



STUDENT ORGANIZATION HANDBOOK

(St. George Student Clubs)

2020-2021



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 900 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 (Ulife Service Centre, Room 516) is here to support amazing student leaders like you. Feel free to email us at groups.officer@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 Ulife Service Centre hours: studentlife.utoronto.ca/cld/contact-us

Please refer to the [website](#) for the most up to date information pertaining to club space.

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.

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) 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 Ulife website (ulife.utoronto.ca/organizations/list).

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 900 student-run groups with interests ranging from beekeeping to break dancing! Try looking on ulife.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 Ulife office at groups.officer@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: ulife.utoronto.ca/page/view/slug/apply

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

1. **You need an active UTORid and password**
Note that the “Apply for Recognition” option is only available from the “Group Recognition” drop-down menu (in the menu bar above) once you log in using your UTORid and password.
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).
3. **Create a group constitution**
Student group leaders must submit a digital copy of the group’s current constitution in an appropriate format (e.g. pdf, rtf, txt, doc, docx). 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). 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:
 - **Number of members** (minimum of 5)
 - **Contact information:** The full name, email, phone number and role of the group’s two signing officers (i.e. primary and secondary contacts)
 - **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 Ulife 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
- Eligibility to apply for office space
- Free access to web site hosting through Ulife
- Bank and recognition letters
- Online listings on the Ulife website

Booking on-campus meeting/event space

If your Ulife 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 ([osm.utoronto.ca/recgroup.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/policies/alcohol.htm](#)). 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](#) 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](#) 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.

Sessions about online event hosting can be found at [studentlife.utoronto.ca/program/ulead-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)
- Ulife Service Centre (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)

The 21 Sussex Clubhouse Resource Lounge

This is an open space for students, staff and faculty to use along with our resources and equipment to build community on campus.

So what do we have for you?

Non-bookable space (i.e. first come, first served):

- Work space for projects (meeting table and chairs)
- Small meetings (couch and chair, balcony)
- Gallery walls for exhibits and showcases

Equipment and resources available to borrow

- photo booth accessories/props
- candy table (scoops and jars)
- event supplies (folding tables, table numbers, vases, easels, stand up signs for wayfinding)
- board games (and rolling luggage to transport them to your event)
- adult colouring kit (pencil crayons and printed colouring pages)
- resource library with hundreds of books in the following areas: student

development, learning outcomes and assessment, freedom of expression, leadership, mentorship, access and equity, higher education and more

- team builder library: many activities and grab n' go kits (instructions and supplies) in the areas of: communication, teamwork, problem solving, conflict resolution, icebreakers, community building and more

Equipment available to USE in the lounge

- button maker
- laminator (fee for sheets)
- Ellison Dye Cut Machine (punches out letters and shapes)
- paper cutter
- arts and crafts supplies

Please email leadership@utoronto.ca if you have any questions or would like to set up an appointment.

For most up to date info, go to the website (studentlife.utoronto.ca/service/space-campus-life-resource-lounge)

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). Detailed information on office space applications can be found here: studentlife.utoronto.ca/cld/space.

Eligibility for office space includes the following (more details online):

- Only groups recognized by the Division of Student Life through the Ulife website in the current academic year are eligible to apply for office space.
- Only groups that have accumulated five Ulead points by end of the program are eligible to apply for occupancy in the upcoming year. The point categories include:
 - 1 point: Organizational Development and Membership Engagement
 - 1 point: Executive Role Development
 - 1 point: Equity, Diversity and Inclusion
 - 2 points: from any category of your choosing

Group points need to come from at least two members of the group. Groups are strongly encouraged to send different executives and members to workshops that interest them or apply to their role. (ulead.utoronto.ca).

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 three 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 Ulife 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 Ulife recognition, your group will be listed on the site. As a recognized student organization, you also have access to a web server space.

Club executives listed as primary or secondary contact on Ulife can request a web space by following these steps:

- Login to Ulife (ulife.utoronto.ca)
- Click on "My Groups" and then on the appropriate club
- Click on "Request Group Services"

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. 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).

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) 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 or secondary contact provided in this form is the primary or secondary contact listed for your group on Ulife.
2. The email address provided in this form is a valid, personal, @mail.utoronto.ca email that is listed on Ulife for the primary or secondary contact.
3. Your group is recognized through the current academic year.
4. The primary or secondary contact provided in this form has responded to the confirmation email that will be sent to them after the form has been submitted.

If any of these points do not check out, your request will be cancelled and must be resubmitted and confirmed by the proper primary or secondary contact.

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 Ulife 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/clubs-recognition

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 (governingcouncil.utoronto.ca/secretariat/policies/student-organizations-policy-open-accessible-and-democratic-autonomous-july-1)
- Policy on the Temporary Usage of Space at the University of Toronto (studentlife.utoronto.ca/system/files_force/tempespace.pdf?download=1)
- Procedures for the Temporary Use of Space (studentlife.utoronto.ca/system/files_force/Temporary%2BUse%2Bof%2BSpace.pdf?download=1)
- University of Toronto Statement on Freedom of Speech (governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppmay281992.pdf)

- University of Toronto Statement on Equity, Diversity and Excellence (governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppdec142006.pdf)
- Policy on Sexual Violence and Sexual Harassment (governingcouncil.lamp4.utoronto.ca/wp-content/uploads/2016/12/p1215-poshsv-2016-2017pol.pdf)

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

- There must be at least 5 members in the group listed on Ulife.
- 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 two signing officers listed on Ulife & on the 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). 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 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.

Another helpful resource is their audiovisual guide: <https://onesearch.library.utoronto.ca/sites/default/files/copyright/Use%20of%20Audio%20Visual%20Materials%20on%20Campus.pdf>

ULIFE

The Ulife 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 Ulife to help students benefit from their university experience, including life beyond the classroom. Ulife is also where you apply for recognition of a student organization through your campus Student Life office.

As a student leader, Ulife is your main portal – it's where you'll update contact information, renew your group recognition and receive messages from our office.

Updating your group's Ulife info

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

Change group leader information:

The primary or secondary contact can follow these steps to update and change group leader information:

1. Login to ULife using their UTORid and password.
2. Click on "My Groups."
3. Select the appropriate group to update.
4. Click on "Manage Group Leaders" on the left menu panel.
5. "Add" group leaders by including the required information in the available fields and/or "edit" your group leaders by clicking on "edit" under the "Actions" category (as their name will appear at the bottom of the screen). You can also "delete" members here.
6. Under the "Roles" of a group leader, select and save the primary or secondary contacts (or 'Executive Member').
7. Assign signing officer authority, executive status, as required.
8. Click "Save" for each member updated.
9. When all member information is saved, also click "Save Group Leaders" at the bottom. NOTE: Any changes made to member information will not be saved unless you click BOTH "Saved" and then "Save Group Leaders" when complete.
10. New primary and secondary contacts will need to validate their identity by following the link that is sent to them in an email from ulife@utoronto.ca.

Once the group's leaders have been updated, your new leaders will be able to move forward with leading the groups ULife profile, requesting service based on recognition and renewing the group before the annual September 30 expiry. They will become the contact people for the group.

Change group profile information:

Only the primary or secondary contact person currently listed on Ulife may update information on the group's Ulife listing.

The contact person can follow these steps:

- Log in to Ulife using their UTORid and password
- Click on the red button at the bottom of the left-hand menu titled "My Groups"
- Select the appropriate group to update
- Click on "Update Group Profile" item on the left menu panel
- Make changes as necessary and fill out information completely

Renewal process

Groups are required to submit annual renewal applications on Ulife in order to maintain recognition. According to the university Policy on the Recognition of Student Groups, **group recognition expires September 30** of the following academic year and should be renewed by this time. If your group does not renew its recognition by this time, the student group loses the benefits of recognition, including the use of U of T in their name and booking space privileges.

The current primary contact of the group may log in using their UTORid and password and submit the following updated information: main contact person, executive, signing officer, group description and constitution. The "Renew Application" button (as seen in the leftside green menu in the image to the right) is available only to the primary contact. Don't submit a new application for your group if it already exists on the Ulife website.

- **NOTE:** The contact person for your group should identify the new person and the group's two signing officers in the renewal application. Failure to provide such information can cause delays in processing future requests.
- **NOTE:** If you can't get a hold of the group's primary or secondary contact to renew the group or update the information, you must arrange to provide our office with proof/documentation that you are the new primary contact. We recommend the following: an email from the past executive team stating that you're the new contact or meeting minutes of elections. This proof/documentation must be sent 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/clubs-recognition or email 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/bts/sif or email 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/good-ideas or email 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 or email 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 or email 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.

Note: For more information on funding, sign up for the Writing Funding Application Ulead workshop at studentlife.utoronto.ca/cld/ulead-workshops

CO-CURRICULAR RECORD

The Co-Curricular Record (CCR) (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.

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
- Visit antiracism.utoronto.ca
- Facebook: [facebook.com/ARCDOutoronto](https://www.facebook.com/ARCDOutoronto)

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

- Call (416) 946-5624
- Email sgdo@utoronto.ca
- Visit sgdo.utoronto.ca
- Facebook: [facebook.com/utorontosgdo](https://www.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
- Visit 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

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/system/files/force/SLC2463_Resource%20Referral%20Guide_AODA.pdf?download=1).

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
- 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
- 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
- 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
- Visit 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

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

- 416-929-5200
- 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

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. Maps of red emergency phones are available here:

- St George (communitysafety.utoronto.ca/Assets/CSO+Digital+Assets/Community+Safety+Office/CSO+Digital+Assets/maps/Emerg+Phone.pdf).
- UTM (communitysafety.utoronto.ca/Assets/CSO+Digital+Assets/Community+Safety+Office/CSO+Digital+Assets/maps/Map+UTM.pdf)
- UTSC (communitysafety.utoronto.ca/Assets/CSO+Digital+Assets/Community+Safety+Office/CSO+Digital+Assets/maps/Phones+UTSC.pdf)

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).
- Policy on Sexual Violence and Harassment (governingcouncil.utoronto.ca/resources/sexualviolenceandharassmentpolicy2017.pdf).
- 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.

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

For more helpful strategies and tips, attend our communication or equity Ulead workshops: studentlife.utoronto.ca/cld/ulead.

For issues that involve the University of Toronto policies, the Ulife Service Centre should be consulted. If mediation is required, our office is happy to support. Email 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)

Building your team

How can you recruit members for your group? Our Ulead 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

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/ulead

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.

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/cld/presidents%E2%80%99-retreat
- **Ulead Conference:** This conference is open to all students involved with a student club or group at U of T St. George. It focuses on developing key leadership skills while making connections with other campus leaders on the St. George campus. You don't need to be in an executive role to apply. More information will be posted at studentlife.utoronto.ca/program/ulead-conference
- **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

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-studentsa/
- **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
- **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

- **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

A program for student-group leaders: Ulead

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

Ulead 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/ulead-workshops

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

Resource Library :
studentlife.utoronto.ca/service/clubs-leadership-development-resource-library/

Ulife Service Centre

Ulife provides staff support for you and your club leaders. You can drop into room 516 and ask the staff any questions related to Ulife services and club administration. The service centre 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 Ulife Service Centre information, visit studentlife.utoronto.ca/service/ulife-service-centre

If the office is closed, request to book an appointment with the groups officer by sending an email to 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.