



Member Rules and Expectations (last updated October 2020)

CommunityWise Overview

About

CommunityWise is a non-profit centre providing affordable office and meeting spaces, backbone infrastructure (shared internet, office equipment, mailboxes), as well as collaborative capacity-building and programming support to non-profit member organizations. We support over 80 small non-profit and grassroots organizations whose work spans a diverse spectrum of social, environmental, and cultural issues.

CommunityWise members work in ethnocultural community supports; 2SLGBTQ+ 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. This document outlines the expectations and responsibilities of members and CommunityWise administration where the core values of CommunityWise are celebrated. We are in this together.

History

When the original creators of the building, the YWCA, moved out in the early 1970s, the City of Calgary took possession and began renting offices to grassroots organizations and community groups. But by 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, and 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.

CommunityWise is located in the Treaty 7 region of Southern Alberta, which includes the traditional territories of the Blackfoot Confederacy (comprising the Siksika, Piikani, and Kainai First Nations), the Tsuut'ina First Nation, and the Stoney Nakoda (including Chiniki, Bearspaw, and Wesley First Nations). Calgary is also home to the Metis Nation of Alberta, Region III.

We recognize that without the profoundly harmful effects of colonization and its many manifestations, our organization and the very building in which CommunityWise is housed would not exist. CommunityWise honours the Indigenous nations whose stewardship and relationship with this land, from time immemorial, is a testament to the enduring nature of resilience, strength, and community. We hold ourselves responsible for building with these nations relationships of respect and reconciliation, rooted in action.

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 may 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.

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

Member Policies

CommunityWise members must fulfil the following requirements in order to maintain a membership in good standing with CommunityWise:

1. Pay annual Membership Fee, and all other fees, promptly
2. Sign and uphold the Member Rules and Expectations and any updates that occur throughout the year
3. Sign and uphold the CommunityWise Anti-Harassment Policy
4. Tenant Members must uphold the terms of their Office Rental Agreement

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 and SUPPLIES	
Folding Chair	\$2 per day each (free onsite)
Folding Table	\$5 per day (free onsite)
Digital Projector	\$25 per day (free onsite)
Small P/A	\$10 per day (free onsite)
Large P/A, Mics, Sound Equipment	Arusha Centre price list
Tent (10'x10')	\$10 per day (free onsite)
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 membership fee
Additional Office or Mailbox Keys	\$5 each
Additional Front Door Key Fob	\$15 each

All supplies, space, and equipment rentals are subject to availability

Rental Agreements

CommunityWise enters into a legal Rental Agreement with Tenant Members who occupy dedicated 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 standardized and run on a month-to-month basis.

Office and Storage Locks: Members may have the locks on their office or storage space door changed at their expense at any time, however CommunityWise Administration must be informed first. For safety, security, and maintenance purposes all locks in the building must be accessible to CommunityWise Administration, and all existing and new locks must also be keyed for a CommunityWise master key. CommunityWise is responsible for having the lock keyed to the master.

In an emergency, CommunityWise Administration may access your office or storage space at any time without prior notice. For non-urgent reasons such as repair work, routine building maintenance, construction and inspections, advance notice will be provided by CommunityWise Administration. Please ensure that you have given CommunityWise your up-to-date contact information and review all member communications for these notifications.

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 a Rental Agreement with a member of the CommunityWise staff collective.

Security Deposit Refund

All members are responsible for providing a one-time \$200 common rooms security deposit for their activities in the building. Tenant Members are responsible for providing an additional one-time security deposit for the space they are renting, which will be equal to, but not exceeding, one month's rent of the office.

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

For damage beyond what CommunityWise considers to be normal wear and tear, CommunityWise may apply the Member's Office Security Deposit to the repair cost. If the contracted fee for repair exceeds the amount of the security deposit the vacating tenant will not receive a refund of the security deposit.

If damages are so severe that they cannot be covered by the security deposit CommunityWise will bill the Member Organization for the repair. When this happens, CommunityWise 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 rentals after tenancy or expiration of membership will be deducted from the security deposit.

Open Windows and Doors

Windows must be closed when Members leave the building for the day. This applies to all offices and common meeting rooms. This is for both the security and safety of the building and CommunityWise Members. Frozen pipes and cracked radiators due to open doors or windows in cold weather may result in significant water damage to the building, and any Member causing such damage will be responsible for the repair costs.

The front door of the building is locked. Members are required to use the key fob provided to them by CommunityWise Administration to enter.

Members and individuals visiting offices or attending events or programs must not prop the building outside doors open. Members may post a sign on the door 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 must not be left propped and unattended at any time.

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 permitted to allow members of the public into the centre when the doors are locked. Doing so may pose safety and security issues for the centre for which the member may be held responsible.

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 to inform staff, volunteers, guests, and clients of any damages or issues that arise.

Common Rooms Use

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 floor Common Room, etc. Bookings can be made by contacting CommunityWise staff by email, phone or in person. Email confirmation from CommunityWise is required. Members are expected to leave the room in as good or better condition, to notify CommunityWise staff promptly about any issues should they arise, and follow all building access rules in place.

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

- 1) The Meeting/Gathering/Event held by the Member will be supervised by a representative of the Member Organization
- 2) The Member’s Common Rooms Security Deposit is held by CommunityWise for the duration of their membership at CommunityWise and is applicable to all Common Rooms bookings by the Member.
- 3) The Security 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) All Common Room Fees are due upon receipt of the rental invoice. Invoices are produced and shared to the members monthly in the first week of each month.
- 8) Bookings can be made verbally during administrative hours or by phone or e-mail.
- 9) All common room booking requests must be confirmed by the CommunityWise Administration prior to use.
- 10) Members may cancel bookings, under the following conditions:
 - 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.
- 11) 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.
- 12) 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 its 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.

- 13) The Member will also comply with CommunityWise Building Rules, Policies and Bylaws. 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, found below.

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, printing, etc.) during the first week of each month.
 - Invoices are due upon receipt, occurring 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 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 an 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.
- 6) Invoices for membership are sent to members in October. At this time members are provided with the option to renew or not. If payment and required documentation is not received by the membership renewal deadline, members may be removed from the membership roster and their membership terminated.

General Building Rules

Administration Staff

CommunityWise Staff can be contacted through email and phone for member inquiries, questions or concerns.

Phone: (403) 261 – 9660

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

Email: info@communitywise.net

Communications

All Members are responsible for ensuring that their contact information has been provided to CommunityWise and that this information is updated as necessary. Members may choose which methods of communication they prefer CommunityWise to use when contacting them, and are responsible for communicating this preference to CommunityWise.

Additionally, Members are required to make sure that the information in this document, and any other relevant communications from CommunityWise, are shared with all the Member Organization's staff, directors, volunteers and visitors.

Parking

CommunityWise has no dedicated parking at the centre. However, there are two parking spaces in the driveway at the front of the building that can be used by Members.

These parking spaces are a shared resource for all users of the building, but 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.

Please be considerate of others who may also need parking space, and pull up to the fence to provide space for others to park behind you. If you are parking behind someone, put your contact information on your dash or indicate where you are in the building so you can let them out when they are leaving. If you have parked in the CommunityWise driveway, please remain at the building in order to move your vehicle when required.

Keys

Approved Members will be provided with two (2) sets of applicable keys (mailbox, common room, office, and front door key fobs).

While Tenant Members may change their office locks at their own expense, CommunityWise Administration must be given prior notification. For safety, security, and maintenance purposes ALL locks in the building must be accessible by CommunityWise Administration. For more information, please see 'Rental Agreements' on page 4.

Alcohol

If alcohol is served as part of an event a liquor license from the AGLC 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. The consumption and sale of alcohol in CommunityWise is restricted to the room for which the license has been issued and is not permitted in hallways, stairwells, or any other shared spaces in the building.

Radiators

CommunityWise uses steam radiators to heat the building. Please notify CommunityWise staff about any issues or concerns you have with the radiators. Do not ever adjust the historic valves, only adjust the white numbered dial. Please note that it takes time to heat up and cool down any space with radiator heating - adjusting the dial will not result in an immediate or rapid temperature change. Radiators throughout the building are inspected on an annual basis, with additional inspections as needed.

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 below market 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 or direct provision work. Office administrative work, program development work,

and providing direct services 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.

CommunityWise recognizes that there are a number of factors which impact an organization's ability to provide in-person services, and reserves the right to waive this policy under certain circumstances.

Smudging

Smudging is a traditional spiritual practice of many Indigenous Peoples and involves burning specific sacred plants, commonly sage or sweetgrass although others may also be used.

There are many reasons why an Indigenous individual or organization may smudge, and smudging is a sacred practice; to respect it is also to respect the cultures to whom it is an important practice.

These rules do not constitute a process to request and gain permission to smudge; rather, they are meant to ensure that any smudging follows guidelines of building use in order to provide clear direction and understanding for all staff, directors, volunteers and visitors in the building.

CommunityWise recognizes that in specific and limited circumstances, the smoke produced by smudging may raise health concerns. If you feel this concern applies to you, please contact a member of the CommunityWise staff collective so that we may work together for a solution.

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

General Guidelines:

- If a member organization chooses, a sign placed outside a meeting space that smudging will be taking place can serve as a helpful notice to others in the building.
- Any Indigenous member group smudging can expect that any circumstances that may affect their smudging or necessary follow up will be done with them directly by CommunityWise staff.
- Any concerns about smudging should be directed toward CommunityWise staff.
- Although it is customary in many circumstances to let the medicines extinguish on their own, they cannot be left unattended inside the building. They may, however, be allowed to extinguish naturally if someone is able to constantly monitor them.
- They may also be left outside of the building, at least 3 metres from entrances or air intakes. Please notify CommunityWise staff if this is to occur.
- If smudging is taking place in a shared common area, having the windows open for some time after the smudge can be beneficial for the next group using the space. Please make sure the windows are closed and locked before your group leaves the room.
- If a member chooses, ashes that are fully extinguished and cold to the touch are welcome to be placed by the tree in the front yard or in the backyard garden.

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

Garbage can be deposited in the clearly labeled green garbage bin in the backyard of the building. Please bag your garbage.

Recycling can be placed at a recycling station in the main floor kitchen. Please follow all City of Calgary recycling guidelines which are posted at the station (i.e. no hazardous, electronic, or other waste materials like styrofoam) and ensure you have flattened all cardboard boxes.

Electronic Recycling is available at CommunityWise. Please contact CommunityWise staff to arrange pickup of your electronic recycling

Compost bins for organic and compostable waste are located in the backyard of the building. After exiting the back door, turn left. The pallet compost system is located past the garbage on the right hand side.

Insurance

Each member is responsible for their own insurance related to their activities at the centre. Valid office insurance is a rental requirement for Tenant Members, and proof of valid insurance must be provided to the CommunityWise Administration. CommunityWise holds appropriate insurance for damages and injuries that are the responsibility of CommunityWise, including responsibilities of CommunityWise staff, the building, and the CommunityWise Board of Directors.

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 they are 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 Emergencies 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. The CommunityWise Board of Directors reserves the right to terminate membership immediately and without prior notice in situations of egregious rule violations.

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 processes being taken.

COMMUNITYWISE POLICY ACCEPTANCE

I/We, _____ ('The Member') agree to abide by the bylaws, policies, procedures, and building rules provided by CommunityWise Resource Centre (also referred to as CommunityWise or CWRC) at the time of our membership approval, at the time of annual membership renewal, and which are publicly available online or by request.

Through our representative and agent _____, we agree as follows:

I/We 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.

I/We understand that it is the responsibility of representatives of my/our member organization to stay informed of updates and changes to all CWRC bylaws, policies, and procedures for the duration of our membership with CWRC.

I/We understand that if my/our organization, or individuals associated with my/our organization act in violation of the CWRC bylaws, policies, or procedures, our membership status may be revoked temporarily or permanently, depending on the nature of the violation and the implementation process of the appropriate procedure.

I/We have read the CWRC bylaws, policies, and procedures, and understand and fully agree to the terms contained within them.

I/We have full authority to accept the terms of the agreement on behalf of my/our organization.

Member Signature _____

Please print name _____

Date _____

Contact Information

Our primary contact person:	
Email:	
Phone:	
Mailing address:	
Preferred method of contact:	

I give my permission for CommunityWise to send me member memos communications through email:

- Yes
- No
 - If NO, I agree that certain opportunities such as information about events, funding opportunities, and building-related updates may be delayed or missing if I do not provide an alternate method of communication.

The primary contact person for financial matters for our organization is? Checkbox for "same as above"
or:

Our primary finance contact person:	
Email:	
Phone:	
Mailing address:	
Preferred method of contact:	