



**NPO**  
**RECOGNITION AND**  
**SUPPORT POLICY**

Adopted August 7, 2024







# TABLE OF CONTENT

A WORD FROM THE MAYOR	3
INTRODUCTION	4
POLICY FOUNDATIONS	6
TOWN OF SUTTON MISSION STATEMENT	6
LVC MISSION STATEMENT	6
POLICY OBJECTIVES	8
GUIDING PRINCIPLES	9
RECOGNITION TERMS	10
ELIGIBILITY CRITERIA	10
EXCLUSIONS	12
CATEGORIZATION CRITERIA	14
RECOGNIZED ORGANIZATION CATEGORIES	15
RECOGNITION PROCESS	18
APPLICATION SUBMISSION	18
APPLICATION ANALYSIS	18
DECISION NOTIFICATION	19
RENEWAL	20
TERMINATION	20
REVISION OF CATEGORIZATION	21
CONDITIONS TO MAINTAIN RECOGNITION	22
OTHER REQUIREMENTS	22
BIBLIOGRAPHY	23
APPENDIX A	24
SERVICE BASKET BY CATEGORY OF ORGANIZATION	24
APPENDIX B	26
LIST OF REQUIRED DOCUMENTS	26



## A WORD FROM THE MAYOR

Sutton's community life is rich, diverse and dynamic. It reflects the people that make it what it is.

The Town of Sutton is proud that it can count on its relationships with the local organizations to offer an exceptional quality of life.

To maintain the quality of these relationships, it's important not only to be transparent, but also to grant services fairly.

A categorization of recognized organizations has been put in place to contribute to the equality of services offered by the Town, and to optimize the services offered to citizens.

The recognition process has been reviewed to provide a better understanding of how recognition is obtained, as well as the procedures required to maintain it.

*Robert Benoit, Mayor of Sutton*





## **INTRODUCTION**

The Town of Sutton recognizes the contribution of non-profit organizations (NPOs) to the vitality of its cultural, sports and community life. The activities and services they offer contribute to the quality of life of residents, as well as to their sense of pride and sense of belonging to the community. The majority of recognized organizations have been active in the community for a long time and have developed considerable expertise.

Since the adoption of the Community, Cultural, Recreational and Sports Organizations Recognition and Support Policy in 2015, the Town of Sutton has recognized 47 NPOs.

The Town of Sutton intends for this updated policy to provide the Recreation, Community Life and Culture (LVC) department with clear procedures for the recognition of organizations and the equal distribution of resources.

By adopting a revised Recognition and Support Policy for NPOs, the Town of Sutton aims to meet the needs of citizens and support organizations working to this end, while considering available municipal resources. Municipal resources will be allocated rigorously, transparently and efficiently, in compliance with the legal framework to which the municipality must adhere.

This document describes the foundations of the Policy, the terms and conditions of the recognition process, and the conditions for maintaining the recognition.







## POLICY FOUNDATIONS

The *Cities and Towns Act* and the *Municipal Powers Act* stipulate that cities have authority and competency to manage internal affairs, including the management of municipal property, land use planning, economic development, the environment, safety, parks and, of course, culture, recreation and community activities.

The recognition and support of NPOs are based on municipal jurisdictions, the Town's mission and that of the LVC department, as well as on the objectives and guiding principles of the Policy.

It is within this framework that the Town intends to recognize NPOs that meet the requirements stipulated by law, based on the eligibility and categorization criteria it has defined.

### TOWN OF SUTTON MISSION STATEMENT



Together, responsible for an exceptional community, territory and quality of life.



### LVC MISSION STATEMENT

By adopting this Policy, it is the municipal council's goal to affirm the mission of the department that will manage its application:



To make Sutton a stimulating living environment by offering sustainable, diversified and accessible activities and infrastructures, in collaboration with local organizations.





## POLICY OBJECTIVES



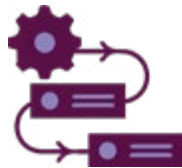
Support the development of organizations by recognizing their importance in the community, their expertise and their initiatives to make Sutton's sporting, community, economic and cultural life rich and diversified.

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Help organizations fulfill their mission through a variety of adapted and equitably distributed services.

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Define procedures for recognizing organizations, as well as for maintaining and renewing recognition.

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Clarify the municipal support to which each category of organization is eligible, in the interests of transparency and fairness.



## GUIDING PRINCIPLES

# 1.

### Efficient Resource Management

The Town of Sutton demonstrates a judicious and efficient use of public resources by being fair to all recognized organizations on its territory. This policy establishes a transparent recognition process, based on defined criteria. For the sake of consistency, the Town supports organizations that demonstrate sound and transparent governance, democracy and management of financial and human resources.

# 2.

### Complementarity and Consultation

The Town of Sutton relies on consultation, cooperation and a sector-based approach to establish a strong network of partners on a human level. It aims to be a leader and to pilot this network, helping recognized organizations to provide their services, with respect for the skills, mission and expertise of each.

# 3.

### Recognition of the Importance of Partnership

The Town of Sutton considers the organizations within its territory to be essential partners in the quality of life of its population. For this reason, it maintains positive, equitable relations with them. These relationships are based on frequent exchanges, a free-flowing exchange of information and access to the municipal team. The Town encourages networking and collaboration between organizations.

# 4.

### Sustainable Development

The Town of Sutton adopts an eco-responsible management approach acting in the general interest of its population, and partners with organizations that share this principle of operation. The Town's long-term vision considers the inseparable nature of the environmental, social and economic dimensions in offering and developing its activities and those of the organizations operating on its territory.



## RECOGNITION TERMS

Recognition of an NPO involves analyzing two stages of criteria to which scores are assigned:

- 1. Eligibility:** to qualify for Town support, the organization must meet 4 criteria based on municipal jurisdictions, the Town's mission and the mission of the LVC department, as well as the objectives of the Policy.
- 2. Categorization:** to distribute resources equally, the Town aims to prioritize organizations that have a direct and significant impact on its citizens. This step is based on the guiding principles. The service basket offered (Appendix A) is determined by categorization.

### ELIGIBILITY CRITERIA



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1. Carry out activities on the Sutton territory



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2. Have an eligible legal status, i.e. be an incorporated non-profit organization



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3. Operate in an eligible field



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4. Provide all documents required by the Recognition Policy (Appendix B)





## ELIGIBLE FIELDS OF INTERVENTION

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### **Art, Culture and Heritage**

This field includes organizations whose main mission is to work in the field of culture, which encompasses artistic creation, production, mediation and/or distribution, as well as the preservation, enhancement and/or heritage conservation.

### **Community and Social Development**

This field consists of organizations whose goal centers on mutual aid and social development. It provides citizens with the opportunity to actively participate in society by offering services and/or intervening on issues related to different social realities.

### **Economic Development**

This field includes organizations whose objectives are focused on the development of the region's agricultural, commercial, industrial and tourist activities.

### **Environment**

Organizations working in this field offer activities or services that aim to protect the environment, such as water quality, nature, wildlife and natural resources. Their goal is to raise awareness and mobilize the population, and to promote, improve, preserve and enhance the region's natural assets. They do everything in their power to combat pollution and the degradation of living environments, to preserve their richness and quality.

### **Recreation**

This field refers to organizations offering one or more recreational activities, either individual or collective, with the intention of improving the quality of life of those involved.

### **Sports and Outdoor Activities**

This field is defined by organizations, preferably federated, that offer physical activities involving technical, motor, perceptual and physical skills. These organizations aim to promote and develop the individual according to the 4 levels of sports practice: initiation, recreation, competition and excellence.



## EXCLUSIONS

- Public, semi-public and government bodies with which special agreements can be made<sup>1</sup>.
- Religious organizations whose mission is to promote religious beliefs or celebrate religious services and rites.
- Professional orders and labour organizations whose sole mission is to support, govern or protect the interests of the professional, business or labour community, or of their own members.
- Political organizations that promote partisan political action (linked to a political party or cause).
- Condominium syndicates and homeowners' associations.
- Private daycares, early childhood centers and family daycares.
- International aid organizations.
- Foundations and philanthropic organizations whose sole mission is to raise and redistribute funds.

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<sup>1</sup> Centre des syndicats du Québec, *Actualités*, «Péripubliques ou secteur des organismes gouvernementaux» [<https://www.lacsq.org/actualite/peripublic-ou-secteur-des-organismes-gouvernementaux/>] (Viewed on August 31, 2023)







## CATEGORIZATION CRITERIA

The Town of Sutton has established 3 categories of possible partnerships with recognized organizations: Partner Organization, Collaborating Organization and Associated Organization. These are described in greater detail in the section Categories of recognized organizations (page 16).

The categorization of organizations is based on the 4 guiding principles of the Policy. It is evaluated using the [recognition application form](#) and requested documents (Appendix B). The information gathered will provide the LVC department with a better understanding of how the organization offers its services, establishes roots in the community, is socially committed, etc.

Here are the criteria used by the LVC department to determine the category of organizations applying for recognition:

CATEGORIZATION CRITERIA	CRITERION SCORE (%)
1. Link with the Town's Mission and that of the LVC Department	25
2. Governance	15
3. Financial Resources Management	15
4. Collaboration and Deep Rootedness	15
5. Service Offer	10
6. Human Resources Management	10
7. Sustainable Development	10

These criteria determine the basket of services offered by the Town, as shown in Appendix A.

## 1. Link with the Town's Mission and that of the LVC Department

This criterion is a determining factor in the organization's categorization.

- If its mission is completely in line with the Town's mission and that of the LVC department, the organization is eligible for the *Partner Organization* category.
- If its mission is partially in line with the Town's mission and/or that of the LVC department, the organization is eligible for the *Collaborating Organization* category.
- If its mission is only related to a limited extent to the Town's mission and that of the LVC department, the organization will be assigned the *Associated Organization* category.

## 2. Governance

- The organization's activities are consistent with its mission as defined in its constitution.
- The composition of the organization's Board of Directors (BOD) is in conformity with the by-laws and at least one of its members is a resident of Sutton.
- The annual declaration to the Registraire des entreprises du Québec (REQ) is filed on time.
- A general meeting is held annually in accordance with the terms and deadlines stipulated in the by-laws.

## Financial Resources Management

- ### 3.
- The budget forecast is balanced and clearly presents all the organization's revenues (grants and independent income) and expenses.
  - The organization generates autonomous revenue to contribute to the financing of its activities (e.g.: membership fees, fundraising, sale of services, etc.).
  - The previous year's financial statements show a deficit of less than 10% of total revenues;
  - Unallocated surpluses do not exceed 50% of total annual expenses.

## 4. Consultation and Deep Rootedness

- The organization participates in one or more local or regional committees or round tables.
- The organization has been in existence for several years.
- The organization works with several partners.

## 5. Service Offer

- The organization's activities reach, to a considerable extent, a Sutton clientele.
- A significant number of activities take place on the Sutton territory.

## 6. Human Resources Management

- Non-Board volunteers are involved in the organization.
- The organization indicates the number of hours volunteered annually.
- Volunteer and board member involvement is defined by a number of mechanisms (volunteer contract, job description, code of ethics, etc.).
- The organization has paid staff.
- The organization provides the number of hours worked annually.
- The organization puts in place mechanisms that promote a healthy and safe work environment (e.g., work contract, job description, code of ethics, etc.).

## 7. Sustainable Development

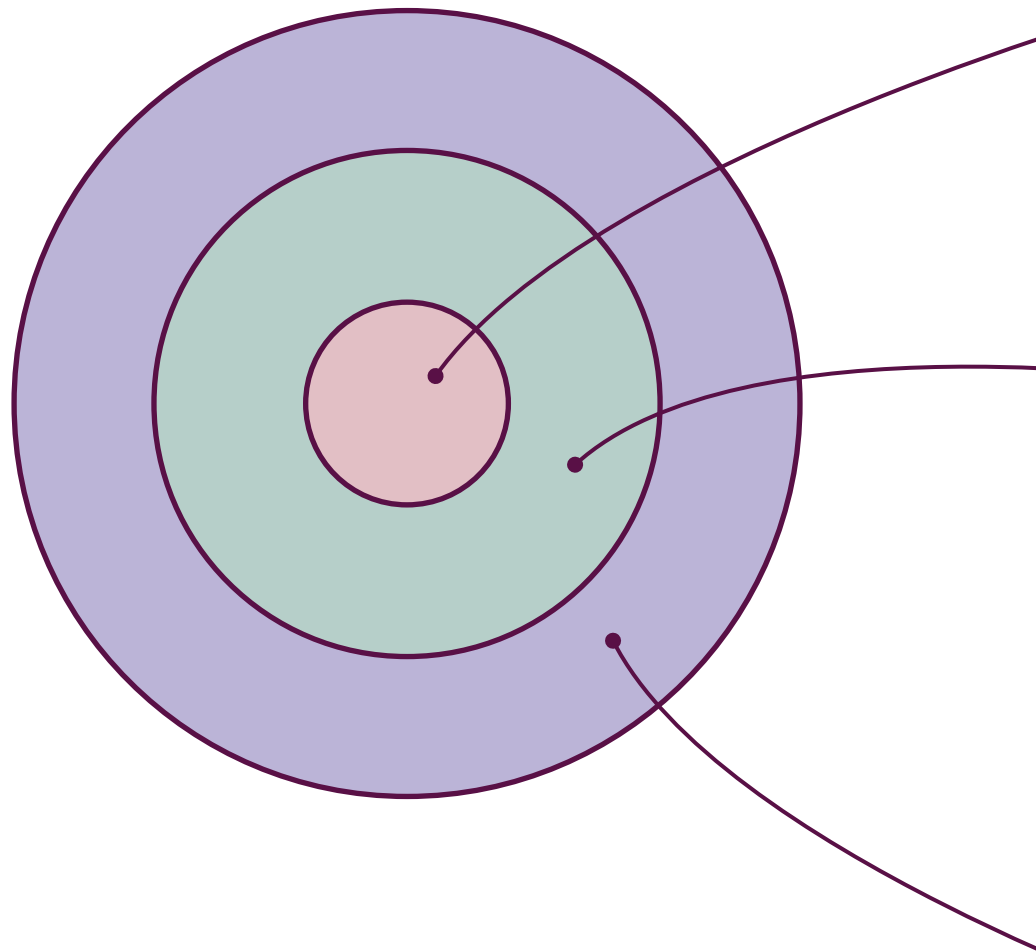
- The organization prioritizes local economy.
- The organization prioritizes the purchase of reusable equipment made from sustainable materials.
- The organization encourages active mobility and carpooling.
- The organization implements ecoresponsible measures to manage its residual waste.





## **RECOGNIZED ORGANIZATION CATEGORIES**

The Town of Sutton has established 3 categories of possible collaboration between the municipality and recognized organizations. The categorization of organizations is based on the evaluation of the criteria presented above and allows the municipality to distribute the types of support it can offer in a transparent and equitable manner. The basket of services offered by the Town according to the categorization of recognized organizations is specified in Appendix A of the Policy.



### PARTNER ORGANIZATION

- Meets all eligibility criteria.
- Scores **at least 75%** for categorization criteria according to the chart on page 14.
- The organization's mission is fully in line with that of the Town and the LVC department.

Through its range of services, this essential organization establishes a privileged link with the Town of Sutton and benefits from a significant number of municipal resources on a priority basis.

### COLLABORATING ORGANIZATION

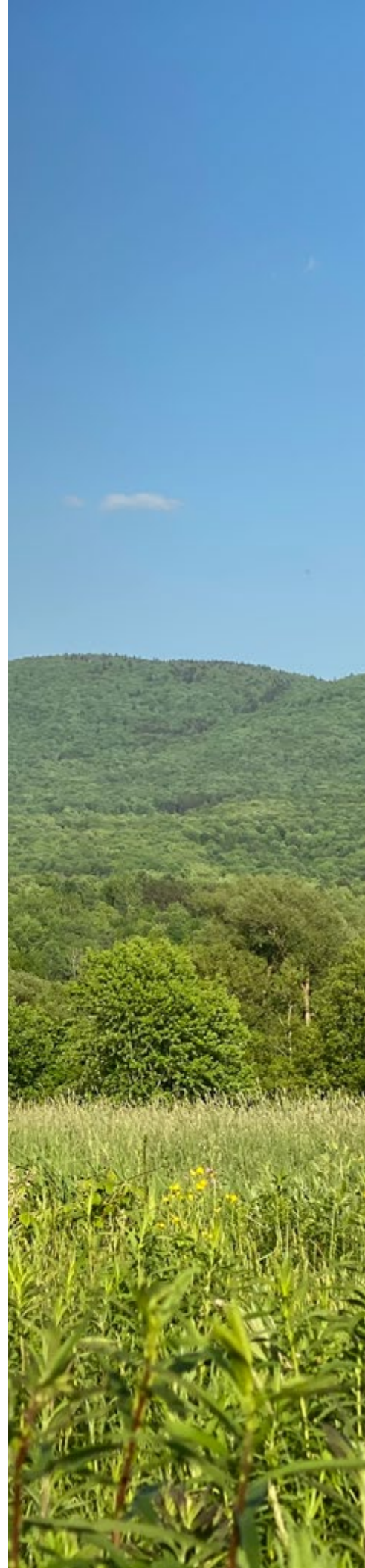
- Meets all eligibility criteria.
- Scores **between 50% and 74%** for categorization criteria according to the table on page 14.
- The organization's mission is partially in line with that of the Town and/or the LVC department. It may extend to other actions.

Considering its categorization criteria, this organization receives limited support from municipal resources.

### ASSOCIATED ORGANIZATION

- Meets all eligibility criteria.
- Scores **less than 50%** for categorization criteria according to the table on page 14.
- The organization's mission is narrowly aligned with that of the Town or the LVC department.

Considering its categorization criteria, this organization receives very limited support from municipal resources.





# RECOGNITION PROCESS

## 1. APPLICATION SUBMISSION

Applications for recognition can be submitted throughout the year. From the date of acknowledgement of receipt, 90 days are required to process the application.

There are 4 ways for organizations to submit an application for recognition:



### BY E-MAIL

To the Recreation,  
Community Life and Culture  
Department Director:  
[dir.lvc@sutton.ca](mailto:dir.lvc@sutton.ca)



### BY MAIL

Town of Sutton  
Director of the Recreation,  
Community Life and Culture  
Department  
11 Principale S. Street  
Sutton, Quebec, JOE 2K0



### ONLINE

Using the [online form](#)



### IN PERSON

Town Hall Reception  
11 Principale S. Street  
Sutton, Quebec, JOE 2K0  
During business hours:  
[sutton.ca](http://sutton.ca)

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## 2. APPLICATION ANALYSIS

- An acknowledgement of receipt will be sent within 48 working hours of receiving the request.
- An initial analysis of the eligibility of the application will be made within 30 days of receiving it. If the application is **ineligible**, a member of the department will contact the organization's designated representative to inform them of the reasons for the refusal. If the application is **not complete**, a member of the department will contact the organization's designated representative to inform them of the missing information needed to analyze eligibility. The 90-day period will be suspended until all missing documents or information have been submitted.
- An in-depth analysis of complete and eligible applications will be made by the LVC department. The results of the analysis will be presented to the municipal council for a decision at a future Council Meeting.

### 3. DECISION NOTIFICATION

Once the decision has been taken by the municipal council, a letter will be sent to the organization to officially inform it of the decision.



#### IF THE ORGANIZATION **IS RECOGNIZED,** THE LETTER WILL CONFIRM:

- Recognition category.
- The nature of the support offered.
- The terms and conditions for granting support under the recognition statute.
- End date of recognition.



#### IF THE ORGANIZATION **IS NOT RECOGNIZED,** THE LETTER WILL EXPLAIN:

- Reasons for refusal.
- Recommendations to comply with the Policy.

#### DECISION REVIEW

- In the event of refusal or termination of recognition by the Town, the organization will have the opportunity to submit a new application one year after the date of refusal.
- When submitting a new application, the organization will have to demonstrate that a significant change has been implemented concerning one or more elements for which recognition had been refused or terminated.

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## RECOGNITION PROCESS (CONT.)

### 4a. RENEWAL

Recognition is valid for 5 years.

To renew, the organization must submit the renewal application form at least **90 days before** the end of the recognition period.

He or she must have submitted the documents required to maintain his or her recognition by the deadlines specified on page 22.



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### 5. TERMINATION

At any time, the organization may unilaterally request in writing that its recognition be terminated. It must submit a resolution from its Board of Directors in support of this request. Recognition privileges will cease upon receipt of said resolution.

In the event of dissolution, the organization must send the LVC department a deed of dissolution or liquidation.

The Town may terminate an organization's recognition at any time if it fails to comply with this Policy. Recognition privileges will terminate 30 days after the adoption of the resolution by the municipal council.

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**4b. MAINTENANCE**

Every year the LVC department will conduct a compliance audit of the information submitted by a randomly selected sample of recognized organizations. By becoming recognized, organizations agree to this verification.

To maintain its recognition, the organization must have offered at least one activity related to its mission to Sutton residents in the past year. If the recognized organization was unable to meet this criterion, it must provide a written report (annual report or other) explaining the reasons for the situation.

**4c. CATEGORIZATION REVISION**

An organization's categorization may be revised at any time, either at the request of the organization itself, or through a process initiated by the Town. The Town or the organization must demonstrate how the changes made to one or more of the evaluation criteria mean the organization better fits into another categorization.

A new analysis will then be made, and presented to the municipal council, following the same deadlines and process as for submitting an application for recognition (page 18).

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## **CONDITIONS TO MAINTAIN RECOGNITION**

To maintain its recognition status, a recognized organization must provide the following documents within 90 days of its annual general meeting (AGM):

- The annual activity report or an extract from the minutes of the last AGM attesting to the annual activity report.
- AGM agenda.
- An up-to-date list of Board members' personal contact information, including names and complete mailing addresses, as submitted to the Registraire des entreprises du Québec.
- Financial statements for the past year.
- A copy of the certificate of liability insurance with coverage of at least \$2,000,000.

### **OTHER REQUIREMENTS FOR MAINTAINING RECOGNITION**

During the year, the organization must:

1. Inform your representative in the Recreation, Community Life and Culture Department, within 10 business days of any changes concerning:
  - 1.1 The composition of its board of directors.
  - 1.2 The address of its head office or service facilities.
  - 1.3 An amendment to its charter or constitution.
2. Not to act as a front, i.e. not to use its recognized organization privileges for personal or third-party purposes.
3. Demonstrate ethical behaviour, respect, honesty and integrity towards the Town at all times.

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# APPENDIX A

## SERVICE BASKET BY CATEGORY OF ORGANIZATION

Service baskets offered to organizations according to their recognition status and the availability of municipal resources.\*

Financial support	Support for operations
	Support for projects
Rentals	Dedicated premises
	Premises for occasional activities
	Sports field, parks and outdoor spaces
	Storage space
Professional support	Consultation and support services
	Annual training offer according to surveyed needs
	Annual Volunteer Recognition Evening
Technical support	Insurance program with BFL Canada
	Equipment loan for events
	Activity promotion and posting on bulletin boards

\* Agreements can be made outside the service basket.

	Partner Organization	Collaborating Organization	Associated Organization
	X	X	
	X	X	X
	X		
	X	X	
	X	X	X
	X		
	X	X	
	X	X	X
	X	X	X
	X	X	X
	X	X	X
	X	X	





## APPENDIX B

### LIST OF REQUIRED DOCUMENTS

- Completed recognition [application form](#).
- Deeds of incorporation.
- By-laws.
- An up-to-date list of Board members' personal contact information, including names and complete mailing addresses, as submitted to the Registraire des entreprises du Québec. At least one Board member must be a resident of Sutton.
- The Board of Directors' resolution authorizing a designated representative to submit the application for recognition, along with the required documents.
- Proof of liability insurance with coverage of at least \$2,000,000. The organization must agree to release the Town of Sutton from all liability.
- Financial statements for the last year, or the current year for newly founded NPOs.
- Budget forecasts for the coming year.
- A copy of the current year's activity program.
- Annual General Meeting (AGM) agenda and a copy of the last AGM minutes.
- Proof of last update at the Registraire des entreprises du Québec.
- Sports club or organization: a copy of the certificate from the sports federation with which it is affiliated.








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