



# CAMPUS ORGANIZATION HANDBOOK

(St. George Campus Clubs)

**2022-2023**



STUDENT  
**LIFE**

Clubs & Leadership  
Development

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# WELCOME

Whether you're thinking about starting a student group or you're already part of one, this guide is for you. Getting involved with a student organization is an incredible way to find community and develop valuable skills. With more than 700 student groups on the St. George campus, there is something for everyone at U of T!

The Student Organization Handbook is a helpful resource to get you started. You'll find information about starting a club, and links to many of the services that will help your group operate and help you grow as a student leader. We've included information on our processes, as well as some tips and tricks to get you started.

The team at 21 Sussex (Clubs Help Desk, Room 516) is here to support amazing student leaders like you. Feel free to email us at [groups.officer@utoronto.ca](mailto:groups.officer@utoronto.ca) or [clubs@utoronto.ca](mailto:clubs@utoronto.ca) throughout the year with any questions you may have. The 21 Sussex Clubhouse houses 54 club office spaces, as well as bookable meetings rooms and a student lounge.

Visit us during our Clubs Help Desk hours: [studentlife.utoronto.ca/service/clubs-help-desk](https://studentlife.utoronto.ca/service/clubs-help-desk)

# OUR VALUES

The University of Toronto values equity, diversity and excellence. The creation of an equitable community – one that is diverse as well as inclusive and that is respectful and protects the human rights of its members – requires the work of every member of the community. That includes all of our sites and campuses, students, teaching staff, administrative staff, visitors, alumni and guests.

*As a leader on campus, you play an important role in shaping the University of Toronto. What will you do to help create an equitable community on campus?*

## Land Acknowledgement

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and most recently, the Mississaugas of the Credit River. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

Learn more about the importance of acknowledging the land we learn and work on [here](#).

# CREATE A RECOGNIZED STUDENT GROUP

## What is a recognized student group?

Student clubs or groups are formally referred to as “recognized student groups” at the University of Toronto. Recognized student groups are voluntary organizations that have “registered” or gained recognition from the Division of Student Life. Recognition is based on the Policy on the Recognition of Student Groups ([governingcouncil.utoronto.ca/secretariat/policies/student-groups-policy-recognition-june-25-2020](https://governingcouncil.utoronto.ca/secretariat/policies/student-groups-policy-recognition-june-25-2020)) and has a different process from course unions and societies. Group leaders can apply for recognition through the Ulife website. Student groups include cultural groups, advocacy, social justice, hobby, arts and much more. You can find a list of student groups on the on the Student Organizations Portal (SOP) ([sop.utoronto.ca](https://sop.utoronto.ca)).

## Before you apply

There are a number of things to consider before creating a student group.

- *Is there already a similar/existing group on campus? What makes your group unique?* The St. George campus has more than 700 student-run groups with interests ranging from beekeeping to break dancing! Try looking on [sop.utoronto.ca](https://sop.utoronto.ca) first to ensure a similar group does not yet exist. Try typing keywords into the search bar, or feel free to email the Clubs Help Desk at [groups.officer@utoronto.ca](mailto:groups.officer@utoronto.ca) or [clubs@utoronto.ca](mailto:clubs@utoronto.ca).
- *Are you able to invest your time into this initiative?* Starting a group is a fun process, but can take up a lot of time! Beyond the application stages, you’ll need to do a lot of administration work and coordination between team members. Beyond planning meetings and events, you’ll want to focus on development and growth as a group. Before you get started, be sure to think about your capacity to dedicate time to this initiative.
- *Do you have a plan for building up your group and creating a community on campus?* Think about your execution plan and your goals. Consider exactly how you’re going to achieve these goals with specific steps in mind. This information is helpful to include in your constitution and will provide clarity moving forward.

## How do I create a recognized student group?

Detailed information on creating a student group can be found here: [sop.utoronto.ca/apply-for-student-group-recognition](https://sop.utoronto.ca/apply-for-student-group-recognition)

Below is a summary of the five steps to becoming a recognized student organization.

### 1. You need an active UTORid and password

Whenever you log into the Student Organization Portal, including when you apply for University recognition for your student group, you will click the Log in with UTORid / JOINid button, enter your UTORid and password, and then click the log in button.

### 2. Understand the U of T policy

Leaders of student groups need to have read and understood the University's Policy on the Recognition of Student Groups. This is the first thing you see when you click on "Apply for Recognition". The policy can also be found on the U of T Governing Council's website ([governingcouncil.utoronto.ca/secretariat/policies/student-groups-policy-recognition-june-25-2020](https://governingcouncil.utoronto.ca/secretariat/policies/student-groups-policy-recognition-june-25-2020)).

### 3. Create a group constitution

Student group leaders must submit a digital copy of the group's current constitution in .pdf format. For guidelines on how to write your group's constitution, please download How to Write a Student Group Constitution (PDF) ([studentlife.utoronto.ca/task/get-help-writing-your-constitution](https://studentlife.utoronto.ca/task/get-help-writing-your-constitution)). Speed up the recognition process by using the Constitution Template.

### 4. Gather the group's information

The person submitting the application should note the following:

- Name & utoronto.ca email of 5 registered U of T student members
- Full name, utoronto.ca email, UTORid and role(s) of Primary Contact and Administrator(s).
- **General information:** A mailing address with postal code, phone number, website, etc. for the group.

### 5. Submit your application and have patience!

Leaders are asked to be patient during peak times of the academic year. Applications will be processed as quickly as possible, with renewing groups receiving priority during the beginning of the term.

## Benefits of SOP recognition

Student groups at U of T must apply for formal recognition in order to adhere to the [University of Toronto's Policy on the Recognition of Student Groups](#). Recognized groups enjoy several benefits, including:

- The right to use the University's name in their group's name
- Use of university facilities at a no or lower cost than external organizations
- Ability to apply for club office space
- Ability to request @studentorg.utoronto.ca email or free website hosting
- Bank letters
- Club directory listing and Event/Opportunity posting on the Student Organization Portal

### Booking on-campus meeting/event space

If your SOP recognized student group is looking for space to hold an event or meeting, you have a number of options.

The Campus Room Finder database ([campusroomfinder.studentlife.utoronto.ca](#)) has spaces offered through Hart House, Academic and Campus Events (ACE) and Student Life, which primary and secondary contacts of a group can access and book. Remember that U of T has many rooms that are not included in Campus Room Finder.

For more information about room bookings under the policy on the recognition of student groups, click here ([ace.utoronto.ca/room\\_res.html](#))

Consider the following when looking for space to book ([campusroomfinder.studentlife.utoronto.ca/home/BookingGuide](#)):

- *When do you need to hold your event?* Spaces have different time frames for booking. Some may allow you to book months in advance, while others may have shorter periods of 30 days.
- *What will it cost?* Some locations offer free or discounted space to students, but not all of them. Places like colleges will offer special consideration to their own students. Also check for other costs, such as audio-visual charges, charges for events taking place after hours, security or catering charges.
- *Do you want to serve food/drinks?* Few places will allow you to serve food and many will require the use of in-house catering. Only a few spaces at U of T will allow you to serve alcohol, so review the alcohol policy ([governingcouncil.utoronto.ca/secretariat/policies/alcohol-policy-june-26-2003](#)). All alcohol served on the St. George Campus must be purchased by the Beverage Services Department ([food-beverage.utoronto.ca/beverage-services](#)) and service staff must be trained under the University's own Server Training Program with the only exceptions being Hart House, the Faculty Club and the Federated Colleges. Be sure to check the space's policies around serving food and drinks before booking.
- *Is this a private event or is it open to the public?* Will you be charging admission? How many people are expected to attend? This is important for space

managers to determine if a space will meet your needs and if caretaking or security services will be required.

- *Do you need repeat bookings?* Most spaces will only allow a limited number of bookings per session. If you want to hold regular, ongoing meetings, check for spaces that offer this option.

### How to book space using the Campus Room Finder

1. Use your UTORid login to access the Campus Room Finder: [campusroomfinder.studentlife.utoronto.ca/Login](https://campusroomfinder.studentlife.utoronto.ca/Login) Note: Only primary or secondary contacts listed on Ulife for the student group can book space on behalf of the club
2. Use the “Basic Search” or “Advance Search” options to search for room that matches your criteria.
3. Click the room you want to book. Review the Room Details, Building Details, and Booking Details before you request the room.
4. Once you’re sure the room fits your criteria, click “Request Room”.
5. Some rooms allow you to instantly book space, but most rooms ask you to submit a request form.

Most bookings will require requests to be made at least five business days in advance.

*Please note: Recognized Student Groups may not sponsor non-university groups or activities. The space requested is for the sole use of the Recognized Student Group named herein and not for any other organization. Violation of this policy could result in the loss of space privileges and recognition status.*

### Other spaces

Visit [campusroomfinder.studentlife.utoronto.ca/home/OtherCampusSpaces](https://campusroomfinder.studentlife.utoronto.ca/home/OtherCampusSpaces) to get a better picture of where to look for other campus space. Note that colleges, faculties and departments have different policies and their own administrators, so review carefully before making a request.

Learn more about event planning for you club, with [Clubs Essential Training workshops!](#)

## Did you know?

The Clubhouse is a place where recognized student groups can hold meetings, rehearse, meet new people and get down to business! Located at 21 Sussex Avenue, the Clubhouse offers a sense of community with services and spaces to support U of T's diverse student organizations.

### List of shared spaces:

Spaces that can be booked:

- Meeting rooms (415, 503)
- Rehearsal Room (406)

Spaces that don't have to be booked:

- Student Life Resource Lounge and Library (316)
- Jim Delaney Lounge (421)
- Clubs Help Desk (516)
- Multi-faith prayer or meditation room (508)

For up to date clubhouse space information, always refer to the website ([studentlife.utoronto.ca/service/space-office-space-for-recognized-campus-clubs-and-groups](https://studentlife.utoronto.ca/service/space-office-space-for-recognized-campus-clubs-and-groups))



## Office space

There are various options available for office space. Before applying, consider the following:

- Does the club need office space?
- What are the alternative options if you don't get office space?
- How will you be using the office space?

### 21 Sussex Clubhouse

The Sussex Clubhouse offers about 50 shared offices for recognized student groups on the St. George Campus. Offices are allocated annually for a one-year term by the Committee to Allocate Student Activity Space (CASAS) ([studentlife.utoronto.ca/cld/casas](https://studentlife.utoronto.ca/cld/casas)). Detailed information on office space applications can be found here: [studentlife.utoronto.ca/cld/space](https://studentlife.utoronto.ca/cld/space).

Only groups recognized by the Division of Student Life through the Student Organizations Portal website in the current academic year are eligible to apply for office space.

Groups holding office space must fulfill the following responsibilities:

- Maintain group recognition status with the Division of Student Life by September 30 of each year
- Identify and complete two group goals that are determined in September
- Attend any online mandatory events and meetings as indicated by the Division of Student Life
- Complete a digital survey

### Other office spaces

Contact colleges or departments to see if they offer office space for clubs, if so, ask about requirements, eligibility and the application process. And be sure to look into resources and spaces offered by the University of Toronto Students Union, as their physical space and location will be expanding.

## Web services

The SOP website provides an up-to-date listing of all groups recognized by the University as well as contact information and links to your group's website. By getting SOP recognition, your group will be listed on the site. As a recognized student organization, you also have access to a web server space.

The listed Administrators on a club's SOP profile can request a free web server space for their recognized student group. Contact the Web Administrator at [groups@mail.studentlife.utoronto.ca](mailto:groups@mail.studentlife.utoronto.ca) for more information or [submit a web request](#).

**Website:** After approval of the web space request, a follow-up email will be sent containing additional information on accessing WordPress or other changes that may be required. Please visit Student Life Campus Web Groups for more details. Only the group leaders designated by the main contact person as executive and signing officer may access the web space service. Please direct any questions regarding your group's web space to [groups@mail.studentlife.utoronto.ca](mailto:groups@mail.studentlife.utoronto.ca). Be sure to check out the website for more information on web space ([studentlife.utoronto.ca/service/web-space-for-recognized-campus-clubs-and-groups](http://studentlife.utoronto.ca/service/web-space-for-recognized-campus-clubs-and-groups)).

### ***Bank & recognition letters***

Student organizations can request a bank letter or recognition letter through our online request form. A bank letter can be used to open a new account or make changes to existing accounts. Recognition letters can be used to show the official status of your club as a University of Toronto group.

Use this form ([studentlife.utoronto.ca/service/bank-and-recognition-letters-for-recognized-campus-clubs-and-groups](http://studentlife.utoronto.ca/service/bank-and-recognition-letters-for-recognized-campus-clubs-and-groups)) to request a bank letter and/or recognition letter for your student group. Please read the instructions before you proceed.

Before your request is processed, the Division of Student Life will check to verify the following:

1. The Primary Contact and leaders listed in the request form must exactly match the groups SOP page. All leaders need to be on the group page.
2. The email address provided in this form is a valid, personal, @mail.utoronto.ca email that is listed on SOP for the Primary Contact.
3. Your group is recognized through the current academic year.

If any of these points do not check out, your request will be cancelled and must be resubmitted.

You can take these letters to the bank with your club's signing officers to open the account in person. Each student group is responsible for selecting which financial institution works best for their group needs.

## Other types of recognition

While Student Organization Portal is the primary recognition body at the University of Toronto, there are also other departments and colleges that provide student groups recognition. Student groups can receive recognition from multiple sources or choose to be recognized by one governing body. It's important to remember that the use of "University of Toronto" in a group name is only permitted through Ulife recognition.

Each department and college has its own process. To find out more, contact the student union, Student Life Staff member or program coordinator associated with the department/unit.

### *University of Toronto Student Union (UTSU)*

Student & Campus Community Development (SCCD) and the University of Toronto Students Union (UTSU) both have the power to officially recognize student groups, but they aren't the same.

The SCCD recognizes student groups via the Ulife website and provides a variety of support services. Student groups must already be recognized through Ulife to be recognized by UTSU. While UTSU recognition isn't mandatory, many undergraduate student groups seek UTSU recognition as it provides access to additional benefits, including funding opportunities.

For more information regarding UTSU recognition, please visit [utsu.ca/utsu-clubs-services](https://utsu.ca/utsu-clubs-services)

# RECOGNIZED STUDENT ORGANIZATION POLICIES

Student organizations are autonomous entities at the University of Toronto. This means that recognition as a “student group” by the University implies neither endorsement of a group’s beliefs or philosophy, nor the assumption of legal liability for the group’s activities. There are also a number of policies that pertain to Recognized Student Organizations on the St. George campus.

These include:

- Policy on the [Recognition of Student Groups](#)
- [Policy on Open, Accessible and Democratic Autonomous Student Organizations](#)
- [Policy on the Temporary Usage of Space at the University of Toronto](#)
- [Procedures for the Temporary Use of Space](#)
- [University of Toronto Statement on Freedom of Speech](#)
- [University of Toronto Statement on Equity, Diversity and Excellence](#)
- [Policy on Sexual Violence and Sexual Harassment](#)

These policies affect the way your group operates and the way you structure your constitution. The constitution template already covers most of these policies.

## Key principles to consider

- Groups must have 5 registered U of T students to get recognition status.
- Groups must be open and inclusive to all U of T community members (e.g. you cannot restrict membership based on the grounds of national origin, race, religion, colour, sex, discipline/area of study).
- Groups must have an open and accessible election to determine their executive (democratic processes are mandatory).
- Groups cannot be commercial in nature (e.g. cannot pay leaders a salary or sell products/services).
- There must be a Primary Contact and two Administrative Contacts listed on the SOP profile, as well as at least two signing officers on a club bank account

## Using the University of Toronto name and logo/crest

Recognized student groups are permitted to use the University of Toronto name to identify their group. They are NOT permitted to use any official U of T logo or crest in any of their promotional/printed materials (whether online or in publication format) or on merchandise without the expressed written consent of the Trademark Licensing Office. All merchandise that bears the name or marks of the University must have their designs approved before production and be ordered through a licensed supplier ([trademarks.utoronto.ca/licensee-list](https://trademarks.utoronto.ca/licensee-list)). Organizations are not allowed to produce materials with the University of Toronto logo or name for sale/profit. For more information or to discuss/review designs, please contact the Trademark Licensing Office at [trademarks@utoronto.ca](mailto:trademarks@utoronto.ca) or 416-978-3098.

## Movie screenings

Most public presentations of movies must be licensed with a rights representative. It's your responsibility to ensure that your event is compliant with the copyright law. The U of T libraries have a help form if you're unsure of your rights or have any questions pertaining to copyright. They also offer groups on campus consulting on whether they need a license: [onesearch.library.utoronto.ca/copyright/film-screenings-campus](https://onesearch.library.utoronto.ca/copyright/film-screenings-campus).

Another helpful resource is their audiovisual guide: [onesearch.library.utoronto.ca/sites/default/files/copyright/use\\_of\\_audio\\_visual\\_materials\\_on\\_campus\\_082018.pdf](https://onesearch.library.utoronto.ca/sites/default/files/copyright/use_of_audio_visual_materials_on_campus_082018.pdf)

# STUDENT ORGANIZATION PORTAL

The SOP website is the central source of a large and diverse collection of student clubs, organizations and activities on all three U of T campuses. You can browse the site or search by keyword and sort by campus. U of T developed SOP to help students benefit from their university experience, including life beyond the classroom. SOP is also where you apply for recognition of a student organization through your campus Student Life office.

As a student leader, SOP is your main portal – it's where you'll update contact information, renew your group recognition and post Events/Opportunities for your group.

## Updating your group's SOP info

It is very important to update your group's information on SOP, particularly if any of the leaders change. The current Primary Contacts of a group, club or organization can change/update the group leaders on your SOP page. Only the listed Primary Contacts have the privilege to make changes to your groups SOP profile.

### *Change group leader information:*

A student group's Primary Contact can edit the group's information by going to the group's public profile page (which can be found in the groups listing) and following these steps:

1. Click on the Group Leader Login button to sign in with your UTORid and password
2. Once you've logged in, click on the Edit Group button
3. Make your edits and click the Submit Update for Approval button at the bottom of the form
4. The staff members on your campus will approve your edits – please be patient as this may take a few days, depending on the volume of applications and updates being processed at the time.

Once the Primary Contact has been updated, they will be able to move forward with leading the groups SOP profile and renewing the group before the annual September 30 expiry. They will become the contact person for the group.

### *Renewal process*

When a student group is recognized by the University, that recognition remains in effect until September 30 of the following academic year.

Student groups that wish to renew their recognition should do so before September 30 in order to prevent any interruption to their free or discounted use of University facilities and meeting spaces and so they may continue to use the University's name (if applicable). Continued maintenance of @studentorg.utoronto.ca email accounts and University web space, use of temporary office space, and access to other services and resources also require that groups renew their recognition in a timely manner.

- **NOTE:** If the Primary Contact listed on your group's public profile page is no longer with the group, please provide the name, U of T email address (e.g., student.name@mail.utoronto.ca), and UTORid of the new Primary Contact to the staff members on your campus in order to regain access to your group. For UTSG groups, provide these details to: groups.officer@utoronto.ca

# FUNDING

The most common questions we get from student groups are about funding. As a student organization, the operational costs for groups shouldn't be coming out of pocket (with the exception of membership fees and event-based fees like ticket costs). Instead, groups are encouraged to fundraise (e.g. bake sales). Groups also have access to a number of funding sources at the St. George campus.

Before applying, consider the following:

- Does the club need funding? Funding may or may not be necessary, based on what your clubs does.
- Do you have a bank account?
- What are alternative options to funding?
- What are the funding policies? What are the requirements? Are there restrictions?
- What are the different funding opportunities available on campus?

## On-campus funding opportunities

**UTSU funding:** Student groups recognized by the UTSU can apply for clubs funding online. More information can be found at [utsu.ca/utsu-clubs-services](https://utsu.ca/utsu-clubs-services) or email [vpcampuslife@utsu.ca](mailto:vpcampuslife@utsu.ca).

**The Student Initiative Fund (SIF):** Open to all student groups and offers financial support to projects that enhance the student experience and foster a sense of community at the University of Toronto. Projects can receive up to \$3,000 in funding. For more information visit

[studentlife.utoronto.ca/program/student-initiative-fund](https://studentlife.utoronto.ca/program/student-initiative-fund) or email [sif@utoronto.ca](mailto:sif@utoronto.ca).

### **The Hart House Good Ideas Fund (GIF):**

Funds initiatives, events or projects that will enhance the on-campus experience of other students at U of T. For more information, visit [harthouse.ca/doc/good-ideas-fund](https://harthouse.ca/doc/good-ideas-fund) or email [goodideasfund@gmail.com](mailto:goodideasfund@gmail.com).

### **Heart Works Student Group Initiative Fund:**

Established by the Multi-Faith Centre to provide financial support for initiatives that aspire to create opportunities for critical and respectful exploration of questions of religious and spiritual pluralism. For more information, visit: [studentlife.utoronto.ca/mf/heart-works-fund](https://studentlife.utoronto.ca/mf/heart-works-fund) or email [multi-faith@utoronto.ca](mailto:multi-faith@utoronto.ca).

**Community- Engaged Initiative Grant:** This fund is designed to ignite and strengthen student and community partnerships in the Greater Toronto Area and Peel Region. For more information, visit [studentlife.utoronto.ca/ccp/grant](https://studentlife.utoronto.ca/ccp/grant) or email [amina.farah@utoronto.ca](mailto:amina.farah@utoronto.ca).

**Faculties, departments and colleges:** Some faculties, departments and colleges offer funding for clubs. Please make sure to contact them to learn more about what kind of funding they offer, eligibility requirements, restrictions and how to apply.

Check out [\*Clubs Essentials Training\*](#) to learn more about writing funding applications.

# CO-CURRICULAR RECORD

The Co-Curricular Record (CCR) ([studentlife.utoronto.ca/ote/ccr](https://studentlife.utoronto.ca/ote/ccr)) helps students find opportunities beyond the classroom and have their skills and experiences captured on an official document. Recognized clubs and groups are eligible to apply for Co-Curricular Record validation.

## New groups joining the CCR

Note: It's recommended that new clubs wait one year before applying for CCR recognition.

Clubs and groups are required to have a U of T faculty or staff member serve as their validator and attend a CCR training session. It's the group's responsibility to seek out its own validator. If your club or group is unable to find a person to serve as a validator, please connect with the CCR coordinator who may be able to find you an appropriate validator.

The CCR will:

- Help you advertise and promote your organization. You'll be included in the CCR online directory.
- Help you and your organization identify the skills you've developed.
- Recognize your involvement on an official university record.
- Assist in the transition between this year's executives and the next year's.

To begin, groups must attend a CCR training session. The representatives who attend the training session will be the ones required to fill out the application form and complete the CCR process throughout the year. This is an additional responsibility and should be considered before selecting representatives.

Find out more about the CCR for student groups and organizations: [studentlife.utoronto.ca/service/ccr-process-training-for-recognized-campus-clubs-and-groups](https://studentlife.utoronto.ca/service/ccr-process-training-for-recognized-campus-clubs-and-groups).

## Renewing your CCR recognition

As long as you renew your group's CCR submissions every year, you won't have to go through the application process again. Through the renewal process, you'll be able to edit existing roles, add additional roles or resubmit the existing submission.

The renewal process takes place online (with an in-person option) in late summer/early fall. The CCR contact person in your group will receive notification regarding the renewal process via email.

# EQUITY, DIVERSITY AND INCLUSION

In the Student Life's portfolio on Diversity & Inclusion Training, we use the following definitions. They're from Equity Studies and the Equity Offices. Some important points about terminology:

- These are not solely academic concepts. We understand and respect that there are both common themes from and different understandings of these ideas in other bodies of knowledge.
- Definitions, particularly in this field, are always changing.
- The value of any definition comes from its resonance within the communities it is meant to represent. That said, not all communities will agree.
- Language and knowledge are power. We must be mindful of how we use these terms to enact power over others who do not have the benefit of this academic language.
- We are open to conversation, correction and being challenged about these terms.

## Diversity

- There is variety and differences of human experiences and identities.
- Power has resulted in the exclusion and devaluing of people based on:
  - o age
  - o ethnicity
  - o ancestry
  - o race
  - o gender identities & expressions
  - o physical abilities/qualities
  - o sexual identities
  - o religious or spiritual beliefs
  - o educational background
  - o geographic location
  - o income and social class
  - o marital status
  - o family make-up
  - o relationship with the criminal justice system
  - o work experience
  - ... and more

## Equity

- starts with a recognition that systemic barriers to equality exist
- considers the impact of the social, economic and historic distinctions between people
- involves efforts to reduce, eliminate and counter systemic barriers to participation
- acknowledges that people are not treated equally, do not have access to the same resources and therefore experience the world differently
- focuses on the equality of outcomes

## Inclusion

- questions and challenges normalized behaviours and actions that exclude people
- reduces or removes systemic barriers to increase participation
- reallocates resources to increase access
- creates spaces, environments and attitudes that are welcoming, positive and non-discriminatory
- acknowledges both the incubation and innovation of ideas

This definition is from Equity Studies, the Equity Offices-ARCDO & SGDO and Student Life's Diversity & Inclusion Training portfolio.

## Anti-Racism and Cultural Diversity Office:

Located at 155 College Street, 3rd Floor  
(Faculty Offices, Room 356) Toronto

- Call (416) 978-1259
- Email [antiracism@utoronto.ca](mailto:antiracism@utoronto.ca)
- Visit [antiracism.utoronto.ca](http://antiracism.utoronto.ca)
- Facebook: [facebook.com/ARCDOUToronto](https://facebook.com/ARCDOUToronto)

**Sexual and Gender Diversity:** Located at 21  
Sussex Ave, Room 416-417

- Call (416) 946-5624
- Email [sgdo@utoronto.ca](mailto:sgdo@utoronto.ca)
- Visit [sgdo.utoronto.ca](http://sgdo.utoronto.ca)
- Facebook: [facebook.com/utorontosgdo](https://facebook.com/utorontosgdo)
- Twitter: [@UofTSGDO](https://twitter.com/UofTSGDO)

## Indigenous Student Services located at First Nations House:

Located at Borden Building  
North, 3rd Floor, 563 Spadina Ave

- Call (416) 978-8227
- Email [fnh.info@utoronto.ca](mailto:fnh.info@utoronto.ca)
- Visit [studentlife.utoronto.ca/fnh](http://studentlife.utoronto.ca/fnh)
- Twitter: [@UofTFNH](https://twitter.com/UofTFNH)

**Multi-Faith Centre:** Located at 569 Spadina  
Avenue Toronto

- Call (416) 946-3120
- Visit [studentlife.utoronto.ca/mf](http://studentlife.utoronto.ca/mf)

# SAFETY

As a student leader, you may find yourself in a difficult situation where a peer confides in you or asks for assistance. Know that you aren't alone! U of T has a number of resources and a team of supportive staff members who are trained in helping students. A full list of resources can be found in our Resource Referral Guide ([studentlife.utoronto.ca/wp-content/uploads/Feeling-distressed.pdf](https://studentlife.utoronto.ca/wp-content/uploads/Feeling-distressed.pdf)).

Your safety and the safety of your peers should be your first priority. Always trust your instincts. Share your concerns with someone you trust if you're unsure of what to do. If someone approaches you with a concern, it's okay not to have the answer. Listen, ask non-judgemental, open-ended questions and work with the individual to brainstorm possible solutions. **If at any point you feel unsafe, call the Campus Police and ask for immediate assistance: 416-978-2222.**

The University of Toronto has departments with staff who are trained to handle difficult situations. There are also community-based organizations that can provide support and services to those who need it. Below are some of the key offices you can contact:

## Police, Fire, Ambulance – 24/7 emergency response

- Call to report fires, medical emergencies or life-threatening situations such as assault with a weapon or drunk driving, whether on- or off-campus.
- **Call 911\***

**Campus Police:** Call to report urgent situations occurring on campus such as assault or immediate danger of assault, fighting, suspicious persons or trespassers, sexual assault, theft in progress, collision/ disabled vehicle, etc.

- Call 416-978-2222
- Visit [campuspolice.utoronto.ca](https://campuspolice.utoronto.ca)
- Located at the 21 Sussex Clubhouse, first floor

**TravelSafer:** This service offers a Campus Police-provided escort to U of T community members traveling alone or after hours between university buildings, parking lots and/or transit stops near campus.

- 416-978-SAFE (7233)

**Community Safety Office:** This office provides support to student, staff and faculty with regards to personal safety issues (e.g. harassment/stalking, domestic violence, family violence, bullying) experienced on- or off-campus.

- Call 416-978-1485
- Visit [communitysafety.utoronto.ca](https://communitysafety.utoronto.ca)
- Located at 21 Sussex Avenue, 2nd Floor

**Health & Wellness:** offers University of Toronto students a wide range of medical and mental health services to help support them in achieving their personal and academic best

- Call (416) 9788070
- Visit [studentlife.utoronto.ca/hwc](https://studentlife.utoronto.ca/hwc)
- Located at Koffler Student Services Centre, 214 College Street

**Sexual Violence Prevention & Support Centre:** This office provides support to members of the University community who have been affected by sexual violence or sexual harassment.

- Call 416-978-2266
- Email [thesvpcentre@utoronto.ca](mailto:thesvpcentre@utoronto.ca)
- Visit [thesvpcentre.utoronto.ca](https://thesvpcentre.utoronto.ca)
- Located at 702 Spadina Avenue

**Good2Talk:** Free, confidential helpline providing professional counselling, information and referrals for mental health, addictions and well-being to post-secondary students in Ontario 24 hours a day, 365 days a year.

- 1-866-925-5454
- [good2talk.ca](https://good2talk.ca)

**Gerstein Centre:** 24-hour community-based crisis service for serious mental health issues.

- 416-929-5200
- [gersteincentre.org](https://gersteincentre.org)

**Distress Centre:** A confidential helpline available 24/7/365 to people in emotional distress.

- 416-408-HELP (4357)
- [torontodistresscentre.com/408-help-line](https://torontodistresscentre.com/408-help-line)

**Red emergency phones on campus:** The red emergency phones throughout campus connect directly to the Campus Police who provide immediate assistance to those in danger. Red emergency phones locations are available on the U of T map at [map.utoronto.ca](https://map.utoronto.ca). To navigate the map:

1. Select your **Campus**
2. Select **Safety**
3. Select **Emergency Phones**

# ONLINE SAFETY

Your group may choose to engage with members through social media channels. Social media accounts help student leaders communicate with students, organize volunteers, advertise events and build community. Many student organizations keep both public social media channels as well as private group chats for the organization's leadership. In recognition of the widespread use of social media, the University of Toronto is committed to the ethical and responsible use of these communication tools.

By creating social media accounts for your student organization, you're accepting a responsibility to monitor all content on the account. All members within the organization have a collective responsibility to address and report incidents of online violence and harassment. Student organizations must keep a close eye on their own content, but also on the comments section of their own media channels. Group administrators should remove any member who displays discrimination or harassment on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability, receipt of public assistance or record of offences.

## Setting a guideline statement

If you're creating a Facebook page, Facebook group, any kind of group chat or an equivalent on another social media channel, you should post a guideline statement that remains clearly visible. You may wish to re-send this statement occasionally to remind the community of its expectations. If possible, keep the statement pinned or in the description of the group/page.

The guideline should, at minimum, state who the space is for, what the space is for and the rules of engaging in the group. An example of a guideline statement is:

"The group is intended for University of Toronto students to build community and explore resources on campus. Ensure all discussion is respectful toward the various members of our community. Remember that what you post may be seen by more people than those within this group and is permanently connected with your profile. Think before you post!

Group administrators will remove without notice any member who displays discrimination or harassment on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability, receipt of public assistance or record

of offences. Group administrators will act within their purview to prevent or remedy any action deemed as harassment or discrimination and seek penalty through official University channels as outlined in the Statement on Prohibited Discrimination and Discriminatory Harassment.”

## Setting rules of engagement

The best way to avoid inappropriate behaviour is to prevent it. In addition to the guideline statement, you may want to keep a list of rules for engaging in the group readily visible. An example of these rules is included below:

“In upkeep of our social media accounts and our community, [group] will also:

- Delete posts and comments that are unrelated and non-beneficial to [group]/ University of Toronto students or considered spam (example: external event listing with no relevancy to U of T or the group).
- Reserve the right to edit or remove our posts due to incorrect and outdated information.
- Bring to attention to relevant staff and/or campus authorities in cases of hate-speech and if an individual’s rights and freedom are being discriminated against.”

## Dealing with inappropriate behaviour

As a student leader you may have to deal with inappropriate behaviour on your organization’s social media channels. This can include hate speech, bullying comments, sexually inappropriate comments, or comments that any reasonable person would see as unwanted or unwelcome. If you see a comment or post that is inappropriate or that you feel violates the rules, consider the following steps:

- **Record:** Take a screenshot of the post and any relevant details
- **Report/refer:** Consult with an equity office or community safety for further advice, you can also connect with the Ulife office
- **React:** Take steps to address the concerning comments, attend to the needs of the community
- **Follow up:** It is a good practice to let members of your team (i.e. executive) know that you have seen the comment and are addressing it. You may wish to brainstorm with them about next steps.

When reacting to inappropriate content, it’s important that you respond quickly while ensuring any public comments are tactful and use respectful language, but take your time to think through your reply and avoid an emotionally-driven response. Think about the question “What is the issue here?”

When dealing with inappropriate content, try to distinguish between valid comments and trolls. Trolls are individuals whose purpose for engaging in the group is to disrupt the community using language that elicits

emotional response. Valid comments or complaints are real problems or issues that an individual may be experiencing with your group activities/services and may need to be addressed. It may be helpful to take a look at the user's profile to help distinguish what kind of content it is. If the comment is a valid complaint, you may consider inviting the user to take the conversation into a more private setting. Examine the situation carefully before deciding whether or block, hide, or delete users or their comments.

Social media moves quickly and concern about the presence of inappropriate content can spread incredibly fast. It's important that you maintain a both a safe environment and the perception of a safe environment in the group.

## Policies to keep in mind

There are a number of University of Toronto policies to keep in mind when administering a student organization social media account.

- Code of Student Conduct ([viceprovoststudents.utoronto.ca/students/#codeconduct](https://viceprovoststudents.utoronto.ca/students/#codeconduct)).
- Policy on Sexual Violence and Harassment ([uoft.me/policy-sexual-violence-and-harrassment](https://uoft.me/policy-sexual-violence-and-harrassment)).
- Relevant divisional codes: your college, faculty or residence may have specific guidelines, codes or policies to keep in mind.

For any inquiries regarding these guidelines, please contact [groups.officer@utoronto.ca](mailto:groups.officer@utoronto.ca).

# GROUP CONFLICT

Understanding communication and conflict is important for working collaboratively with your team. Creating group guidelines at the beginning of the process can be effective in setting the tone, norms and behaviour that all group members agree to.

Group guidelines might include:

- how your group deals with challenges/ conflicts
- confidentiality (is this important to your group?)
- how your group will communicate
- deadlines/timelines/response times

If you're faced with a difficult conversation, communication is the key. Think about your goals and your role in the situation along with assumptions of your colleague(s) and common beliefs you share. You can find some fantastic strategies here: [judyringer.com/resources/articles/we-have-to-talk-a-stepbystep-checklist-for-difficult-conversations.php](https://judyringer.com/resources/articles/we-have-to-talk-a-stepbystep-checklist-for-difficult-conversations.php)

For more helpful strategies and tips, attend our communication or equity Clubs Essential Training workshops: [studentlife.utoronto.ca/program/clubs-essential-training](https://studentlife.utoronto.ca/program/clubs-essential-training)

For issues that involve the University of Toronto policies, the Clubs Help Desk should be consulted. If mediation is required, our office is happy to support. Email [groups.officer@utoronto.ca](mailto:groups.officer@utoronto.ca), or call (416) 978 - 7780. We are located at 21 Sussex, Room 516.

# GETTING STARTED: QUICK TIPS, PROFESSIONAL DEVELOPMENT & RESOURCES

So you've created a club! Now what? The first step is to read this manual. Your next step is to start planning the type of activities your group will be involved with, recruit members, attend leadership development workshops and think about transition. Below are some quick tips to get you thinking!

## Look Through Our Resource Library

The resource library is where we keep helpful documents for everything clubs-related! ([studentlife.utoronto.ca/service/clubs-leadership-development-resource-library](https://studentlife.utoronto.ca/service/clubs-leadership-development-resource-library))

## Building your team

How can you recruit members for your group? Our Clubs Essentials Training workshops cover a number of creative strategies, but here are some quick tips and key events:

### *UTSU Clubs Day and UTSU Street Fest*

These two annual events are hosted by UTSU in September and give student groups the opportunity to showcase their club to members of the U of T community. UTSU-recognized and non-UTSU recognized student groups have the opportunity to register for one event of their choosing or for both. UTSU recognized clubs receive

50% discount for the registration fee. For dates of events and registration times please refer to [utsu.ca](https://utsu.ca)

### *Other strategies*

Recruitment is personalized, as each organization has unique needs. Varying strategies must be used to accommodate the specific needs of specific organizations.

- Host recruitment events: Seminars, club fairs, first general meeting and/or partnership promotional events to create your organization's first contact with your prospective member.
- Engage with students of interest: Target your audience during your recruitment campaign. Use your mission/purpose as a starting point to target interested prospective members within your organization's barrier of entry (specific type of member your organization is looking for, if any).
- Membership: Provide information on available positions with responsibilities and duties. Consider different recruitment methods for different positions (e.g. interviews and applications for executive members and sign-up sheet for general members)

Recruiting an executive team before the school year starts is beneficial because they can plan events and goals for the year.

## Retention

Retention strategies will be unique to each club. For specific events and activities, you'll rely on brainstorming and feedback sessions from your members and executive team.

One strategy is to think of your club like a volunteer organization and to treat your club members as volunteers. University students lead busy lives and have to prioritize their time to best suit their needs and interests. Remember, you can't force members to stay. You need to inspire and engage them.

For more information on building your clubs, sign up for the Recruitment and Retention Workshop at [studentlife.utoronto.ca/program/clubs-essential-training](https://studentlife.utoronto.ca/program/clubs-essential-training)

## Professional development: Build your leadership skills

There are a number of fantastic opportunities to build and develop your leadership skills. These events/workshops/programs will help you develop as an individual and provide you with the skills to lead your group effectively.

You can also request a custom leadership development workshop for your team, depending on the needs of the group. Groups will be responsible for booking a suitable event space and promoting the event or session. To request and see all details about this opportunity, visit [studentlife.utoronto.ca/service/workshops-by-request](https://studentlife.utoronto.ca/service/workshops-by-request).

## Conferences

Student leadership conferences are a great way to meet other student leaders and enhance your skills. Each year the Student and Campus Community Development Office offers a series of conferences for students looking to build their leadership skills. Pick the one that works for you!

- **Presidents' Retreat:** This conference is built specifically for U of T St. George club presidents. The retreat provides higher-level leadership training and conversations for clubs presidents, as well as the opportunity for presidents across all areas of club interests and practices to meet, share and learn from one another. More information will be posted at [studentlife.utoronto.ca/program/presidents-retreat](https://studentlife.utoronto.ca/program/presidents-retreat)
- **Leading Together:** Taking place in January, this student leadership conference connects student leaders across U of T. The conference will be planned and presented by students, and will facilitate peer-to-peer learning and community building. More information will be posted at [studentlife.utoronto.ca/program/leading-together-a-student-conference](https://studentlife.utoronto.ca/program/leading-together-a-student-conference)

## Programs

There are a number of leadership programs that can help you grow in your personal and professional life.

Here are a few suggestions to get you started.

- **Building Your Strengths:** The Clifton StrengthsFinder is a Web-based

assessment of personality from the perspective of Positive Psychology. Your StrengthsQuest journey begins with a 30-minute online assessment, the Clifton StrengthsFinder. Afterwards, you'll receive a customized report that lists your top five talent themes, along with action items for development and suggestions about how you can use your talents to achieve academic, career and personal success. Find out more at [studentlife.utoronto.ca/program/explore-and-build-your-strengths-using-cliftonstrengths-for-students/](https://studentlife.utoronto.ca/program/explore-and-build-your-strengths-using-cliftonstrengths-for-students/)

- **Leadership Exchange:** The Leadership Exchange is a cohort-based experiential leadership program that explores and develops the leadership skills of U of T students. Students will use Ottawa as the site for an immersion experience. Find out more at [studentlife.utoronto.ca/program/leadership-exchange](https://studentlife.utoronto.ca/program/leadership-exchange)
- **SafeTALK:** SafeTALK is a three-hour training designed to ensure that people with thoughts of suicide are connected to helpers who are prepared to provide first aid interventions. As part of the University of Toronto's commitment to creating a suicide-safer community on campus, the Student and Campus Community Development Office collaborates with Health & Wellness to offer safeTALK workshops to students throughout the year. Find out more at [studentlife.utoronto.ca/program/safetalk-suicide-alertness-for-everyone](https://studentlife.utoronto.ca/program/safetalk-suicide-alertness-for-everyone)
- **Re-Imagine Leadership:** This weekend retreat takes place in early June. The purpose is to create a supportive, community-based environment where students reflect upon their individual leadership capabilities, collaborate with

a team of other student leaders, and observe how they and their team fit into the wider community. More information will be posted at [studentlife.utoronto.ca/program/reimagining-leadership-retreat](https://studentlife.utoronto.ca/program/reimagining-leadership-retreat)

### ***A program for student-group leaders: Clubs Essential Training***

Clubs Essential Training is a program that connects student leaders and builds networks, skills and valuable knowledge about operating student groups. Clubs Essential Training activities include a one-day conference, orientation seminars, leadership workshops and networking sessions. The Clubs Essential Training workshops are incredible resources, providing practical strategies for running an effective student organization.

Clubs Essential Training workshops provide information on wide range of topics including:

- event planning
- communication
- advertising and marketing events
- fundraising and sponsorship
- budgeting and financial management
- writing funding applications
- recruitment and retention

Find out more about the program at [studentlife.utoronto.ca/program/clubs-essential-training](https://studentlife.utoronto.ca/program/clubs-essential-training)

## Transitioning

While the end of the academic year may seem far away, think about keeping good records and transition documents throughout your entire experience. A good transition and a good set of transition documents ensure the continuity of a group.

Here are some steps you can take to ensure the continuity of your student group:

- Hold elections during the winter semester before the term ends
- Create transition documents to ease this process and help new leaders build off previous years, rather than having to start fresh every year
- Pass on the constitution
- Keep notes for the student who is taking on a new role as a student executive in your organization. Include information such as:
  - What you liked most about your position/what you liked the least
  - The most difficult decision you made
  - Things you wish you had known before you became a student leader
  - One thing at U of T you had trouble with
  - What you're most proud of as a result of your executive role

## Clubs Help Desk

Clubs Help Desk provides staff support for you and your club leaders. You can drop into room 516 and ask the staff any questions related to Clubs Help Desk services and club administration. The help desk is open Monday to Friday with varying hours contingent on Student Organizations Assistants' availability. You can call us at (416) 9787780. For the most up to date Clubs Help Desk Service Centre information, visit [studentlife.utoronto.ca/service/clubs-help-desk](https://studentlife.utoronto.ca/service/clubs-help-desk)

If the office is closed, request to book an appointment with the groups officer by sending an email to [groups.officer@utoronto.ca](mailto:groups.officer@utoronto.ca).

*For a full list of resources available to students at the University of Toronto St. George campus, please refer to the Resource Referral Guide. This guide is intended to help staff and students make appropriate and meaningful referrals to resources and supports available on campus.*

**Download a Transition template for your group at:**  
[studentlife.utoronto.ca/service/clubs-leadership-development-resource-library](https://studentlife.utoronto.ca/service/clubs-leadership-development-resource-library)