

## **Terms of Use**

Community Information Guelph links people to services. It collects, maintains and disseminates information on available community resources including detailed data (where possible) on the services they provide.

Community Information Guelph and its partners reserve the right to make final decisions with respect to inclusion and exclusion of any service, organization or agent in the database throughout the normal course of its operations.

## **Inclusion Policy**

The following criteria are applied to Site submissions:

1. Organizations to be included in the database must plan for or provide one of the following services: health services, educational services, recreational groups and social services including: legal, financial, housing, transportation, employment, counselling, personal assistance and home support, provisions of the necessities of life, emergency assistance and crisis intervention, service clubs and churches.
2. Registered not-for-profit and charitable organizations, along with selected government departments will be included. Entities such as support groups which are not incorporated as organizations may also be included. Generally, the organization must provide direct services to the community or be a service/organization from which public information is frequently requested by community members.
3. Eligible organizations must deliver services within the City of Guelph. A limited number of organizations that are located outside the defined geographic area and provide services to the area residents may be included at the sole discretion of Community Information Guelph.
4. A publishable mailing address and/or telephone number must be provided.
5. Eligible organizations must respond to requests for information updates and return requests within a reasonable amount of time. Information received by Community Information Guelph must be verified upon request.
6. Commercial organizations licensed by a level of government and accredited as professional services to provide health care and related services may be included from time-to-time, principally where such services are not available in the nonprofit sector, at the sole discretion of Community Information Guelph. Where possible, umbrella organizations will be listed instead of individual providers.
7. Member agencies of the Volunteer Centre of Guelph/Wellington will also be included in the database.

## **Exclusion Policy**

Community Information Guelph reserves the right to exclude or remove any organization from the database that it has reason to believe may cause harm to the well-being of individuals, groups or the community as a whole. Grounds for exclusion or removal from the database may include, but are not limited to: fraud, misrepresentation, discrimination and hate crimes, any criminal activity or non-delivery of services.

It will also exclude any organization that does not expressly meet the above inclusion criteria. Any organizations which have not responded within a reasonable amount of time to requests by Community Information Guelph to update their information will also be considered for exclusion from the database.

# Disclaimer

## **No Endorsement**

Inclusion in the database does not indicate endorsement or an evaluation of service quality by Community Information Guelph or its partners, nor does omission indicate an evaluation of quality or lack of endorsement

## **No Advice or Warranties**

The information contained in the database is provided for educational or information purposes only. It is not intended to provide medical, legal or professional advice whatsoever and should not be relied upon for any related purpose. While considerable efforts are made to supply correct information, the database may contain errors. Community Information Guelph does not guarantee the quality, accuracy or completeness of the information.

## **No Liability**

Community Information Guelph is not responsible for any direct, indirect, special, incidental or consequential damage or any other damages whatsoever, however caused, arising out of any connection with or use of the database, or in reliance on the information made available on the database.