

Corporate Policy and Procedure



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Effective Date	2010 11 24
Supersedes	2009-01-01

TAB:	PROPERTY AND FACILITIES
SECTION:	CIVIC CENTRE
SUBJECT:	BOOKING FACILITIES IN THE CIVIC CENTRE

POLICY STATEMENT	Facilities in the Civic Centre are available for use by City of Mississauga staff, elected officials and members of the public, including non-profit and commercial groups, as outlined in this policy.
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PURPOSE	This policy identifies the facilities available in the Civic Centre, including the hours of operation and any restrictions on the use of the facilities, the booking process and roles and responsibilities.
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The Civic Centre is regarded as a “people place”, open and accessible to all members of the community; however, steps must be taken to ensure that both the facility and its patrons are protected. Procedures are required so that a uniform approach to permitting the use of the Civic Centre facilities can be taken.

SCOPE	This policy applies to all indoor Civic Centre facilities, with the exception of staff meeting/boardrooms. Staff meeting/boardrooms are available to staff only, and are booked through the Calendar section of the electronic mail system. Staff should always check the availability of these meeting rooms, and use other facilities only if necessary.
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For information on booking outdoor facilities at the Civic Centre, such as the Square and Amphitheatre, refer to Corporate Policy and Procedure – Civic Centre – Outdoor Events in the Civic District.

City staff are responsible to book Audio Visual equipment if it is required in conjunction with indoor facility bookings. Refer to

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Corporate Policy and Procedure – Corporate Administration – Technology – Provision of Audio-Visual Equipment and AV Technical Services for information on booking Audio-Visual (AV) equipment.

DEFINITIONS

For the purpose of this policy:

The “Civic Centre” includes all indoor facilities at the Civic Centre and the Central Library.

“Customer Service Centre (CSC)” means the Community Services Department, Recreation and Parks Division, Operational Planning section facilities booking office.

The “Event Coordinator”, Corporate Services Department, Facilities and Property Management, means the staff person responsible for managing specific indoor facility bookings as noted in the policy.

“External Booking” means all requests to book any part of the Civic Centre for an event that is not being organized by the City. This includes bookings by City employees for non-work related events.

“Facility Manager” means the Manager, Facilities Maintenance or designate in writing, Facilities and Property Management, Corporate Services Department.

“Internal Booking” means any request by City staff to book any part of the Civic Centre for a City function, such as but not limited to, an event or meeting.

“Normal business hours at the Civic Centre building” are 8:30 a.m. to 4:30 p.m., Monday to Friday. All other times, including weekends and holidays, are considered to be after business hours. (The Civic Centre building is open to the public between 6:30

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a.m. and 10:00 p.m. Monday to Friday; and 7:30 a.m. to 6:00 p.m. Saturday and Sunday.)

“Normal business hours at the Central Library” are 9:00 a.m. to 9:00 p.m. Monday to Friday; 9:00 a.m. to 5:00 p.m. Saturdays; 1:00 p.m. to 5:00 p.m. Sundays; and as posted for holidays and the summer months.

ACCOUNTABILITY

All Departmental Directors are accountable to:

- ensure all Managers/Supervisors are aware of this policy and of any subsequent revisions.

Managers/Supervisors with staff who are identified in the Roles and Responsibilities section of this policy are accountable to:

- ensure staff in their respective work units are aware of this policy and of any subsequent revisions;
- ensure applicable staff are trained on this policy with respect to their specific job function; and
- ensure applicable staff comply with this policy.

PRIORITY GROUPS

While every attempt will be made to accommodate all requests, the City reserves the right to move groups to an alternate location and/or cancel bookings in favour of the following groups:

- First Priority:
 - Council or Committees of Council
 - Emergency Management Program Committee (meetings only)
- Second Priority:
 - groups for which the City has a statutory obligation to provide meeting/hearing space (such as the Ontario Municipal Board; the Consolidated Hearing Board; the Conservation Review Board)
- Third Priority:
 - other federal or provincial boards (such as the Assessment Review Board; the Environmental Hearing

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Board)

- Fourth Priority:
 - other City meetings
 - outside groups

BOOKING PROCESS

All bookings are made by calling the CSC's main number or by visiting the CSC's counter, located at the Central Library. The CSC will obtain the necessary booking details and provide the customer with all relevant instructions or, where applicable, advise the customer that the request is being forwarded to the Event Coordinator for follow up. A facility rental contract will be sent to the customer that includes all details pertaining to specific requirements and/or applicable fees for costs incurred for the City to provide services which are over and above the standard level of service (i.e. additional security, maintenance, technical support, furniture, signage, etc.). The contract must be signed and a copy returned to the City prior to the event taking place.

Groups that have an affiliated status with the City may book facilities, subject to final approval requirements, 12 months in advance. All others may book facilities no more than 10 months in advance. For information regarding affiliated group status refer to Corporate Policy and Procedure – Community Services – Community Group Support Program.

All bookings are based on a first come, first serve basis. Annual events should be booked as early as permitted for the following year in order for the date to be reserved, as dates are not automatically held for repeat events if not formally requested and approved.

Council Chamber Bookings

Requests for use of the Council Chamber for special events must be submitted in writing to the Event Coordinator and should be made as far in advance as permissible. The Event Coordinator will review the request in consultation with the Facility Manager.

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Only requests that meet the Conditions For Approval as outlined in this policy, are significant to the City or the community as a whole and suitable for the Council Chamber will be forwarded to the Director, Facility and Property Management (the Director), with a recommendation for approval.

Prior to approval, the Director will circulate the request to the Mayor and councillors, advising them that approval will be granted unless concerns with the proposed use of the Council Chamber are expressed. The Mayor and councillors will be asked to respond to the Director within ten business days of receipt of the request. The Director will advise the Mayor and councillors of the resulting decision, which will be based on the majority of Councillors either supporting or opposing the request. If use of the Council Chamber is approved, the client will be notified by the Event Coordinator and the event/ booking will proceed. If the request is not approved, the client will be advised by the Director.

The Event Coordinator, in consultation with the Facilities Manager, may approve access to the Council Chamber for incidental requests such as, but not limited to, tours for official City visitors and familiarizing volunteers or speakers with the Chamber layout and facilities.

Use of the Council Chamber for the following activities, booked through the CSC, does not require approval by the Director:

- City Council meetings;
- City run, Council approved public meetings;
- Regional Council meetings;
- Full Authority meetings of the Credit Valley Conservation Authority, the Toronto and Region Conservation Authority, and the Halton Regional Conservation Authority;
- joint meetings of City Council and other boards or commissions, such as the Dufferin Peel Roman Catholic Separate School Board, Peel Board of Education, the Library

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Board;

- meetings of Standing Committees of Council;
- meetings of other Committees of Council, as required; and
- City departments conducting City business (e.g. public meetings).

ROLES AND RESPONSIBILITIES

CUSTOMER SERVICE CENTRE

The Customer Service Centre is responsible to book all indoor facilities at the Civic Centre. CSC staff will:

- check availability, tentatively book the space and assign a facility rental contract number in the CLASS calendar, the City's electronic booking system;
- send the rental contract to the client to complete, sign and return to the CSC

OR

- if the request is for the Great Hall or a special event in the Council Chamber, forward the booking to the Event Coordinator.

Note: The CSC will be responsible to facilitate Council Chamber bookings for the following groups:

- Mayor and Council, the Clerks Office (e.g. approved meetings, training of election workers), the City Manager and the City's Mississauga Film and Television Office (MFTO). For additional information on filming refer to Corporate Policy and Procedure – Public Relations – Filming and Photography in the City of Mississauga.
- Facilities Maintenance, IT and Audio-visual staff when access is required to conduct maintenance only;
- advise appropriate City staff of all bookings and of all subsequent changes; and
- ensure that the time and place of all public meetings, hearings and events are posted on the first and second floors in the area adjacent to the Council elevators.

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EVENT COORDINATOR

The Event Coordinator is responsible for all bookings in the Great Hall and special requests for the Council Chamber and/or use of the Council Chamber Foyer. When an initial request is received by the CSC the normal booking process is followed and the Event Coordinator is then advised of the booking via e-mail. At this point the Event Coordinator will:

- liaise with the client to ensure that all conditions for approval and requirements have been met;
- forward a Civic Centre Indoor Event application/package to External clients or a request form to Internal clients;
- review each request on its own merits, in consultation with the Facility Manager, if applicable;
- determine if additional City or regulatory approvals are required;
- forward the facility rental contract to the client, instructing them to return a signed copy to the Event Coordinator or, in the case of the MFTO, to forward the completed contract directly to the CSC;
- maintain a copy of the signed contract on file, and
- advise appropriate City staff of all bookings and of all subsequent changes.

CONDITIONS FOR APPROVAL

All requests to book facilities will be considered in light of the City's need to ensure that:

- an individual or group does not endorse views and ideas which are likely to promote discrimination, contempt or hatred for any person on the basis of race, national or ethnic origin, citizenship, religion, age, sex, marital status, family status, sexual orientation, disability, political affiliation, economic status or level of literacy;
- the complex remains open and accessible to members of the public;
- event participants and patrons of the complex are adequately safeguarded;

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- the security and protection of the complex is adequately safeguarded;
- activities which are contrary to City policies or by-laws, or provincial or federal laws are not conducted or promoted; and
- all regulatory approvals are obtained (i.e. alcohol, lottery licence, etc.).

In addition to the conditions outlined above, External Bookings are required to secure third party liability insurance as a condition of approval.

Requirements Once Approved

Once a request to book an indoor Civic Centre facility has been approved, the user, where applicable, will be required to:

- obey all federal and provincial laws and municipal by-laws and policies;
- accept financial responsibility for any damages to property or furnishings, or personal injury claims resulting from the activity (damage/security deposits may be required);
- ensure that security services (police and/or security services) are available on-site, if required as a condition of approval;
- ensure that alcoholic beverages are served only with specific approval to do so, and under permit from the LLBO (refer to Corporate Policy and Procedure - Property and Facilities - Serving Alcohol at City Facilities);
- ensure that food services for all bookings adhere to existing City policies and/or agreements; and
- ensure that participants do not smoke in any indoor facility (smoking is permitted in outdoor areas of the complex, unless otherwise posted).

FACILITIES AVAILABLE Chapel

The Chapel was designed and built primarily for wedding ceremonies and other functions appropriate for a chapel, such as baptisms, meditation or quiet periods. The Chapel may be booked directly through the CSC for any of these purposes. Use

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of the Chapel for other functions is subject to the approval of the Facility Manager.

City of Mississauga staff members are permitted to book the Chapel at no charge for meditation or quiet periods of up to a half hour, if it is not in use.

The chapel is available from 9:00 a.m. - 8:00 p.m. Monday to Friday and from 9:00 a.m. - 6:00 p.m. on Saturday, in half-hour bookings.

Committee Rooms A –E

These rooms are available on a first-come first-served basis. The Office of the City Clerk, Corporate Services Department may require the rooms for Council purposes and will be given priority. Committee rooms may be booked directly through the CSC, with no additional approval. Committee Rooms may be set aside for City purposes and removed from the booking system at the direction of the Facility Manager.

When arranged theatre style, Committee Room A seats 60; Committee Room B seats 30; Committee Rooms C and D seat 35; Committee Room E seats 25.

Committee rooms are available from 8:00 a.m. - 10:00 p.m. Monday through Friday and 9:00 a.m. - 6:00 p.m. Saturday. They are not available on Sundays or holidays, unless special arrangements are made with the CSC.

Conservatory

The Conservatory is an indoor garden area located on the ground floor of the Civic Centre, and is open to the general public during normal building hours at no charge. While exclusive use is not permitted, space in this area may be booked for film projects, wedding photography and/or marriage ceremonies through the CSC bookings unit.

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Council Chamber	The Council Chamber was designed specifically for the conduct of formal City business. The Council Chamber has full audio visual capability and a seating capacity of 300. Special events may be arranged with the Event Coordinator.
Council Chamber Foyer	This area, located on the ground floor, is considered part of the Council Chamber and is unavailable when Council is not in session. An exception may be granted by the Event Coordinator, in consultation with the Facility Manager, if considered appropriate (e.g. requests for revenue generating film opportunities).
Great Hall	<p>The Great Hall is suitable for special events, receptions, displays and public gatherings/meetings and is available from 8:30 a.m. - 10:00 p.m. daily. Functions may remain in the Great Hall until 1:00 a.m., when approved by the Facility Manager.</p> <p>The Great Hall can accommodate 392 persons for events with seating arranged in aisles, theatre style; 314 persons for events with non-fixed seats and tables; and 769 persons for “standing room only” events or events with minimal seating facilities (such as receptions). Special security and safety measures, if necessary, will be specified by the Event Coordinator.</p> <p>The Great Hall <u>must</u> remain open to the public and will only be considered for rental for events that are deemed suitable and of benefit to the community as a whole. Events must not interfere with the normal business operations of the City. The City requires written confirmation that a portion of the event proceeds from saleable items, if applicable, is donated to a non-profit group or registered Mississauga charity.</p>
Hearing Room	The Hearing Room was designed to accommodate hearings, and priority is given to groups requesting the room for that purpose. However, it can be used as a meeting room, if available. It may be booked directly through the CSC, with no additional approval.

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The minimum rental period is three hours.

The Hearing Room has a seating capacity of 120 and is available from 8:00 a.m. - 10:00 p.m. Monday - Friday and 9:00 a.m. - 6:00 p.m. Saturday. It is not available on Sundays or holidays, unless special arrangements are made with the CSC.

Library Atrium

The Library Atrium is an open, public space located by the west entrance to the Central Library and may be booked during regular Library hours. The Library Atrium must remain open to the public and will only be considered for rentals that are deemed compatible with the Library and of benefit to the community as a whole.

Library Board Room

The Library Board Room is a fully furnished meeting room used primarily by staff for City and Library business, but is available to the public from 8:30 a.m. to 5:00 p.m. Monday to Friday.

The Library Board Room has a seating capacity of 25 and is available during normal business hours.

Library Meeting Rooms CL-1 to CL-5

The Library offers meeting room space for rent by community groups. On occasion, the Library may require rooms for special purposes and will be given priority over outside groups. The minimum rental period is three hours, and the seating capacity is:

- Meeting Room CL-1 - 12
- Meeting Room CL-2 - 20
- Meeting Room CL-3 - 38
- Meeting Room CL-4 - 20
- Meeting Room CL-5 - 12

Library meeting rooms are located on the second floor and available from 8:00 a.m. - 10:00 p.m. Monday to Friday; 9:00 a.m. - 6:00 p.m. Saturday; and 1:00 p.m. - 5:00 p.m. Sunday. The minimum rental period is three hours. Library meeting rooms are not available on statutory holidays.

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Noel Ryan Auditorium

The Noel Ryan Auditorium is a special presentation room located on the ground floor of the Central Library, and is used primarily for presentations and theatrical functions held by the Central Library as part of its public education programs. The Library is given priority over outside users.

This auditorium seats 244 people and is equipped with a piano and in-house sound system, an accessible stage and accessible seating in the rear. If use of the City's audio-visual equipment is required, a qualified City audio-visual technician must be in attendance to operate the equipment. External groups are responsible for charges related to the audio-visual technician and the rental of equipment.

The minimum booking period is three hours. The auditorium is available from 8:00 a.m. - 10:00 p.m. Monday to Friday; 9:00 a.m. - 6:00 p.m. Saturday; and 1:00 p.m. - 5:00 p.m. Sunday.

FEES/RENTAL RATES

Fees to rent City facilities are established annually by by-law. The CSC can provide the current rental rate schedule. For additional information on facility rental fees refer to Corporate Policy and Procedure – Finance and Accounting - Fees and Other Revenue - Payment of Facility Rental Fees.

REFERENCE:

GC-703-96 - 1996 12 11(amended 2001 - adjusted booking times for Committee/Hearing Rooms, Chapel/Library Meeting Rooms)
2008 04 23 - Housekeeping - capacity of Council Chamber.
2009 01 06 – Housekeeping - remove ref to Civic Centre tours
GC-0633-2010 - 2010-11-24 - separate policy for indoor facilities
2011 10 12 – Housekeeping – Volunteer policy renamed Community Group Support Program

LAST REVIEW DATE:

September, 2010

CONTACT:

For more information contact the CSC bookings office, Recreation and Parks Division, Community Services Department.