

Membership Agreement

Welcome to the Centre for Social Innovation (CSI)! Please read through this document carefully. By signing this document (this **Agreement**), you become a member of CSI and agree to all of the terms and conditions of membership set out below. As a member, you are entitled to the rights set out in this Agreement.

All capitalized words have the meaning given to them, except if otherwise defined.

In this Agreement, we sometimes refer to the member listed in paragraph 1 as **you** or the **Member**, and the rights you have under this Agreement as **your membership** or the **Membership**.

1. Member:

Brianne Meikle

2. Membership Type:

CSI offers different types of membership with different levels of service and rates as set out below (**Membership Types**). The benefits and services specific to each Membership Type (**Services**) are set out in the Description of Services attached as Schedule B. Please select the Membership Type you want from the list below. For this Agreement, **Membership Fee** means the monthly fee of the Membership Type you select.

HD 3

(425+HST/month)

3. Home Location: CSI Annex

4. Assigned Desk/Office: n/a

(applicable to Permanent Desk, Team Table and Private Office Membership Types only)

5. Start Date: January 28, 2019

6. Member Contact Information:

Business Name: The Greenbelt Fund

Contact Person: Brianne Meikle

Address: 661 Yonge Street, Suite 500

City: Toronto Province: ON Postal Code: M4Y 1Z9

Phone(1): 416-960-0001 ext 311

Phone(2): _____

Email: myoung@greenbelt.ca

Website: _____

- 7. Term:** Your membership begins on the Start Date and continues for a term of six months. Your membership will automatically renew on the terms set out in this Agreement for a further term of two months unless we receive written notice cancelling your membership at least 60 days before the end of the relevant term. For Hot Desks and Community Membership, the reference to “two months” and “60 days” in the preceding sentence is replaced with “one month” and “30 days” respectively.
- 8. Relocation:** CSI has the right to relocate you to an alternative location upon providing you with 30 days’ notice of the new location details. CSI will use commercially reasonable efforts to provide you with a comparable workspace and to minimize interruption to your business activities.
- 9. Deposit:** For all Membership Types, other than Community Membership, a deposit of one month’s Membership Fee is required (the **Deposit**), to be paid when you sign this Agreement. CSI will hold the Deposit as security for your obligations under this Agreement. No interest is payable on the Deposit. Please note that the Deposit is not a reserve for unpaid fees. On termination of your Membership, in addition to any other rights CSI may have, the Deposit may be put towards any payment you owe to CSI under this Agreement. The balance of the Deposit, if any, will be returned to you within 45 days of termination.
- 10. Setup Fee:** For all Membership Types, other than Community Membership, CSI charges a one time, non-refundable fee of \$100+HST, payable when this Agreement is signed.
- 11. Shared Amenities Fee:** For all Membership Types, other than Community Memberships and Hot Desks, a monthly Shared Amenities Fee is payable in addition to the Membership Fee (the **Shared Amenities Fee**). For Permanent Desks, the Shared Amenities Fee is \$65+HST/month. For Desk Groups, the Shared Amenities Fee is \$65+HST/month per desk. For both Team Tables and Private Offices, the Shared Amenities Fee is \$130+HST/month.

12. Handset Fee: Voice Over Internet Protocol (VOIP) Phone Rental is available for Permanent Desk, Desk Group, Team Tables and Private Office Membership Types at a cost of \$40/month for the first handset, and an additional \$30/month for each additional handset, exclusive of long distance charges (the **Handset Fee**). Any long distance charges incurred will be charged back to you.

I want _____ Handset(s)
(insert number) (initials)

13. Printing Charges: If as part of the Services, your membership comes with printing and copying privileges, you will be charged for the use of the printer and photocopier at a rate of \$0.20/colour page and \$0.05/per non colour page (**Printing Charges**). Printing Charges are subject to change upon 60 days notice from CSI

14. Meeting Room Overages: For all Membership Types including Online Community Membership Types, additional meeting room hours above what is included the Services will be charged 20% less than the lowest available external rate for that meeting room (**Meeting Room Overages**). The 20% discount is not application to event space rentals. Meeting Room Overages are subject to change upon 60 days notice from CSI.

15. Method of Payment: You may pay CSI for charges, fees or deposits due under this Agreement by any method of payment that is acceptable to CSI.

16. Legal Authority: the undersigned has the legal power and authority to enter into this Agreement and bind the Member.

(initials)

I have read and understood the General Terms of Use attached as Schedule A. I agree that the terms, conditions and obligations set out in Schedule A are binding on me and form part of this Agreement.

(initials)

I have read and understood the Description of Services, attached as Schedule B. I understand that CSI reserves the right to modify the Description of Services on 60 days notice. I further agree that the Description of Services, as amended from time to time, forms part of this Agreement.

(initials)

I have read and understood the Member Co-operation Policies, including CSI's Diversity, Inclusion and Anti-Discrimination Policy, attached as Schedule C. I understand that the Member Co-operation Policies may be changed on 60 days notice. I agree that the Member Co-operation Policies, as amended from time to time, form part of this Agreement.

(initials)

I have read and understood the Meeting Room Rental Policies, attached as Schedule D. I understand that the Meeting Room Rental Policies may be changed on 60 days notice. I agree that the Meeting Room Rental Policies, as amended from time to time, forms part of this Agreement.

(initials)

I have read and understood the Specific Terms attached as Schedule E to this Agreement. I agree that the terms, conditions and obligations set out in Schedule E are binding on me and form part of this Agreement.

Signature: _____ **Date:** _____

Name:

Position:

_____ **Date:** _____

Name:

Position:

Schedule A

General Terms of Use

1. **Common Terms:** the following common terms have the meaning set out below:

Claims means any direct or indirect liabilities, claims, damages, actions, losses or expenses, and includes any legal fees

Member Property means your property, or the property or belongings of anyone you allow in the Premises

Premises means the Home Location listed in paragraph 3 of this Agreement.

2. **When Fees are Due:** Your Membership Fee, along with any Shared Amenities Fee and/or Handset Fee (the **Fees**) are due in advance and must be paid on or before the first day of the month.

3. **Additional Charges:** Meeting Room Overages , Printing Charges and any other charges for the provisions of services by CSI or use of amenities beyond the Services included in your membership (**Additional Charges**) shall be invoiced monthly or quarterly and are due on delivery of the invoice.

4. **Interest: Annual Interest of 26.82%**, compounded monthly at 2%, will be applied to all past due Fees and Additional Charges and will continue to accrue until such time that all past due Fees and Additional Charges are paid in full.

5. **Changes to Fees:** Membership Fees and fees for Additional Charges may be increased upon 60 days written notice from CSI.

6. **Termination:** Your membership may be terminated early as follows:

By Notice: CSI may terminate this Agreement at any time by giving you at least 60 days written notice. For Hot Desk and Community Membership Types, the reference to “60 days” in the preceding sentence is replaced with “30 days”.

By Breach: CSI may end your membership immediately if you fail to pay any of the Fees or Additional Charges when due or if you breach any other term of this Agreement, including a breach of any CSI policy as determined by CSI, that in the sole opinion of CSI, calls for termination. Despite termination of this Agreement, you will continue to be responsible for all payments due under this Agreement until the end of the Term.

- 7. No Prohibited Use:** CSI's mission is to provide workspace for social entrepreneurs. We accepted your application to become a member of CSI because we believe in the social value of your project as it has been described. For that reason, Services can only be used to carry out the mission and activities that were listed in your application and approved by CSI. If you want to change the direction of your project, including the mission and activities you will be carrying out using the Services, you must get the written permission of CSI. CSI makes no representation about whether your activities comply with legal requirements and you are to satisfy yourself that your intended use of the Services is in compliance with all laws, by-laws and government rules and regulations. You may not use the Services for any unlawful or offensive purposes, as determined by CSI in its sole discretion. You may not do anything or permit anything to be done that may cause an increase to the premiums or cancellation of insurance of CSI or any other entity.
- 8. Damage:** You are responsible for keeping your workspace neat, clean and tidy and in a state of good repair. Except for normal wear and tear, you are responsible for any damage to property owned or leased by CSI that is caused in anyway by you or anyone you allow in the Premises (**Damage**). You may not make any repairs, alterations, cosmetic changes or improvements (**Improvements**) to your workspace or the Premises. Any unauthorized Improvements will be considered Damage. If there is Damage, you agree that you will pay, as an Additional Charge, CSI's cost of making any repairs, which includes removing any Improvements and restoring the Premises or workspace to the condition received.
- 9. Limitation of Liability:** CSI is not responsible for any loss or damage sustained by the Member or anyone for whom the Member is responsible, resulting directly or indirectly from the use of the Services, facilities or amenities provided by CSI, or for any reason at any time whether during or after the term of this agreement, except if the loss or damage is caused by the gross negligence or willful act of CSI. The Member agrees to indemnify CSI from any Claims arising from the use of the Services, facilities or amenities provided by CSI, by the Member or anyone the Member is responsible for, or arising from a breach of this Agreement by for the Member. This paragraph is for the protection of CSI and will survive termination of this Agreement.
- 10. Insurance:** CSI holds property and liability insurance to protect its own property and interests only. It will not carry any insurance that protects the property and interests of you, or anyone you allow in the Premises. CSI encourages you to speak with an insurance broker to obtain insurance that suits your needs including commercial general liability insurance, property insurance and legal liability insurance.
- 11. Services and Utilities:** CSI may need to carry out certain repairs or upgrades to our equipment and facilities (**Work**). Though CSI will always use its best efforts to minimize any interruption to you or your business, depending on the nature of the Work, Services may be temporarily suspended.
- 12. Furniture and Equipment:** All furniture and equipment that CSI provides to you as part of the Services belongs to CSI. To keep the co-working space functioning, you agree that you will not alter or move any furniture or equipment supplied to you without the permission of CSI. You will be charged for any furniture or equipment that is damaged, lost, or altered.

- 13. Access Cards:** You will be given the use of one access card per member of your organization subject to the limitations of your Membership Type. You will be charged \$25, as an Additional Charge, for any replacement access cards.
- 14. Removal and Return of Property:** On termination of your membership, you are responsible for removing Member Property and returning to CSI all of its property, including any FOB or access cards. Member Property that remains after termination will be considered to be abandoned and CSI may deal with that Member Property however it wants. You are responsible for any cost incurred by CSI for removing or disposing of Member Property left behind after termination of your membership.
- 15. Rules and Policies:** Over time and through experience, there may be a need for CSI to change or add rules and policies regarding your use of the Services. CSI will always let you know about any changes or additions that will affect your use of Services. As a condition of your membership, you agree to abide by any rules or policies of CSI existing now, or in the future.
- 16. No Nuisance:** CSI is a shared workspace. It is important that you do not unduly disturb others. In using the Services, in addition to the terms in the Member Co-operation Policies and House Rules, you agree that you, or anyone you allow in the Premises will not do anything that, in the opinion of CSI, is dangerous or causes a nuisance. For the benefit of the community, you agree to clean up after yourself, your employees or guests and to act with care to maintain the security of the Premises.
- 17. Signage:** If you have a Desk Group, Team Table or Private Office Membership Type, depending on availability as determined by CSI, you may be entitled to a listing on the lobby directory board. Otherwise, you are not permitted to place any signage anywhere on the Premises, unless you get written permission from CSI.
- 18. Mailing Address, Promotion and Branding:** By signing this Agreement, you allow CSI to use the name of your organization in CSI's promotion material. If you are entitled to a mailbox, you should use the following form of address:
- The Greenbelt Fund
@ Centre for Social Innovation
720 Bathurst Street
Toronto, ON M5S 2R4
Canada**
- 19. Notice:** CSI will deliver notice to you under this Agreement to the email address provided in paragraph 3. Notice may be given to CSI by email to leasing@socialinnovation.ca. All notices delivered in accordance with this paragraph will be deemed to have been received on the date the email is sent.
- 20. No Release:** You agree that termination of this Agreement does not release you from your obligation to pay any Fees or Additional Charges due under this Agreement.

- 21. No Assignment:** This Agreement is between you and CSI. You cannot assign your membership to any other person, including for the purpose of securing a loan.
- 22. Successors:** The rights and liabilities under this Agreement will benefit and bind the successors, heirs and permitted assigns of the parties.
- 23. Severability:** You understand that if any provision or portion of this Agreement is deemed to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force and effect.

Schedule B

Description of Service

Community Membership - Community membership is for people who want all the benefits of the CSI community minus access to the building and private workspace.

What's included:

- Listserv access
- Intranet presence
- Invitations to CSI Events
- 20% discount on external rates for all meeting room bookings
- Access to CSI acceleration and programing

What's not included:

- Access to the locked work space
- Building access outside of normal business hours
- Ability to book meeting rooms – all meeting room bookings must be made for you by CSI staff
- Printing or copying privileges
- Mailbox and package reception

Hot Desk – An individual package that gives one person representing an organization the right to use shared work stations in the middle of an open concept workspace for the number of hours per month specified in the Membership Type and use of meeting rooms for up to 4 hours per month depending on the Hot Desk package you choose.

What's included:

- 24/7 access to the building and private, non-exclusive workspace at your selected CSI location 365 days a year - includes lounge, kitchen and internet use
- Access to the kitchen, lounges, and internet at any location during business hours
- Listserv access for all organization members working out of CSI
- Intranet presence for the Organization and the Individual(s) working for the organization
- Invitations to CSI Events
- Ability to book meeting rooms for yourself
- Pay for use printing
- Free coffee and tea for yourself
- Mailbox and package reception
- Access to CSI acceleration and programing
- Free wired and wireless internet

What's not included:

- A private, designated space to work

Designated storage space

Hot Desk packages:

- HD 1 package comes with 20 hrs/month of work time in the hot desk space and 0 hr/month of meeting room time.
- HD 2 package comes with 60 hrs/month of work time in the hot desk space and 2 hrs/month of meeting room time.
- HD 3 Desk Unlimited package comes with unlimited hours of work time in the hot desk space and 8 hrs/month of meeting room time.

Desk - Dedicated desk workspace with a lockable filing cabinet in a larger open concept area that comes with a mailbox, 8 hours a month of meeting room use, and use of all CSI space. May be shared by two people in the same organization or between two people in two organizations. The ability to share a package with another organization is subject to the terms set by CSI.

What's included:

- 24/7 access to the building and exclusive use of a desk in private workspace at your selected CSI location 365 days a year
- Access to the lounges and kitchen at any location during business hours Monday to Friday
- Listserv access for all organization members working out of CSI
- Intranet presence for the Organization and the Individual(s) working for the organization that are located at CSI
- Invitations to CSI Events
- Ability to book meeting rooms for yourself
- Pay for use printing
- Free coffee and tea for your team
- Mailbox and package reception
- Access to CSI acceleration and programing
- Free internet

Desk Group - Same idea as permanent desks, just two or more of them grouped together and shared by one organization. Includes fobs for access to the member space, 10 hours per month of meeting room time, and may not be shared between multiple organizations.

What's included:

- 24/7 access to the building and exclusive use of a desk in private workspace at your selected location 365 days a year
- Ability to centralize team members in one area while allowing for private work space
- Access to the lounges and kitchen at any location during business hours Monday to Friday
- Listserv access for all organization members working out of CSI
- Intranet presence for the Organization and the Individual(s) working for the organization that are located at CSI
- Invitations to CSI Events
- Ability to book meeting rooms for yourself
- Pay for use printing
- Free coffee and tea for your team
- Mailbox and package reception
- Access to CSI acceleration and programing

Free internet

What's not included:

- A huge amount of privacy (because you're in a shared workspace)

Team Table - Picture an office without walls, larger table for a team to work around collaboratively instead of an individual work stations. Comes with 10 hours per month of meeting room time. May be shared by up to 6 people in the same organization or between two organizations. The ability to share a package with another organization is subject to the terms set by CSI.

What's included:

- 24/7 access to the building and exclusive use of a desk in private workspace at your selected CSI location 365 days a year
- Convenient ability to cluster team members in one area and share screens
- Access to the lounges and kitchen at any location during business hours Monday to Friday
- Listserv access for all organization members working out of CSI
- Intranet presence for the Organization and the Individual(s) working for the organization that are located at CSI
- Invitations to CSI Events
- Ability to book meeting rooms for yourself at the rates set by CSI from time to time
- Pay for use printing
- Free coffee and tea for your team
- Mailbox and package reception
- Access to CSI acceleration and programing
- Free internet

What's not included:

- A huge amount of privacy (because you're in a shared workspace)

Private Office - Dedicated, private office with a lockable door in a larger open concept area with other desks, offices, desk groups, team tables, and hot desks. Come with a mailbox, 10 hours per month of meeting room time, and use of all CSI Space. Also access to the listservs and the CSI Intranet as well as discounted room bookings and use of the CSI lounges. Offices may be shared by one organization with a second organization, and the ability to share a package with another organization is subject to the terms set by CSI.

What's included:

- 24/7 access to the building and exclusive use of a desk in private workspace at your selected CSI location 365 days a year
- Access to the lounges and kitchen at any location during business hours Monday to Friday
- Listserv access for all organization members working out of CSI
- Intranet presence for the Organization and the Individual(s) working for the organization that are located at CSI
- Invitations to CSI Events
- Ability to book meeting rooms for yourself
- Pay for use printing
- Free coffee and tea for your team
- Mailbox and package reception
- Access to CSI acceleration and programing
-

Free internet and utilities

What's not included:

- Ability to make improvements to the space

These are not commercial offices in that, members' ability to change the paint, floors, and walls is limited, as is their ability to block light, change electrical, or modify the HVAC systems.

Schedule C

Member Cooperation Policies

The member cooperation policies have been created to promote the safety and comfort of you, our Members, and promote the smooth operation of the Centre for Social Innovation. With these guidelines in mind, we can make sure our community of social innovators thrives!

Values Statement

The members of the Centre for Social Innovation are committed to using fairness, transparency, respect and flexibility to guide their work and interactions. CSI seeks to go beyond cooperation to a place of true collaboration and innovation in the joint pursuit of our social missions. The basis to achieve this is to recognize that CSI is not only a physical environment, but also a social and psychological one. Everyone has the right to feel welcome, comfortable and empowered. We are committed to creating a collaborative and open environment.

CSI's Diversity, Inclusion and Anti-Discrimination Policy

This policy was written in accordance with the Ontario Human Rights Commission and Bill 168.

A special thanks to our good friends at [Bento Miso](#) for their guidance and inspiration.

You are welcome at the Centre for Social Innovation (CSI), and we ask that you be welcoming too!

Diversity and inclusion is in our DNA. We welcome and advocate for the presence and contributions of all people regardless of ability, age, body size, cultural background, education, ethnic origin, gender expression, gender identity, immigration status, language, marital status, nationality, physical appearance, political affiliations, perspective, race, religion, sexual orientation, sexuality, status as a parent, socioeconomic status, or other such considerations, and intersectionalities therein. We recognize, embrace and value our differences. We believe that everyone should be treated with respect and dignity; our diversity and unique perspectives are integral to the culture of CSI and to our commitment to putting people and planet first. We also know that everyone needs to be a part of the solution.

Our staff, volunteers and community are committed to ensuring that everyone is treated with respect and dignity. We are constantly learning and ask for your understanding and solutions as we co-create a model of the just world we want - a place where everyone feels welcome, comfortable and empowered. To give us feedback or report an issue, please contact hr@socialinnovation.ca.

Who Cares?

Who does this matter to? Who is responsible?

Everyone! We expect everyone who enters our space to treat each other with respect and dignity. This includes all

members, staff, volunteers, event renters, program participants, guests and service providers - - that's right: Everyone!

Who Benefits from this?

You got it... Everyone! A welcoming, inclusive and safe environment is beneficial to all who enter it. It's not only a human right, but a road to success. Diversity provokes discovery and ensures an environment shaped by unique and varied perspectives -- all of which are necessary and welcome to the culture we curate at CSI.

What if I make a mistake?

We all make mistakes; we are human. Having said that, we ask that you treat others with respect and dignity, with the aim to listen, to learn and to grow. (Please see the "resolving an issue" section below).

But, what's considered unacceptable behaviour?

The Centre for Social Innovation is committed to a culture of diversity, free of discrimination in which all individuals are treated with respect, are able to contribute fully, and have equal opportunities. We do not permit discrimination or harassment of anyone in our space, such as:

- **Harassment:** deliberate intimidation; stalking; following; harassing photography or recording; disruption of events; aggressive, derogatory, or threatening comments; and unwanted physical contact or sexual attention.
- **Destructive behaviour:** Damaging or altering any part of the building, inside or out, including furniture, equipment, or other people's belongings
- **Physical violence:** intentional or unintentional physical force, statement, or behavior that is reasonable to interpret as a threat. Anyone who believes they are at risk of violence including domestic violence, must advise their employer and/or CSI. No physical aggression will be tolerated in our space.
- **Psychological and Emotional Violence:** characterized by a person subjecting, or exposing, another person to behaviour that may result in psychological trauma, including anxiety, chronic depression, or post-traumatic stress disorder.
- **Exclusionary actions:** denying certain participants opportunities to share views, skills and other contributions; and creating or reinforcing an inequitable learning environment.
- **Oppressive behaviour:** any conduct that demeans, marginalizes, rejects, threatens or harms anyone on the basis of identity, background, race, gender, socioeconomic status, appearance or ability.

Community Intentions:

Words can hurt and we try to take responsibility for the words that we use and the harm that they might cause. This is a learning process for many and we encourage you to be an active listener and seek to grow. It is important to default to recognizing hierarchy, power dynamics and privilege when addressing difficult issues. Default to trusting the lived experiences of those you are speaking with; avoiding defensive reactions, and remaining respectful when having difficult conversations is key, and strongly encouraged! You can always ask CSI staff if you are unsure.

We ask that everyone who is a part of CSI take responsibility for their speech and behaviour and remains mindful of:

- Using words that are inclusive and avoiding exclusive language that is racist, sexist, homophobic, xenophobic, classist, transphobic, cissexist or ableist.
- Always acting out of respect and concern for the free expression of others (within the limits of this policy)
- Actively listening to others, sharing speaking opportunities and not dominating discussions.
-

Respecting physical and emotional boundaries. Always ask before touching, and be thoughtful about discussing topics that may be emotionally triggering.

- Not making assumptions about identity, experiences, or preferred pronouns.
- Not engaging in favouritism

We invite you to humbly accept respectful correction (or correcting yourself!), keeping in mind that the impact of your words on other people is more important than your intent. In this way, we will all learn and grow while building an inclusive community.

What are the steps to resolve an issue?

Anyone asked to stop unacceptable behavior is expected to comply immediately. CSI Management will investigate and deal with all complaints or incidents in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect others in the space, to investigate the complaint or incident, to take corrective action, or as otherwise required by law.

If any issues or concerns, please be aware of our process:

1. **An informal complaint:** involves discussing the issues with a CSI staff* to collaboratively understand and resolve the issue(s).
2. **A formal complaint process:** must be put in writing and given to a CSI staff* member. The scope of the ensuing investigation or process will be determined on a case-by-case basis.
3. **Mediation:** involves an objective third party. If mediation is determined to be the appropriate process, a discussion occurs with someone from the Inclusion, Diversity, Equity and Accessibility Committee to select an appropriate trained mediator, either internal or external depending on the nature of the complaint.

*Please note: if the nature of your issue involves a CSI staff member, please contact hr@socialinnovation.ca.

Have a suggestion for us? *We are always looking to improve! If there's something you think is missing here, or if you have any questions or feedback, please contact hr@socialinnovation.ca*

General Operating Policies

Good Neighbourliness

One of the unique benefits of being part of this community hundreds of organizations strong is the chance to broaden your network, collaborate with others, and meet new friends. We hope you will bring your positive energy and ideas to our shared environment to help us constantly strengthen this community and the value of our shared space.

CSI reserves the right to terminate the lease of any individual who is deemed to be compromising the well-being of other members or the space as a whole.

Common Spaces (reception, kitchens, shared workspaces, etc.)

1. In the spirit of collaboration, please take the extra step to make sure that you leave common areas as clean or cleaner than you found them.
2. Working at CSI is fun! It's a place where creative energy flows and there are many events to check out and people to meet. While it's great to get caught up in the excitement, please be respectful of people working in the space.

One way to be a good neighbour is to lend a helping hand in the kitchen. Please help keep common spaces tidy by cleaning up after yourself and your guests. Whenever possible pitch-in by unloading the dishwasher, wiping down the counter or replenishing the coffee – many hands make light work!

Meeting Rooms

CSI has many great meeting rooms and event spaces for you to use. When planning and holding your meetings and events in the space, please ensure that you respect the work environment of the other members.

1. We ask that members use our dishware and cutlery for all events in order to reduce waste.
2. Members are responsible for their own set-up and clean up of the meeting rooms.
3. In order to prevent spills, our policy is “no tables, no drinks” – this means that mugs and glasses are not permitted in the meeting rooms unless there are tables to place them on.
4. No permanent markers may be used at CSI to prevent damage to the white boards.
5. Members may use the meeting room equipment at no charge. However, you are responsible for the equipment’s safe use, and you are expected to book it in advance and to return it in working order at the end of your meeting.
6. Room bookings are scheduled on a first-come first-serve basis via the online calendar accessed through the Intranet.
7. The Centre for Social Innovation is not responsible for items left unattended in the meeting rooms.
8. In rare instances, CSI reserves the right to assign a different meeting room to a group in order to coordinate the multiple needs of other groups at the Centre.
9. Members will be billed for hours of meeting room usage over their allotted amount.

Shared Amenities

One of the many benefits of being in a shared space is the reduction of operating costs. All permanent office and permanent desk members of CSI will pay a flat rate for basic shared amenities. These will include: security, cleaning, kitchen facilities, fax machine, access to the shared Internet service, and other services as outlined in your agreement.

Security

We are all responsible for ensuring the security of our individual workspace and equipment. As a keyholder you are responsible for making sure to remember to lock-up after hours and to be careful about who you let into the building. We are all vulnerable to a security breach, so it is of the utmost importance that everyone adheres to the security guidelines in your New Member Booklet. Failure to do so could result in being asked to work strictly within the regular hours of CSI operation. Please see CSI staff if you have any questions about security procedures.

Hours

CSI is open and staffed from 8:30 am – 4:30 pm, Monday to Friday. If you are working outside of these hours you will be responsible for securing the fort; please make sure that all alarms are activated before you leave.

Mailing Address

Isn't it awesome to be part of this large community of social innovators and be able to work in a beautiful workspace? Why not show some address pride by including the words @ Centre for Social Innovation whenever you post your address? This ensures that people know where to find you, that mail can find you and that we all collectively strengthen our brand. This is true for business cards, event promotion, sig blocks, brochures and other places where your address is

required.

Members should also include their specific suite number if possible. Member mail should be addressed to the organization, never exclusively to an individual.

Cleaning

A cleaning company will provide services twice a month in the common areas and in each of the private offices. In between, it's up to us to keep things shipshape. Help us in our commitment to being green by learning about the garbage, recycling and compost collection system.

Noise

Shhh social innovation in progress! A shared environment will never be completely quiet, but all members are expected to be respectful of the needs of others. Please be conscious of those around you and their need to focus on their work. See our [Noise Policy](#) (found in The Manual) for more information.

We also ask that members be mindful of wearing noisy or “clicky”, shoes. When walking back and forth on wooden floors, these shoes make a loud noise, and can be distracting to those trying to work. Many of us run around in socks and slippers, feel free to do so as well.

Enclosed Offices

Light

To keep the light flowing into the Centre, please keep the glass portion of the walls dividing the offices free of boxes, furniture, etc. If members want to cover the windows to block the sun, only sheer white curtains will be permitted.

Floors

One of the most beautiful features of CSI Annex and Spadina are the wood floors. We are committed to keeping the floors in as good a shape as possible. As a result, we require either rubber rollers on any chairs used, or a plastic mat used under chairs with plastic rollers. If repairs are necessary, you will be charged from your security deposit.

Alterations to offices

Any alteration whatsoever to the offices – including, but not limited to, new paint colours, installation of shelving, bolting artwork to walls – must be approved by CSI and the Landlord before initiating. The member will be responsible to return their office back to the standard upon their departure. Any costs accrued to CSI will be deducted from the security deposit.

Bikes

Cycling is highly encouraged, but no bicycles in the office please! There is outside bike parking at each CSI location.

Conflict Resolution Process

1. If a member has a problem with the actions or behaviours of another member, she or he must first try to resolve

the problem directly with that person or group.

2. If the problem persists, the member will be asked to put the complaint in writing and address the note to a CSI Staff Community Animator. CSI staff will review the complaint, speak with both parties, and propose a solution.
3. If the problem persists, or if either party is dissatisfied with the proposed solution, the issue is elevated to the Centre for Social Innovation Board of Directors. The CSI Board has final say and will offer a solution. This solution must be followed; if the problem persists, CSI may choose to terminate the lease of either party based on its best judgment.

CSI is committed to ensuring fairness, transparency, accessibility and accountability in the conflict resolution process. We have not yet had an issue elevated to the Board level in eight years of operation. Our hope is that all members will show flexibility, compromise and respect, and that we can work collaboratively to address any concerns.

Now that that's out of the way... welcome to CSI! Glad you could join us. We're a village in a big city. Together, we'll catalyze new ideas for a better world. Because it's up to us!

Schedule D

Meeting Room Rental Policies

Thanks for booking a Meeting Room at CSI – high five! Please note these policies only apply to our Meeting Rooms – if you have rented one of our larger Event Spaces, please refer to the Rental Agreement provided by the Events Manager.

Accessing the Buildings

CSI's regular business hours are Mon-Fri, 8:30am-4:30pm.

Bookings that occur outside of regular business hours will require you to pick up an Event Pass during CSI's business hours, from the office you have booked at unless informed otherwise (please see below). Our team will inform the renter of this process at the time of your booking on the phone and is also findable at socialinnovation.ca/importantguidelines. It is the renter's responsibility to pick up the Event Pass from the relevant location; failure to come before your booking could mean that you are unable to access your room.

Please also refrain from posting signage (directing your guests upstairs, etc.) in the lobby of CSI Spadina or CSI Regent Park, as we are tenants there – not the owners! Instead, station a volunteer in the lobby to direct your guests to your meeting. Each location posts a Meeting Room schedule in the common areas of our office-space that your guests can also refer to.

Accessing the Buildings After Hours

If you do not have a member fob for the building of your booking, please note the following information if your room booking will occur during off-hours:

CSI 192 Spadina

Please pick up the Event Pass from the Welcome Desk on the 3rd floor.

The Southern set of front doors of CSI Spadina at 192 Spadina Avenue are locked before 8am and after 6pm on weekdays, and are closed all day on weekends. These hours of operation include the main doors and stairwell. You will need an Event Pass to enter the front door of the building and to use the elevator to the third or fourth floor.

CSI Annex

Please pick up the Event Pass on the ground floor at the Welcome Desk during normal business hours Monday through Friday.

At this office the renter may post a sign on the outer doors with your phone number and event information to direct guests. Please do not prop open the doors and remember to take down your signs afterward.

If you have booked Meeting Room 1, 2, 3, or 4 you will need to use the ground floor washrooms, accessible with the Event Pass.

CSI Regent Park

Please pick up your Event Pass on the 3rd floor at the Welcome Desk during normal business hours Monday through Friday.

CSI Regent Park is located in the Daniels Spectrum building on the 3rd floor. The doors of the Spectrum building are locked before 8am and after 9pm on weekdays, and before 10am and after 6pm on weekends. The elevator to the third floor does not work before 8:30 am and after 7 pm during the week and all day Saturday and Sunday. For after-hour bookings, you can enter the building and the third floor with an Event Pass that you swipe on a card reader located in the vestibule by the main entrance and in the elevator.

For security reasons, only people with the Event Pass can allow guests to enter the space after-hours. The Artscape building security guard is prohibited from letting guests enter the building. We encourage renters to assign a volunteer who can bring guests to the 3rd floor using the Event Pass.

You are kindly asked to return your Event Pass at the relevant location's designated key return box, which will be shown to you when you pick it up. There is a \$75 charge for unreturned Event Passes. Renters will be asked to sign a separate waiver relevant to the Event Pass upon picking it up.

CSI Members enjoy 24/7 access to our workspaces, and may use their Member pass for all of the above actions with no need to sign out an Event Pass.

Using Our Space

Ours is a DIY culture... what the heck does that mean?

- Hundreds of members and external clients use CSI facilities every day; please be respectful and book enough time at the start and end of your rental to account for any additional set-up or clean-up time.
- Users of Meeting Room facilities are responsible for their own room set-up and clean-up, unless otherwise agreed to. This includes putting debris in the appropriate compost/recycling/garbage bin, washing all dishes that have been used, placing used flipchart paper into the recycling, and wiping off the whiteboards or chalkboards. Failure to leave the room(s) in a clean and undamaged condition will result in a cleaning fee of \$50. A clean space is a happy space!
- If you remove or rearrange tables, chairs, or other items from the room, please return them after the booking is finished! There are floorplans posted in each meeting room location and CSI staff or volunteers are available to provide guidance during regular business hours.
- Please hang up any signage on our walls with sticky tack instead of tape, which can peel off our paint.
- We strive to produce as little waste as possible – if you are bringing in snacks, please feel free to use our kitchen facilities and dishware. Each location has a kitchen and dishwasher for your use. Please wash all your own dishes, separate your waste into the proper bins, and then pat yourself on the back for making a small but meaningful difference. Please avoid bringing in plastic water bottles and use our filtered water instead.
- Users agree to pay for any damages caused to CSI, its equipment, and its surrounding property as a result of the Meeting or Event. Please treat our space and equipment with love and care! Please approach the Welcome Desk at any location for assistance in finding the items you have booked.

Reserving a Meeting Room does not include use of the CSI workspace. Feel free to show your guests around the space, but they should not be in the space unattended and should not use the washrooms inside the workspace.

Sorry!

- CSI management reserves the right to monitor all functions being held on the premises. It also reserves the right to refuse space to any group that it considers inconsistent with the purpose and policies of CSI.
- CSI is not responsible for items left unattended, nor is CSI responsible for unsecured rooms and common areas. We wish we had superpowers, but sadly we can't be everywhere at once.
- The provision of alcoholic beverages on CSI premises must be approved by the Events Manager prior to your booking. Any unapproved alcohol distribution in CSI Meeting Rooms is considered illegal and will result in the inability to book CSI space in the future, a potential financial penalty, and potential legal ramifications.
- There is a chance that CSI may assign a different but comparable room to the user group, but will give notice and our full thanks for your understanding!
- Microphones and other amplification equipment are not permitted in Meeting Rooms during regular business hours, as this may affect our tenants and other Meeting Room renters. Exclusions to this policy are considered where persons require microphones for assistive listening devices. If a location offers computer speakers, these are permitted and we ask you to be courteous of those around you.
- Your membership package includes a number of meeting room hours per month. Yay! These hours are aggregated quarterly, for instance the HD 20 package includes 3 hours per month of meeting room time. Those hours are aggregated quarterly, so you'd have 9 hours over three months. Our quarters are (Dec/Jan/Feb), (Mar/April/May), (June/Jul/Aug), (Sept/Oct/Nov). If you go over the hours included in your package the meeting rooms are available at a flat rate, currently \$12/hr + HST, for all meeting rooms. Payment for Meeting Room rentals will be sent via electronic invoice detailing your fees, including HST, within approximately 2 weeks of your booking(s). Payment can be done by cheque, credit, or e-transfer; email accounts@socialinnovation.ca with any financial questions.

Emergencies

In the unlikely event of an emergency during business hours, contact the CSI staff on site immediately.

For emergencies that may occur off-hours, please contact the below:

CSI 192 Spadina

- For general **CSI-related emergencies**, contact Stefan Hostetter (Spadina Community Manager) at 416-556-0651 or Marcus Hyunh (Spadina Community Animator) at 647-868-1162.
- For **building emergencies** (flooding, etc) contact Matt Guthrie (Facilities Manager) at 647-707-2368.

Annex

- For general **CSI-related emergencies**, contact Shona Fulcher (Annex Manager) at 647-287-7819.
- For building emergencies (flooding, etc), contact Matt Guthrie (Facilities Manager) at 647-707-2368.

Regent Park

- For **general CSI-related emergencies**, contact Shilbee Kim (Regent Park Manager) at 416 206 3445
- For **building emergencies** occurring after-hours (i.e. water, fire, snow damage to the building) Cindy Smith, (Daniels Spectrum Superintendent) at 416-509-3984

Cancellations

Out of fairness to all users of the space, CSI requires at least three (3) business days' notice of your cancellation. If you do not cancel three (3) business days in advance, these hours will be deducted from your monthly allotment or overage charges will be applied. Please note that while you may book meeting rooms on weekends, Saturday and Sunday do not count as business days and are not a part of any notice period for cancellations.

To cancel a booking simply login to the community intranet (community.socialinnovation.ca), click on your booking, change 'confirmed' to 'cancelled,' scroll down and save.

We thank you for choosing us and supporting our mission.

Please contact us for any further questions at events@socialinnovation.ca.

Schedule E

Specific Terms - Private Office

1. **Office Space:** Office Space means the workspace identified in paragraph 4 of this Agreement.
2. **Exclusive Use:** During the Term of this Agreement, CSI grants you exclusive use of the Office Space.
3. **Access:** Though you will have exclusive use of the Office Space, CSI has the right to enter at any time for all reasonable purposes. CSI cares about your business and will exercise discretion in entering your Office Space.
4. **No Registration:** You may not register any notice of this Agreement on title to the Premises.
5. **Alterations:** Unless CSI agrees otherwise, you will be responsible for restoring the Office Space to the condition it was received, at your cost.
6. **Set-off:** You agree to waive any right to set-off against Fees and Additional Charges.
7. **No Interest in Land:** You agree that nothing in this Agreement is to be interpreted as giving you or creating an interest in land or giving any greater right than a license personal between you and CSI.
8. **Subordination:** Your rights under this Agreement are subordinate to all existing and future mortgages and any other secured financing on the Premises.