

Community Service Organization (CSO)

Corporate Policy



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Table of Contents

Policy Statement.....	3
Purpose	4
Definitions	5
Roles and Responsibilities.....	7
Policy.....	8
How to Apply	19

POLICY STATEMENT

The City of Vaughan (the “City”) promotes and recognizes that Community Service Organizations (CSOs) provide recreational and leisure programs and services to Vaughan residents on a volunteer, not-for-profit basis. The City encourages active living, social and special interest activities that enhance the well-being, health and quality of life to residents and acknowledges that CSOs are our partners.



PURPOSE

The purpose of this Policy is to:

1. Document the criteria necessary to obtain and maintain CSO status;
2. Maintain fairness, equity, transparency, and consistency to all groups applying for CSO status;
3. 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. Ensure CSOs 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. Ensure that groups who are granted CSO status meet the criteria specific to their category;
6. 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;
7. Provide guidance to groups, where possible, to help them achieve CSO status; and,
8. 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.



DEFINITIONS

1. **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.
2. **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:
 - 2.1. The relief of poverty,
 - 2.2. The advancement of education,
 - 2.3. The advancement of religion, and
 - 2.4. Other purposes beneficial to the community in a way the law regards as “charitable.”
3. **Children & Youth Services:** services offered to persons 0 to 19 years of age and younger. Children & Youth (Minor) CSOs offering sports programs with representative teams must be affiliated with a regional or provincial sport body.
4. **City:** The Corporation of the City of Vaughan
5. **City Liaison:** Recreation Supervisor or Recreation Manager for dispute resolution
6. **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.
7. **Constitution & By-Laws:** the organization’s mandate, philosophy, goals and objectives including operating guidelines that clearly define the purpose of the group and its officers.
8. **Code of Conduct:** the policy that dictates the expected behaviours of the executives, members and participants of a CSO including consequences for misconduct.
9. **Dispute Resolution Process:** the process by which disagreements or differences within the executive, membership or customers are resolved.

10. **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.
11. **Facility/Facilities:** for use by City of Vaughan staff and libraries for the purposes of conducting City of Vaughan business or program rentals only.
12. **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.
13. **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).
14. **Membership / Registration Fees:** detailed list of varying fees charged to the general membership or player.
15. **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.
16. **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.
17. **Proposed Budget:** statement of the upcoming budget year including revenues, expenses and annual summary.
18. **Season Schedules:** the games, practices and tournament schedules for all sports teams within a season.
19. **Services in Kind (SIK):** the term applied to the variety of both inventoried and rented items and/or support services, made available to Community and/or Social Service, Resident, Commercial and Non-Resident Organizations to provide assistance in their planning and delivery of events such as fairs, festivals, tournaments, openings, etc.
20. **Social Service Organization:** an agency that exists to deliver a service for the welfare of the community such as education, health research, housing, health care, child protection, etc. including Registered Charities. Examples include, but are not limited to, the Red Cross, the Canadian Cancer Society and Alcoholics Anonymous.
21. **Statement of Purpose:** sentence or paragraph used by a company to explain, in simple and concise terms, their purposes for being.



ROLES AND RESPONSIBILITIES

1. Deputy City Manager, Community Services:

- 1.1. Responsible for dispute resolution

2. Recreation Services Department:

- 2.1. Responsible for administering this Policy
- 2.2. Review and assess CSO applications in a fair, equitable, transparent and consistent manner.

3. Office of the City Clerk

- 3.1. Review and assess Ratepayers' applications in a fair, equitable, transparent and consistent manner.

POLICY

1. General Statement

The City of Vaughan’s Strategic Plan states that to ensure the safety and well-being of citizens, the City will commit to engagement and cohesiveness by supporting and promoting community events, arts, culture, heritage, sports and fire prevention awareness. The City supports and encourages volunteer groups, such as CSOs that assists in enriching, preserving and diversifying its community and encourages health and wellness through community engagement and participation.

2. Benefits

2.1. CSOs are afforded the following benefits:

- 2.1.1. Facility and Services in Kind (SIK) allocation priority according to the Category of User as outlined in the Facility Allocation Policy (FAP)
- 2.1.2. Staff support in an advisory capacity (i.e., consultation, advice)
- 2.1.3. Use of community centre lobbies for registration/ fundraising purposes at applicable, subsidized rates
- 2.1.4. Subsidized rates for facilities and SIK (Note: Adult CSOs 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). Subsidized rates for specific functions are determined by CSO category
- 2.1.5. Fairs & Festivals Support Program may be utilized, where specific criteria is met
- 2.1.6. Contact and website information posted on the City of Vaughan website for Heritage Village Fairs, Minor and Adult Sports Groups

2.2. The benefits for Registered Ratepayer Associations CSOs are modified in accordance with Section 7 below.



3. CSOs Categories and Priority Schedules

3.1. The following are categories of CSOs groups:

- 3.1.1. Adults
- 3.1.2. Emerging CSO groups
- 3.1.3. General – includes, but is not limited to, cultural, charitable and special interest groups such as Girl Guides, Boy Scouts, etc.
- 3.1.4. Heritage Village Fairs
- 3.1.5. Minor Children and Youth
- 3.1.6. Older Adults: governed by the Older Adult Clubs in the City of Vaughan Policy & Operating Procedures
- 3.1.7. Registered Ratepayer Associations
- 3.1.8. Religious Groups
- 3.1.9. Schools – Public, Catholic, College & University (automatic approval; excludes private schools)
- 3.1.10. Social Service Organizations

3.2. 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.

3.3. Groups requiring additional inventory and 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.

4. Application Requirements

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

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	M	M	M	M	M	M
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	M	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

*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.

- 4.1. CSO groups (excludes Ratepayers Associations, Older Adults and Social Service Organizations) are required to file their application requirements bi-annually (every 2 years) with the City of Vaughan.
- 4.2. The Recreation Services 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.
- 4.3. 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.
- 4.4. Older Adult groups are governed by the Older Adult Clubs Policy and related operating procedures.
- 4.5. Ratepayer Associations shall follow the registration requirements as set out in section 7 below.



5. Eligibility Criteria

- 5.1. In order to be eligible as a CSO, groups must:
- 5.1.1. 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;
 - 5.1.2. Have a minimum of 75% residents except minor sports groups (aged 19 and under) must be comprised of 90% house-league residents;
 - 5.1.3. Be a not-for-profit, volunteer based and run by an elected and volunteer board of directors; and,
 - 5.1.4. Demonstrate they exist for the exclusive benefit of Vaughan residents, and to enhance existing services.
- 5.2. 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 on the principles of the FAP.
- 5.3. 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.

6. Emerging Group Status

- 6.1. The City seeks to promote the development of new groups that provide unique services that meet an unmet need for Vaughan residents. To support the development of these groups, the City may provide Emerging Group CSO status to groups that may not meet all of the eligibility criteria outlined in Section 5.
- 6.2. The Recreation Services Department staff will support the development of new groups, and will make a recommendation to the Manager, Recreation Services, who may approve a group for CSO status as an “Emerging Group”. This status would be conferred upon the group for a provisional period of 2 years, subject to an interim review after 1 year of achieving this status. Following this 2-year period, the group must be able to meet the requirements to achieve CSO status. If the group is not able to meet the requirements to achieve CSO status after a period of 2 years, the Emerging Group status will be revoked.
- 6.3. In order to be eligible as an Emerging Group CSO, the applying group must meet the following minimum eligibility criteria:

- 6.3.1. Consist of a minimum of 10 members, and provide a full membership list (includes names, contact information, and addresses/proof of Vaughan residency)
 - 6.3.2. Provide their most recent financial statements, or a financial plan/proposed plan should the organization be relatively new (created within the previous year)
 - 6.3.3. Be a not-for-profit incorporation
- 6.4. Failure to meet any of the above minimum eligibility criteria will result in an automatic rejection of the request.
- 6.5. In addition to the above minimum eligibility criteria, in order to be eligible as an Emerging Group CSO, the following criteria would be desired:
- 6.5.1. Provide a written statement of purpose
 - 6.5.2. If applicable, provide a written justification for how their service is unique to any services offered by existing CSO groups
 - 6.5.3. Possess an “interim” or “full time” board
 - 6.5.4. Provide an actionable and realistic plan for growing their services and/or membership within the City of Vaughan





7. Registered Ratepayer Associations

- 7.1. The City recognizes the value of Ratepayer Associations in facilitating public engagement and connecting residents to address issues or developments affecting an area of interest or neighbourhood.
- 7.2. To support the development of these groups, the City provides CSO status to these groups with in-kind service opportunities. Due to the unique nature of Ratepayer Associations compared to other CSO groups in this policy, the eligibility criteria, renewal requirements and benefits are outlined as follows, notwithstanding Sections 4, 5 and 6 that do not apply to Ratepayer Associations.
- 7.3. In order to be eligible as a Registered Ratepayer Association CSO, the applying group must meet the following minimum eligibility criteria:
 - 7.3.1. Completed Registration Form with the name of the association, list of Executive Officers, contact information, and boundary lines (if applicable)
 - 7.3.2. AGM minutes
 - 7.3.3. A list of a minimum of 25 members, with names and addresses included (100% of the membership by residents of Vaughan and/or landowners).
 - 7.3.4. The Association’s statement of purpose, as well as their constitution and by-laws.

- 7.4. Registered Ratepayer Associations are required to file their annual renewal no later than March 31 of each year, confirmed all registration requirements have been met.
- 7.5. Registered Ratepayer Associations are entitled to the following benefits:
 - 7.5.1. Recognized status before Council as a Registered Ratepayer Association rather than an individual or group of individuals.
 - 7.5.2. Formal listing on the City’s Official Registry of Ratepayer Associations
 - 7.5.3. Consultation and notice of various issues within the boundaries being represented by the Registered Ratepayer Association (e.g. land use, traffic, parks, planning, etc)
 - 7.5.4. Two (2) free meeting spaces to hold meetings at a City or library facility each year, based on availability.
 - 7.5.5. Ability to use City and library public meeting rooms at the CSO preferred rate based on the priority schedule.
- 7.6. The City Clerk, or designate, is responsible for reviewing and approving Ratepayer Association applications and renewals. Application Forms and processes are available on the Office of the City Clerk website at vaughan.ca.



8. CSO Subsidized Rate Eligibility

- 8.1. The City reserves the right to request at any time a detailed business and communication plan, a list of revenue sources including grants and other forms of formal funding, the strategy to actively pursue fundraising activities or other sources of revenue, and a description of how any funds raised will be disbursed. The City reserves the right to deny a CSO eligibility for subsidized rates if it is not satisfied with how funds are raised and/or disbursed.

9. Authority of the City, Policy Contravention and Exceptions

9.1. Authority of the City

- 9.1.1. 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.
- 9.1.2. CSO categories may be added, deleted or updated with applicable criteria at the discretion of the Recreation Services Department.
- 9.1.3. The City of Vaughan reserves the right to conduct an operational and/or financial audit.
- 9.1.4. City has the authority to investigate any complaint, concern or information received or obtained regarding, but not limited to, any breach of this or other applicable policy or law, conduct of members, activities, use and/or misuse of any city facility or space.

9.2. Policy Contraventions

- 9.2.1. CSO groups who fail to comply with this Policy or any other applicable City policies, procedures, including the terms and conditions as noted on the applications forms, may lose their CSO status.

9.3. Exceptions:

- 9.3.1. The Deputy City Manager, Community Services reserves the right to:
- 9.3.1.1. Revoke CSO status for groups who do not comply with the terms and conditions, non-payment and any other reasonable issue as deemed appropriate
- 9.3.1.2. Allow a group to receive CSO status where all of the criteria cannot be met due to extenuating circumstances (i.e. where a group is new to the City and cannot meet the residency requirement)



10. Diversity, Equity and Inclusion Statement

The City recognizes and celebrates the human similarities and differences of people and communities who call the City home. The City is home to diverse communities whose significant contributions to the cultural, economic and social fabric make the City what it is today. Our commitment to diversity includes all groups protected by the *Human Rights Code*.

10.1. The City:

- 10.1.1. Recognizes the unique status and diversity of First Nations, Métis and Inuit communities and their right to self-determination.
- 10.1.2. Recognizes that advantages and barriers exist; therefore, we do not all start from the same place, nor do we have the same access to all opportunities.
- 10.1.3. Recognizes that the impact of systemic, structural and institutional barriers must be addressed for Indigenous and equity-deserving groups to reach their fullest potential and achieve civic engagement.
- 10.1.4. Recognizes that inclusion is an active, intentional and continuous process to address inequities in power and privilege.
- 10.1.5. Is committed to identifying and addressing barriers to reduce inequities and disparity, and ensuring that everyone has access to the same opportunities.
- 10.1.6. Is committed to addressing all forms of oppression, including racism, discrimination and bigotry.

10.2. All current or prospective CSO and their members and volunteers, must adhere to and abide by the values mentioned above. Any CSO groups whose actions and ideas run counter to the City's values may lose their CSO status.

10.3. All current or prospective CSOs must adopt diversity, equity and inclusion policies adhering to the same or similar principles outlined above.

11. Code of Conduct

- 11.1. It is the responsibility of all CSO members to show respect to others, City staff, CSO property and City facilities and equipment as indicated in the following City policies: Citizen’s Rights and Responsibilities Declaration, Safe Community Centre Policy, and Respectful Workplace Policy – Human Rights and Anti-Harassment/ Discrimination (available from the City Liaison).
- 11.2. Appropriate behaviour is expected from all CSO members at all CSO activities, events and assemblies.
- 11.3. The City does not endorse unacceptable behaviours, such as:
 - 11.3.1. Neglect or refusal to perform duties as outlined by the Boards of Directors
 - 11.3.2. Performance of illegal, violent or unsafe acts in the course of performing duties
 - 11.3.3. Acting disrespectfully or coming into physical or verbal conflict with another volunteer or a member applicant in their program, service or area of responsibility
 - 11.3.4. Disruptive behaviour and/or refusal to cooperate with fellow members and volunteers
 - 11.3.5. Failure to follow procedures in their assigned work area
 - 11.3.6. Attending volunteer assignments under the influence of substance
 - 11.3.7. Misuse of funds, equipment or materials, and or the falsification of records
- 11.4. Discipline of CSO Members
 - 11.4.1. It is recommended that two (2) representatives be appointed to deal with disciplinary matters, one (1) being the President
 - 11.4.2. All disciplinary action is the responsibility of the Board of Directors. City of Vaughan staff are available to assist as arbitrators if necessary. In the event the President is the focus of a disciplinary situation, the City’s Liaison may be requested as arbitrator
- 11.5. Steps for Disciplinary Action
 - 11.5.1. Verbal warning by Board of Representatives
 - 11.5.2. Written warning signed by the President
 - 11.5.3. Possible suspension from CSO activities and location
 - 11.5.4. Membership revoked
 - 11.5.5. Board of Directors may refer to the City’s Safe Community Centre Policy for assistance in dealing with disciplinary action. City Liaison to provide support

11.6. Discipline of Board Members

- 11.6.1. If a Director or any of the Executive Officers act in a manner which is detrimental to the interests of the CSO, then the Board of Directors of the CSO may, by majority vote, discipline the said Director at a special meeting of the CSO, which will be convened to consider the Director’s behaviour within a timely manner. Discipline shall follow the guidelines listed above (Steps for Disciplinary Action), and depending on the severity of the infraction, can range from a warning to expulsion from the Board. City Liaison is available to assist if necessary



How to Apply

Interested groups must fill in and sign the application form ensuring that all information is submitted. Incomplete applications will not be processed.

Submit information to City of Vaughan, Recreation Services Department:

a. by email: RecreationCSO@vaughan.ca

b. by mail or in person:

City of Vaughan
 Recreation Services Department, 3rd Floor
 2141 Major Mackenzie Drive,
 Vaughan, Ontario L6A 1T1

Allow 6 to 8 weeks for processing.

City of Vaughan, Recreation Services

2141 Major Mackenzie Dr., Level 300, Vaughan, ON L6A 1T1

vaughan.ca/recreation

**Al Palladini
Community Centre**
9201 Islington Ave.
Woodbridge ON L4L 1A7
905.832.8564



**Chancellor
Community Centre**
350 Ansley Grove Rd.
Woodbridge ON L4L 5C9
905.832.8620



**Dufferin Clark
Community Centre**
1441 Clark Ave. W.
Concord ON L4J 7R4
905.832.8554



**Father E. Bulfon
Community Centre**
8141 Martin Grove Rd.
Woodbridge ON L4L 3W9
905.879.8732



**Garnet A. Williams
Community Centre**
501 Clark Ave. W.
Thornhill ON L4J 4E5
905.832.8552



**Maple
Community Centre**
10190 Keele St.
Maple ON L6A 1R7
905.832.2377



**North Thornhill
Community Centre**
300 Pleasant Ridge Ave.
Thornhill ON L4J 9B3
905.832.8540



**Rosemount
Community Centre**
1000 New Westminster Dr.
Thornhill ON L4J 8G3
905.832.8552



**Vellore Village
Community Centre**
1 Villa Royale Ave.
Woodbridge ON L4H 2Z7
905.832.8544



**Woodbridge Pool &
Memorial Arena**
5020 Highway 7
Woodbridge ON L4L 1T1
905.832.8576



**City Playhouse
Theatre**
1000 New Westminster Dr.
Vaughan ON L4J 8G3
905.303.2000
vaughan.ca/cityplayhouse

**Uplands
Golf Club & Ski Centre**
46 Uplands Ave.
Thornhill ON L4J 1K2
1.888.TEE.USUP
golfuplands.ca

**Thornhill
Outdoor Pool**
28 Centre St.
Thornhill ON L4J 1E9
905.881.2969 (Summer only)

**Vaughan Studios &
Event Space**
200 Apple Mill Rd., 3rd Level
Vaughan, ON L4K 5Z5
vaughan.ca/VSES



gymnasium



pool



fitness
centre



arena/
outdoor rink



at all recreation
facilities