



CLUBS & COMMUNITIES HANDBOOK

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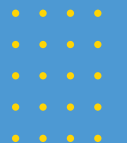
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LAND ACKNOWLEDGEMENT

We acknowledge that Mohawk College and the Mohawk Students' Association are situated on the traditional territory of the Haudenosaunee and Anishinaabeg Nations, within the lands protected by the Dish with One Spoon wampum agreement, and is currently home to many Indigenous peoples from across Turtle Island.

WHO ARE WE?

The Mohawk Students' Association ([MSA](#)) is a Non-Profit Organization built for and led by students. Guided by an elected Student Board of Directors (BOD), we empower students to create a community they can lean on for positive experiences, relevant support, a listening ear, and a solid voice to achieve personal success in their college experience beyond.

We represent the voices of all Mohawk students to meet their needs— regardless of whether you're a full-time, part-time, continuing education, or apprenticeship student.

Though we are a separate entity of the college, we work collaboratively to support all Mohawk Students.

WE'RE HERE TO SUPPORT YOU THROUGHOUT YOUR COLLEGE EXPERIENCE...

WELLBEING SERVICES

EVENTS

STUDENT JOBS

CLUBS & COMMUNITIES

AND MORE!

MEET THE CLUBS & COMMUNITIES TEAM



Hibo Ahmed (She/Her)
Clubs & Communities Specialist
—
(905) 870 1359
hibo.ahmed@mohawkcollege.ca



Ty Howie (He/Him)
Manager, Events & Communities
—
tyler.howie@mohawkcollege.ca

GENERAL INQUIRIES

—
Email:
msaclubs@mohawkcollege.ca

OUR VISION

All Mohawk Students achieve personal success in their college experience and beyond.

OUR MISSION

We empower Mohawk Students to create a community they can lean on for positive experiences, relevant supports, a listening ear, and a strong voice.

OUR VALUES



Student Driven:

We are passionate about Mohawk Students and all our efforts are devoted to enhancing their experiences.



In This Together:

Collaboration built on trust across the Mohawk community is essential to ensure every student interaction matters.



Believe it's Possible:

Fueled by outcomes and insight, we strive to find solutions for how we can meet the evolving needs of students.



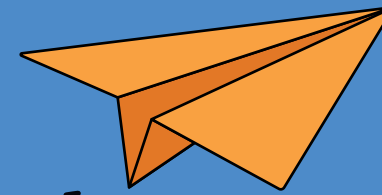
Foster Belonging:

We connect the Mohawk Community to ensure everyone feels invited, welcomed, and included as their authentic self.



Storytelling:

We strive to tell, share, and learn from stories in meaningful ways.

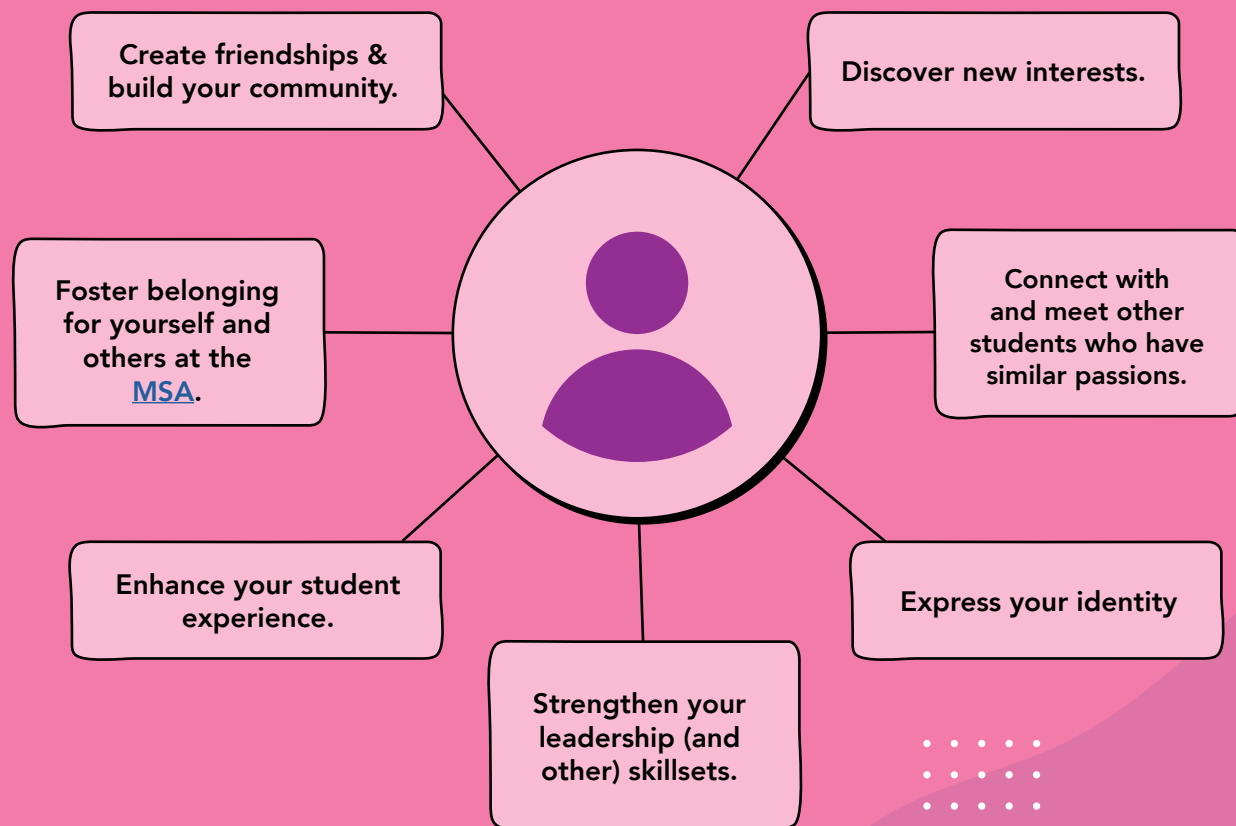


Alongside our mission, vision, values and strategic plan, we also have strategic priorities, one being to 'Revamp the [Clubs Program](#).'

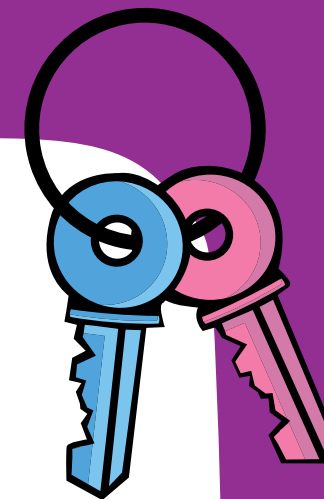
Here's a list of items we'll be working towards:

- Focused recruitment of students.
- Increased interpersonal invitations to MSA activities.
- Feeder system to Board of Directors/leadership opportunities.
- Focused [group](#) to provide leadership development opportunities.
- Source of feedback.
- Improved representation of groups through diverse Club offerings.
- Increased sense of belonging.
- Source of sharing our story.

THE IMPORTANCE OF BEING INVOLVED



CLUB & COMMUNITIES GUIDE



PURPOSE

The Mohawk Students' Association (MSA) is committed to supporting the creation and development of student-led [Clubs & Communities](#) (C&C). C&C allows students to connect with other students with similar interests and identities. This guide outlines requirements for creating and maintaining any C&C that the Mohawk Students' Association ratifies.

SCOPE

In conjunction with the [Clubs and Communities Policy](#), this guide applies to those including but not limited to student groups, ratified C&C, [executive](#) members, general members and academic advisors.



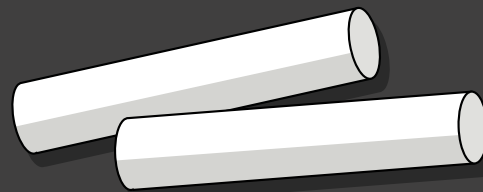
C&C GUIDELINES



Article I. INTERPRETATION

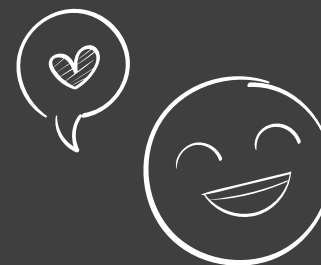
Section 1.01

- a. **Advisor:** refers to a person(s) who provides advice, mentorship or guidance in a specialist field relating to a C&C mandate. They provide support to the particular C&C however they do not lead the C&C.
- b. **Allotted Funds:** Ratified C&C are eligible for up to \$200.00 annually for administrative costs as resources, supplies and tools to make their overall student engagement experience more enjoyable.
- c. **Appointed:** refers to the recognition of designated C&C leaders. The MSA sets out expectations regarding appointed positions.
- d. **Club:** refers to a ratified student-led group officially recognized by the MSA. A club must be dedicated to a particular interest or activity and adhere to a club mandate.
- e. **Community:** is a student-led group centred around a shared identity, movement and/or goal, officially recognized by the MSA. A community must be dedicated to a particular identity or goal and adhere to a community mandate.
- f. **De-ratification:** the removal of a C&C ratification status.
- g. **Eligibility Requirements:** Students must meet these conditions to ratify a C&C.
- h. **Elections:** refers to the official annual election of MSA C&C executives. Those who wish to participate in an organized election to certify incoming and outgoing executives are to follow the expectations set out by the MSA.
- i. **Executive:** refers to the leader(s) of the C&C, traditionally the roles of President and Vice-President. The C&C Specialist may add additional executive members at their discretion.
- j. **External Community/Guest Members:** refers to members not enrolled in Mohawk College at the time of participation in the C&C.



C&C GUIDELINES

- k. **External Community Leader:** refers to a non-Mohawk college student who is the community lead for an external organization, a place of worship or any other external facility which intends to work closely with a ratified MSA club or community.
- l. **General Members:** refers to the active participants of a C&C. Membership shall be comprised of 75% Mohawk College part-time, full-time and/or co-op students. Continuing education, apprenticeship and/or external community members are welcome to join a C&C with the remaining 25% availability.
- m. **Group:** refers to a non-ratified MSA C&C.
- n. **Handbook:** The MSA created a how-to manual for new and existing executives in conjunction with the C&C policy.
- o. **MSA:** refers to the acronym for the Mohawk Students' Association.
- p. **Ratification:** The formal process where the MSA officially recognizes a C&C
- q. **Special Request Funding:** Ratified C&C must submit a request should they be interested in additional financial support for events, initiatives, and/or equipment.



GUIDELINES

Article II. ELIGIBILITY REQUIREMENTS

Section 2.01 REQUIREMENTS

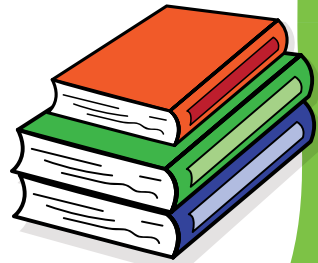
- a. All C&C are required to embody the MSA's vision, mission and values.
- b. C&C must recruit and maintain an active membership of at least 6 members at any given time.
 - President, Vice-President, and at least 4 general members.
 - a. Executive members of an approved Club and/or Community must be active students of Mohawk College who are enrolled in full-time post-secondary programs, paying MSA fees, not including the MSA Board of Directors.
 - b. Clubs & Communities memberships shall be comprised of 75% of Mohawk College part-time, full-time and/or co-op students.
 - Continuing education, apprenticeship and/or external community members (non-MSA members) are welcome to join the Club & Community membership with the remaining 25% percent, but are not eligible to hold club executive positions, unless the club is specific to CE or apprenticeship students.
- c. All members, including executive and external community members, must adhere to the C&C Policy, Guidelines, [Handbook](#) and other accompanying documents.
- d. All C&C must disclosed any and all affiliations with external groups, organizations, and/or partnerships.
 - Any group wishing to form a C&C with a third-party partner outside of Mohawk College must submit;
 - The nature of this Connection.
 - The name of the partner.
 - The partner's contact information.
 - And the extent of the partnership(s) involvement.
- e. The MSA has the right to approve or deny any [ratification](#) submission. The MSA has the right to withdraw a C&C ratification status previously granted, for failing to maintain [eligibility requirements](#).

- f. C&C cannot partake in any form of coercive behavior or discriminatory actions.
 - The MSA will not ratify a group who poses a substantial risk of injury or harm to the membership and/or community.
- g. The MSA will not ratify a C&C whose primary purpose is revenue generation.
- h. The MSA will not ratify political affiliated or mandated C&C.
- i. The MSA will not ratify a C&C whose purpose is to provide a service. Such as a Wellness center, financial aid, or childcare.

Article III. RATIFICATION

Section 3.01 RATIFICATION PROCESS

- a. The MSA C&C Program will accept proposals for new groups anytime during the academic year.
 - Students interested in applying for ratification status will connect with the MSA C&C Specialist and their delegate to discuss the group mandate.
- b. All C&C must be recreational.
 - A C&C may seek approval to participate in competitions and skills-based activities if they align with the MSA.
 - All C&C must provide an inclusive environment, allowing all members to participate, engage in and attend C&C-related activities.
 - C&C who practice exclusivity methods such as membership try-outs, membership auditions or extensive interviews may result in a denied ratification status.
- c. No C&C may have the words 'Association' or 'Union' in their name.



- d. A group may be ratified by the MSA if it:
- Practices an inclusive model to general membership.
 - Intends to conduct all activities in alignment with the MSA's mission, vision and values, Mohawk College policies, and municipal, provincial or federal law.
 - The C&C does not infringe upon the rights and privileges of others.
 - Has a mandate that does not duplicate or resemble another ratified C&C.
 - The C&C has completed all the necessary ratification requirements.

Section 3.01 RATIFICATION STEPS

- a. To be considered for ratification a group must submit a (re)ratification form containing but not limited to the following items:
- Official title, purpose, and affiliations to the MSA C&C specialist and or their designate.
 - Reviewal of C&C documents such as but not limited to the C&C policy.
 - Completion of ratification application. Which includes;
 - C&C description
 - Guidelines, rules and provisions of the C&C.
 - A list of at least 4 members and 2 executive leaders, including their contact information.
 - Executive leaders will receive training at the start of their term.
- b. Every existing MSA C&C must re-ratify each academic year to maintain active status.

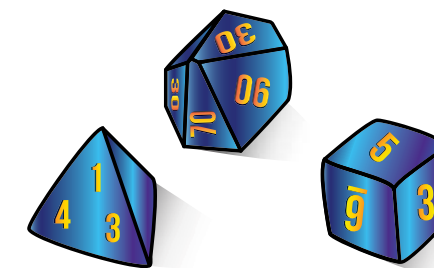
Article IV. RESPONSIBILITIES

Section 4.01 RESPONSIBILITIES

- a. All C&C's are to respect the individuality and independence of each member of the Mohawk College community and the greater Hamilton Region.
- b. C&C are to provide a space where participants can come as their authentic self.
- c. C&C must hold at least 4 meetings and/or events per year. Said activity is to be promoted to

all members in advance.

- d. All C&C who choose to have an online presence must give the MSA admin oversight of their online community.
- e. Those who wish to work closely with any partners, sponsors or vendors are to discuss said initiative with the MSA C&C Specialist and/or their delegate. This includes but is not limited to hosted or co-hosted events, promotional booths, and sales of products/supplies.
- f. Spiritual/faith-based clubs are to work closely with an external community leader, ensuring practices align with spiritual frameworks and beliefs.
- Note, all Clubs & Communities must be student-led, especially spiritual and faith-based communities. External groups, organizations or places of worship are prohibited to lead a ratify Club or Community.
 - As part of our ratification process spiritual-faith based communities will be reviewed to ensure their mandate align with the values of the MSA.
- g. C&C are to keep detailed records including but not limited to;
- Membership.
 - Financial records.
 - Event/activity attendance.
 - Meeting minutes (where applicable).
 - Event planning details.
 - Partnerships and contacts.



Article V. EXPECTATIONS FOR EXECUTIVE MEMBERS

Section 5.01 EXECUTIVE LEADERS

- a. C&C are welcome to include additional executive positions with the approval of the MSA Clubs Specialist and/or their designate.

- b. Executive members are to request approval should the C&C be interested in introducing membership fees.
- c. Executives should report any change and/or concerns to the MSA C&C Specialist and/or their designate in a timely manner.
- d. Should an executive take a leave of absence from their role, they must arrange for their duties to be transitioned to another executive team member. If they wish to return to their role, the executive member must work with the executive team to resume their activity. MSA C&C Specialist and/or their designate shall be included in the changeover and resumption of responsibilities.
- e. Any vacancies within the executive team shall be filled through an [appointed](#) position and/or [election](#). Details to be discussed with MSA C&C Specialist and/or their designate.
- f. Responsibilities of a President is as follows, but not limited to:
 - Maintaining a consistent and active ratification status. Includes but not limited to annual transition. Transition practices are set out each year by the C&C specialist and/or their designate. Includes but not limited to annual transition. Transition practices are set out each year by the C&C specialist and/or their designate.
 - Providing financial updates and records when called upon.
 - Provide any contract and agreement documentation upon request.
 - Note all contract and/or agreements made by a C&C must first be approved by the MSA. Any contract or agreement given to a C&C must first be approved by the MSA.
 - Signature of any necessary waivers and/or contracts as part of administrative requirements.

Article VI. EVENT PLANNING & COMMUNICATION

Section 6.01 EVENT SUBMISSION

- a. All events and meetings are to be submitted through MSA C&C channels at least 15 business days in advance.
 - Events and meetings are defined as scheduled activities, occurring on or off campus, in-person or online and are organized by a ratified C&C.
 - Failure to submit an event proposal(s) can result in a Class B offence outlined in 14 (c).
 - All C&C must receive approval prior to beginning events and/or meeting promotion.

- b. Bake sales and homemade/prepared food are prohibited.

Section 6.02 PROMOTION

- a. As an executive team you are welcome to build an online brand identity, prior to doing so, be sure to connect with the MSA C&C Specialist to discuss account set-up. Note, for transition and supervision purposes, we do require log-in credentials of all C&C accounts.
- b. Executives are to ensure promotional and marketing materials align with MSA practices and policies
 - This includes online activity.
- c. C&C must seek approval from the appropriate party for the use of a company/organization logo.
 - This includes MSA, Mohawk College and any third-party affiliate or partner.
- d. Copyright is intellectual property where an owner has given exclusive rights to share their work. Be sure to keep this in mind when resharing content. Especially in the case of false or misleading information.
- e. Be sure to have your C&C contact information clearly displayed for followers and incoming members to find. This way they can connect to their interested club or community of choice easily.
- f. For those who are interested in creating chat room spaces such as group chats or Discord. Please refer to our Chatroom Guidelines.
- g. Online Tone
 - Accounts representing an MSA C&C are to maintain a professional tone online as aligned to MSA C&C Guidelines. All digital channels must depict the C&C through a respectable, appropriate, and insightful manner. This includes but not limited to;
 - Continuously respecting the dignity of others and free speech. For more information on Mohawk College's Free Speech policy [click here](#).
 - Offence, vulgar, hateful and discriminatory language is prohibited. Should a C&C be found utilizing said language, the situation may result in a Class A Offence.
 - Continuously upholding confidentiality of the leaders, member and followers.
 - Cyber safety and privacy are of the utmost importance. For those overseeing online C&C accounts, we highly encourage you to be very mindful when posting content. Do not share information and/or materials that may infringe personal or collective safety.
 - Giving credit and/or referencing the work of others.

- Obtaining consent when re-publishing content and/or photos.
- Do not engage with users who exhibit negative and/or inappropriate comments this includes but not limited to mocking, bullying or degrading commentary. In the event this occurs, notify the MSA C&C Specialist immediately.
- In the event of an online crisis such as a disclosure or disruptive commentary, please connect with the MSA C&C Specialist and/or delegate as soon as possible for further support.

h. On-Campus Promotion

- [Mohawk College Posting Guidelines.](#)
- Please refer to the above campus posting guidelines. Note, these guidelines are in conjunction with the below MSA Posting Guidelines. Therefore, all C&C must adhere to both posting guidelines.
- MSA C&C Posting Guidelines are as followed;
- All print materials must be pre-approved and printed by the MSA C&C team through a request form link.
- [MSA Clubs & Community Posting Request Form](#)
- Once approved, each C&C will be allegeable to a pre-determined amount of prints per year.
- Each print must have a C&C logo & contact information
- Should information be inaccurate please be sure to correct said content and re-submit for approval.
- Posters may be used to promote joining a club or community and/or promote an upcoming event.

i. Table promotion

- All table booking requests are to be submitted through MSA C&C Channels at least 15 business days in advance.
 - Should your table display require a power source such as a laptop, screen etc be sure to indicate this in your request submission. Similarly, should you require any addition items such as a table cloth or additional chairs.
- Please ensure you have received official confirmation from the MSA prior to the start of table promotion.
- Each table promotion approval shall include no more than 4 members. Ensuring there is an ample amount of space for general students to engage with the Club or Community members.

- In the event the table and/or other furniture items you have confirmed are not in the designated and confirmed area please reach out to the MSA Clubs & Communities team as soon as possible.



- Please do not move any furniture to supplement your table promotion. As nearby furniture will be intended for other usage.
- For those supporting table promotions, they are to either stand/sit behind the table or directly in front of the table. Be sure to keep in mind accessible needs.
 - Should the Club or Community want to promote in front of the table, the members are to keep a close distant to the table as possible. Ensuring the members at the table do not obstruct, interfere or create barriers in hallways and/or surrounding areas. Members are also prohibited to walk alongside students/staff and/or the general population.
 - Ensure the noise level is kept at a moderate level, as the table location will be nearby classrooms, study areas, student lounges etc. This includes but not limited to music, discussions, activities etc.
- Promotional items and materials are to be kept on the table.
 - Displaying any items on walls, ceilings etc is prohibited.
- Any materials you wish to hand out to the table are to be pre-approved by the MSA Clubs & Communities team.
- Any food or drink you wish to hand out at the table is to be pre-approved by the MSA Clubs & Communities team. Note, baked or homemade/prepared food is prohibited.

Article VII. FINANCES

Section 7.01. FUNDING REQUEST

- C&C that have attained active status shall be eligible to apply for funding. C&C have access to 2 separate types of funds, Allotted Funding and [Special Request Funding](#). Funding is not guaranteed and does not carry over into the following academic year. All C&C are required to submit a request prior to making purchases.
- Funding limitations;
 - Funding will not be provided to C&C without the approval of the MSA.

- Funding will not be provided for personal academic gain such as course work materials.
 - Funding will not be intended for alcohol or illegal/controlled goods and or services.
 - Funding will not be provided for any debts incurred by the C&C its members and/or executives.
 - Equipment that is purchased with funding becomes the property of MSA.
- Funding application
 - Funding requests must be submitted at least 15 business days prior to when the funds will be spent.
 - Approved funding is final, however any C&C can request an appeal should they find an error in the funding model.
 - Once approved, funding operates under a reimbursement process. In the event an item is costly, the MSA C&C Specialist will be able to facilitate support measures when purchasing.
 - An itemized receipt is required for reimbursement processing. In the event the receipt is lost, a Missing Receipt Form approved by the C&C Specialist must be submitted along with accompanying documents.
 - Reimbursements are to be made within 30 days of purchase.
 - Off-campus commercial banking is prohibited, this includes personal banking accounts.

Section 7.02 FUNDRAISING

- All fundraising planning efforts must be sent to the MSA Clubs & Communities Specialist and/or their designate for approval.
- When seeking fundraising opportunities be sure to create a comprehensive plan that outlines fundraising purpose, strategies, target audiences, timelines, and budget allocation. For those who are fundraising for an external organization, they must provide the organization name, address, and charity number. Be sure to determine clear and realistic fundraising goals that align with the Club or Community's needs and objectives.
- Funds collected may be attributed to upcoming activities and/or charity initiatives.
 - The collection of funds must also approved by the MSA Clubs



- & Communities Specialist and/or their designate.
- Examples of fundraisers: donations, pay what you can tickets and clothing drives.
 - Prohibited fundraisers may be but not limited to auctions, lottery, raffles and homemade food sales.
 - Once funds are collected, they must be deposited with the MSA. In the event the fundraiser is intended for an external charity organization, the MSA will then issue a payment to the appropriate channel(s).

Article VIII. BEHAVIOUR EXPECTATIONS

Section 8.01 CLASS OFFENCES

- Ratified C&C who fail to adhere to policies, practices and procedures may be given a class offence. Offences warrant sanction action(s) from the MSA.
- Class A Offences- causes for [de-ratification](#) hearing.
 - Wrongful doings of MSA's mission, vision, value, services and/or privileges.
 - Violation of policies, this includes but not limited to the Mohawk Student Code of Conduct, Mohawk Student Human Rights Policy, MSA Policies, MSA C&C Handbook, MSA C&C Guide.
 - Fraudulent actions and/or representation of fiscal matters.
 - Execution of an event(s) not approved by the MSA.
 - Discriminatory behavior of any kind towards leaders, members, and the Mohawk College community.
 - Violence/harassment of any kind towards leaders, members, Mohawk College community.
- Class B Offences- causes for a meeting with C&C Specialist and/or written warning.
 - Failure to abide by C&C practices in conjunction with administrative processes.
 - Failure to abide by executive transition protocols.
 - Unapproved usage of funds, goods and/or services.
 - Unapproved affiliations and/or external partnerships.
 - Copyright infringement.

Section 8.02 REMOVAL OF A MEMBER

- a. The MSA C&C Policy cannot give a full description and/or definition of behaviors that fall within the meaning of harassment and bullying. This section will outline the framework for which the removal of a member may occur.
- b. Any member who commits a negative action affecting the interests of the C&C and/or its member(s) shall be communicated the concern and the following actions may be taken;
 - A verbal warning from the executive team. Warning must be consulted by the MSA C&C specialist.
 - Written warning with no less than 2 executives' signatures and names affixed. The warning letter to be delivered by a member of the MSA team.
 - Removal of the member notice is the final action item should it be exercised. The letter shall be delivered by a member of the MSA team.
- c. Appeal Process
 - If a member wishes to appeal a decision made by the MSA C&C Specialist, they may do so in writing to the ad hoc Clubs Steering Committee (CSC).
 - The appeal process shall be set out by the CSC and/or their designate.
 - An appeal meeting shall be called outlining date, time and location. Invitation shall outline areas of concerns and motion for appeal.
 - Each side shall be given reasonable time to address all issues relating to the sanction. All parties will be given appropriate time to rebut claims from the opposition regarding the appeal purpose.
 - Minutes of the meeting shall be taken by an independent recording secretary.
 - The CSC shall seek consensus on appeal decision, in the event consensus cannot be reached, a vote of 2/3rds shall be the determining factor of appeal outcome.
 - The decision outcome shall be communities to all parties involved shortly after appeal meeting.



IMPORTANT CONTACTS

ACCESSIBLE LEARNING SERVICES

Assists with learning accommodations, technology training and alternative formatting.

Email: als@mohawkcollege.ca
Phone: (905) 575 2122

COUNSELLING - WELLBEING SERVICES

Supports the academic success of students by providing resources to reduce challenges that impact personal well-being and mental health.

Email: counselling@mohawkcollege.ca
Phone: (905) 575 2211

HEALTH SERVICES

Access medical services that help promote and sustain wellness.

Email: healthservices@mohawkcollege.ca
Phone: (905) 575 2211

INDIGENOUS STUDENT SERVICES

We are dedicated to your success! At the Indigenous Education & Student Services Centre at Mohawk College, we have knowledgeable staff who help you to launch your college experience and more.

Email: aess@mohawkcollege.ca
Phone: (905) 575 1212 x 3428

INTERNATIONAL STUDENT SERVICES

Aids current students in navigating programs, study permits, work permits, etc.

[Email Form](#)
[International Student Services Form](#)

LEARNING SUPPORT CENTRE

The Learning Support Centre offers FREE peer academic support to Mohawk College. Upper year and highly engaged Student Leaders are eager to help you succeed!

Email: lsc@mohawkcollege.ca
Phone: (905) 575 1212 x 3279

MOHAWK STUDENTS' ASSOCIATION

The [MSA](#) provides support so you can enhance your journey as a student. We want to help you build your community at Mohawk.

Email: MSAReception@mohawkcollege.ca
Fennell Phone: (905) 575 1212 x 2393
IAHS Phone: (905) 575 1212 x 6411
Stoney Creek Phone: (905) 575 1212 x 5998

SECURITY SERVICES

Fennell Campus: Room C103
Stoney Creek Campus: Room A110
IAHS Campus: Please visit [McMaster Security Services website](#)

Email: security@mohawkcollege.ca
Phone: (905) 575 2003

STUDENT LIFE

Promotes personal development by providing students with intentional experiences and services in a fun, inclusive learning environment.

Email: student.life@mohawkcollege.ca

STUDENT RIGHTS AND RESPONSIBILITIES OFFICE

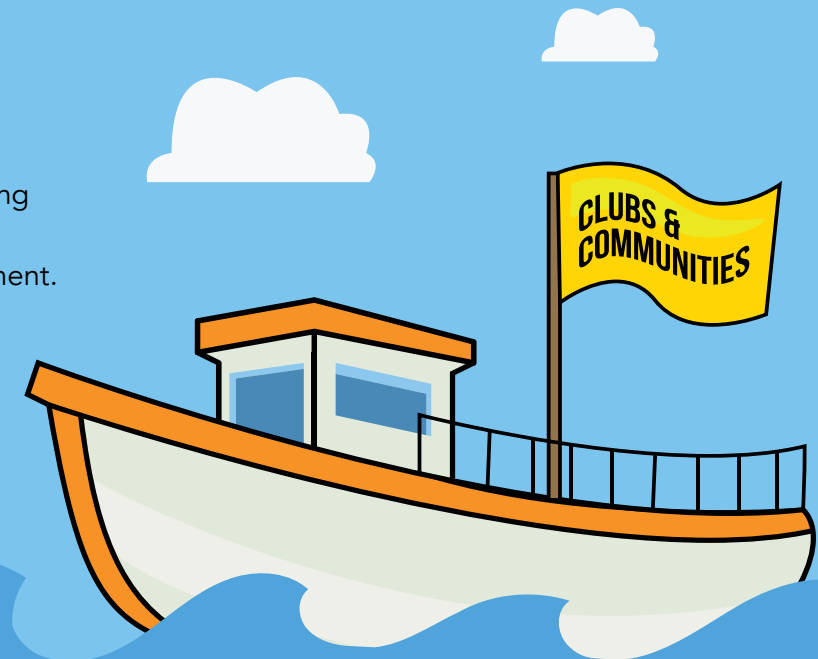
Fosters safe, respectful, and inclusive Mohawk environments to maximize opportunities for student success.

Email: SRRO@mohawkcollege.ca
Phone: (905) 575 1212 x 2181

SOCIAL INC

Social Inc. is grounded in human rights, celebrates and promotes inclusion while working to identify, prevent and eliminate discrimination.

Email: socialinc@mohawkcollege.ca



EVENT &
MEETING
FORM

ROOM
BOOKING
FORM

TABLE
BOOKING
FORM

REQUEST FORMS

We want to make your leadership experience simple; that's why we offer several request forms to meet all your club and community needs.

Request forms can be found on the MSA Clubs & Communities website.

SUBMISSION GUIDELINES

Please allow us 3 to 5 business days to process your submission, excluding any holidays or closures. We aim to get back to you as soon as possible!

If you need to correct or change your submission, please get in touch with Hibo.

FUNDING
REQUEST
FORM

CANVA
FORM

SOCIAL
MEDIA
SUPPORT

LEADERSHIP







As a club & community leader, we suggest you define team roles early on so you can focus your attention and energy on delegating:

- Tasks
- Projects
- Initiatives

Free yourself to communicate with club and community members and plan events to keep team spirit and momentum high. Arrange a meeting outside during nice weather to excite your team, or host one in a coffee shop.

Miscommunication and conflict might still come up within your club and community.

Here are some ways you can work to resolve them:

-  Move conflict to a safe and private space.
-  Actively listen to members' viewpoints.
-  Speak to members calmly and respectfully (use open body language).
-  Try to understand their concerns.
-  Work as a team to discuss possible resolutions and action plans.
-  Learn from this conflict and implement changes as a team.

REMEMBER TO CONNECT WITH YOUR MSA CLUBS & COMMUNITIES TEAM FOR ADDITIONAL SUPPORT.

BELOW YOU'LL FIND SOME HELPFUL LEADERSHIP RESOURCES AND LINKS FOR YOUR REVIEW.

