



Contract Instructor Guide

General Overview

Who we are

Evergreen Safety Council is a nonprofit safety training organization based in the Pacific Northwest. For over 90 years, we have focused on creating safer roadways and workplaces.

Purpose + values

While representing Evergreen Safety Council, we expect our instructors to act in accordance with our purpose and values at all times.

- **Our Purpose:** Empowering people to achieve their potential.
- **Our Values:** Professionalism, teamwork, self-motivation, focus on solutions, and integrity.

Our programs

We administer 6 training programs:

- Traffic Control Flagger
- Traffic Control Supervisor (TCS)
- Pilot/Escort Vehicle Operator (P/EVO)
- Wind Industry Transportation Professional Advanced Certification (WITPAC)
- EverSafe Driving Program® (defensive driving)
- Forklift Operator & Instructor

Training models

There are 3 ways we provide training to students:

- **Public classes:** classes open to the public – offered online and at classroom locations around the Pacific Northwest.
- **Private classes:** classes taught for a specific client at their facility.
- **Authorized Training Providers (ATPs):** select providers are allowed to teach our programs for a fee.

Contact information

- **Office hours:** Monday to Friday, 8am - 4pm
- **Main phone:** 425-814-3868
- **Website:** www.esc.org
- **Address:** 1901 Cornwall Avenue #1001, Bellingham, WA 98225

Program email accounts

Most course communication should be directed to the email account associated with each of our training programs as outlined below. These email accounts are monitored by multiple staff members to ensure that emails are responded to as quickly as possible.

Program	Email
Flagger / TCS	flagger@esc.org
PEVO	pevo@esc.org
WITPAC	witpac@esc.org
Forklift / EverSafe / Private Classes	training@esc.org

Staff contact info

For specific questions, concerns, or emergencies reach out to us directly at the contact info below.

We strongly recommend saving this information in your phone, so you have it when you need it!

Name	Title	Contact info	Contact about
Sophie Merwick	Operations Manager	Email: Sophie@esc.org Phone: 425-814-1622 Cell: 206-790-4664	- Contract questions - Emergencies - Feedback - Invoices/payments
Leigh Wright	Sales and Operations Specialist	Email: Leigh@esc.org Phone: 425-814-1623 Cell: 206-484-9882	- Schedule - Private classes - Emergencies

Name	Title	Contact info	Contact about
Manny Moreno	Customer Support Specialist	Email: Manuel@esc.org Phone: 425-814-1623	- Class support - Student support
Tina Bacon	Master Trainer + Senior Administrator	Email: Tina@esc.org Phone: 425-814-1627	- Curriculum or technical questions

Schedule

As a contractor, you set your own schedule. Let us know your availability and how much you'd like to work, and we will contact you with specific classes/dates that are within those parameters.

Once you've confirmed that you can teach a class, you will receive a confirmation email from our registration/scheduling platform, Arlo. For public classes, Arlo will also send you an attendance register report 1 day prior to each class. For private classes, you will need to collect the required student information for the roster as you take attendance.

Instructors are expected to arrive a minimum of 30 minutes prior to the scheduled class start time. We recommend arriving 45+ minutes early to ensure you can access the classroom and get the room set to your liking before the students begin to arrive.

Class end times are approximate, and instructors are expected to allow all students the allotted time to complete their test.

Private training

Private training classes are scheduled according to the client's needs. Some trainings are requested for the graveyard shift, on Saturdays, etc. It is up to you to decide if you would like to accommodate these requests. Specific details regarding each private training class will be included in your "Presenter Confirmation" email.

Class administration standards

As an instructor, the following activities are your responsibility for each class that you teach for the Council.

Pre-class expectations

Prep! Prep! PREP!

Whether you are teaching your 1st class or your 101st class, prep is essential for the day to go smoothly.

- Ensure you are confident with the material. If you'd like feedback or additional coaching on any section of the curriculum, please reach out to the Council's Master Trainer to schedule time with her on Zoom.
- Before you teach online for the first time, please contact us to schedule a time to "check your tech" to ensure you are comfortable sharing your screen and using the various Zoom controls. We will also introduce you to our online test proctoring program where you can view student exams and results in real time.

Training materials

For all in-person training classes, you are responsible for bringing all the training materials to the class with you. A minimum of 3 weeks prior to the class date, ensure you have enough training materials for all students. Also be sure to check that all materials in your inventory are the **CURRENT** version. If you are not sure what the current version is, please reach out to the appropriate program email address as provided above.

If you need any additional items, send an email to Orders@esc.org with the following information:

- Materials needed
- Shipping address
- Need by date

For all online training classes, any physical student materials will be shipped directly to the address the student provides on their registration. Digital copies of the materials are provided in their course confirmation email and available to download from the Council's website.

Please ensure you have all your instructor resources, including PowerPoint, ready to go and that you've installed any updates your computer or Zoom application need prior to the day of your class.

Course details

For all training classes, A minimum of 1 day prior to the class date, ensure you have all the information you need for the class – classroom location address and contact information, class roster, training materials, Zoom login info, etc. If you are missing any info, please let call our customer service line at 425-814-3868 immediately.

For private training classes, please call or email the on-site contact (contact info will be provided in your presenter confirmation email) to introduce yourself and confirm all the details of the course you were provided, including:

- Training location
- Course start time & when you will be able to access the classroom
- Anticipated # of students

Emergency Kit

For all in-person classes, we recommend bringing an “emergency kit” with backups of essential items you need to run the course. While not an exhaustive list, here’s a few suggestions of items we recommend keeping in your kit:

- Extension cords
- Power strip
- HDMI cable
- Batteries
- USB drive with course materials, including PowerPoint
- Projector
- Folding table/chair
- Clicker for PowerPoint

Class day expectations

Arrive early!

For in-person classes, plan for more traffic than expected and arrive at the training location a **minimum** of 30 minutes prior to class. We recommend arriving 1 hour before the scheduled start time. If the training location is not open at the scheduled time and there is no one there to let you in, call the on-site contact first, then call Leigh to inform her of the situation.

For online classes, please log into Zoom a **minimum** of 30 minutes prior to the start of the class. For most online classes, an ESC Staff member is scheduled to help with class check-in and should also join the Zoom 30 minutes prior to class. **Please call Leigh if your class support does not show up. If Leigh doesn't answer, call Sophie's cell phone.**

If you are running late, sick, road conditions prevent travel, or unable to attend a training class you are scheduled to teach for any reason, please call Leigh immediately! If Leigh doesn't answer call Sophie's cell phone then the Customer Service line and leave a message.

Take Attendance & Complete the Course Roster

Verify each student's ID as you take attendance and record/verify all required information on the class roster.

From time to time there may be students that show up on a standby or walk-in basis. As long as the number of students does not exceed the course maximum, they may be admitted into the class. However, the course maximums are set by the state for most classes, so absolutely do not let any walk-ins into the class if it would mean the class would exceed the maximum. Please record all required student information on the course roster and call our customer service team to confirm whether payment has been received.

For recertification classes, you also must verify that all students in attendance have a current (not-expired) certification. Any student that does not have a current certification, MUST leave the class. Please be polite, but firm and have them call our customer service team for next steps.

After taking a lunch break, please perform a second role call to ensure all students have returned. Note any students that did not return on the roster.

Equipment Failures & Internet Outages

When teaching in-person, please let the on-site contact at the training location know immediately if you experience any issues with the equipment at their facility.

If you are using your own equipment and an essential piece of equipment fails or if you realize you forgot something upon arrival and have nothing available to use as backup, use your best judgement to determine if you can still "make it work" and conduct the training without it. If training will be severely impacted, please call Leigh to discuss next steps.

In the event of an internet outage during an online class, please call our customer service line immediately. A member of our staff will join the class and inform the students of the issue. If you can get to a location with internet in a reasonable time frame, we will have the students take a break until then. Otherwise, we will see if another instructor can take over. As a last resort, we will reschedule the class.

Student Evaluations

Ensure that students fill out the online course evaluation form prior to distributing the certification exam.

Tidy up

At all in-person classes, please be respectful of our hosts and ensure the classroom is left as clean or cleaner than it was when you arrived.

Post-class expectations

Submit the Course Roster

Within 1 business day following the class, return the completed class roster to the Council via email to the appropriate program inbox.

Submit an Invoice

No more than 30 days following the class, submit an invoice for payment (see the Invoices section for more information on Invoices).

Invoices

Submit all invoices to accounting@esc.org within 30 days following your class.

To ensure your invoice is accepted, please check that it includes the following information ([see sample invoice on the following page for reference](#)):

Contractor information

- Contractor name or business name
- Mailing address
- Phone number
- Email address
- WA UBI Number (if applicable)

Invoice information

- Invoice # (you can make up whatever numbering convention that you like)
- Invoice date (date invoice is submitted)

Service information

You may put single or multiple classes on each invoice. For each class listed on the invoice, please include the following information:

- **Class date**
- **Class description:** generally, the course name, student count, and location (or online)
- **Mileage reimbursement (if applicable):** billed at the [current Federal rate](#)
- **Travel expenses (if applicable):** billed at cost, not to exceed the maximum daily rates as follows:
 - Hotel: \$200 per night
 - Meals: \$60 per day
 - Travel: \$100 per day of travel that you are **not teaching**

Please note! All receipts must be attached and may not exceed the above daily maximum rates without prior approval. The Council does not cover alcohol, upgraded airfare (i.e. first or business class), or rental car/travel insurance. If you are unsure if an expense will be covered, please reach out to Sophie for clarification.

Payments

Payment terms are Net 30. When an invoice has been received, we will confirm via email and/or let you know if there are any issues/corrections required. Once approved, you will receive payment via check or direct deposit within 30 days.

Sample invoice

Contractor Information

Safety Sophie

5678 Safety Street
Kirkland, WA 98034

Cell: 425-555-5555
Email: sophie@safetysophie.com
UBI# 555-555-555

Invoice Information

Invoice # 20230223SS
Invoice date: 2/23/2023

Bill to

Evergreen Safety Council
1901 Cornwall Avenue #1001
Bellingham, WA 98225
accountnting@esc.org

Service Information

Date	Description	Units	Rate	Total
2/15/23	Open enrollment flagger class, Marysville	1	\$350.00	\$350.00
2/15/23	Roundtrip mileage - Kirkland to Marysville	70	\$0.655	\$45.85
2/22/23	On-site flagger class, Kennewick	1	\$350.00	\$350.00
2/22/23	Roundtrip mileage - Kirkland to Kennewick	550	\$0.655	\$360.25
2/22/23	Hotel expense - Doubletree Kennewick	1	\$178.26	\$178.26
2/22/23	Meal expense - Dinner	1	\$23.65	\$23.65
2/23/23	Meal expense - Breakfast	1	\$12.98	\$12.98
		0	\$0.00	\$0.00

Notes:

See attached receipts

Total Due: \$1,320.99