

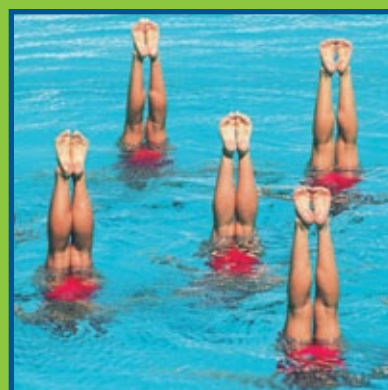


# CSO *Policy*

Community Service Organization



[vaughan.ca](http://vaughan.ca)

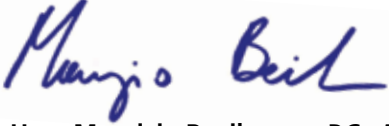


# Community Service Organization Policy

## Message from the Mayor

As a City, I believe it is important that we invest in creating healthy and vibrant communities. The City of Vaughan is committed to providing our residents with modern amenities while actively supporting the many organizations that contribute to our exceptional quality of life. Recreational programs and activities are key in offering diverse and exciting opportunities for residents to make positive lifestyle choices.

Sincerely,



**Hon. Maurizio Bevilacqua, P.C., Mayor**

Active Together Community Champion

905.832.8585 ext.8888

maurizio.bevilacqua@vaughan.ca



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 & Guiding Principles

### Section 3: Benefits

### Section 4: City Rights & Definitions

### Section 5: Categories & Priority Schedule

### Section 6: Application Requirements & Eligibility Criteria

### Section 7: Authority of the City, Policy Contravention & Exceptions

### Section 8: Process & 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 & 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)*;
- 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 & 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 (e.g., 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.

## Section 4: City Rights & 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;
- 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](http://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 and 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.

**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 and 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](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](http://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*.

## Section 5: CSO Categories & 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**.

## Section 6: APPLICATION REQUIREMENTS & ELIGIBILITY CRITERIA

CSO APPLICATION REQUIREMENTS	ADULT GROUPS	HERITAGE VILLAGE FAIR	GENERAL	MINOR CHILDREN & 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	M	M	M	M	M	M
Membership / Players List	M	N/A	M	M	M	N/A
Memberships / Registration Fees	M	N/A	M	M	M	N/A
Not-For-Profit / Registered Charity Number Verification	N/A	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**	N/A	N/A	N/A	M	N/A	N/A
Residency Requirement	75%	N/A	75%	75% & 90% HL	75%	N/A
Season Schedules	M	N/A	N/A	M	N/A	N/A
Social Service Agency Verification	N/A	N/A	N/A	N/A	N/A	M
Written Constitution & By-Laws or Statement of Purpose	M	M	M	M	M	M

M = Mandatory; D = Desirable; HL = House League; N/A = Not Applicable

\* includes recognized charitable organizations

\*\* minor children and youth CSO's offering sports programs with representative teams must be affiliated with a regional or provincial sport body

*Notes: CSO groups (excludes ratepayers, older adults and social service organizations) are required to file their application requirements annually with the City of Vaughan.*

**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.

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 (e.g. *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 & 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 & 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*.

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 (e.g. where a group is new to the City of Vaughan and does not meet the residency requirement).

## Section 8: Process & 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, Recreation & Culture Department:
  - a. by **email**: [RecPermits@vaughan.ca](mailto:RecPermits@vaughan.ca)
  - b. by **fax**: 905.832.8550
  - c. by **mail or in person**:  
City of Vaughan  
Recreation & Culture Department, 3<sup>rd</sup> 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

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 bi-annual general meetings held in September by simple 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.

Policy 04.1.32, Approved by Council January 31, 2012





# Facility Bookings

## Options to suit all needs!

Facility availability can be viewed online at [vaughan.ca/RecOnline](http://vaughan.ca/RecOnline)

**Call 905.832.8500 for all facility rentals.**

### Exceptions:

City Playhouse Theatre Rentals: 905.326.7469

Pool Rentals: Call your local pool or community centre.



## Suggested Facility Usages

### Activity Rooms

- Meetings, Parties, Seminars
- Religious Services

### Arenas

- Figure Skating or Hockey
- Recreational Skating

### Arena Floors

- Ball Hockey, In-Line Hockey, Skating
- Meetings, Parties
- Special Events

### Community Hall

- Meetings, Parties
- Seminars, Trade Shows

### Gymnasium

- Sports

### Heritage Homes

- Arts, Cultural & Heritage Events
- Meetings, Parties
- Special Events

### Multi-Purpose Rooms

- Meetings or Parties
- Special Events or Sports

### Rehearsal Room

- Auditions, Meetings, Parties
- Theatre Classes

### Theatre

- Art Shows, Meetings
- Religious Services
- Stage Productions
- Theatre Classes



[vaughan.ca](http://vaughan.ca)