



Member Rules and Expectations (September 2019 Update)

CommunityWise Overview

Introduction

CommunityWise is a non-profit centre providing affordable office and meeting spaces, other backbone infrastructure (shared internet, office equipment, mailboxes), as well as collaborative capacity-building and programming supports to non-profit member organizations. We support dozens of small non-profit and grassroots organizations whose work spans a diverse spectrum of social, environmental, and cultural issues. As of September 2019, 30 of our members are physically co-located within the space as Tenants while the other 55 are known as Associate Members who access common spaces or other resources for their initiatives and events.

CommunityWise is defined not only by the building as a physical centre, but by the organizations, communities, and individuals who occupy it. CommunityWise members work in ethnocultural community supports; LGBTQ2S+ community services; culturally relevant Indigenous services; poverty reduction and community economic development; addictions support; mental health; and film, performative, and community arts. Our Member organizations' incredible diversity is what gives CommunityWise its strength.

CommunityWise is a unique multi-sector and multi-purpose venue helping members to do their important work. As it is a shared space, members of CommunityWise have a responsibility to support each other. Each group participates in ensuring that this building is an environment where the values of CommunityWise are celebrated. We are in this together.

This shared responsibility also means members understand that we are all participants in ensuring that everyone can enjoy their time to work. Mutual respect for other members is key. Please understand that through the use of these offices, services, meeting spaces, etc. each member of CommunityWise is part of the larger community and that the actions of members can impact one another in a variety of ways.

History

When the YWCA moved out of the building in the early 1970s, the City of Calgary took possession and began renting rooms to grassroots organizations and various community groups. In 1979 the City of Calgary decided that the building was more trouble than it was worth and scheduled it for demolition. The groups who had been renting offices in the building formed a Tenants Association to rescue it. They negotiated with the City for the right to continue using the space, in exchange for engaging in fundraising efforts to maintain the building. The same agreement remains in effect today. The history of the centre is a story of collective achievement, of community resilience and of hope for the future.

Vision

A community cultivated by and for everyone.

Mission

To be a nonprofit hub, providing inclusive and affordable space and community development programs to support and strengthen diverse grassroots and non-profit members.

Values

Mutuality: We cultivate relationships, connection and collaboration because of their shared benefits and because together we can withstand individual and shared challenges.

Inclusion: We respect and elevate diverse voices, practices and cultures, individual uniqueness and collective wisdom.

Accountability: We are responsible to our shared space, to each other, to the larger community, and to the planet.

Trust: We have confidence in the knowledge, experience, and ability of our members and partners, and actively work to keep their trust in us.

Equity: We recognize and redress historical and current-day inequities experienced by certain equity-seeking groups and strive for their barrier-free participation.

Types of Membership at CommunityWise

Tenant Members – Rent an office or storage space in the building, can book common rooms, equipment, and have a mailbox.

Associate Members – Can book common rooms, equipment, and may rent a mailbox.

Individual Members – Individuals who are not affiliated with a certain group or organization but independently conduct work aligned with the mission and values of CommunityWise.

Grassroots Members – are either **associate** or **individual members** who only have access during CommunityWise admin hours of operation in order to book meeting space at the building. Grassroots members do not receive a key and do not have after-hours privileges. CommunityWise is flexible on damage deposits for grassroots members.

Membership Fees and Damage Deposits	
Annual Fee	\$40.00
Annual Mailbox Fee	\$40.00
Damage Deposit on Common Rooms (All Members)	\$200.00
Damage Deposit on office if Tenant Member	Equal to 1 months' rent

Member Policies

CommunityWise members are required to sign the following documents to remain in good standing with CommunityWise.

1. Pay annual Membership Fee
2. Sign annual Membership Agreement
3. Sign CommunityWise Anti-Harassment Policy
4. Uphold terms of Office Rental Agreement if applicable to the Member

Fee Schedule

SPACE		
Room	Daytime (4hrs)	Evening (4hrs)
Main Common Room	\$25	\$50
Board Room	\$15	\$25
Dance Studio	\$15	\$20
Large Office Meeting Room	\$25	\$25
Small Office Meeting Room	\$10	\$10
Patio/Backyard	\$0	\$0
Office Space (monthly)	\$1.20-\$1.40 per square foot	

EQUIPMENT (Free for use on site unless otherwise noted)	
Folding Chair	\$2 per day each
Folding Table	\$5 per day each
Digital Projector	\$25 per day
Small P/A	\$10 per day
Large P/A, Mics, Sound Equipment	Arusha Centre price list
Tent (10'x10')	Arusha Centre price List
Projector Screen	\$10 per day
BBQ (cannot leave building)	FREE
Laminator	\$1 per sheet. CW provides Sheets
Flip Chart Stands	\$5 per day
B/W Copies	\$0.05 per sheet, members provide paper

Colour Copies	\$0.40 per sheet members provide paper
Internet Access	Included in tenant rent

Rental Agreements

CommunityWise enters into a legal Rental Agreement with Tenant Members occupying permanent space at the centre. The Rental Agreement is a sublease of the CommunityWise 'head lease' for the property with the City of Calgary. Members choosing to have a Rental Agreement with CommunityWise are responsible for payment and insurance for their activities. All Rental Agreements within the building are month-to-month and are standardized.

Note about Shared Use Agreements: Members may enter into Shared Use Agreements for a space at the centre. CommunityWise must sign off on all Shared Use Agreements outlining cost sharing, terms, access, etc. and they are to be signed by all applicable parties. In each case one of the Members must take primary responsibility for the Rental Agreements and sign one with CommunityWise Administration.

Security Deposit Refund

Any damage incurred by the Tenant Member, while moving in, during tenancy, and while moving out shall be the responsibility of the tenant.

For damages incurred, that is not due to regular wear and tear, CommunityWise may apply the Member's Office Damage Deposit to the repair cost. If the contracted fee for repair exceeds the amount of the damage deposit the vacating tenant shall not receive a refund of the damage deposit.

If damages are so severe that they cannot be covered by the security deposit CommunityWise shall bill the Member Organization for the repair. CommunityWise in these cases will collect 3 repair quotes and communicate with the Member throughout the process.

Any due amounts or outstanding balances owed to CommunityWise from either common room or office security deposits after tenancy or expiration of membership will be deducted from the security deposit.

Open Window and Doors

Windows must be kept closed when Members leave the building for the day. This applies to offices and common meeting rooms. This is for both the security and safety of the building and CommunityWise Members. Additionally, in the winter frozen pipes and cracked radiators due to open doors may result in significant water damage to the building.

The front door of the building is open and unlocked during the daytime (approx. 10am-7pm) Monday to Friday. On holidays, weekends, and overnight (approx. 7pm-10am) Monday to Friday the front door is locked.

Members and individuals visiting offices or attending events or programs are not to prop the front door. Members may post a sign with contact information; use the intercom to buzz visitors in, or attend to the door allowing access to guests and visitors to their events. The doors to the building are not to be left propped and unattended.

For evening and weekend use Members are expected to ensure that all participants of their meeting, event, or program leave when the booking is done and the member who made the booking is leaving. Members are not responsible to permit access to members of the public into the centre after CommunityWise admin office hours. Doing so may pose safety and security issues for the centre for which the member may be held accountable.

If damage occurs as a result of a Member propping the door and leaving it unattended, the Member may be held responsible. It is the responsibility of each Member to help ensure safety and security of the centre and inform staff, volunteers, guests, and clients of any damages or issues that may arise.

Common Room Use Agreement

Note: “Common Rooms” include all rooms that are booked by Members and have common shared access. Common Rooms include the Board Room, Dance Studio, Main Common Room, etc.

The representative of the Member agrees to the following when renting space:

- 1) The Meeting/Social Gathering/Event held by the Member will be supervised.
- 2) The Member’s Common Room Damage Deposit is held by CommunityWise for the duration of their membership at CommunityWise and is applicable to all Common Room bookings by the Member.
- 3) The Damage Deposit shall be forfeited in the event of damage or violation of building rules, should they be incurred by the Member renting the space, and the Member agrees to immediately pay to CommunityWise any fees relating to damages, as determined by CommunityWise, if the Member is determined to be responsible.
- 4) The Member shall be responsible for overseeing access to and following the guidelines of use (as outlined below) of both the room and the building for any booking made by the Member or in collaboration with other Members or Affiliate Agencies.
- 5) The Board of Directors of CommunityWise shall ultimately decide whether damage or violation has occurred, the extent of said damage, and the amount to be forfeited from the deposit of the Member renting the space.
- 6) Keys to the building and common rooms shall be provided to the Member as part of their membership at CommunityWise.
- 7) Unless otherwise agreed upon by CommunityWise, keys to evening and weekend-only common rooms or tenant offices are provided to Members on a per booking basis and are to be returned to CommunityWise Administration upon completion of the booking. It is the responsibility of the Member renting to make arrangements to pick up keys.
- 8) All Common Room Fees are due upon receipt of the rental invoice.

- 9) Bookings can be made verbally during administrative hours or by phone or e-mail.
- 10) All common room booking requests must be confirmed by the CommunityWise Administration prior to use.
- 11) Members may cancel bookings with the following terms in mind:
- CommunityWise may apply an administrative fee ranging from \$10.00 up to the total cost of the booking to any bookings cancelled with less than 7 days' notice.
 - The full booking fee will be invoiced to no-shows and day-of cancellations.
 - An administrative fee of \$10.00 may be applied after 6 cancellations made within a 12 month period regardless of notice given.
- 12) Members may tentatively book a space. CommunityWise staff may hold tentative bookings for a maximum of 3 days, after which CommunityWise may allow other Members to book the space without notice.
- 13) The Member making the booking will adhere to the room use guidelines. Guidelines are also posted throughout the centre. Members will leave the room in as good or better condition than it was prior to their booking. CommunityWise does not employ staff to clean before and after each booking and we rely on Members to support each other.

Basic Clean up Guideline Checklist:

- Floor vacuumed/swept
- Chairs stacked
- Tables wiped down
- Tables put away
- Garbage/recycling put away
- CommunityWise equipment packed up and placed in original spot
- Windows closed
- Lights turned off
- Door locked
- Dishes washed and put away

If you notice anything broken or missing or if the room was left in a mess from a previous booking please let CommunityWise Staff know prior to or at the beginning of your booking.

At all times make an effort to limit disruption to other users of the space and be especially conscious of the volume of activities.

- 14) The Member will also comply with CommunityWise Building Rules, Policies and By-Laws. Should a member fail to do so, the CommunityWise Administration, under the direction of the Board of Directors, may take steps outlined in the Building Rules and Bylaws Offence Policy.

Member Responsibility for payment of rent and other services

- 1) Members will be invoiced for monthly rent and other fees (including common room bookings, off-site equipment rentals, etc.) during the first week of each month.
 - Invoices are due within the first week of each month. Payment can be made by cash, cheque, or e-transfer.
 - For cash payment, cash must be delivered in person and a handwritten receipt will be given at the time of payment.
 - Members can leave post-dated cheques with CommunityWise Administration for deposit.
 - Members can pay in advance and payment will be held as a credit during their membership and applied to invoices as they are generated for the Member.
- 2) If an invoice has not been paid by the end of the 3rd week of the month a financial statement will be issued for the Member showing overdue invoices.
- 3) If invoices and financial statements are not paid and invoices are 2 months overdue CommunityWise will contact the Member to remind them that payment is required.
- 4) Members are encouraged to contact CommunityWise regarding issues relating to payment of invoices and when payment will be made, either partially or in-full. CommunityWise is open to a range of flexible payment options and understands the need to be flexible in this regard. Members are encouraged to communicate with CommunityWise Administration regarding any payment arrangement needs. CommunityWise may offer extension or, if applicable to Tenant Members, apply interest as per the Office Rental Agreement.
- 5) After 3 months, and without communication to CommunityWise regarding unpaid invoices, the Member may be referred to the Board of Directors of CommunityWise for review of their Membership Status and violation of this agreement.

General Building Rules

Admin Office

Hours of Operation	
Tuesday.....	10am – 7pm
Wednesday	10am – 7pm
Thursday	10am – 7pm
Friday.....	10am – 5pm

At times however we may be in meetings and will post where we are in the building in those instances.

Phone: (403) 261 – 9660

After hours urgent phone (403) 233-9326 (or #150 on building intercom)

Email: info@communitywise.net

Parking

CommunityWise has no dedicated parking at the centre. There are, however, 2 parking stalls in front of the building.

Please be considerate of others who may also need parking space, as it is a shared resource to all users of the building. Special priority will be given to those with accessibility needs, contractors working on the building, and for pick-up and drop-off of Members and member materials.

If you are parking behind someone put contact information in your dash or indicate where you are in the building so you can let them out and be able to do so in short notice.

Keys

All offices and storage spaces in the building must be accessible by CommunityWise Administration. Members wishing to change locks must inform CommunityWise first. For the security of the building and heat/electrical/fire system access and maintenance all locks must be keyed to our master key by our locksmith.

Alcohol

If Alcohol is served as part of an event a liquor license must be obtained. A copy of the license must be submitted to the CommunityWise Administration office prior to the event. Please notify CommunityWise at the time of booking if you are going to be serving alcohol.

Members serving or selling liquor must also keep in mind that this centre is home to many organizations engaging in work where the presence of alcohol may be problematic. At no time will a licence to serve or sell alcohol be recognized as valid if the event infringes on other Members safe use of the building. For example, consumption and sale of alcohol is restricted to the room for which the licence has been issued.

Dogs

CommunityWise welcomes dogs as part of our community. However, the building is first and foremost an office building and safer meeting space. Out of respect for other Members in the building all dog owners must adhere to the conditions outlined below. Please be aware that while many people find comfort and safety with dogs others may feel threatened or uncomfortable with the presence of dogs. Each individual who chooses to bring a dog to the centre will also need to sign a Dog Policy for both their own records and those of CommunityWise.

All dogs entering CommunityWise Property:

- Must be registered with The City of Calgary and be up to date with their vaccinations.
- Must not be disruptive and/or bark excessively.
- Must be non-aggressive and must be friendly with other dogs.
- Must be properly controlled at all times while on the property.
- May accompany their owners to meetings and events in the common areas and backyard only when all other attendees have given their consent.
- Must not accompany you to other offices unless invited.

Please note: CommunityWise advises against leaving your dog unattended in your office, but if the need should arise we ask you to notify the CommunityWise Administration with a contact name and phone number in case of emergency or other issues.

Active Use Policy (Tenant Members)

Access to office space in the building is an essential resource which helps facilitate our Member Organizations' ability to engage in their important work. The centre provides a submarket rental rate to our Member Organizations so that a greater amount of member resources can go into active programming. CommunityWise prioritises Member Organizations' use of any office that is used primarily for in-person work. Office administrative work, program development work, and providing direct services in-person will always be favoured over office use as storage at CommunityWise because of our central location and high need for affordable space to do work.

When new applications or requests for offices are received from groups who fulfill these criteria, the Membership Committee is empowered to implement this policy, on behalf of the board of directors, by initiating changes, issuing eviction notices, and requiring Members to change office spaces.

In the event that organizations renting office space cease to be active in fulfilling their own mission or cease to be occupied by staff or volunteers for a minimum of 8 hours per week for a period of 2 months or longer, CommunityWise may implement this policy by seeking out shared use of the space or, if that is not possible, by asking the organization to vacate the room.

The Member Organization in question will remain a Member in good standing and will be eligible to rent other rooms in the building, if available, should their circumstances change.

Smudging

Smudging is a practice of many First Nations and involves the burning of sacred plants. It is done individually to begin a new day and as part of prayer, or to cleanse a space; collectively it is used to begin ceremonies, meetings, as well as different gatherings.

The smudge is lit and the resulting smoke is regarded as a purifying agent for the mind, body, and spirit. Smudging is a sacred practice; to respect it is also to respect the cultures of which it is an important practice.

CommunityWise is located on the traditional territory of the Blackfoot Confederacy (comprising the Siksika, Piikani, and Kainai First Nations), the Tsuut'ina First Nation, the Stoney Nakoda (including the Chiniki, Bearspaw, and Wesley First Nations), and is home to the Metis Nation of Alberta, Region III, as well as other Indigenous peoples who continue to practice ceremonies involving smudging.

The building does present specific conditions and requirements in terms of fire safety and limits to the presence of any smoke. Additionally, some Members and individuals may suffer from medical conditions that make them sensitive to smoke who may become ill as a result of smudging.

CommunityWise is committed to providing an inclusive, respectful, and relevant environment for all its Members, as well as opportunities for the development of inter-cultural and inter-national understanding and relationships.

The rules do not constitute a process to request and gain permission to smudge; rather, they are meant to ensure that any smudging follows other rules of the building in order to provide clear direction so that all appropriate steps are taken on each occasion to respect the needs of all users of the space.

This policy does not address other uses of smoke or incense.

General Guidelines:

- Members are to submit a notice to CommunityWise that smudging will take place.
- Any follow-up or circumstances that may affect the smudging will be discussed with the Member directly.
- Although it is customary in many circumstances to let traditional medicines extinguish on their own, they cannot be left unattended inside the building. They may, however, be allowed to extinguish should they be constantly attended/monitored. They may also be left outside of the building, at least 3 metres from entrances or air intakes. Please notify CommunityWise staff that this is to occur.

Smoking

Smoking is not permitted inside the building, on the front porch, or on the balconies. If a participant Member intends to smoke please do so in the front or back of the building, a minimum of 3 meters away from any exterior doors or windows. Individuals are required to adhere to all City of Calgary Bylaws related to smoking.

Garbage and Recycling

We share the garbage behind the Hop In Brew Pub with the Beltline Fitness Centre and the Hop In Brew. Please bag and dispose of garbage and deposit it in the rear garbage bin. A key to the bin is located in the Photocopy Room. Please return the key immediately after use. Recycling is picked up weekly on Wednesdays from the recycling station in the kitchen area. Please follow City of Calgary recycling guidelines at all times.

Insurance

Each member is responsible for their own insurance related to their activities at the centre. CommunityWise does hold insurance for damages and injury that is the fault of CommunityWise, including responsibilities of CommunityWise staff, the building, and the CommunityWise Board of Directors. Having valid office insurance is also a rental requirement of Tenant Members at the centre. Members are to provide proof of insurance to the CommunityWise Office.

Barbeque Use

CommunityWise provides propane fuel for Members to use the barbeque. Users are expected to follow safe barbeque use practices and to turn off the gas on the propane tank when finished. Users are required to clean the grill when done using the barbeque.

Deliveries

CommunityWise gladly accepts the responsibility of delivering mail. While it is ultimately the responsibility of Members to manage the delivery of materials to and from their office, sometimes it is not possible to be present at the time of delivery. For larger deliveries or couriered packages CommunityWise Administration can sign for deliveries if Members are not present. Delivered packages

will be placed in the CommunityWise Administration office, or in the Member's office, whichever method is most appropriate.

Emergencies

Members must review the CommunityWise Fire Safety Plan and the included emergency contact information available within it. In case of Critical Emergences please dial 911. Intercom #600 will also call emergency services (Police, Fire, and EMS).

Member Rules/By-Laws Offence Policy

In order to maintain a required level of accountability and transparency the following steps must be taken when sanctioning the actions of Members with regards to breaches of Membership Policy documents and Building Rules. CommunityWise Members are expected to abide by the following policy:

If any Member Rules or By-Laws are violated the following policy can be implemented by CommunityWise Administration under the direction of the Board of Directors.

While CommunityWise has rarely had to use this policy, if there is an instance where a Member grossly violates the Member Rules as determined by the Board of Directors or the Board of Directors Executive, the Member can ultimately be evicted and their membership terminated.

Step 1- First offence:

Warnings and possible fines: CommunityWise will contact the Member to determine any mitigating factors in order to better understand what happened, and what may be done to prevent violations from happening in the future.

Fines may be applied to cover any incurred cleaning and/or repair costs.

Step 2 – Second offence:

Loss of access to Member Privileges (including office and meeting space): CommunityWise will contact the Member to determine any mitigating factors in order to better understand what happened, and what may be done to prevent violations from happening in the future.

A fine of \$100 will be invoiced to the Member, plus any additional fees incurred to cover cleaning and/or repair costs.

The member will lose access to booking common spaces for 30 days.

The member may be placed on probation. If no further offenses take place for 6 months the member will be placed back in good standing

Step 3 – Third Offence:

Loss of membership and eviction: If a third violation takes place within the year, the member will be referred to the board of directors for membership review and under the direction of the Board, may result in eviction or membership termination processed being taken.

COMMUNITYWISE MEMBER RULES FORM

I/We the undersigned, as representative(s) of _____

Have read and understand the Member Rules, and acknowledge them as binding. I/We take responsibility to inform the board, staff, volunteers, and those responsible for the membership of our organization of its contents.

Signature: _____

Name: _____

Date: _____