 - Space/facility requirements to run the proposed program.
- Create an account at www.doylestownrec.com to monitor enrollment and retrieve class rosters.
- Provide services and instruction according to the signed Letter of Agreement.
- Provide all supplies and equipment required to run the proposed program unless other arrangements have been made with the Recreation Program Manager.
- Be set up and prepared to begin on time in appropriate attire to best represent their program as well as Doylestown Township.
- Provide proper supervision and take necessary safety precautions.
- Take attendance and contact the Recreation Program Manager with any discrepancies.
Unregistered individuals may not participate.
- Report all accidents and incidents to DTP&R.
- Assume responsibility for all DTP&R equipment, supplies and facility.
- Return facility to its original condition following each class.
- Actively promote/advertise the program utilizing providers resources beyond that of DTP&R.
- Contact the Recreation Program Manager to request information or with any questions.
- Promptly correct all misconduct, profanity, property damage or other acts of misbehavior. Notify the Recreation Program Manager immediately.

- All program providers are required to produce a current Child Abuse History Clearance by the PA Department of Human Services in addition to a Criminal Background Check by the PA State Police upon request.

Parks and Recreation Department Responsibilities

- Handle registrations and process all fees including refunds – No program provider is authorized to address or offer refunds. Refund inquiries are to be directed to the Recreation Program Manager.
- Handle inquiries about the program and communicate with program provide as necessary.
- Adhere to the minimum/maximum participation, ages, skills, or other criteria as agreed upon in the Letter of Agreement.
- Coordinate facility scheduling.
- Set program fees to the public.
- Provide rosters/attendance sheets and necessary forms upon request.
- Market programs to the public through seasonal program guides, www.doyletownrec.org, social media platforms, press releases, email blasts and Government Access TV Channel (when possible).
- Coordinate facility access with the program provider
- Ensure program facilities are ready before the start of the program.
- Process program provider-payments upon receipt of invoices.

Mutual Responsibilities

- Keep an open line of communication with each other and with registrants.
- Negotiate changes to programs and Letters of Agreements.
- Communicate with program registrants via email and class announcements regarding changes and cancellations as agreed upon by both the Recreation Program Manager and the Program Provider.
- Provide service to all people in accordance with the Township's EEOC policies.
- Make reasonable accommodations for those with special needs.
- Program evaluation and recommendations for future service delivery.
- It is permissible for program providers to retain additional qualified instructors (with appropriate clearances) Program Providers are solely responsible for payment to their instructors.
- Program Providers will be issued 1099 forms for tax purposes and no tax is withheld from payments.
- Program Providers and/or instructors are not employees of Doylestown Township and therefore not entitled to worker's compensation or any other employee benefit.
- Program Providers must contact the Recreation Program Manager within 5 days of the start of a program they wish to cancel due to low enrollment.

Payment Protocol

- DTP&R charges a resident and non-resident rate. The non-resident rate will add \$10 over the resident rate set by the program provider and will be set and retained by DTP&R.
- Program Providers will submit an invoice to the Recreation Program Manager at the culmination of the program. It will be processed, submitted to the Finance department, and then signed at the Board of Supervisors Meeting, which are held once a month. They will be mailed to the Program Provider the next business day.
- Program Providers are paid 70% of the per registration fee. The percentage of this fee will be multiplied by the total number of participants enrolled in the program in order to determine the amount to be paid to the Program Provider. Please take this policy into consideration when determining the per registrant class fee.

Program Providers percentages are determined as follows:

70% - No equipment, supplies or setup required by/from the Township

60% - Requires equipment, supplies and/or setup by the Township (A separate fee may be added by the Township to cover purchase of program specific supplies if requested by an instructor.)

Example: If the per participant fee is set as \$50 for a class and 6 people are enrolled, the instructor would be paid as follows: $\$50 \times 0.70 = \35 , $\$35 \times 6$ participants = \$210

This fee schedule applies to both In Person and Virtual Programs



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PROGRAM PROVIDER FREQUENTLY ASKED QUESTIONS (FAQ's)

How do I get paid?

- Program Providers are required to submit invoices to the Recreation Program Manager to request payment.
- The invoice must clearly detail the program(s), program provider name and contact information, number of participants, rate of pay and total due.
- All invoices are verified and approved by the Recreation Program Manager before being forwarded to the Finance Department for processing.
- The Board of Supervisors meet once a month. They will review and sign the program provider checks and the Finance Department will release checks once they are signed.
- Invoices are usually paid within 30 days; every effort will be made to expedite the process to allow for timely distribution of payments.
- DTP&R does not guarantee that payments will be issued by any specific date.
- All checks will be delivered by US mail unless a request to pick-up the check at the township building is specified on the invoice.

I'm offering a new class, what do I set the minimum number of participants at?

Set the minimum number as low as you possibly can to ensure that the program has the best chance of running. If the minimum number is not met before the class starts, and you want to cancel it you must contact the Recreation Program Manager no less than one week before the start of the program. You may want to consider a minimum lower than normal to get the new program "off the ground."

What do I do if I have to cancel a class or if the instructor can't be there?

Program Providers who cancel classes for personal reasons are required to contact all participants to notify them of the change after they have coordinated a make-up date with the Recreation Program Manager. Program Providers will not be paid for canceled classes if they are not made up.

Substituting and/or changing an instructor at any point during a program is not permitted without first discussing the circumstances with the Recreation Program Manager. Leadership changes mid-stream can give participants the impression that the program is disorganized and/or that their participation is not of value.

What happens if someone asks me to allow “just one more person” into my class?

Discuss the inquiry with the Recreation Program Manager. If mutually agreed upon, additional participants will be added so long as a supervision or safety hazard is not created.

The minimum age for a program is 4, but someone asked me if I would allow a child who turns 4 in a week to attend. Can I let him in?

Participants must meet the age range on the starting date of the program. Discuss the inquiry with the Recreation Program Manager. If mutually agreed upon additional participants will be added so long as a supervision or safety hazard is not created.

I receive a request for a refund or pro-rated discount?

Program Providers are not permitted to make financial arrangements or offer refunds for any program. DTP&R does not generally issue refunds after the start of a program (without medical documentation) nor pro-rate for late entry/absence. Discuss the inquiry with the Recreation Program Manager and a mutually agreeable determination will be reached.

Can I hire someone else to help me teach the class?

Yes, provided the name and required information about the person are submitted in advance to the Recreation Program Manager. If the Township requests to run a Criminal History Background check, the cost is the responsibility of the program Provider. You are solely responsible for payment to your instructors.

