

Chelsea Policy on the **Recognition** and **Support** of **Community** Organizations

Presented by

Chelsea Recreation, Culture
and Community Life Department



October
2013

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*This policy reflects
the dynamic
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It is with great pleasure that I present Chelsea's Policy to Recognize and Support Community Groups. By adopting this policy, Council clearly identifies the importance of community-based organizations in its vision for the municipality.

This policy reflects the dynamic energy and vitality of our municipality by officially recognizing the role of residents in creating the sense of community that we enjoy. Connections and linkages forged through locally organized activities unite us all and make Chelsea the wonderful community that it is today. Given the importance of resident-led initiatives, Council chose to develop a policy to support our community's social development.

This document is the result of an initiative launched several years ago in collaboration with Chelsea's community leaders. The Recreation, Sports and Community Life Service met with almost all groups in Chelsea to better understand their context and their needs. I would like to thank everyone for their dedication to, and collaboration in creating this policy.

Guided by this policy, I am convinced that the Municipality of Chelsea will continue to grow together as a community, building new links that will ensure the well-being of present and future generations.

**– Caryl Green
Mayor**

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Message
from the Mayor
• • •

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Municipality of **Chelsea** Policy on the **Recognition & Support** of Community Organizations

1. **Context**

Through this policy, the Department of Recreation, Culture and Community Life of the Municipality of Chelsea wants to develop a management tool that will allow a more equitable distribution of assistance to organizations operating on its territory. This management will be made taking into account the complicity or complementarity of activities and services to residents of Chelsea and with strategic guidance and general principles of the Recreation, Culture and Community Life Department. Therefore, this resource management is also dependent on the availability of resources which are conferred through the budget adopted by Municipal Council each year. It may vary from year to year based on the latter.

2. **Strategic Orientation and Basic Principles**

2.1 **Strategic Directions**

The Municipality has chosen to:

- Direct the service offer to favour young people below the age of 18 as well as seniors;
- Direct the service offer to favour the initiation and recreation levels;
- Direct the service offer to favour participation by greater numbers of people;
- Direct the service offer to favour partnerships with groups whose goals are in keeping with Recreation, Culture and Community Life Department policies;
- Direct the service offer to favour the active and voluntary participation of citizens in the recreational, cultural, heritage, social and tourism development of their communities.

2.2 **General Principles**

The goal of this Policy on the Recognition and Support of Community Organizations is to clearly set out the general principles of municipal intervention. These are as follows:

- Sincere desire to support and encourage the efforts and commitment of Chelsea region organizations and volunteers that assist the Municipality in its community life and intervention activities;
- Encourage active participation and voluntary involvement of residents in developing and improving the quality of their living environment and vitality of their community;



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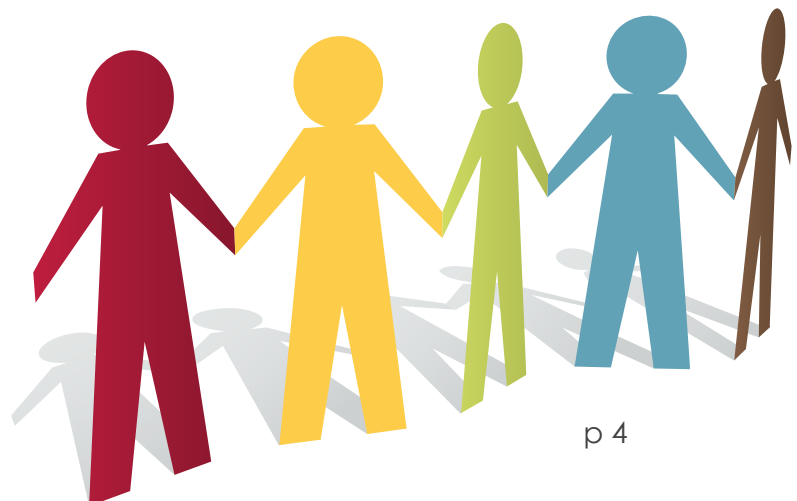
- Steadfast commitment to offer residents access to quality services that can meet their needs;
- Desire to base intervention on consultation and dialogue, to help build a solid network of partners in the community;
- Promote complementarity in the services and activities offered to residents by community organizations in the sport, cultural, social and community sectors;
- Supplement available services by partnering with organizations or firms that can help achieve municipal objectives (i.e. for activities requiring special expertise, etc.).

3. Policy Objectives

3.1 General Objectives

Through this Policy on the Recognition and Support of Community Organizations, the Municipality of Chelsea seeks to improve and optimize the mobilization and use of immediately or potentially available resources by defining and formalizing municipal intervention principles in the areas of recreation, culture and community life. To this end, it plans to:

- Pursue collaboration and maintain ties with representatives of the various organizations that operate on its territory, in order to promote complementarity in the services and activities offered to Municipality residents;
- Improve communication network with community organizations;
- Promote consultation and dialogue between the various organizations;
- Support and encourage volunteer efforts;
- Encourage the participation and involvement of residents in the planning, organizing and continuation of activities in the region;
- Clarify parameters defining the nature of the Municipality's support for community organizations.



3.2 Operational Objectives

Following is the operational framework arising from the policy's general objectives:

- Define partnership terms and conditions between the Municipality and the various organizations that operate on its territory;
- Define the categories of organization that can be recognized by the Municipality of Chelsea;
- Define identification and eligibility criteria for the recognition of organizations;
- Clearly define and outline municipal support for community organizations;
- Determine administrative procedures for recognizing organizations;
- Encourage, foster and support community initiatives in the areas of recreation, culture and community life;
- Provide organizations with tools to help them complete their respective missions.

4. Recognition and Ranking of Organizations

Various organizations offer a range of services to Chelsea residents (i.e. culture, recreation and sport services, services to develop and maintain social and community life, etc.).

By overseeing recognition criteria, the Municipality can assure residents that these organizations are democratic and transparent, provide service in keeping with their mandates, and are concerned for their safety and security.

This policy is for Chelsea non-profit organizations, and does not apply to institutional partners or those with whom the Municipality has made special arrangements (i.e. school boards, schools, Centre de santé et services sociaux (CSSS), Centre local de développement (CLD), Fondation Chelsea, CLSC, etc.).

The policy presents two (2) categories, each of which is separated into three levels (A, B or C). Each level corresponds to a pre-established rating scale based on a choice of determining factors in keeping with Chelsea Recreation, Culture and Community Life Department guidelines and objectives. Each organization is ranked based on the score obtained for its completed and submitted application form.



4.1 PARTNER Organizations

Partner organizations offer activities and services in areas of municipal field of competence based on priorities established by the Municipality.

This category applies to partner organizations and organizations in the recreation sector (i.e. physical activity, sport, outdoor recreation, social and cultural activity, etc.).

4.2 COLLABORATING Organizations

Collaborating organizations are organizations which, through their activities and services, contribute to the well-being of residents and help develop Chelsea's community life while adhering to the strategic orientation of its Recreation, Culture and Community Life Department.

5. Municipal Recognition: Eligibility Criteria

To be eligible for municipal recognition and determine the type and nature of support it may receive, the organization must:

- Be an organization whose funding or operations are non-profit;
- Have its headquarters in Chelsea;
- Be governed by a Board of Directors that is open to all members, but at least 70 percent of whose directors and participants are Chelsea residents;
- Meet a collective need, and have a mission consistent with Municipality of Chelsea guiding principles;
- Serve and give priority to Chelsea residents;
- Have a minimum of 15 participants;
- Have bilingual promotional materials for its activities (posters, articles, etc.);
- Hold all its activities in the Chelsea area, except on occasion when otherwise required;
- Sport and cultural organizations must offer both initiation and recreational activities;
- Avoid any duplication of activities, services or objectives that may be offered by the Municipality or other recognized organizations in the Chelsea region;
- Must not rely on the Municipality as its main source of funding;
- Submit a duly completed application along with all required documents (see [Section 6, item 6.2](#)).

6. Municipal Recognition Application Procedures

6.1 Initial Application

Organizations filing an initial request for recognition by the Municipality of Chelsea must send the duly signed form* along with all required documents, as noted in item 6.2.

Depending on the level of recognition granted, certain documents must be filed on a mandatory basis or on request. Please see the complete list in Section 6.2.

Be sure to send all documents **no later than August 30**, to:

Municipality of Chelsea

Recreation, Culture and Community Life Department
100 Old Chelsea Road, Chelsea, Quebec, J9B 1C1

Please mark *Municipal Recognition Application* on the envelope

*The form is available on the Municipal Web site at www.chelsea.ca or at City Hall office of the Recreation, Culture and Community Life Department. The policy and related documents are also on the municipal Web site.

6.2 Initial Application: Required Documents

- A duly completed recognition application form;
- A resolution by the organization's Board of Directors asking that the Municipality of Chelsea recognize it under its Policy on the Recognition and Support of Community Organizations;
- An up-to-date list of the organization's board members, i.e. name, role within the committee, and full contact information (including e-mail) for each member (specify the contact person for public information);
- A copy of the articles of incorporation (letters patent), if the organization is registered with Quebec's Registraire des entreprises;
- An up-to-date copy of its general regulations, where available;
- A copy of the minutes from the last annual general assembly (AGA) or its equivalent;
- A copy of the last annual activity report or a forecast document
- A copy of the Recreation, Culture and Community Life Department's financial statement for the last fiscal year, or the "Financial Profile" assesment grid;
- A copy of the proposed business plan for the coming year, including a cost estimate.



www.chelsea.ca



7 Application Process: Administrative Procedure

Following is an overview of the administrative procedure for receiving and processing applications:

7.1 Receipt and Validation of an Application

Upon receipt of an application, the Recreation, Culture and Community Life Department conducts a summary analysis to check for compliance by reviewing the attached documents. If everything is compliant, a file is opened for the organization and a notice of receipt is sent.

If the file is incomplete, the organization is sent a notice requesting that it complete the application within a specific time frame and before **August 30th**.

7.2 Assessing Applications:

Each completed recognition application is assessed using an assessment grid, where each element corresponds to an established rating or score. The score obtained determines the level at which the organization is ranked and recognized.

7.3 Official Response

Organizations receive official recognition, along with a ranking, when their applications are processed and approved. The Municipality of Chelsea confirms this recognition by sending the organization a certificate from its Recreation, Culture and Community Life Department.

7.4 Unfavourable Response:

Organizations that receive an unfavourable response may challenge the decision by submitting a written request for a review of their file, along with an explanation of their reasons for doing so. The request must be sent, before **August 30th** of the current year, to:

Municipality of Chelsea

Recreation, Culture and Community Life Department
100 Old Chelsea Road, Chelsea, Quebec, J9B 1C1



8 Validity, Renewal, and Changes in Municipal Recognition Status

8.1 Validity

Once granted, municipal recognition is valid until **January 1st** of the following year.

8.2 Status Renewal and Update

8.3 Renewal

To retain their recognition status and the support it entails, organizations must:

1. continue to **meet the requirements** of their status;
2. **meet their obligations**;
3. **submit the documents listed below, on or before August 30th** of each year.

Please note that municipal support levels may vary from year to year, based on the resources allocated and adopted by municipal council. Organizations will be advised of any such changes at the time of renewal.

8.4 Municipal Recognition Status Renewal: Required Documents

- An up-to-date list of members of the organization's board of directors, with full postal addresses, telephone numbers and e-mail information;
- A copy of any change made to the organization's general regulations, or to the content of its letters patent;
- A copy of the minutes of the last Annual General Assembly;
- The financial statement (or document provided to this effect) for the last year (within **90 days** after the fiscal year-end).

Depending on the recognition level, certain additional documents may be required.

8.5 Updates

For as long as an organization holds municipal recognition status, it must send information updates to the Recreation, Culture and Community Life Department on or before **August 30th** of each year.



Organizations that do not send in their updated documents before the deadline will receive a notice of non-compliance and have a maximum of **30 days** to address the situation and maintain their status along with the support and benefits it entails.

Documents must be submitted to:

Municipality of Chelsea

Recreation, Culture and Community Life Department
100 Old Chelsea Road, Chelsea, Quebec, J9B 1C1

8.6 Change of Subcategory:

The Municipality of Chelsea reserves the right to change an organization's recognition subcategory based on adopted changes relating to its policy in the recreation, sport, cultural, social and community sectors.

The Municipality shall provide written notice to the organization affected by the subcategory change, which it determines based on information provided by the organization.

To help the organization adjust to its new subcategory, the Recreation, Culture and Community Life Department shall determine transition procedures.

8.7 Cessation of Activity:

In the event of a cessation of activity, recognition and support shall be suspended until the organization has indicated to the Recreation, Culture and Community Life Department, via written notice, its intent to stop irrevocably or to resume activities. After a one-year period of inactivity, the organization's recognition and support are automatically withdrawn.

8.8 Discontinuance:

Organizations that no longer wish to be recognized by the municipality must send a written notice to this effect to the Recreation, Culture and Community Life Department.

8.9 Withdrawal of Recognition:

Organizations that fail to meet recognition requirements or fulfill their obligations shall have their recognition status withdrawn and lose access to Municipality of Chelsea services they would have otherwise received.



9 Municipal Recognition Status: Obligations and Requirements

The adoption of Chelsea's *Policy on the Recognition and Support of Community Organizations* is of vital importance in defining relations between the Municipality and organizations on its territory. These organizations and the Municipality must each comply with municipal, provincial and federal laws, policies and regulations that govern the region.

9.1 Accountability:

The Municipality's responsibility in managing public funds is of vital importance. Aside from their legal obligation and responsibility to be transparent, non-profit organizations that receive services must be accountable to the community and municipality that support them. They must also ensure the free flow of information used to measure and assess their service offer and the soundness of their management.

9.2 Visual Communications and Promotion: Obligations

In accordance with criteria set out by the municipal Communications Department, organizations must meet the following requirements in communication-related matters:

- Ensure compliance with municipal logo graphic standards issued by the municipal Communications Department;
- Provide their own logo to the Recreation and Culture Department, in the requested format (*EPS or JPEG – high resolution*), along with promotional use rights.

With the Municipality's written approval:

- Mention or note the Municipality's participation and support when promoting the organization, its activities or events (i.e. in news releases, media articles, interviews, presentations, speeches, registration sessions, etc.);
- Include the municipal logo in promotional tools for the organization's activities (leaflets, banners, posters, etc.);
- Include the municipal logo in:
 - » documents produced for the Annual General Assembly,
 - » the organization's annual report.

10 Exceptions

General Provision

The Municipality reserves the right to negotiate specific arrangements with certain organizations based on their needs.



10.1 Temporary Recognition:

When “exceptions” arise, the Municipality may temporarily recognize an organization even if not all criteria are met.

10.2 Special Collaborative and Partnership Arrangement:

The Municipality may also negotiate and sign a special collaborative or partnership arrangement with an organization (regardless of the category and level it would normally be assigned under the Recognition Policy) if it feels the organization can contribute to the achievement of municipal objectives. Both parties shall identify shared objectives, respective responsibilities and reciprocal contributions (i.e. service to citizens, commitment of organization staff and volunteers, municipal support, etc.).

A memorandum of agreement is prepared and drafted, then adopted by municipal council and the organization’s Board of Directors.

11 Municipal Recognition Policy: Entry into Force

Chelsea's *Policy on the Recognition and Support of Community Organizations* shall enter into force on **January 1st , 2014**.



► **Acknowledgements:**

This policy was prepared and drafted by Marie Danielle Michaud, Community Development Officer for Chelsea's Recreational, Culture and Community Life Department. Its content is based on a study of Quebec's other existing policies, as well as input and advice from Vincent Renaud, Vice-President of the firm BC2.

The Municipality of Chelsea wishes to thank the following cities, which consented to let us draw from their statutes:

- » City of Quebec
- » City of Gatineau
- » City of Contrecoeur
- » City of Lévis
- » City of Cantley
- » City of Matane



Municipal **Support**

for groups with municipal recognition

► **General Information**

Support for recognized organizations is determined based on municipal priorities, the organization's category, its actual needs, and available resources.

There are four types of support:

- 1) **Professional**
- 2) **Administrative**
- 3) **Technical**
- 4) **Financial**

The Recreation, Culture and Community Life Department reserves the right to cancel or amend one or more forms of support, in which case the affected organizations shall be notified in advance.

► **Types of Support**

1) **Professional Support**

1.1 Professional Support

This refers to professional support offered by staff of the Recreation, Culture and Community Life Department.

Depending on demand, this support will vary based on service priorities and the availability of required resources.

Professional support consists of advice, guidance, support for the organization and its democratic life, activities or events involving the recreational or social life of citizens, training, technical advice to plan or conduct recreational projects or programs, etc. Political activities or meetings are not covered, as they do not come under the Recreation, Culture and Community Life Department mandate.

1.2 General Training

Community group board members can take part in training sessions on topics of every kind. These sessions, organized by the Recreation, Culture and Community Life Department, are offered free of charge or at a very low fee.

Interested groups must register participants within the announced deadlines.



2) Administrative Support

The Recreation, Culture and Community Life Department offers the following administrative support:

2.1 Promotion of Activities or Services in the Recreation Zone Program

Organizations with municipal recognition are given free advertising space in the RECREATION ZONE program to present activities or services in each edition of the program. The size of publicity space varies based on the organization's ranking.

2.2 Other Communication and Promotional Tools

In addition to the Recreation Zone program (and based on availability), organizations recognized by the Municipality can raise their profiles through activity and event communication and promotion tools other than those used at the municipal level. These include the municipal website and calendar of events, its Facebook page, postings on internal and external municipal bulletin boards, etc.

The Recreation, Culture and Community Life Department will review the application and determine the appropriate and available tools.

NOTE: The use of any municipal communication tool must comply with the Municipal Communications Department's existing Communication Policy, otherwise this support may be refused or withdrawn.

2.3 Low-Cost Civil Liability Insurance

The Recreation, Culture and Community Life Department gives recognized organizations access to low-cost civil liability insurance through the Union des municipalités du Québec (UMQ). The Department will also reimburse organizations for a percentage of the total annual insurance costs. This percentage will vary based on the organization's recognized level (A, B or C), and apply only to insurance offered through the UMQ.

The Recreation, Culture and Community Life Department reserves the right to cancel or amend this form of support, in which case the affected organizations will be notified in advance.

...

**Organizations
with municipal
recognition
are given free
space in the
RECREATION
ZONE...**

...

3) Technical Support

3.1 Use of Facilities

The use of municipal facilities, lands or stages is determined by a number of factors, starting with availability of resources. Reservations must be made through Chelsea's Recreation, Culture and Community Life Department.

In addition to the free use of facilities for board meetings and Annual General Assemblies, recognized organizations get a number of free hours for the use of municipal facilities based on the category in which they are ranked.

Organizations wishing to use rooms in the Meredith Centre may submit a request to the Recreation, Culture and Community Life Department. The request will be evaluated based on the budget allocated to the Department for this purpose by Municipal Council.

Groups that use facilities shall be responsible and liable for any loss or breakage due to misuse.

Please note that reservations **cannot** be made **more than four (4) months in advance**.

3.2 Storage

Requests may be submitted only by groups recognized as Level A, and the request shall be assessed based on status, priorities and available resources.

3.3 Use of Material and Equipment

Based on the availability of resources, the Recreation, Culture and Community Life Department may provide groups with certain materials and equipment to help them conduct their activities.

3.4 Transport and Installation of Material and Equipment

The Recreation, Culture and Community Life Department can transport and help in the installation of material and equipment during regular municipal business hours.

However, if something must be installed or transported outside of these hours, the organization is billed for the actual costs (for which it will be notified in advance).

Any request to this effect must be submitted at least **10 business days before** the activity or event.



3.5 Extended Access to Library Computers

During Chelsea library business hours, everyone may have access, for a one-hour period, to Microsoft Office Suite (*Word, Excel, PowerPoint*) and Photoshop.

During regular library business hours, organizations with municipal recognition may obtain extended and guaranteed access by **making a reservation with the library**. Reservation requests **MUST** be made at least **24 hours in advance**, by telephone at 819-827-4019 or by e-mail at bibliothèque@chelsea.ca.

4) Financial Support

Priority will be given to professional, administrative and material support, while taking available resources into account.

We should note that the Recreation, Culture and Community Life Department will take into account agreements already signed with certain organizations.

4.1 Reimbursement of Training Costs

However, depending on the funds available in its budget, the Recreation, Culture and Community Life Department may receive reimbursement requests for training directly relevant to an organization's activities, up to a maximum of \$150. The training must occur in the year the organization is recognized. Requests will be evaluated based on the dates of the training and its relevance to the group's activities.

When the request is approved, the organization must submit only the enrolment receipt to Chelsea's Recreation, Culture and Community Life Department for reimbursement. Please note: It should take **4 to 6 weeks** to receive a reimbursement.

4.2 Founding Anniversary Events

Recognized organizations may receive a maximum grant of \$500 in support of special events to mark the 10th, 25th, 50th or 75th of their founding anniversary. To be eligible, organizations must submit a written request and a description of the event in question, along with budget estimates.



Submit a Request

► How to submit a request:

- Consult **page 8** of the **Policy**;
- **Other references:** municipal website: www.chelsea.ca
(Under Recreation, Culture and Community Life, click on the Community Organizations tab.)

► Where to find a request form:

- In the request envelope given along with the Policy;
- On the USB key that has been given to Organizations Representatives during the Presentation Evening;
- On the municipal website www.chelsea.ca
(Under Recreation, Culture and Community Life, click on the Community Organizations tab.);
- By making a request to the Recreation, Culture and Community Life Department by phone at : 819-827-6228 or writing to info@chelsea.ca

