



**MEMBERSHIP AGREEMENT:
INFORMATION
POLICIES & PROCEDURES**

March 2021 edition

WELCOME TO THE HUB!

We are very excited to have you join our awesome team of co-working professionals in the Muskoka area. As a member of The HUB we are committed to you to ensure that your needs are being met in regards to collaboration, office space and resources, and professional guidance and support.

The HUB Mission

The HUB of Muskoka is a place for co-working, networking, and innovating. We support the economic and social development of entrepreneurs, businesses, individuals and organizations from a diverse cross section of our community, inspiring and fostering innovative solutions to address the needs of the world around us.

In September of 2015 The HUB was established at 1 Crescent Road, Huntsville in an area of town that is becoming a gathering place for innovative, community building initiatives. With the Muskoka Good Food Co-op establishing in the same building and other new businesses in the area, The HUB is becoming a natural meeting place for innovators. The building itself is owned by Mike Harrower who has a passion for supporting business development in Muskoka and is actively working to find space that suits the needs of a broad range of businesses and organizations.

New Vision Unlimited

Our Mission:

“To empower people to step out of their day to day reality and move forward with a newly inspired, directed and energized sense of who they are and how they fit into the needs of the world around them.”

The HUB is operated by New Vision Unlimited (New VU), a not-for-profit community development organization comprised of a collective of people who work together to initiate change within individuals, organizations and communities. Our intention in establishing The HUB is to encourage collaboration and networking across sectors, and provide resources for people doing innovative things that build the social and economic fabric of the Muskoka region.

Facts About New VU

- New VU established in 2007 as a nationally registered not-for-profit
- We currently have operations in Northwestern Ontario and Muskoka
- We operate on a social venture model which means we combine the skill and strategy of a business with the spirit and dedication of a charity to help people create the change they wish to see in the world.
- A portion of the money we raise through our work is set aside and reinvested back into the communities we service by initiating innovative projects- such as THE HUB!
- The focus of our operations changes based on the needs of the area we are servicing and the people we are collaborating with to initiate change.

New VU Change Projects – 2017 and 2018

- Obviously a key initiative is establishing THE HUB in Huntsville.
- IMPACT Arts - an artistic expression of what we do, has produced a professional quality feature length film that looks at the issue of sexual assault and are working on their first theatre production in Muskoka.
- We work with communities who are experiencing social crisis due to high levels of opioid addiction, providing strategic community development support and advocacy to address addiction through building community.
- We work with communities who are experiencing a high level of child abuse and addictions, establishing our “Healthy Relationships” program to empower and assist local youth to become change makers in their own community.

Benefits of Being a HUB Member

- 1 Gig internet speed!
- Discounts on meeting room space
- Eligibility for Co-working- full time, part-time and occasional
- Access to our network of change leaders and innovators in the areas of business, social, technology, and community development who are willing to share their expertise
- Networking at our members only events
- Receive your mail at The HUB
- Collaboration and relationship building
- Increased exposure and promotion through recognition on our entrance wall, website and on-line platforms
- Communication support through our on-line networks, communication list, and e-newsletters (coming soon).
- Eligibility for “HUB sponsorship” – for organizations, and groups who are newly establishing, who service youth or a disadvantaged sector of the population or are otherwise in need of support.
- Eligibility for a “Business Establishment Scholarship” made possible through contributions from established business leaders and local employment growth agencies. Scholarships help businesses establish by providing mentoring and discount of work space for a period of time.
- Share your skills and expertise in local projects designed to support innovative social change within Muskoka

CONTENTS

- 1. Getting Started**
- 2. General Operations**
 - **Opening & Closing**
 - **Guest Reception**
 - **Access & Keys**
- 3. Professionalism**
- 4. Your Work Space**
- 5. Collaboration & Giving Back**
- 6. Membership Fees**
- 7. Booking Space**
- 8. Kitchen & Bathrooms**
- 9. Coats & Boots**
- 10. Theft & Damage**
- 11. Virus Awareness**
- 12. Ready To Work!**

1 GETTING STARTED

As you begin to find your place within the dynamic network of The HUB, there are a few key pieces of information you will need to know:

Mailing Address – If you are receiving mail at The HUB, your address should look as follows:

(Your Business Name)
The HUB
1 Crescent Road
Box 14
Huntsville, ON
P1H 1Z6

If you choose to receive mail in a private mail box, please speak to the Manager for details.

Physical Address – The HUB is located at 1 Crescent Road, Huntsville. Google Maps provides a very accurate location, however in case you require a written or verbal description to let others know the location, feel free to use the following:

*From Main Street West, turn onto Cairns Drive (one block east of Hwy 11)
At the 'T' junction, turn right onto Cairns Crescent
At Rolston's Home Building Centre, turn left onto Crescent Road
The large gray building, last building on your right before a dead end, is 1 Crescent Road
Enter through the double glass doors at the centre of the building*

Wi-Fi – As a member of The HUB you are provided free Wi-Fi. Do NOT provide the password to clients/customers and guests of The HUB. They may use Network "HUBGuest" with password 'hubguest'.

The HUB has a zero tolerance policy in regards to illegal or unprofessional uses of Wi-Fi. Memberships can be withdrawn at the discretion of The HUB management if misuse is suspected.

Promotion – A great benefit of being part of The HUB is that you and your services will be exposed to the clients, customers and guests of all the other members. We strongly encourage you to place small promotional items in the reception area. If you are hosting an event or have information that would benefit the whole community, there is a place to post posters as advertising.

On The HUB website (www.thehubmuskoka.ca) there is a place to put your logo, name and other key information. You can also link your information to your own website. As we are a team, we strongly encourage you to link The HUB from your site as well.

The HUB Management –As questions and concerns come up please do not hesitate to speak with Graham Thompson, the Site Manager. He can be contacted at 705-783-4676 during regular business hours. Keep in mind however that as a team we encourage all our members to assist in ensuring the daily functions of The HUB run smoothly. Please also try speaking to other members who may be able to help you.

At the same time, as you become aware of the daily functions of The HUB, please take the time to assist others who may need your help. In general we encourage you to take ownership of this space by becoming actively involved and making suggestions to improve all areas of The HUB.

2 GENERAL OPERATIONS

The HUB is unique in that it provides space for various types of users, including Full Time, Part Time, Occasional, and Hourly Members. Each type of user has different privileges in regards to hours of operation:

Full Time Members: 24 hours, 7 days a week

Part Time: Business hours, but limited to the total number of hours purchased per month. Evening hours are available upon request.

Occasional and Hourly Members: Business hours, but limited to the total number of hours purchased per month. Evening hours are available if booking a meeting space.

You are responsible for people visiting The HUB under your invitation and/or associated with your business, including making sure that they are not left alone in the HUB during non-working hours.

The HUB Site Manager will be responsible for hourly users who have booked space in the evenings.

OPENING & CLOSING PROCEDURE

Full Time Members of the HUB are responsible for ensuring the building is opened and closed properly each day. In general, please communicate openly with Full Time members to ensure we are all aware of who is in the building so that this process runs smoothly.

OPENING PROCEDURE

1. NOTE: The HUB Door and door to outside is automatically unlocked.
2. Downstairs lights and stairwell lights are turned on.
3. Lights in Cafe are on (all other lights are on sensors/timers).
4. In general, please help by replacing furniture, tidying up areas that were left out of place from the night before.

CLOSING PROCEDURE

The HUB door is automatically locked. If you intending to have visitors after this time, you must greet them at the door to let them in – FOR THE SAFETY OF EVERYONE, PLEASE DO NOT PROP DOORS OPEN. If you are the last to leave for the day, please ensure the following:

1. No Kitchen or other devices in public areas are left on (i.e. coffee machine, fire place).
2. Lights are turned off (the ones that are NOT on automatic sensors/timers).
3. Door to The HUB and outside is locked.

NOTE: Only HUB Manager should be adjusting thermostats.

GUEST RECEPTION

As a co-working space there is an advantage of having others working nearby. The HUB does not have a paid person to attend to the reception of clients/customers and guests. It is the responsibility of HUB Members to watch out for people who require direction or need to leave messages for Members out of their office. If you require someone to welcome a visitor, please speak to another member to assist you.

Please make an effort to get to know the services of other members in order that you can best assist them in their needs. In some cases, it is important to know when to interrupt and not interrupt meetings, or what types of information is required when leaving messages. The more we communicate with each other, the better our guests will be served.

ACCESS & KEYS

Depending on the type of membership and what space you are utilizing will depend on what space you have access to. Keys and a private access codes are available to Full Time Members who require them.

Full Time Members: You will be given a key to your personal office, and a private access code in order to enter the building through the front door and HUB door.

Your access code is yours to protect. If at any point you feel that code is compromised, please contact the HUB Manager immediately. If you have others working with you, they require their own access codes.

It is never acceptable to share your access code with non HUB members, board members of your organization, colleagues not associated with The HUB, clients or customers.

In the case where someone has the access code but is no longer your employee, notify the HUB Manager immediately so it can be deleted.

All above expectations are the same for any keys provided to you. No copying of keys is permitted without consent given by the HUB Manager. In the case of lost keys, the \$25 deposit obtained by The HUB will be used to replace the keys.

Part Time Members: You will be given a key to any room you are utilizing if required. If you are only accessing meeting space and/or the Cafe area, then no key is required. Depending on your needs you may receive a private access code in order to enter the building through the front door. This will be done at the discretion of The HUB Manager.

Occasional and Hourly Users: No keys will be provided, however if you require access to specific space The HUB Site Manager will arrange your access.

KEY REPLACEMENT

A **\$25 deposit is required** and will be charged to your Membership Account for replacing lost or damaged keys.

Note: If you lose a key or lock your keys in an office, please call The HUB Manager for assistance during business hours.

3 PROFESSIONALISM

The HUB is a place designed to meet the needs of professionals, serving a cross section of our greater community. It is our expectation that you conduct yourself in a professional manner, including respecting other members and their clients/customers and guests.

CLIENT/CUSTOMER CONFIDENTIALITY

There are various types of services being provided from within The HUB, and in some cases confidentiality is an important issue to consider. This is not a weakness of co-working spaces, but rather an opportunity to work together and network in ways that clients/customers feel respected and have all their needs met. Please understand that some services (such as Psychotherapy) require more confidentiality than others. For this reason The HUB is physically arranged so that more quiet confidential matters are dealt with further down the main hallway.

There is a zero tolerance policy regarding intentionally accessing information of other services in The HUB without permission of the owner. It is highly recommended that all confidential paperwork and computers are locked by key and/or password protected. The HUB, New VU, nor Harrower Properties Inc. are responsible for stolen materials, stolen information, or damaged property. We will however do everything possible to assist you in keeping information private.

NOISE & DISRUPTION

You must conduct yourself in a manner that allows others to be able to work and not be distracted by you or your clients/customers. Please always consider the people around you, being considerate to their needs as well as yours.

If you prefer to work while listening to music, please have it at a sound level acceptable to all other members, or preferably use some type of headset so only you can hear it.

If you require a discussion with another co-worker or client/customer, please ensure you are not disrupting another co-worker. There are various types of rooms to utilize in The HUB that will suit your needs and keep others from having to listen in on your discussion.

Please respect the fact that The HUB is physically arranged so that as you move further down the main hallway there is more need for quiet, confidential conversation. There are white noise machines available for your use if needed.

RESPECT

The HUB has a zero tolerance policy on all forms of disrespect aimed directly or indirectly at other co-workers, client/customers, or any users of the space. The HUB prides itself on accepting people from all races, gender, sexual identity, age, and social class.

Any concerns about the above should be directed to The HUB Site Manager or New VU staff who will further investigate the incident. It is the right of The HUB Management to terminate Members from The HUB if suspected of directly or indirectly offending or disrespecting others.

ALLERGIES

The HUB is a 'scent free space'. Please be considerate of strong fragrances as others may be allergic or highly sensitive.

If a co-worker or client/customer expresses a concern regarding a food allergy, The HUB expects all its Members to assist by restraining from bringing in dangerous foods into the space.

FRIENDS, FAMILY

As a member we welcome you to bring friends and family to The HUB provided that their presence does not disturb another user of the space. Please remember that you are responsible for your guests, and any disruption to the daily operations of The HUB, its Members, or clients/customers/guests of its Members, are your responsibility.

4 YOUR WORK SPACE

Whether you are an Occasional Member or a Full-Time Member with a private office there are some key policies to keep in mind:

Any damage to your work space, including but not limited to the walls, ceiling or floor, doors and windows, is your responsibility. If you require installing something that could alter the state of the current space, please talk to The HUB Site Manager beforehand.

Keeping your space professionally appealing is important as we are sharing a common area. The state of your work area can affect other people's business, in addition to The HUB as a whole. If you work in a co-working area, you must request permission from HUB management before adding furniture. Ideally the desk and chair provided should suit your needs.

Please remember that we are a scent free space, and there is no smoking/e-cigarettes in or near the building. There is space in the parking lot that can be used.

COMMUNITY CONSCIOUS

The HUB is working hard at having less of a negative impact on our local environment, including retro-fitting LED lights to save energy. Recently we installed a Reverse Osmosis Filtration System in order to promote the use of local drinking water, while having access to safe and tasteful water.

We also ask that all members and guests consider bringing in reusable drinking containers to reduce the garbage/recycling, and to use our local water. We provide water glasses and pitchers for meetings you may have in our meeting spaces.

OUR PARTNERS

The Good Food Co-Op shares the building with us downstairs, and we would like to make sure you are aware of the partnership we have created in the west end of Huntsville. HUB members get an exclusive deal on drip coffee, and the staff are willing to bring ordered lunches to your work space during none busy hours. Further, they provide catering for any meetings you may have in our meeting spaces.

5 COLLABORATION & GIVING BACK

One of the greatest benefits of co-working spaces is the convenience of networking services, and collaborating with other members. The HUB was designed to house these benefits for all its members, supporting the spirit of cooperation to improve members' services, and create an atmosphere that in fact drives creative thought and expression.

As a general policy HUB members are encouraged to have an 'open door' approach to other members in regards to the possibilities of networking and collaborating. The wide variety of members and cross section of services is a benefit for all of us. We have the potential to not only improve our own services and business, but improve the Muskoka community as a whole.

As stated in the Mission of The HUB, our general policy asks that HUB members look for creative and convenient ways to give back to the community of Muskoka. Whether it is providing a free service, providing informational sessions, or inspiring others through your work, we will support you in ensuring that Muskoka benefits. If you have ideas, or are looking for support in an idea, please talk to other HUB members – you might be surprised just how much support you get!

6 MEMBERSHIP FEES

As a HUB member you are required to pay a monthly fee, due on the first business day of each month. You can pay with PayPal, e-transfer, or using our Pre Authorized Debit system. **When you pay, please indicate the invoice number you are paying for.**

A fee for late payments will be charged to your account (3% per month). If you are more than 60 days in arrears your membership will be frozen until payment is brought up to date.

Each type of membership package has its own privileges and monthly allotment of hours. You can easily add hours as needed.

NOTE: For hourly users, COBOT will automatically reset to your total monthly hours at the beginning of each month. Any unused hours will expire at midnight on the last day of the month. You cannot 'bank' hours left over from the previous month.

NOTE: For Full-Time Members using a private office space, there is a required commitment of 1 year minimum. The HUB requires a minimum of 60 days notice before ending the membership agreement after the minimum of 1 year.

7 BOOKING SPACE

As a Member of The HUB you have the opportunity to book meeting space of various types and sizes. Conveniently you can access the booking calendar online through the **COBOT** program using pre-paid booking passes, the same program that will keep you up to date on your credit at The HUB.

It is generally expected that when using meeting space that you leave it the same way you found it. In some situations there may be a user right after you, in which case the HUB Site Manager is unable to return things to their proper condition. Please be respectful to others and take a minute to clean up after yourself.

If there is any damage to the space or the furniture in the space, please notify The HUB Site Manager immediately.

Space is booked on a first-come, first-serve basis. The only exception is the Algonquin Room as priority is given to Counsellors and related professionals. When the room is available however, anyone is welcome to utilize the space.

In other situations you may be asked to use a certain room based on the needs of others. For example a larger group may need the Boardroom, and you may be asked to use the Muskoka Room as an alternative.

8 KITCHEN & BATHROOMS

A great resource at The HUB is the kitchen. All members have access to coffee, tea, water, and the dishes and utensils provided. In addition, it can be used for small catering needs, as well as storing or preparing lunch.

Coffee and tea are provided by The HUB, however if you notice related items are running low, please notify The HUB Site Manager. If you are a daily user of a certain drink, you may be expected to assist in purchasing certain items.

You are responsible for your dishes and any mess that you leave behind. In some cases, such as when non-members utilize meeting space, there may be dishes left behind. If you are able, your assistance to clean up would be greatly appreciated, however if the job required to clean is too much, please notify The HUB Site Manager.

The bathrooms are another common area that requires all members to monitor. They are cleaned by a professional, however if ever you notice a problem with cleanliness or have any issues with the bathrooms, please notify The HUB Site Manager.

9 COATS & BOOTS

During wet and snowy times of the year it can be tricky to keep the floors clean and the entrance to The HUB welcoming. We ask that all members please keep coats and boots located in an area that does not clutter public space. You are encouraged to change into indoor footwear while in The HUB to reduce the mess and risk of someone slipping on a wet floor.

10 THEFT & DAMAGE

The HUB, New VU, nor Harrower Properties Inc. are responsible for the theft or damage of your property at The HUB. It is your responsibility to ensure that your valuables and confidential items are locked and in a secure place. All users of the space are encouraged to purchase their own insurance to cover damage to personal property or interruption to services.

In the case that you are aware of any damage to the HUB, or its furnishings, please let the Site Manager know.

11 VIRUS AWARENESS

COVID 19 has changed the way co-working and flexible work space can be facilitated safely, and The HUB has responded to help make it safer for you and other members:

- Cleaning supplies are provided in a central area for you to utilize before and after you use a work surface.
- All co-working spaces have work stations separated from each other to ensure safe distancing
- Hand sanitizer and cleaner will be provided in bathrooms, shared kitchen, and other common areas.
- The most commonly used surfaces are being disinfected regularly
- Private meeting spaces can be booked for individual isolation
- Key fobs are available for a fee for those who require after-hours access but do not want to touch the key pad

- The HUB door remains locked 24/7 during health unit restrictions, including “lockdown” and “red”, in order to assist with contact tracing.

Keeping safe also requires all members to be pro-active. Please follow these simple guidelines carefully when at The HUB:

- Keep at a reasonable physical distance when networking with others (2 meters, 6 feet)
- DO NOT come to The HUB if you have any symptoms of a virus, or have been around someone who has symptoms. Please inform HUB Manager if you have been to The HUB recently and have since contracted viral symptoms.
- Please keep your hands and work surfaces clean, utilizing the resources provided for all members at The HUB
- When meeting with others, please consider meeting outside if possible, weather permitting.
- If you have traveled outside of Muskoka in the last 14 days, please consider more strict isolation options, as well personal prevention methods such as wearing a face mask

12 READY TO WORK!

We trust that as a Member of The HUB you are ready to work with us and be part of our innovative team of collaborators. If you have any questions or concerns about any of the information in this document please talk to The HUB Site Manager.

Please sign and provide original copy to The HUB Site Manager:

I, _____ have read, understood, and agree to adhere to all policies and procedures outlined in this document.

HUB Member

Date

HUB Manager

Date