

## FREQUENTLY ASKED QUESTIONS – COMMUNITY USE OF SCHOOLS



Hamilton-Wentworth Catholic District School Board  
*Believing, Achieving, Serving*

### **1) How long before my event should I request a permit?**

Approvals may take several weeks in the fall ( Sep- Dec ) due to the high volume of requests being processed for the upcoming year. When requests slow, approvals can be granted in a few days. Applications should reflect this process - advanced planning and lead time is MUCH appreciated!! You can begin inputting new permit applications July 1st for the next school year.

### **2) Do all schools cost the same?**

No. ie Rental costs for Elementary school gyms differ from Secondary schools gyms. Please refer to our rental rates tab on our website for further detail

### **3) Why do you need to know how many participants?**

Our on-site staff need to be aware how many people will be entering the building. It is your responsibility to supervise the conduct of all who enter the building. This information is also required for Ministry reports.

### **4) Why do you need to know if participants are under 21?**

The Ministry mandates water flushing of the pipes in our schools if there will be youth programs taking place. This is to flush the lines for possible lead content.

### **5) Can we rent out classroom space?**

Classroom space in our Schools can be requested by outside groups, but it is up to the Principal whether permission will be granted. Each school will list their classroom availability.

### **6) What if I want a room that is not listed?**

Typically, gyms, auditoriums and cafeterias are the facilities approved for community use. If you wish to use another space within the school please contact the Facility Rental Office to discuss.

Note: Specialized areas are not available for community use eg. Weight/Exercise rooms, Libraries, Computer Labs, Food Studies and Technological areas and staff rooms.

### **7) What times can I request?**

On a school day, you can request anytime between 6pm and 10 pm. On the weekend, permits usually start no earlier than 8 am and go no later than 11 pm (except for special events).

### **8) What does the red highlighted area mean?**

Red indicates that there is a conflict with the date. That particular space is not available during that time on the date you have requested. You can hold your cursor over it to receive an explanation. Click on it to adjust the time, day or school. Conflicts can be removed by clicking 'remove'. All board holidays (including March Break, Christmas and summer) may show as conflicts because schools are not open

**9) Our group wants to use school equipment.**

Permit holders are only allowed the use of the tables and chairs, as listed on the permit, if they are available at that school. The use of any equipment is at the discretion of, and must be arranged through, the principal. If the equipment is expensive and/or specialized i.e. sound system, lighting, etc. then the school may want to charge for it's use and/or want to have someone on site. These arrangements vary from school to school and any arrangement is between the school and the permit holder. Costs are payable to the school directly for use of equipment

**10) What if we need to make changes to our permit once we have input it and/or it is approved?**

Please try to make the changes yourself prior to contacting the CUS Supervisor and detailing the changes. At least 3 days notice is required and an administrative fee will be charged beyond the first request for changes.

**11) If I have a question about my permit what should I do?**

There is a 'discussion' option in your permit. Enter your question here and the Facility Rental Department will respond. If you do not get a response within the permit, please call 905) 525-2930 ext 1776

**12) Once I submit my request is it approved?**

No, there may be other requests ahead of yours that are awaiting approval. It may have appeared that the facility was available, but it may be competing with another submission for approval. Keep checking your status within the system - Once it shows a green approved icon beside it, you may submit your insurance, hold harmless agreement and pay before using the facility. You can print your invoice from the billing section of your account

**13) How long will it take before my request is approved?**

In the first few weeks of the school year, the volume of permits is extremely high. At this peak time, it could take 3-4 weeks.

PLEASE RESPECT THE PROCESS AND WAIT BEFORE ENTERING ANY FACILITY

YOU AND YOUR GROUP WILL BE LIABLE IF YOU DO NOT HAVE AN APPROVED PERMIT

Through the school year, when sheer volume of requests has slowed, approval could be as quick as a day or two.

**14) How will I know if my permit is approved?**

Once your permit has been approved, you will receive an e-mail copy. If you are checking on ebase, a green "approved" icon will appear next to the permit number. There may be some dates missing from your original request. Be sure to check the dates in the listing, PRINT OFF A COPY AND CARRY IT WITH YOU - IT HAS EMERGENCY INFORMATION AND YOU MAY BE REQUIRED TO SHOW THE CARETAKER IN ORDER TO GAIN ENTRY

**15) Are schools open on PA days?**

Yes - Because schools are open for professional activities, our schools are staffed. The principal will make efforts to adjust caretaking hours so that outside rentals can be accommodated

**16) What do we do if the school is not open when we appear for our approved rental?**

The HWCDSB always has a manager on call.

In such instances, please call 905) 522-6680. This number is always on your permit for your convenience and it is posted on our website.

**YOU WILL HAVE TO SHOW YOUR APPROVED PERMIT TO GAIN ENTRY SO CARRY IT WITH YOU AT ALL TIMES**

**17) How do I change my account information or update it?**

Please go to the OPTIONS icon or page located at the upper right hand of your account. Here you can update insurance policy information, your contact information or password.

**18) What is your policy on INCLEMENT WEATHER and cancellations?**

WEEKDAY evening rental bookings are automatically cancelled when schools are closed during the day due to inclement weather.

For WEEKEND bookings, school closure and subsequent rental cancellations are at the discretion of the Director of Education and are done so before 7am. Every effort will be made to co-ordinate snow removal and school opening for events, however in severe instances; opening may be delayed or cancelled.

Emergencies - call (905) 522-6680)

**19) Where do I find my accounting information so that I may pay my bill?**

When a permit is approved, you are automatically sent a copy via email. This is also your invoice, but you can download and print copies from an excel spreadsheet located next to your listing of permits within the billing section of your account

**20) How do I know dimensions or particulars of a space I want to book?**

In creating your permit, when you select the space type [ie gymnasium], you can hover over it and a box will pop up highlighting the dimensions, whether or not it has tile/wood or cork floors, a glass backboard, etc....

There is also a question mark beside the space. If you click on it, it will reveal specifics about the space you are about to book.

This way you can select and compare to get the space that best suits your needs

NOTE: Auditoriums and cafeterias have their capacities listed where known

**21) What if I need the gym for the first few weeks of school for tryouts?**

There is a new category now that will be used to expedite and highlight to the CUS Supervisor that you need the gym on an urgent basis. If you select this category for submission, it will be evaluated on an urgent request basis. ( ie First 2 weeks of school only - for tryout purposes )

All other requests will be deemed regular practice requests

**22) How do I upload my certificate of insurance scanned copied of my Hold Harmless Agreements?**

Please go to the options icon within your online account. There are tabs across the top. Click on Files and browse to find the location of your COI or HH forms on your desktop, etc. Hit the submit button below and it should show that the document is loaded under your files. You can monitor whether your insurance on file is current or needs to be updated here as well. It is your responsibility to provide current insurance coverage.

**23) How do I get yearly updates on my role as a site supervisor / renter ?**

You will be asked to attend a mandatory yearly in-service - Sessions will be held annually in August-September timeframe. Applicable pdf documents from those sessions are listed under the welcome section on our website. Please download and review to remain current and ensure that everyone in your organization has been educated with regard to our policies