

The Grove Regional Community Center is a place for community engagement and connection. With a mission to provide space for the community to gather, connect, and thrive, there are varying instructors, hosts, and partner organizations that support providing opportunities to the Wisconsin Heights Area through The Grove.

This document provides information, guidelines, processes, and expectations for all instructors (paid, volunteer, individuals, or organizations) utilizing space at The Grove.

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## Message from The Grove

### **Instructors and Potential Partners,**

Thank you for your interest in teaching, facilitating, or hosting a program at The Grove Regional Community Center. Your willingness to share your knowledge, skills, and passions helps bring The Grove's mission to provide space where people Gather, Connect, and Thrive to life!

Every program offered through The Grove embodies our missional cores: people gathering together, building connections across the community, and thriving through shared learning and experience. The partnerships we form with instructors and organizations like you are essential to making this mission possible.

Our ability to reach and enrich the Wisconsin Heights area depends on your creativity, generosity, and dedication. Whether you're leading a fitness class, an art workshop, a support group, or a community discussion, your work helps create an environment of belonging and growth for all.

This Program and Instructor Handbook is designed to guide you through The Grove's processes, expectations, and shared standards. It exists not only to help programs run smoothly but to ensure that everyone who uses this campus — instructors, participants, and guests — experiences The Grove as a welcoming, safe, and well-coordinated space.

We hope your partnership with us will be both fulfilling and sustainable, and that this handbook will serve as a clear and useful reference. At any point, please reach out to our office — collaboration and communication are at the heart of how we grow together.

Thank you again for sharing your time, talents, and enthusiasm with our community.

With immense gratitude,

**The Grove Staff**

## PART 1: Introduction

### **A. Purpose**

The Program and Instructor Handbook is a guide for defining and implementing programs (activities, events, classes) at The Grove Regional Community Center (The Grove). It is used to help support leaders, establish clear expectations, and provide guidelines for ensuring programs are defined and managed successfully. See Appendix A & B for term definitions and supporting documents referenced throughout the Program and Instructor Handbook.

### **B. Missional Alignment**

The Grove's mission is to provide space for people to Gather, Connect, and Thrive in the WI Heights region. Events held on campus must align with The Grove's Mission and *Values*<sup>1</sup> for approval and implementation consideration.

### **C. Shared Campus**

The Grove is a campus for the community to use for limitless events and activities. As a community space, it is important all events and guests are held to consistent expectations, and care for the space and community to the best of their ability. All guests will be held accountable to the *Facility Use Manual*<sup>2</sup>, and *Campus Code of Conduct*<sup>3</sup>, regardless of their purpose on campus.

### **D. Primary vs. Additional Instructors**

Instructors that are a part of a program but may not be the 'Primary Instructor' (responsible for the PMIA process) are known as '**Additional Instructors**'.

- Both Primary and Additional Instructors must sign and adhere to the *Instructor Expectations Acknowledgement*<sup>7</sup> as representatives of The Grove before their program session(s) begin.
- Primary Instructors are responsible for communication between the Grove Coordinator and Additional Instructors.
- A responsibilities list must be created and adhered to for all Additional Instructors for transparency and accountability, in addition to the Program Management and Instructor Agreement. This responsibilities list may be the same or separate from the PMIA.

*Example: Gym Activity Host Responsibilities and Checklist*<sup>9</sup>

## **PART 2: Instructor Expectations Acknowledgement**

*\*Acknowledgement signature is required for all Primary & Additional Instructors.*

*For the Instructor Expectations Acknowledgement<sup>7</sup> form, see Appendix B.*

### **A. Values and Culture**

The Grove prohibits discrimination, harassment and violence on the basis of sex, race, religion, age, disability, sexual preference, marital status or public assistance status. Instructors will align themselves with The Grove's Mission and Values<sup>1</sup>, and are considered representatives of The Grove while teaching or hosting programs.

### **B. Background Checks**

The Grove will conduct a Criminal Background Check for instructors instructing students or children 18 years of age and under.

### **C. Safety Procedures**

Instructors must familiarize themselves with safety procedures, including emergency evacuation routes, fire extinguishers, etc. Emergency materials are posted on the wall in each space around campus; for specific questions, please contact the coordinator before the program begins.

### **D. Arrivals**

Instructors should arrive at least 15 minutes before the program start time, leaving time for set up, greeting participants, and starting on time.

### **E. Dress**

Instructors are expected to dress in an appropriate manner for the type of program being provided. Please dress professionally, as a representative of the program and The Grove. The Grove reserves the right to ask instructors to change clothing if dress is considered inappropriate for the affiliated participants or program.

### **F. Promotional Products**

Instructors will not sell or promote products during class without written approval from The Grove. Students are not to be offered any free, reduced price, or full price consultations, visits, or meetings. All class promotional items and marketing tools must be pre-approved by The Grove before distribution.

## **G. Student/Minor Communication**

One-on-one communication between instructors and participants (in-person or digitally) should be avoided. If an activity requires any type of one-to-one interaction (tutoring, private lessons, interviews, etc.) these interactions must take place in a location that is open, observable, and interruptible and must always include parental or guardian awareness.

## **H. Data & Privacy**

All participant information collected through registration or surveys must be used solely for program administration and may not be shared, sold, or used for outside purposes. The Grove complies with applicable data protection and privacy standards.

## **I. Policy Adherence and Facility Use**

Instructors agree to abide by the policies of The Grove, listed in the Program and Instructor Handbook. Instructors also agree to follow and uphold the Facility Use Manual<sup>2</sup> and related policies, including but not limited to the Campus Code of Conduct<sup>3</sup> and Dispute Resolution Policy<sup>4</sup>. Instructors are responsible for ensuring their participants follow posted facility rules, including building security, supervision, and equipment use expectations. These policies define the expectations and procedures for using The Grove's facilities and are considered part of the Program and Instructor Handbook by reference.

## **J. Non-Compliance**

Instructors found to be out of compliance with the Program and Instructor Handbook or related policies may be subject to program suspension or termination. Serious or repeated violations may affect future eligibility to host programs at The Grove. All such decisions will follow The Grove's Dispute Resolution Policy.

## PART 3: Program Planning & Implementation

### **Steps to Starting a Program:**

1. Review the full Program and Instructor Handbook to learn more about program expectations and considerations in preparation for partnering with The Grove.
2. Complete and Submit a *Program Proposal Form*<sup>5</sup> to The Grove office.
3. Partner with an assigned Grove Coordinator to set up an initial meeting. Work with the assigned Coordinator to complete a *Program Management and Instructor Agreement (PMIA)*<sup>6</sup> and *Instructor Expectations Acknowledgement*<sup>7</sup>.
4. Review and complete the proposed PMIA.
5. Prepare for program launch!

### **In Preparation for the PMIA process:**

- Definition of program management will take place during a collaboration session with an assigned Grove Coordinator (assigned after review of the Program Proposal Form<sup>5</sup>).
- The instructor and coordinator will work to identify, define, and review the following factors.
- Mutual agreement will be required on all items before moving forward with an approved program plan.

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### **A. Program Scope**

The scope defines the program and how it will operate to help manage and clarify expectations.

#### Grove Standards:

- Instructors are expected to come into program negotiations with clear scopes and goals.
- If The Grove has invited a partner organization to support existing initiatives, the coordinator is expected to bring prepared content to the coordination meeting.

#### Items to consider in defining the scope and budget:

- What are the program goals, objectives, and desired outcomes?
- Who is the target audience and what are the minimum and maximum participant bumpers?
- What is the launch date and program duration (e.g. one time, weekly, monthly)?
- Who will lead/instruct the program? What other staff or resources are needed?
- Are there specific items out of scope for this effort?

### **B. Equipment and Supplies**

Identify equipment and supplies needed for the program and who will supply them.

### Grove Standards:

- Instructors may have access to Grove equipment, upon request. Items owned by The Grove may be available for free or rented use.
- Instructors should familiarize themselves with all equipment functions and locations before a program starts. Instructors will be held accountable for broken equipment.
- Anticipated program profit may be designated as re-investment for future program expansion.

### Items to consider in defining the equipment and supplies:

- What room size, equipment, and supplies are needed?
  - Technology equipment (such as smart boards, monitors, microphones, speakers, etc.)
  - Instructor supplies
  - Participant supplies
- Who is responsible for supplying these materials?
- Are any supplies to be purchased at a future date for program expansion?

## **C. Marketing and Public Communication**

Marketing and Public Communications bring awareness to a program in verbal, physical, and digital channels.

### Grove Standards:

- Marketing and advertising channels may be handled by the instructor, The Grove, or a combination of the two.
- The Grove has final approval of marketing and advertising materials; all language and content must comply with the Grove's values and approved PMIA.
- Program Proposals submitted after catalog deadlines are not guaranteed places in seasonal calendars and communications.

### Items to consider in defining the marketing and public communication:

- What is the best avenue and approach for reaching the target audience?
- What website(s) and social media should be leveraged?
- What printed medium(s) are appropriate?
- How can or should The Grove's marketing tools/resources be leveraged?
- What platforms and connections may the instructor provide and distribute?

## **D. Photos and Graphics**

Visual materials are important for celebrating and repeating programs.

### Grove Standards:

- Program participants must approve their photo to be used for promotional materials.

- Promotional permissions should be included as a part of the registration process.
  - If participant permission is given, those individuals may be captured in promotional materials utilized by Instructors and Grove staff.
  - If participant permission is not given, those individuals must not be captured in promotional materials utilized by Instructors and Grove staff.

Items to consider in defining photographic promotions processes:

- Who is responsible for capturing program content?
- How will promotional content be shared between organizations?
- Are there specific days for the program coordinator to capture content for Grove-related publications? *Groups are encouraged to identify this date early for participant communications.*

## **E. Instructor Compensation**

Instructor compensation models vary program to program.

Grove Standards:

- The Grove offers several compensation structures, depending on the program nature.
  - Revenue Share: Instructor and The Grove share participant registration revenue according to an agreed-upon percentage.
  - Flat Fee: Instructor receives a pre-determined payment per session or program.
  - Volunteer or Community Partner Model: Instructor donates time, and The Grove may waive facility fees when appropriate.
- All compensation models must be documented in the PMIA before the program begins.
- Instructors will be compensated after the program concludes or according to the payment schedule outlined in the PMIA. Compensation is contingent on the completion of all required documentation, attendance records, and program evaluations.

Items to consider in defining instructor compensation:

- Are instructors paid and, if so, at what rate?
- Are all instructors paid equally?
- When should the instructor(s) expect payment?

## **F. Program Fees**

Program fees and approaches vary program to program.

Grove Standards:

- All program fees must be reviewed and approved by The Grove's administrative staff before being published. The following factors are to be considered when determining participant fees:

- Instructor pay and related costs
- Facility use and setup
- Equipment and supply costs
- Marketing and administrative support
- Accessibility and affordability for the community
- Insurance Coverage
- All programs should expect a facility fee; this fee must be paid in full before instructor payments are made.
  - Programs designed to serve community needs or promote public wellness may qualify for reduced or subsidized participant fees, subject to approval by The Grove's administrative staff.
  - Adjustments are granted at the discretion of The Grove and must align with the organization's mission and budgetary capacity.
- Individuals or Organizations paying for space use must provide proof of a Special-Event Liability Policy or related policy naming The Grove Regional Community Center Inc., as additionally insured. Instructors being hired by the Grove and paid for their services, fall under The Grove's existing insurance coverage and are not responsible for event-related insurance.
  - Instructors and partner organizations are encouraged to carry their own personal or professional liability coverage when providing programs involving physical activity, specialized instruction, or high participant engagement.
- All program-related pricing and adjustments must be documented through the PMIA process. No instructor or partner organization may independently set or alter participant fees without written approval from The Grove.
- All approved pricing information will be stored with the coordinator's records for transparency and audit purposes.

Items to consider in defining the budget management, fee collection, and refunds:

- Who owns the program budget?
- What expenses will be incurred to start and to run the program?
- What equipment or supplies need to be purchased or rented?
- Are there expenses associated with marketing and advertising?
- Is the program cost effective and/or does it meet the financial goals/expectations?
- How are program costs (e.g., equipment and material costs) being tracked?
- If / when program costs are incurred, how are these payments made? (ie. equipment purchases, instructor payments, space rentals, etc.)
- What fee(s) will be charged to participants? When will participant fees be collected—at registration or at another time?

- What is the process if fees are not collected on time?

## **G. Sign Ups, Registration, and Waivers**

Signups may be handled in a variety of ways, pending program host, organization, and timeline.

### Grove Standards:

- Instructors may choose to host their signups internally or via The Grove's platforms.
- Enrollment deadlines are typically between 1 week and 3 days before a program starts. If The Grove is tracking registrations, the registration deadline must fall within regular office hours, with enough time to distribute to instructors during the regular work week.
- Exceptions to enrollment deadlines may be made when mutually agreed upon.
- Wait lists may be kept when appropriate and additional sessions may be considered pending interest and successful program collaboration.
- All participants in active or physical programs must complete The Grove's *Activity Waiver, Release, and Assumption of Risk Agreement*<sup>8</sup> prior to participation. Instructors are responsible for ensuring that participant rosters only include those with completed waivers on file.
  - Instructors may provide additional waivers for participants if they so choose. All necessary waivers must be noted in the program registration process.
- A class roster (along with attendance sheets) must be used each class time.

### Items to consider in defining the signups and registration:

- Is there an enrollment deadline? Is a waitlist to be offered?
- What are the minimum and maximum participants?
- Are drop-ins accepted? What is the criteria for accepting drop-ins?
- Should additional waivers be considered?

## **H. Session Cancellation**

Cancellation plans are vital for clear and timely communication.

### Grove Standards:

- All program cancellations or rescheduling must be communicated through The Grove office. This may be handled by the coordinator or instructor, pre-determined by the PMIA.
- In the case of illness or family emergencies, instructors should contact the coordinator as soon as possible to discuss rescheduling or canceling.
- If the Wisconsin Heights School District closes due to bad weather, programs will be canceled. Sessions may be rescheduled or refunds may be distributed.
- Once the PMIA has been signed, programs found incompliant with their PMIA may result in program cancellation and may influence instructor's ability to host programs in the future.

### Some items to consider in defining the sessional cancellation management:

- Are there additional reasons a cancellation should be considered?
- Who is responsible for cancellation decisioning and communication?
- When is refunding appropriate with a cancellation?

## **I. Refunds, Discounts, and Adjustments**

Every program has different needs and opportunities for discounts and refunds.

### Grove Standards:

- Refunds may be issued for program cancellations, schedule changes, or extenuating circumstances as determined by Grove staff.
- Discounts for multi-session registrations or community partnerships may be approved by The Grove on a case-by-case basis and must be documented in writing.
- If a program is canceled due to low enrollment, instructor illness, or facility closure, participants will receive a full refund or may transfer to a rescheduled session.

### Items to consider in defining cancellations, refunds, discounts, and adjustments

- Are there additional considerations to be made regarding session cancellation?
- How are refunds made to participants? What system is used to administer and track?
- How are refunds made to the instructor? What system is used to administer and track?

## **J. Participant Communication**

Communicating with participants includes communications prior to, during, and after the program.

### Grove Standards:

- Instructors should be included and aware of all levels of participant communication, regardless of the communication initiator.
- All instructor-participant communication must comply with The Grove's Instructor Expectations.
- Direct communication with minors must always include parental or guardian awareness.

### Items to consider in defining participant communication strategies:

- Who will create, approve, and send communications? (e.g. the instructor, The Grove)
- What means of communication will be used and when (e.g., email, text, phone calls)?
- If minors are involved, how are guardians involved in the communication process?
- Should anyone be regularly copied on communications?

## **K. Ongoing Feedback and Concerns**

Questions and concerns arise throughout the program process.

Grove Standards:

- Participant questions and concerns are to be fielded through instructor(s).
- Concerns with the facility or Grove-related items should be shared with the assigned coordinator for additional followup and conversation.

Items to consider in defining participant communication strategies:

- What contact information should be posted for questions and concerns?
- How will questions and concerns be shared between individuals / entities?

## **L. Post-Program Feedback Collection**

The Grove is always seeking to understand the value of the programs provided and ways to improve programming.

Grove Standards:

- All programs offered at The Grove must send out and collect post program surveys.
  - If collected by the Instructor, The Grove staff will be given access to all feedback.
  - If collected by The Grove, Instructor(s) will be given access to all feedback.
- Participant questions and concerns regarding a program will always include the Instructor for response and conversation involvement.

Some items to consider in defining the post-program feedback collection:

- Who is responsible for creating and collecting the post-program survey?
- What questions should be considered on the program's feedback survey?
- How will feedback information be shared at the program's conclusion?

## **PART 4: Conclusion**

### **A. Policy Oversight and Updates**

The Grove's administrative staff, in consultation with the Board of Directors, will review policies annually to ensure consistency with organizational values, financial sustainability, and community access goals. The Grove reserves the right to amend this policy at any time. Instructors and partners will be notified of substantive updates prior to implementation, and continued participation constitutes acknowledgment of the updated terms.

### **B. Dispute Resolution**

If conflicts arise regarding programming, scheduling, or participant interactions, The Grove's *Dispute Resolution Policy*<sup>4</sup> will guide the process for addressing concerns. Instructors are encouraged to communicate promptly with their assigned Grove Coordinator to initiate this process.

### **C. Contact Information**

**W** | [thegrovercc.org](http://thegrovercc.org)

**E** | [office@thegrovercc.org](mailto:office@thegrovercc.org)

**P** | 608-767-2247.

## **APPENDIX A: Terms & Definitions**

### **1. Instructor**

An Instructor is any individual, partner, or organization representative who leads, hosts, facilitates, or oversees a program, class, activity, event, or educational experience held at The Grove. Instructors may include paid or unpaid individuals, independent contractors, volunteers, guest speakers, or representatives of partner organizations who are responsible for participant engagement, program delivery, or instruction. All instructors are considered official representatives of The Grove while conducting programs on campus or under The Grove's name and are expected to uphold The Grove's mission, values, and policies.

### **2. Program**

A Program refers to any class, activity, event, workshop, or organized learning or recreation opportunity hosted at The Grove. Programs may be one-time or recurring, and may be led by Grove staff, instructors, or partner organizations.

### **3. Participant**

A Participant is any individual enrolled in, attending, or directly involved in a program at The Grove, including both minors and adults.

### **4. Assigned Grove Coordinator (Coordinator)**

An Assigned Grove Coordinator is the staff representative assigned to assist an instructor or partner in defining, planning, and managing a program. The Coordinator serves as the primary point of contact for scheduling, logistics, communication, and policy compliance throughout the program process.

### **5. Program Management and Instructor Agreement (PMIA)**

The PMIA is the formal written agreement between The Grove and the Instructor or partner organization. It outlines the approved program details, responsibilities, use of space, participant fees, compensation structure, and adherence to The Grove's policies. All programs must have a completed and signed PMIA prior to launching or advertising.

## **APPENDIX B: Supporting Documents**

<sup>1</sup> [The Grove's Values](#)

<sup>2</sup> [Facility Use Manual](#)

<sup>3</sup> [Campus Code of Conduct](#)

<sup>4</sup> [Dispute Resolution Policy](#)

<sup>5</sup> [Program Proposal Form](#)

<sup>6</sup> [Program Management and Instructor Agreement \(PMIA\)](#)

<sup>7</sup> [Instructor Expectations Acknowledgement](#)

<sup>8</sup> [Activity Waiver, Release, and Assumption of Risk Agreement](#)

<sup>9</sup> [Gym Activity Host Responsibilities & Expectations](#)