



Operating Policies and Procedures

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Section A: Preamble

- A1) The Cat's Eye Management shall be responsible to the VUSAC and the Cat's Eye Advisory Board and shall follow all policies and procedures contained in this document for governing the operations of the Cat's Eye.
- A2) The Cat's Eye Management shall obey all laws and by-laws of the VUSAC Constitution and all policies and procedures outlined in this document.
- A3) All decisions regarding the sale and service of alcohol, and issues related to the liquor license held by Victoria University are subject to approval by the Office of the Dean of Students.

Section B: Amendments

- B1) Proposed changes to the Cat's Eye Operating Policies and Procedures must be circulated to all Cat's Eye Advisory Board Members at least two days

prior to the meeting at which they will be considered.

- B2) All amendments to the Cat's Eye Operating Policies and Procedures must receive a two-thirds majority vote by the Cat's Eye Advisory Board.

Section C: VUSAC Responsibilities

- C1) The VUSAC shall have the following duties:
- a) to deal with complaints regarding the Cat's Eye, and the Cat's Eye Management.
 - b) to refer items to the Cat's Eye Advisory Board for recommendation, resolution, or action on an as needed basis.

Section D: Cat's Eye Advisory Board

- a) D1) The Cat's Eye Advisory Board will be chaired by the Vice-President External of VUSAC, and will also include the VUSAC President, Commuter Commissioner, one VUSAC Member-at-Large, each of the current Cat's Eye Management, a residence building president appointed by the Residence Life Coordinator, a Cat's Eye Subcommittee Member appointed by the Cat's Eye Management, the Campus Life Coordinator, a member of Victoria Food Services and a member of Physical Plant Services. The VUSAC Vice-President External, as chairperson, shall vote only in case of a tie.
 - b) The Dean of Students or their designate shall be invited to all Advisory Board meetings as an assessor member with speaking but no voting rights.
- D2) The Cat's Eye Advisory Board will be responsible for:
- a) The recruitment, selection and appointment of the Cat's Eye Management.
 - b) Amending the Cat's Eye Operating Policies and Procedures.
 - c) Any decisions outside of the scope of responsibility of Cat's Eye Management.
 - d) Approval and monthly review of Cat's Eye budget.
 - e) Making recommendations to the VUSAC for the operational nature of the Birge Carnegie Reading Room and the new Cat's Eye space in the Goldring Student Center
- D3) Quorum shall consist of six voting members of the Board
- a) One VUSAC and One Member of the Cat's Eye Management must be present.

Section E: Management

- E1) The Cat's Eye Management team shall consist of two Cat's Eye Managers. The responsibilities of the management team will be determined by the VUSAC and the Cat's Eye Advisory Board.
- E2) The Cat's Eye Management shall be jointly responsible and accountable to the VUSAC and the Cat's Eye Advisory Board.
- E3) The specific functions and responsibilities of the Cat's Eye Management are as follows (duties may be delegated):
- a) General Responsibilities
 - i. to present at each VUSAC meeting a report on any events occurring since the last VUSAC meeting, including a narrative account of attendance, incidents (if any), general commentary on the event's success or failure, and the current financial situation (i.e. bank balance, accounts outstanding, etc.) as necessary.
 - ii. to submit a year end report to the VUSAC and to the Cat's Eye Advisory Board to assist incoming management, including a report on dispersal of funds.
 - iii. to respond in a timely manner to all decisions made by the Cat's Eye Advisory Board, the VUSAC, or the Dean of Students.
 - iv. to follow all policies and procedures outlined in the Cat's Eye Operating Policies and Procedures. to in conjunction, with the Vice-President External call and prepare an agenda for all Cat's Eye Advisory Board Meetings, Which shall occur no less than once per term.
 - v. to develop, foster, and maintain a positive working relationship with the VUSAC, the Cat's Eye Advisory Board, the Administration of Victoria University and the holder of the Victoria University Liquor License.
 - vi. to coordinate bookings for the Cat's Eye.
 - vii. to hold two office hours weekly between the hours of 11 a.m. and 11 p.m., and to post set office hours in the VUSAC and the Cat's Eye.
 - viii. to ensure that equipment and amenities are made available in the Cat's Eye during non-pub hours to students and are kept in good working order.
 - b) Pubs
 - i. to develop in coordination with Victoria University Food Services Staff an emergency procedures plan.
 - ii. to establish a set of policies for sponsored pubs (cost/revenue sharing, losses, damages, liability, etc.).

- iii. to ensure that every event is entered in the Cat's Eye log book and that all incidents are thoroughly documented on a log book incident report.
 - iv. to be responsible for ensuring that the Cat's Eye is returned to its original condition after any event.
 - v. The Cat's Eye Management shall not be responsible for liabilities related to alcohol service, but are expected to contribute to appropriate supervision of events where alcohol is served and ensure that contracted staff are managed according to LLBO guidelines.
- c) Other Events/Programming
 - i. shall find ways to improve the atmosphere in the Cat's Eye during non-pub hours through regularly scheduled programming.
 - ii. shall work with all Commissioners of the VUSAC and other student groups to organize events.
 - iii. shall be responsible for ensuring that the Cat's Eye is returned to its original condition after any event.
- d) Publicity and Promotions
 - i. shall be responsible for promoting the Cat's Eye as a student lounge for both commuter and residence students (i.e. advertising, listserv).
 - ii. to create and distribute posters and banners for Cat's Eye events in keeping with Victoria's policies on postering and alcohol.
- e) Staffing
 - i. to recommend and present a staffing/management structure for the Cat's Eye to the Cat's Eye Advisory Board for its approval.
 - ii. to collaborate with the Cat's Eye Advisory Board and the Victoria University Food Services in recommending contracted staff.

E4) If recommendations made by the Cat's Eye Advisory Board, the VUSAC, or the Dean of Students are not followed by the Cat's Eye Management, dismissal of any manager is at the VUSAC's discretion.

E5) Each Cat's Eye manager shall receive an honorarium of \$2000 total each for a 12 month term, with half to be paid at the end of the Fall academic term and the other half to be paid at the end of the Winter academic term. The total wages that Cat's Eye managers receive shall be left to the discretion of the Cat's Eye Advisory Board, with the understanding that management work associated with non-pub related events is subsidized by the Cat's Eye manager honorarium. As part of regular and year-end financial reports, the Cat's Eye Management will account for all wages received.

Section F: Budget and Finance

- F1) The Cat's Eye Management will ensure that all accounting practices are in keeping with the financial auditing/accounting policies of the VUSAC.
- F2) The budget and finances of the Cat's Eye will be subject to Bylaws 5 and 30 in the VUSAC constitution.

Section G: Eligibility for Management/Staff Positions

- G1) No voting member of the VUSAC shall be a paid employee of the Cat's Eye.
- G2) Applicants and candidates for management and staff positions shall be members of the Victoria College Union and University of Toronto students in "good standing" as defined by the University Registrar.

Section H: Management Selection

- H1) The Cat's Eye Management Selection Committee shall consist of:
The Cat's Eye Advisory Board or a selection committee designated by the Cat's Eye Advisory Board, which will be chaired by the Vice-President External of VUSAC.
- H2) All Management Selection Committee members shall have voting status when recommending new management, except for the Chairperson who shall vote only in the event of a tie.
- H3) All proceedings of the Management Selection Committee shall be confidential and voting shall be held by secret ballot.
- H4) Management interviews shall consist of a round of standard questions, as determined by the Committee, to be followed by a round of open questions by committee members based on the candidate's application and interview.
- H5) The Management Selection Committee must choose the new Cat's Eye Management before the last VUSAC meeting.
- H6) The committee's decision is subject to approval by the VUSAC.

Section I: Event Staffing

- I1) Cat's Eye Management:

- a) A manager shall be present at all events at which alcohol is served or has an expected attendance of more than 100 people.
- b) The managers may receive \$100 flat rate for any event lasting 4 hours or more including set-up and clean-up to be paid out of the room rental fee. The managers shall receive \$15 per hour for any event lasting less than 4 hours including set-up and clean-up.
- c) The managers may forfeit their wages at their own discretion.
- d) The managers shall be responsible for coordinating event responsibilities with the management of the contracted staff.

I2) Victoria University Food Services Bar Staff:

- a) Victoria University Food Services in consultation with the Cat's Eye Management will arrange for appropriate staffing of events where alcohol is served.
- b) Sponsors may provide their own food and/or non-alcoholic beverages. In compliance with provincial law, food must be provided at events where alcohol is served.
- c) Victoria University Food Services Bar Staff may be required to wait tables (rather than remaining behind the bar) without a change in wage.

I3) Security:

- a) Based on consultation with the event sponsor and the Cat's Eye Management, Victoria University Food Services shall determine security requirements.

I4) In the event of higher guest attendance than expected by the sponsor, the Cat's Eye Management has the option of refusing entry to any further attendants.

Section J: Room Rental

J1) The reservation of the Cat's Eye shall be made through the Cat's Eye Management.

J2) All events with alcohol service to be booked in the Cat's Eye are subject to the approval of the Dean of Students with regard to the Master Calendar and the Victoria University Alcohol Policy.

- a) Management shall be responsible for clearing all such dates with the Dean of Students.

J3) VUSAC recognized groups:

- a) Shall be given priority in booking the Cat's Eye.

- b) Shall be responsible for any damages or missing items following the event.
- c) Will be held liable for a \$50 fee should an event requiring management of additional staff be cancelled without notice 6 hours prior to, or 10:30am the day of the event.
 - i. This fee will be waived if organizers are present for set-up, or if the event is cancelled after the start of the event.
 - ii. This fee may be waived at the discretion of the Cat's Eye Management.

J4) Other student groups shall not be allowed to book the Cat's Eye.

- a) This shall last for the 2014-2015 academic year, to be reevaluated by the Cat's Eye Advisory Board at a later date.

J5) Non-student groups:

- a) Can only book the space during the summer session, Reading Week, and winter break, pending the availability of dates and approval by the Cat's Eye Managers and Cat's Eye Advisory Board.
- b) Shall be charged a \$200 deposit to cover damages to the space and/or equipment.
- c) Shall be charged a \$100 deposit for an event with alcohol, to cover outstanding bar labour costs, unless otherwise agreed upon with the Cat's Eye Managers.
- d) Shall be charged an \$80 per hour rental fee, to a maximum of \$320 per day.
- e) Must have bookings approved by 2/3 majority of the following: The Cat's Eye Co-Managers, and the VUSAC Vice-President External.
 - i. Bookings can be overturned by a 2/3 majority of VUSAC.

J6) All groups booking the Cat's Eye for events where alcohol will be served shall employ Victoria University Food Services staff members who have been approved by the Cat's Eye Management. Voluntary vs. paid employment for such positions shall be decided upon by Victoria University Food Services Staff in consultation with the Cat's Eye Management.

J7) All events with alcohol service are subject to approval of the Dean of Students in keeping with the Victoria University Alcohol Policy.

J8) All groups or individuals using the Cat's Eye accept responsibility for any items which are found to be damaged or missing following the event. All

groups and individuals are responsible for recording, with a Cat's Eye Manager, all damaged or missing items directly before and after their event.

J9) The Cat's Eye Management and the Cat's Eye Advisory Board reserve the right to deny use of the Cat's Eye space to any group if:

- a) there is a prior booking of the space, or
- b) they feel that the group will not respect the space or the policies of the Cat's Eye, VUSAC, or Victoria University.

J10) Room rental fees may be waived at the discretion of the Cat's Eye Management.

Section K: Event Set-up and Clean-up

K1) Room set-up shall consist of 1 hour for standard events where alcohol is being served and/or for any events with special set-up requirements. All staff hired for the event shall be present for set-up, under the supervision of a Cat's Eye Manager.

- a) Set-up shall include, but is not limited to, assisting event sponsors in the setting up of furniture, operating the sound system, setting up lighting, and preparing the bar for service.
- b) The setup period may be extended beyond the 1 hour in special cases (i.e. in order to perform sound checks for multiple bands).
- c) The room set-up and any associated costs may be forgone at the discretion of the Cat's Eye Management for specific events where alcohol is not being served.
- d) All staff shall be paid for their set-up time as part of their total working hours.

K2) Room clean-up shall consist of 1 hour for standard events where alcohol is being served.

- a) Clean-up shall include, but is not limited to, packing up of the bar, inventory, sweeping and mopping of the floor, assisting event sponsors in returning furniture to its standard layout, and any other necessary duties resume normal operations.
- b) The room clean-up and any associated costs may be forgone at the discretion of the Cat's Eye Management for specific events where alcohol is not being served.
- c) All staff shall be paid for the clean-up time as part of their total working hours.

Section L: Event Contract Details

- L1) A signed and completed Cat's Eye Event Application Form must be submitted at least 2 weeks prior to the date of the event for events that:
- a) have requested either food or alcohol service on their form.
 - b) expect an attendance of more than 100.
 - c) are being sponsored by groups covered under Sections J4 or J5 of the Cat's Eye Operating Policies and Procedures.
- L2) Should an event sponsor provide a deposit when booking the Cat's Eye:
- a) any balance remaining from the deposit after payment of all appropriate costs incurred by the sponsor shall be returned to the sponsor by the Cat's Eye Management within 1 month of the event.
 - b) then proceed to cancel the event at least 2 weeks prior to the event, any deposit shall be returned in full to the sponsor within 1 month of the cancellation notice.
 - c) then proceed to cancel the event within 2 weeks of the event, none of either deposit shall be returned.
 - d) any rescheduling of the event should be treated as the cancellation of the original event.
- L3) Any disputes between the Cat's Eye Management and sponsors shall be referred to the Cat's Eye Advisory Board and/or the VUSAC for decision and resolution.

Section M: Event Policies

- M1) The event sponsors are expected to arrive no later than 30 minutes following the scheduled start of the event. Should they not arrive within this allotted time, the Cat's Eye Management reserves the right to their absence as a cancellation of their booking on the day of the event.
- M2) The Cat's Eye Management will inform the event sponsor of any advertising to be done by the Cat's Eye; all other advertising is the responsibility of the sponsor. Any advertising should be approved by the Cat's Eye Management before distribution. All advertising for events involving alcohol must be approved by the Office of the Dean of Students.
- M3) No one, at any time, may bring outside alcoholic beverages into the Cat's Eye.
- M4) The Cat's Eye Management must approve any decorations, entertainment, and images projected onto the screen by the event sponsor. Any use of

adhesives (nametags, stickers, etc.) must also be approved by the Cat's Eye Management and the sponsor must make special arrangements to clean any adhesive residue remaining on the surfaces of the Cat's Eye after the event.

M5) The Cat's Eye Management and Victoria University Food Services staff reserve the right to refuse alcohol service to anyone in the Cat's Eye.

M6) The event sponsor is responsible for any damages, missing items, or unreasonable mess found after the event.

M7) Any disputes between the Cat's Eye Management and sponsors will be referred to the Cat's Eye Advisory Board and/or the VUSAC for decision and resolution.

Section N: The Subcommittee

N1) The Subcommittee is to assist the Cat's Eye Management in the operations of the Cat's Eye. Members of the Subcommittee will:

- a) serve "Office Hours" where they will:
 - i. carry out supervision duties in the Cat's Eye for a minimum of 2 hours per week and
 - ii. monitor AV equipment, games equipment, and the general use of the space.
 - iii. direct people wanting to book, know more about, or complain about the Cat's Eye to the proper channels of communication.
- b) help liaise with clubs and residence councils by aiding in their event planning.
- c) aid in any promotions being carried out by the Cat's Eye by posterizing assigned locations and assisting in the preparation of advertisements.
- d) assist in the supervision of large-scale events in the Cat's Eye as decided by the Cat's Eye Management.

N2) The Cat's Eye Management and the Subcommittee will meet once per month or as needed to discuss the operation of the space and to coordinate activities for the space