

COMMITTEE OF THE WHOLE – JANUARY 17, 2012

COMMUNITY SERVICE ORGANIZATION POLICY REVISIONS

Recommendation

The Commissioner of Community Services, in consultation with the Director of Recreation and Culture and City Clerk, recommends:

1. That the revised **Community Service Organization Policy**, shown on Attachment 1, be approved;
2. That information on municipal benchmarking on Community Service Organizations policies and Affiliates Insurance Policy, be received; and,
3. That information on the application of the Community Service Organization policy for Vaughan CARES, be received.

Contribution to Sustainability

This report is consistent with the priorities previously set by Council in the Green Directions, Vaughan, Community Sustainability Environmental mast Plan, Goal 4, Objective 4.1.6:

- Provide more partnership opportunities for existing non-profit and volunteer groups to meet the community's social, cultural and recreational needs.

Economic Impact

The economic impact will be determined following Council's consideration of the insurance benefit being extended to Vaughan CARES. Should Council decide to extend affiliate insurance coverage to Vaughan CARES, the annual cost to the Clerks Department Operating Budget would be \$1450.00, potentially extending insurance coverage to other CSO groups will increase the City's cost substantially.

Communications Plan

Communication regarding the Community Service Organization Policy is fundamental to its success. Feedback has been gathered through the application process from existing Community Service Organizations, coupled with comparisons to other municipalities.

While the fundamental principles of the CSO policy have not changed, upon Council approval, all current CSO's will be advised of any relevant information and as required staff will liaise with groups to provide orientation and support. The updated policy and application will also be posted to the City website.

Vaughan CARES will be provided with Council's decision on their deputation.

Purpose

The purpose of this report is to request approval on the revised CSO policy, to provide information on comparisons to other municipalities and the impact of applying the CSO policy on Vaughan CARES.

Background - Analysis and Options

At the September 13, 2011 Committee of the Whole meeting Vaughan CARES made a deputation requesting assistance of \$7500 per annum. Staff was directed to:

1. Prepare a report reviewing the existing Community Service Organization (CSO) Policy for community groups, including considering what other municipalities are doing in this area regarding policy and funding support; and,
2. That within the report the application of Vaughan CARES be utilized as a case study.

COMMUNITY SERVICE ORGANIZATION POLICY

The **Community Service Organization (CSO)** Policy is the tool used by staff to define how groups are given CSO status in a fair, equitable, transparent and consistent manner. This governing policy places groups in a Category of User and subsequently under the **Facility Allocation Policy (FAP)** prioritizes the allocation of City owned inventory and services in kind (SIK).

CSO are a City approved Vaughan based, not for profit community organization, run by an elected and volunteer board of directors whose prime purpose is to provide recreation, cultural, leisure or community services to the residents of Vaughan and are governed under the CSO Policy. The CSO policy outlines terms for existing CSO and new community groups wishing to apply for status. Key principles of this policy are that:

- Groups are non profit and volunteer based;
- Membership is open to Vaughan residents and may not exclude participation on the grounds of race, religious or political affiliations and abide by the Human Rights Code;
- Groups must have 75% of membership residing in Vaughan (minor house league sports groups 90%);
- Groups applying for CSO status intending to offer a similar or duplicate service to an existing one will not be approved if the existing group is not in agreement and can meet the overall demand for the service (Note: in such circumstances the group will be asked to appear before Council to present the bases for their service.); and,
- CSO categories are prioritized for the distribution of City owned inventory (i.e., minors, adults, commercial and non resident).

CSO Goals and Guiding Principles:

1. To document the eligibility criteria and application process necessary to obtain and maintain CSO status;
2. To maintain fairness, equity, transparency and consistency to all groups applying for CSO status;
3. To outline the Category of Users* and their priority order for the allocation of facilities and Services in Kind (SIK), as noted on the Facility Allocation Policy (FAP);
4. To ensure CSO have a membership open to all Vaughan residents and may not exclude participation on the grounds of race, religious or political affiliation and abide by the Human Rights Code;
5. To ensure that groups who are granted CSO status meet the criteria specific to their category. New groups or those whose membership is below the residency requirement can be given a grace period to allow their membership to grow in Vaughan;
6. To provide guidance to groups, where possible, to help them achieve CSO status; and,
7. To consider other related and companion policies to ensure compatible terms including but not limited to Facility Allocation Policy, Older Adult Guidelines, Fairs and Festivals Support Program and User Fee Policy.

***Total CSO groups by Category as of December 1, 2011:**

Category	Total
Adults*	11
Heritage Village Fairs	5
General **	87
Minors	40
Older Adults	17
Ratepayers Assoc	14
Religious Groups	21
Schools	74
Social Service Organizations	31
Total CSO's	300

*Note: Most adult sports groups do not apply for CSO status since they pay the resident rate for city inventory and SIK. Those that have needed a meeting room and / or office have applied and are noted in the number above.

** General groups include cultural, charitable and special interest groups such as Santafest, Girl Guides, Boy Scouts, etc.

CSO Benefits:

1. Facility and Services in Kind (SIK) allocation priority according to the Category of User as outlined in the FAP* (i.e., CSO's receive priority as noted below);
2. Staff support in an advisory capacity (i.e., consultation, advise);
3. Use of community centre lobbies for registration / fund raising purposes at applicable subsidized rates;
4. Subsidized rates for facilities and services in kind (Note: Adult CSO such as baseball clubs, etc. pay the resident rate for their sport facility and are entitled to CSO rates for meeting rooms and offices only);
5. Fairs & Festivals Support Program may be utilized, where specific criteria is met;
6. Contact info and website information posted on the City of Vaughan website for Heritage Village Fairs, Minor and Adult Sports Groups; and,
7. Contact info and website information posted on the Recreation Guide (effective Fall / Winter 2012).

Note: The Ratepayer Policy as managed by the City Clerks Department allows qualifying Ratepayer groups to receive one (1) free Annual General Meeting (AGM) per year at a City / Library facility.

***Priority Schedule (as per the FAP)**

Facility Rental Contracts will be granted in a fair and equitable manner based on the following priority schedule:

Priority # 1

City - for the purposes of conducting City of Vaughan programs and business.

Priority # 2

CSO's in the following order:

- a. Children & Youth (Minor) CSO
- a. Heritage Village Fairs

- a. Seniors Groups
- b. Social Service Organizations
- c. CSO groups (Groups include Schools, Religious, Ratepayer and Other Organizations)
- d. Adult CSO groups

Priority # 3, 4, & 5

Residents, Commercial and Non Residents follow.

Municipal Benchmarking:

A review of surrounding municipalities including Brampton, Markham, Mississauga and Richmond Hill was undertaken to determine general principles, categories and benefits (i.e., funding options) for CSO groups.

Generally speaking, and consistent with Vaughan, the municipalities surveyed base their CSO principles on not for profit organizations, who are open to all residents, and have at least 75% or greater residency in their groups. Benefits include reduced rates and facility allocation priority in all cases.

For the purposes of understanding the CSO policies between municipalities noted below are how different municipalities deal with aspects of the governing policies including insurance coverage, office space, free space and out of pocket expenses (as requested by Vaughan CARES).

Benchmarking	Vaughan	Brampton	Markham	Mississauga	Richmond Hill
Not for Profit	Yes	Yes	Yes	Yes	Yes
Volunteer based	Yes	Yes	n/a	Yes	Yes
Open to residents	Yes	Yes	Yes	Yes	Yes
Adheres to principles of Human Rights Code	Yes	Yes	Yes	Yes	Yes
Residency Requirements	75% or 90% Minor House league	Youth 100% Adults 80%	75%	Youth 100% Adults 80%	75%
Facility Allocation Priority	Yes	Yes	Yes	Yes	Yes
Subsidized Rental Rates	Yes	Yes	Yes	Yes	Yes
Free Meeting Space	Ratepayer AGM	Monthly board meetings + AGM	Annual registration rental	Monthly board meetings + AGM	AGM
Free Office Space	No - Where available, groups are charged at the CSO rate	No – sports groups are charged monthly rent plus an additional \$3/square	Yes - given to Affiliate groups at no charge.	No - where available will rent space at market rate without subsidy	No - Where available, groups are charged at the CSO rate

		foot for capital			
Out of Pocket Expenses paid	No	No	No	No	No
Staff Support	Yes - in an advisory capacity	Yes - in an advisory capacity	Yes - in an advisory capacity	Yes - in an advisory capacity	Yes - in an advisory capacity
Publicity / Promotion	City website; posting in community centres; Recreation Guide (CSO rate)	Brochures (a fee may be charged); new releases; special events calendar; posting at community centres	City website; posting in community centres; Recreation Guide (at applicable rate)	inclusion in various City communication channels; permission to place portable signs on City road allowances	City website; posting in community centres; Recreation Guide (at applicable rate)
Insurance	General Liability Insurance	General Liability Insurance	Restricted Coverage to Festivals and Foundations	General Liability Insurance	Unable to ascertain this information

NOTE: At the Finance and Administration meeting of December 13, 2011, staff were asked to review rates for meetings for community groups such as ratepayers, etc. Staff will be bringing forward a report this year with options for Councils' review.

Insurance Coverage:

Both Brampton and Mississauga provide a General Liability Insurance for their not for profit, community groups. Note that the term for these groups ranges from Community Service Organization in Vaughan to Affiliate Groups in Mississauga.

City of Brampton excerpt from Community Group Affiliation Policy:

- In the event that a group does NOT have existing liability insurance in place, or does NOT have coverage for its members available to them from membership in a provincial or national governing body for their particular sport or activity, the City will arrange and pay for general liability insurance to cover the groups operations
- The primary purpose of General Liability Insurance is to protect against lawsuits from individuals alleging that the affiliated group and/or one of its members or volunteers negligently caused 'bodily injury' to an individual or damaged their property. Coverage extends to all executive, members, volunteers, workers, coaches, managers and officials buy ONLY for acts resulting from work performed within the scope of duties on behalf of the group. This coverage does NOT provide personal accident insurance for participants or members, nor does it provide directors and officers liability insurance for wrongful acts.
- The final decision as to whether the City can provide liability insurance is subject to the approval of the City's Investments, Insurance and Risk Management Branch on an annual basis.
- For those groups that have existing insurance coverage are afforded coverage through their provincial or national governing body, proof of such insurance, in the form of a certificate of insurance showing the City of Brampton as an additional insured, must be submitted when using municipal fields or facilities.

City of Mississauga excerpt from Community Group Support Program:

- Support and Benefits for Eligible Groups:
 - Affiliated Groups Only
 - A general liability insurance policy that protects the Affiliate Group's officers, directors and board members, volunteers and staff while acting in the scope of their duties (participants are not covered), against claims made by third parties for death, bodily injury, personal injury, and property damage or loss thereof. Note: This is NOT Directors' Liability Insurance.

City of Markham carries insurance for recreational groups; however they have restricted coverage to a limited number of Festivals and Foundations.

Town of Richmond Hill, staff were unable to ascertain this information.

Community Service Organization Policy Revisions:

The Community Service Organization (CSO) Policy was last updated in 2002 (and embedded in the Facility Allocation Policy). Since then a number of other City related policies such as Vaughan Vision 2020, Older Adults Guidelines, Fairs and Festivals Support Program, and User Fee Policies have been approved and this review provides an opportunity to update the policy with consistent language.

As part of the consultation process, for the CSO policy, existing CSO and staff have commented that some components of the policy including the clarity surrounding the eligibility criteria and application process, and lack of definitions needed to be addressed. This was also noted as part of the comparison to other municipalities.

While the fundamental principles, benefits and criteria (i.e. not for profit, board of directors, residency requirement) have not changed, noted below are the recommended revisions to the CSO policy:

1. Updated language that aligns with Council approved policies including Facility Allocation Policy, Older Adult Guidelines, Fairs & Festivals Support Program, User Fee Policy, Vaughan Vision 2020 reinforces themes of fairness, equity, transparency and consistency; and, strengthens the City's authority to manage contraventions of approved criteria / regulations.
2. CSO Eligibility that separates criteria in the application process for the various categories of users (e.g. For Fairs and Festival groups a membership list is not required but for Minor Sports Organizations it is) have been updated to define criteria in a more comprehensive manner and to ensure that applicants are aware of what is needed to become a CSO; and,
3. Authority of the City describes the City's right to revoke CSO status when policy contraventions have occurred (eg. Membership lists or other data has false or invalid information).

The recommended policy amendments have no negative impact to current CSO's. In fact, the CSO revisions are a benefit to CSO and staff as they clearly set out all expectations, are fair, equitable, transparent and consistent.

VAUGHAN CARES CASE STUDY:

In their deputation, Vaughan CARES noted that they are a local group of concerned citizens who have devoted their time and resources to positive action on behalf of the community, lobbying all levels of government to give voice to the community on environmental issues. They advised that

they are stymied financially, have no benefactor and their fundraising efforts result in petty cash at best.

As part of their deputation Vaughan CARES requested \$7500 per year to cover insurance costs, the cost of their office at the Merino Library and costs associated with improving engagement of the community. The following are details related to their request for support:

- Rental costs (office) of approximately \$200 per month;
- Insurance costs of \$3500 per year;
- Developing a website and other social and print media as awareness;
- Compensation for members for out of pocket expenses; and,
- Revival of street parties to raise local awareness.

Following their deputation, staff was directed to:

1. Prepare a report reviewing the existing Community Service Organization (CSO) Policy for community groups, including considering what other municipalities are doing in this area regarding policy and funding support; and,
2. That within the report the application of Vaughan CARES be utilized as a case study.

In keeping with Councils direction, a review of the existing policy including a municipal benchmark was completed. When Vaughan CARES is measured against the revised policy as outlined in this report, based on their deputation, they would not be eligible for any additional support beyond what is already provided for in the policy for the following requests:

- the monthly office rent;
- publicity and promotion;
- street parties; and,
- out of pocket expenses.

To re-iterate, as outlined in the CSO policy, the benefits to Vaughan CARES includes office rental at subsidized CSO rates, opportunities for publicity and promotion through the City website and posting in community centres and street party rental / SIK rates are also at the CSO subsidized rate.

Vaughan CARES deputation also included a request for assistance with Insurance. It should be noted that insurance is not part of the CSO policy and is governed through the Insurance Policy administered through the City Clerks Department.

The City's current insurance provider underwrites coverage that provides liability insurance for recreational groups, associations and committees that cooperate with the municipality and offer services to the community using municipally owned or operated facilities.

Groups may apply to the City's insurance provider to determine eligibility for coverage. Each will be evaluated on its own merits. Coverage is limited to \$1 Million per occurrence. A deductible of \$1000.00 is applicable per claim. The cost to insure each group based on the present policy of insurance is \$1450.00 per year. **Note: Officers and Directors liability is not covered under this policy.**

The cost of insuring organizations under the Recreational Affiliates Policy is under review and a future report to Council will be provided to discuss the sustainability of continuing to offer organizations this coverage and potential alternatives that may be applicable.

The insurance to Vaughan CARES would result in a cost of \$1450.00 per year. Council should consider that under the current insurance policy, other CSO's may qualify and the premium cost to the City could increase significantly. The current policy of insurance expires April 30, 2012.

Relationship to Vaughan Vision 2020/Strategic Plan

In consideration of the strategic priorities related to Vaughan Vision 2020, the report will provide:

- **STRATEGIC GOAL:**
Service Excellence – Providing service excellence to citizens.
- **STRATEGIC OBJECTIVES:**
Enhance and Ensure Community Safety, Health & Wellness
Preserve Our Heritage and Support Diversity, Arts and Culture
Lead and Promote Environmental Sustainability
Pursue Excellence in Service Delivery.

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

Regional Implications

There are no regional implications associated with this report.

Conclusion

To ensure the continued fair, equitable, transparent and consistent criteria for CSO, recommendations are being made to Council on the new / amended language, eligibility criteria for various criteria of users and authority of the City.

A municipal benchmarking was undertaken to measure what other municipalities are doing in terms of policy and funding support and Vaughan CARES was utilized as a case study against the new policy. Staff have determined that additional support is not available through the CSO policy; however the Clerks Department may offer limited insurance through the Insurance Policy.

In conclusion, staff are recommending that the revisions to the CSO policy be approved. It should be noted that the fundamental principles of the CSO policy have not changed.

Attachments

Attachment # 1: Community Services Organization Policy DRAFT

Report Prepared By

Mary Reali, Director of Recreation and Culture, ext 8234
Jeffrey Abrams, City Clerk, ext 8281
Terri Cosentino, Manager of Client Services, ext 8078
Joseph Chiarelli, Manager Special Projects, Licensing and Permits, ext 8737

Respectfully submitted,

Marlon Kallideen
Commissioner of Community Services

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
(To be completed by Clerk's Dept)XXXXXX)	
DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

Vaughan Vision 2020 states that Vaughan is a City of choice that promotes diversity, innovation and opportunity for all citizens, fostering a vibrant community life that is inclusive, progressive, environmentally responsible and sustainable.

This vision can be achieved through various initiatives such as the establishment and support of Community Service Organizations (CSO). CSO is defined as a City approved Vaughan based, not for profit community organization run by an elected and volunteer board of directors whose prime purpose is to provide recreation, cultural, leisure or community services to the residents of Vaughan.

A strategic goal and objective for the City of Vaughan is to provide service excellence to its citizens by enhancing and ensuring community safety, health and wellness. The City of Vaughan has always supported and encouraged volunteer groups, such as CSO groups that assist in enriching, preserving and diversifying its community and encouraging health and wellness through community engagement and participation.

The Recreation and Culture Department is responsible for administering the policy governing CSO and committed to assessing CSO applications in a fair, equitable, transparent and consistent manner. The demand from groups wishing to form a CSO have grown and this policy will introduce and define the following elements to strengthen the process:

- Section 1:** Policy Statement
- Section 2:** Goals and Guiding Principles
- Section 3:** Benefits
- Section 4:** City Rights and Definitions
- Section 5:** Categories and Priority Schedule
- Section 6:** Application Requirements and Eligibility Criteria
- Section 7:** Authority of the City, Policy Contravention and Exceptions
- Section 8:** Process and Sample Constitution

Section 1: Policy Statement

The City of Vaughan, Recreation & Culture Department promotes and recognizes that CSO provide recreational and leisure programs and services to Vaughan residents on a volunteer, not for profit basis. The department encourages these active living, social and special interest activities that enhance the well being, health and quality of life to residents and acknowledges that CSO are our partners.

Section 2: Goals and Guiding Principles

- To document the criteria necessary to obtain and maintain CSO status;
- To maintain fairness, equity, transparency and consistency to all groups applying for CSO status;
- To outline the Category of Users and their priority order for the allocation of facilities and Services in Kind (SIK), as noted on the Facility Allocation Policy (FAP);

CITY OF VAUGHAN POLICY MANUAL

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
(To be completed by Clerk's Dept)XXXXXX	
DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

- To ensure CSO have a membership open to all Vaughan residents and may not exclude participation on the grounds of race, religious or political affiliation and abide by the Human Rights Code;
- To ensure that groups who are granted CSO status meet the criteria specific to their category. New groups or those whose membership is below the residency requirement can be given a grace period to allow their membership to grow in Vaughan;
- To provide guidance to groups, where possible, to help them achieve CSO status; and,
- To consider other related and companion policies to ensure compatible terms including but not limited to Facility Allocation Policy, Older Adult Guidelines, Fairs and Festivals Support Program and User Fee Policy.

Section 3: Benefits

1. Facility and Services in Kind (SIK) allocation priority according to the Category of User as outlined in the FAP;
2. Staff support in an advisory capacity (i.e., consultation, advise);
3. Use of community centre lobbies for registration / fund raising purposes at applicable, subsidized rates;
4. Subsidized rates for facilities and services in kind (Note: Adult CSO such as baseball clubs, etc. pay the resident rate for their sport facility and are entitled to CSO rates for meeting rooms and offices only);
5. Fairs & Festivals Support Program may be utilized, where specific criteria is met;
6. Contact info and website information posted on the City of Vaughan website for Heritage Village Fairs, Minor and Adult Sports Groups; and,
7. Contact info and website information posted on the Recreation Guide (effective Fall / Winter 2012).

Section 4: City Rights and Definitions

Annual General Meeting (AGM)

An annual meeting held with executive and members of the group to discuss issues pertaining to them and hold elections if necessary. Minutes must be taken and the City is invited to attend.

Charitable Organization*

The *Income Tax Act* defines a registered charity as a charitable organization, or private or public foundation that meets certain criteria for registration. To be a charitable organization, an organization must devote all resources to charitable activities, which it carries out itself. A charitable foundation (public or private) must be constituted and must operate exclusively for charitable purposes. As the Act does not define the terms "charitable activities" or "charitable purposes," the Canada Revenue Agency relies on the common law definition, which describes a charity as an organization established for any of the following four purposes:

- the relief of poverty,
- the advancement of education,

CITY OF VAUGHAN POLICY MANUAL

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
(To be completed by Clerk's Dept)XXXXXX	
DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

- the advancement of religion, and
- other purposes beneficial to the community in a way the law regards as "charitable."

* taken from the Office of the Auditor General of Canada website www.oag-bvg.gc.ca.

Charitable Business Number

A unique number issued by Revenue Canada to identify groups that meet Charitable organization status.

Children & Youth

Services offered to persons aged 0 to 19 years of age and younger. Children & Youth (Minor) CSO's offering sports programs with representative teams must be affiliated with a regional or provincial sport body.

City

For use by City of Vaughan staff and libraries for the purposes of conducting City of Vaughan business or program rentals only. This excludes Members of Council who are governed under Policy No. 01.32 Permitting of City Facilities by Members of Council and Registered Candidates.

Commercial Group

A Vaughan based corporation or industry offering programs for their employees. All of the members must be employed or reside in the City of Vaughan. Groups may be required to validate employment and / or residency.

Community Service Organization (CSO)

A City approved Vaughan based, not for profit community organization run by an elected and volunteer board of directors whose prime purpose is to provide recreation, cultural, leisure or community services to the residents of Vaughan. Groups must be comprised of 75% residents except in the case of minor sports groups (aged 19 and under) that must be comprised of 90% house-league residents.

Constitution & By-Laws

The organizations mandate, philosophy, goals and objectives including operating guidelines that clearly defines the purpose of the group and its officers. See Sample Constitution.

Code of Conduct

The policy that dictates the expected behaviours of the executive, members and participants of a CSO including consequences for misconduct.

Dispute Resolution Process

The process by which disagreements or differences within the executive, membership or customers are resolved.

Executive Officers

An elected board of directors or executive (who operate on a volunteer basis) and general membership. Full addresses, phone numbers and e-mail addresses (if possible) should be included.

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
(To be completed by Clerk's Dept)XXXXXX	
DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

Financial Statements

A statement showing the groups ability to meet its financial obligations. The City reserves the right to request an audited statement and / or review all accounting records and supporting documentation at any time.

Insurance

A contract (policy) in which an individual or entity receives financial protection or reimbursement against losses from an insurance company.

Membership / Players List

A detailed list of all members or players that includes name, full address including postal codes and phone numbers. Groups who provide services to children & youth participants must also provide birthdates for all players and a list of all coaches names and addresses. (Information collected remains in the possession of the City of Vaughan and will not be shared or used for solicitation purposes.)

Membership / Registration Fees

Detailed list of varying fees charged to the general membership or player.

Minutes

Summary of the proceedings of a meeting.

Mission Statement / Statement of Purpose

Sentence or paragraph used by a company to explain, in simple and concise terms, their purposes for being

Not for Profit Organization*

A Not for Profit Organization is a club, society, or association that is organized and operated solely for social welfare; civic improvement; pleasure or recreation; or any other purpose except profit.

* as defined under http://www.cra-arc.gc.ca/E/pub/tg/t4117-e.html#C1_NPO

Not for Profit Number

An Ontario Corporation Number issued by the Ministry of Consumer and Business Services naming the corporation without share capital. Applications for *Incorporation of a Corporation without Share Capital* are available at www.serviceontario.ca website under the FORMS link.

Proposed Budget

Statement of the upcoming budget year including revenues, expenses and annual summary.

Season Schedules

The games, practices and tournament schedules for all sports teams within a season.

Social Service Organization

An agency that exists to deliver a service for welfare of the community such as education, health research, housing, health care, child protection, etc. including Registered Charities. Examples include the Red Cross, the Canadian Cancer Society and Alcoholics Anonymous.

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
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Section 5: CSO Categories and Priority Schedule

CATEGORIES OF CSO GROUPS:

Adults
 Heritage Village Fairs
 General*
 Minor Children and Youth
 Religious Groups
 Schools – Catholic, Public, College & University (automatic approval; excludes private schools)
 Social Service Organizations
 Older Adults (governed by the Older Adult Club Policy)
 Ratepayers (governed by Ratepayers Policy)

* General groups include cultural, charitable and special interest groups such as Santafest, Girl Guides, Boy Scouts, etc.

PRIORITY SCHEDULE:

Facility Rental Contracts will be granted in a fair and equitable manner based on the priority schedule as defined on the Facility Allocation Policy and in accordance with Council Approved User Fee Policy rates.

Note:

Groups requiring additional inventory / time for new initiatives or increases in membership must receive approval for supplementary inventory / times prior to the development of the program. Waitlists must be taken by groups wishing to expand their membership.

CITY OF VAUGHAN POLICY MANUAL

SECTION: Community Services		(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
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Section 6: Application Requirements and Eligibility Criteria

CSO Application Requirements	Adult Groups	Heritage Village Fairs	General	Minor Children and Youth	Religious Groups	*Social Service Organization
AGM minutes	D	M	M	M	D	M
Code of Conduct	D	D	D	D	D	D
Dispute Resolution Process	D	D	D	D	D	D
Executive Officers	M	M	M	M	M	M
Financial statements	M	M	M	M	M	M
Insurance	D	M	D	M	D	D
Membership / Players list	M	NA	M	M	M	NA
Memberships / registration fees	M	NA	M	M	M	NA
Not for Profit / Registered Charity Number verification	NA	M	M	M	M	M
Proposed Budget	M	M	M	M	M	M
Purpose of CSO status	M	M	M	M	M	M
Regional or Provincial Sport Body Affiliation**	NA	NA	NA	M	NA	NA
Residency Requirement	75%	NA	75%	75% & 90% HL	75%	NA
Season schedules	M	NA	NA	M	NA	NA
Social Service Organization Verification	NA	NA	NA	NA	NA	M
Written Constitution & by-laws or statement of purpose	M	M	M	M	M	M

M = Mandatory D = Desirable HL = House League NA = Not Applicable

*includes recognized charitable organizations

** Minor Children and Youth CSO's offering sports programs with representative teams must be affiliated with a regional

Notes:

CSO groups (excludes Ratepayers, Older Adults and Social Service Organizations) are required to file their application requirements annually with the City of Vaughan.

CITY OF VAUGHAN POLICY MANUAL

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
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DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

The department does not recognize an affiliation between a youth group and an adult group. A youth group and an adult group can develop a working policy or agreement, provided the adult group has its own budget and executive, and books all facilities necessary for its operation directly with the Department and pays the applicable "community adult" rate.

Recognized Social Service Organizations include all Registered Charitable Organization i.e. Canadian Cancer Society, Red Cross Society, etc. will be granted CSO status after they provide a letter on letterhead stating the purpose of their rental and the benefit they provide to Vaughan residents.

Ratepayers and Older Adults groups are governed by the Registered Ratepayer / Community Associations Policy and Policy and Operating Procedures for Older Adult Clubs in the City of Vaughan respectively.

ELIGIBILITY CRITERIA:

In order to be eligible as a CSO, groups must:

- have a membership open to all City of Vaughan residents that does not exclude participation on the ground of race, religion or political affiliation and abide by the Human Rights Code;
- minimum of 75% residents except minor sports groups (aged 19 and under) must be comprised of 90% house-league residents;
- be not for profit, volunteer based and run by an elected and volunteer board of directors; and,
- demonstrate they exist for the exclusive benefit of Vaughan residents, and to enhance existing services.

Given that new groups have the potential of reducing the number of hours available to existing users, new user groups will only be considered in cases where a program provides a service to previously underserved segments of the population or where a new program is being introduced that is not available through existing organizations. When a new group is approved that requires facility time, the City will work with all users of the facility to pursue a change based the principles of the FAP.

Groups applying for CSO status intending to offer a similar or duplicate service to an existing one will not be approved if the existing group is not in agreement and can meet the overall demand for the service.

Section 7: Authority of the City, Policy Contravention and Exceptions

AUTHORITY OF THE CITY:

The City of Vaughan reserves the right to request additional information at any time, act as a liaison for the group, be present at Annual General Meetings for minor sports groups and allocate facilities / services in kind according to the Facility Allocation Policy.

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
(To be completed by Clerk's Dept)XXXXXX	
DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

CSO categories may be added, deleted or updated with applicable criteria at the discretion of the Department of Recreation & Culture.

POLICY CONTRAVENTIONS:

CSO groups who fail to comply with this policy or any other City policy / procedure including terms and conditions as noted on the application forms, may lose their CSO status.

EXCEPTIONS:

The Commissioner of Community Services reserves the right to:

- revoke CSO status for groups who do not comply with terms and conditions, non-payment and any reasonable issue as deemed appropriate;
- allow CSO status where all of the criteria can not be met in extenuating circumstances (i.e. where a group is new to the City of Vaughan and does not meet the residency requirement).

Section 8: Process and Sample Constitution

PROCESS:

1. Interested groups must fill in and sign the application form ensuring that all information is submitted. Incomplete applications will not be processed. See section entitled Application Requirements.
2. Submit information to City of Vaughan, Dept of Recreation & Culture:
 - a. by e-mail: RecPermits@vaughan.ca
 - b. by fax: 905/832-8550
 - c. by mail or in person:

City of Vaughan,
Recreation & Culture Department, 3rd Floor
2141 Major Mackenzie Drive,
Vaughan, Ontario L6A 1T1
3. Allow 2 to 4 weeks for processing.

SAMPLE CONSTITUTION:

Constitution for the ABC Association

Article 1 – Name

The Name of this organization shall be "ABC Association".

Article 2 – Object

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: Community Services	(To be completed by Clerk's Dept. following Council approval) POLICY NO.: XXXX
(To be completed by Clerk's Dept)XXXXX)	
DEPARTMENT: Recreation and Culture	SUBJECT: Community Service Organization Policy

The object of this Association shall be to promote, protect and represent the general interests of the membership.

Article 3 – Area Defined

The ABC Association is that area bounded on the north by Street A, on the west by Street B, on the south by Street C and on the east by Street D.

Article 4 – Officers

1. The members of the association shall elect a Board of Directors, which shall be comprised of: President, Vice-President, Secretary, Treasurer and up to 8 Directors.
2. All Members of the Board shall be elected for 2 years and may stand for re-election.
3. Members of the Board of Directors shall be elected at be-annual general meetings held in September by simply majority of members in good standing present. Proxy votes are not allowed. Voting members must be present at the general meeting.

Article 5 – Quorum

1. A quorum consists of a simple majority of active members of the Board of Directors, with the President, or Vice President present, or a designated Director to preside over the meeting.
2. Any member of the Board of Directors who is absent from 3 consecutive meetings, without a valid excuse, or who submits his/her resignation, shall be deemed to have vacated his/her position.
3. The Board of Directors is empowered to appoint new Directors to fill any vacancy, until the next election of the Board.

Article 6 – Duties of Directors

1. The president shall call and preside over all meetings and generally supervise the association's activities and shall give a report at the general meetings.
2. The Vice President shall perform the duties of the President, in the his/her absence or request.
3. The Secretary shall keep all minutes and records except financial and shall attend to clerical work.