

Waterloo Indigenous Student Centre (WISC) Kitchen User Protocols

By completing the **WISC Kitchen User Agreement Form**, the applicant (WISC Kitchen user) agrees to abide by and respect the following protocols for access and use of the WISC Kitchen:

Relationship

1. As a place for community, connection, trust, reciprocity, relationship-building and relationship development, the WISC Kitchen is available to Indigenous students, staff and faculty for university-related purposes.
2. Two-way active communication is expected between WISC staff and WISC Kitchen users whenever possible. Active communication means that the communication is taking place during the activity and/or present moment, where possible – this is in effort to alleviate/remove any opportunities for miscommunication, human error and/or memory lapses.
3. WISC Kitchen users will be included in all **WISC Kitchen User Protocols** process changes that may unexpectedly arise during the academic year and/or duration of the **WISC Kitchen User Agreement**. WISC seeks to empower WISC Kitchen users through transparent, fair and equitable protocols, processes and practices.
4. WISC Kitchen users and staff are expected to act in a mutually professional and respectful way when conducting themselves in the WISC and the WISC Kitchen. WISC and the WISC Kitchen spaces are included in the respectful workplace environment of United College (UTD) at the University of Waterloo (UW) – WISC Kitchen users are emerging professionals on their academic career journey, and as such are expected to uphold safe and respectful workplace standards, treating WISC and the WISC community like a friendly, safe and respectful workplace setting, in accordance with various local, regional, provincial and federal regulations and laws.
 - a. Disrespectful and/or threatening behaviour is not tolerated. WISC Kitchen Users will refrain from using foul language and/or from acting in a manner that is disrespectful to others in any way while in the WISC and the WISC Kitchen. WISC Kitchen users are encouraged to report concerns to WISC staff immediately (wisc@uwaterloo.ca).
 - b. Smoking (including cannabis), alcohol and/or illegal substance use are all not permitted on premise, including WISC and UTD generally.
5. WISC and WISC Kitchen users are encouraged to support and recognize contributions to the WISC Kitchen as much as possible – the WISC and the WISC Kitchen would not be possible without the ongoing support of students, staff, faculty and community members both on and off campus. The generous donation from the

UW Indigenous Student Association (ISA) of the current kitchen stove and fridge (installed 2018/19) will be specially acknowledged with a custom plaque and/or art installation in the WISC Kitchen for the coming year.

6. Only students who have fully completed the 2024-2025 **WISC Kitchen User Agreement Form** are permitted on premise for 'After-Hours Access' (see more on p. 5) during the 2024-2025 academic year. Note that WISC Kitchen access for the 2024-2025 academic year expires on **AUGUST 31, 2025**. A new annual **WISC Kitchen User Agreement Form** must be fully completed and submitted for WISC staff approval each academic year (September to August) – the new form will be made available at the beginning of each academic term and can be provided at that time, upon request.

Accessibility

1. WISC Kitchen users are required to provide proof of completion with a passing grade (80% or higher) for the **Food Safety Awareness** course found through 'Self Registration' in the UW LEARN online learning platform (<https://learn.uwaterloo.ca>).
2. In the event of an emergency, WISC Kitchen users are to follow the **United College Emergency Action Plan** available on the information board outside the WISC Kitchen access door.
3. The **2024-2025 WISC Kitchen User Protocols and User Agreement Form** will be available on the WISC website (<https://uwaterloo.ca/utd/wisc>). Physical copies will be available in the WISC, upon request. A hard copy of the **WISC Kitchen User Protocols** will always remain available on the information board outside the WISC Kitchen access door for additional ease of access and reference.
4. The fully completed **WISC Kitchen User Agreement Form** must be submitted in-person (UTD, WISC, room 228) and/or by email (wisc@waterloo.ca) to WISC staff for approval signature. WISC staff will maintain a record copy and provide a copy to the applicant. The applicant will submit their fully completed and approved copy of the **WISC Kitchen User Agreement Form** to UTD Front Desk with attention to Shawn Tucker, UTD Facilities Coordinator. Within two (2) business days, WISC Kitchen access will be issued by a UTD fob key, or by updating/adding the WISC Kitchen access to a previously issued UTD fob key belonging to the approved WISC Kitchen user. WISC Kitchen users are responsible for individual usage of their 2024-2025 UTD issued fob key, including the WISC Kitchen access – fob keys are for the sole use of the person it was issued to, as such fob keys are not permitted to be lent out to anyone. A lost or stolen UTD fob key must be reported immediately to WISC staff (wisc@uwaterloo.ca).
5. WISC staff manages the kitchen food and supplies inventory for the purpose of WISC's daily programming and services. WISC staff will make every effort to ensure storage locations for utensils and equipment are adequately labelled so

users can easily find what they are looking for and where they can put it away clean after use. If the WISC Kitchen user breaks an item and/or notices that an item has gone missing, the WISC Kitchen user will add the item to the physical WISC shopping list (black chalkboard on the wall) and/or virtually through the nearby QR code link to an online version of the WISC shopping list. WISC staff are seeking to begin sourcing food and supplies from an industrial supplier and wait times between ordering is currently unknown, though WISC Kitchen users and Indigenous students can reasonably expect orders every two (2) weeks or less.

6. In the event that the **WISC Kitchen Protocols** is/are not respectfully adhered to by the WISC Kitchen user herein, resulting in one or more breach(es) of the **WISC Kitchen User Agreement**, WISC staff will provide an explicitly written process and outline of intervention steps, requirements (including dates) and consequences that the WISC Kitchen user is required to correct in a timely fashion to maintain their individual WISC Kitchen access; failure to comply will ultimately result in the removal of WISC Kitchen access privileges. Note that WISC and UTD reserve the right to remove WISC Kitchen access to anyone at any time.
7. WISC Kitchen bookings by group(s) for internal or external programming and/or events require two (2) weeks advance request to WISC staff (wisc@uwaterloo.ca). The request submission must include a full and complete **WISC Kitchen Booking User Agreement Form** for approval and booking.
 - a. Full and complete **WISC Kitchen Booking User Agreement Form** submitted with two (2) weeks advance request of the date(s) requested will be considered on a first-come, first-serve basis; submissions will be considered in the following priority:
 - i. Internal Indigenous individual and/or group.
 - ii. Internal individual and/or group.
 - iii. External Indigenous individual and/or group.
 - iv. External individual and/or group.
 - b. Request for booking and submission of a fully completed **WISC Kitchen Booking User Agreement Form** does not ensure approval and/or a secured booking – WISC staff will make every effort possible to complete processing of requests/submissions within two (2) business days.
 - c. Approved and secured individual and/or group bookings of the WISC Kitchen take priority over individual user access.
 - d. A physical calendar of approved and secured WISC Kitchen bookings will be posted outside the WISC Kitchen access door.

8. Students using the WISC Kitchen for 'After-Hours Access' (see more on p. 5) are responsible for turning off all appliances, closing all doors and turning off all lights upon departure.
9. WISC Kitchen users are not permitted to leave WISC's Main or Kitchen access doors open during 'After-Hours' (see more on p. 5).
10. UTD and WISC are subject to video monitoring in accordance with university policy.

Food and Cooking

1. WISC provides free weekly snacks for Indigenous students to enjoy while in the space. Snacks are placed in the mini fridge and/or on the table outside of the WISC Kitchen. There are also snacks available inside the WISC Kitchen, only in the drawer(s) labelled "snacks". WISC Kitchen users and Indigenous students are asked not to take/use food from other locations within WISC and the WISC Kitchen without WISC staff permission as food inventory is often purchased in bulk for best pricing and to manage consumption of resources available (snack, soup lunch, variety of events, etc.) over time.
2. WISC provides free ingredients for Indigenous students and WISC Kitchen users to make Bannock for themselves to enjoy. If Bannock ingredients are noticeably low, WISC Kitchen users and/or Indigenous students are asked to add needed ingredients to the WISC shopping list – see 'Accessibility #4' for further information.
3. WISC often has leftover food available for Indigenous students to enjoy in WISC and/or to take home for themselves. Any free food will be clearly labelled "free food" with the date that the food was made available – leftovers are consumed at the consumers own risk. WISC Kitchen users and/or Indigenous students are encouraged to bring their own reusable take-away container. However, if needed, they are welcome to take a reusable take-away container and return it clean when finished.
4. The WISC Kitchen for staff, users and Indigenous students, is often a common space where we like to share food, cooking skills, knowledge and teachings through engagement, reciprocity and relationship with one another. WISC Kitchen users are encouraged to support our sharing culture by contributing (kitchen and cooking tips, tricks, teachings, recipes, etc.) to the WISC Kitchen recipe book, in whatever way they are comfortable to share.
5. Food and supplies can be temporarily stored in the WISC Kitchen by a registered WISC Kitchen user, soup lunch host and/or booked user of the WISC Kitchen. All users are responsible for their food/supplies/belongings and are expected to remove them all once their cooking, event and/or intended use is complete. By doing so, this helps maintain necessary preparation and cooking space for all to use, as well as for ongoing WISC programming. When users need to leave

food/supplies/belongings temporarily in the WISC Kitchen, WISC asks that all food/supplies/belongings be labelled with “first/last name, date and contact information”. Note that if food is left too long beyond its intended date/use and/or food becomes expired, WISC will make every effort to contact the WISC Kitchen user to come and collect their food/supplies/belongings. However, if the WISC Kitchen user is not reachable within a reasonable amount of time, the food will be disposed in the garbage and belongings will be placed in lost and found.

6. Preparation and cooking food and products related to selling goods and services for commercial purposes is not permitted. Preparation and cooking related to selling goods and services for Indigenous not-for-profit organizations may be permitted on a case-by-case basis at the discretion of WISC; inquiries can be made by email (wisc@uwaterloo.ca).

Cleanliness

1. WISC Kitchen users are expected to always uphold and maintain a sense of pride for the cleanliness of the WISC Kitchen space.
2. The WISC Kitchen fob key is a means of access to the space, but it also provides a measure of accountability should users not maintain reasonable and adequate cleaning processes after use of the WISC Kitchen space.
3. WISC Kitchen users are responsible for all cleaning associated with their individual use of the WISC Kitchen space. Often many individual users will utilize the WISC Kitchen space during the same time, and although individual responsibility for cleanliness is a protocol in this agreement, a shared responsibility of cleanliness and a willingness to help between one or more individual WISC Kitchen users is not only welcomed, but it is encouraged (where possible) to promote a collective sense of community. Users are to communicate clearly with one another so that delegation and/or volunteering of cleaning is done so fairly, equitable and all are in agreeance of which cleaning tasks everyone is responsible for completing prior to vacating the space.
4. WISC Kitchen users are expected to leave the space better than they found it.
5. WISC Kitchen users are asked to refer to the **WISC Kitchen Checkout Procedure Checklist** posted in the WISC Kitchen before vacating the space to ensure the WISC Kitchen user did not forget any relevant steps. Currently WISC does not require WISC Kitchen users to submit completed **WISC Kitchen Checkout Procedure Checklists**, though WISC reserves the right to implement this procedural step at any time, if deemed necessary.

Location and Hours

The WISC (room 228) and the WISC Kitchen are located in the north wing of the United College (190 Westmount Road North, Waterloo, Ontario, N2L 3G5) at the University of Waterloo.

The WISC Kitchen access door is inside room 228.

General Hours of Operation:

Monday – Friday 9:00 am – 4:00 pm

After-Hours Access:

Monday – Sunday 6:00 am – 12:00 am (midnight)

Note: *Hours only for registered and/or approved WISC Kitchen Users and/or Bookings.*

2024-2025 WATERLOO INDIGENOUS STUDENT CENTRE (WISC) KITCHEN USER AGREEMENT FORM

By completing the WISC Kitchen User Agreement Form, you are agreeing to abide by the WISC Kitchen Protocols and realize that failure to do so will result in the removal of after-hours access and privileges.

APPLICANT FIRST NAME

APPLICANT LAST NAME

STUDENT IDENTIFICATION #

PREFERRED EMAIL

1. Do you identify as an Indigenous student registered at the University of Waterloo's (UW) main campus or one of UW's affiliated Colleges?

- YES
- NO

a. If yes, which group do you identify with?

- FIRST NATIONS (status / non-status)
- METIS
- INUIT
- OTHER

INDIGENOUS COMMUNITY / COMMUNITIES

HOME COMMUNITY / COMMUNITIES

COMMENTS

- I have read, understand, and agree to abide by the **WISC Kitchen User Agreement Protocols**, and I realize that failure to do so will result in the removal of these privileges.
- To support this application, I have previously submitted and/or included verification of the successful completion (80% grade or higher) of the **Food Safety Awareness** UW Learn online course found under 'Self Registration' (<https://learn.uwaterloo.ca>).
- I acknowledge that the **2024-2025 WISC Kitchen User Agreement** expires on: **AUGUST 31, 2025**

APPLICANT NAME

APPLICANT SIGNATURE

DATE

WISC STAFF APPROVAL