

Bona Fide Members

Policy

Volunteers are required to be legitimate bona fide members of the charity or non-profit using the current AGCO definition of a bona fide member (a volunteer that participates in or has other responsibilities in the organization in addition to assisting with bingo fundraising). A paid employee from the charity/non-profit may be used for bingo assignments providing this is not their primary role within the charity and that the second bona fide member is a volunteer.

Standards

1. Two trained volunteers (bona fide members) representing the scheduled charity are required to carry out each charity assignment.
2. A volunteer may only volunteer to carry out bingo assignments for a maximum of *three Individual Member Charities* of the BCCA under the Electronic Bingo initiative.
3. Each organization must provide and maintain a list of trained bona fide members who are trained and oriented to all policies and standards in advance of carrying out scheduled assignments. It is suggested that the number of members in this be manageable (e.g., 10 trained volunteers) in order to properly facilitate training and customer service standards (Appendix A).
4. Volunteers must be knowledgeable about their organization, the services it provides and how the funds benefit the community.
5. Each trained volunteer must sign into the BCCA designated log book upon arrival to their scheduled charity assignment to confirm their attendance.
6. Trained volunteers are required to be knowledgeable about their roles and responsibilities as set out in the OCGA policy manual and about site specific policies as established by the BCCA.
7. Volunteers are required to be trained regarding their duties prior to carrying out assignments and to comply with the training policies set out by the BCCA and OCGA.
8. Trained volunteers must comply and cooperate with all customer service initiatives established in cooperation with the BCCA and the operator. Charities should select volunteers within their organization who can effectively and comfortably fill this customer service role.
9. Trained volunteers must be 18 years or older to assist the Individual Member Charities with their assignments.
10. Trained volunteers are not allowed to engage in any gaming activity on the premises while carrying out their scheduled assignments.

11. There will be no reimbursement of expenses for trained volunteers (no honorariums).
12. It is recognized that some organizations may have volunteers with special needs. We would encourage you to use the skills and strengths of these volunteers to assist with charity assignments. Each Bingo Centre will have a “charity area” that should have limited seating available. A less mobile volunteer might be given the task of overseeing the charity information area. Ensure that at least one trained volunteer is fully mobile and able to respond to customer requests effectively.
13. By participating in the Electronic Bingo initiative, each charity has agreed that each of its participating volunteers will be responsible for being knowledgeable about the content of all policies and standards and all training materials that may be distributed by the BCCA, OCGA or OLG. From time-to-time, volunteers will be required to attend training sessions.