

Centre for Social Innovation
Member Cooperation Policies
Updated January 2009

The member cooperation policies have been created to encourage cooperation among the members and to promote the smooth operation of the Centre for Social Innovation (CSI).

Values Statement

The members of the Centre for Social Innovation are committed to using fairness, transparency, respect and flexibility to guide their work and interaction. CSI seeks to go beyond cooperation to a place of true collaboration and innovation in our joint pursuit of our social missions. The baseline to achieve this is to recognize that CSI is not only a physical environment, but also a social and psychological one. Everyone needs to feel welcome, comfortable and empowered. It is our shared commitment to work towards creating this safe space wherever and however possible.

General Operating Policies

Good Neighbourliness

Consistent with the Value Statement noted above, all members enter into a social contract at CSI as well as a legal contract. You are not required to make friends, meet people or collaborate but our hope is that all of these things will happen naturally and that they are part of the reason that you are here. We hope that you will bring your positive energy and ideas to our shared environment to help us continually strengthen this community and the value of our shared space.

At minimum, you must recognize and be respectful of CSI as a shared work 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 work spaces, etc.)

1. Members should leave common areas as clean as or cleaner than they found them.
2. Given the large number of people in the common space at anytime, please limit interruptions and respect that other people are working in the space.
3. The kitchen areas of the Centre will require that all members clean-up after themselves and their guests. Moreover, it is expected that all members will pitch-in to keep the space clean and orderly.

Meeting Rooms

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 coffee cups 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 equipments safe use and you are expected to return it in working order. A procedures manual for boardroom equipment is available for easy reference.
6. Room bookings are scheduled on a first-come first-serve basis.
7. Meeting rooms are reserved using the scheduling book in the 4th floor reception area. We hope to move online in 2009.
8. The Centre for Social Innovation is not responsible for items left unattended in the meeting rooms.
9. CSI reserves the right to assign a different meeting room to a group in order to coordinate the multiple needs of the user group and the Centre.
10. Members will be billed for hours of meeting room usage over their leased amount.

Shared Amenities

In order to benefit from reduced costs through sharing, 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 agreed.

Security

Each member is responsible for ensuring the security of their individual work space and their equipment. Members are also expected to do their best to ensure the shared security of the common spaces. Any member working in the space outside of regular office hours assumes responsibility for the security of CSI. We are all vulnerable to a security breach, so it is of the utmost importance that everyone strictly adheres to the security protocol. 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 9 am 5 pm, Monday to Friday. Members working outside of these hours will be responsible for the security of CSI and must ensure that all alarms are activated before they leave.

Mailing Address & Event Promotion

As stated in your lease agreement, it is a requirement that wherever you post your address that you include the words @ Centre for Social Innovation. 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 files, brochures and other places where your address is rendered.

Members should also include their specific suite number if possible.

Cleaning

A cleaning company will provide services twice a month in the common areas and in each of the private offices. Members will need to be responsible for garbage, recycling and general tidying during the times between the cleaning services.

Noise



At all times, noise needs to be kept at a reasonable level. 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 for more information.

We also ask that members be mindful of wearing high-heeled, 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.

Walking our Talk

Wherever and whenever possible we will practice an environmental/fair trade/local/equity procurement policy. It is expected that all members and their guests will take all actions to ensure that we maintain our high standard of environmental sustainability,

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 sun (applicable only on east wall windows), only sheer white curtains will be permitted.

Floors

One of the most beautiful features of the building is the wood floor. We are committed to keeping the floors in as good a shape as possible. As a result, we ask all members to ensure that there are either rubber rollers on any chairs used, or that a plastic mat is 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

Bikes are not allowed in the offices. Bike storage is provided in the basement.

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 member of the CSI staff team. 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 over four years of operation. Our hope is that all members will show flexibility, compromise and respect, and that we can work collaboratively to address and concerns.

