

Kawartha Bingo Sponsor's Association

New Bingo Coordinator's Package

Everything you need to know (about bingo) but were afraid to ask...

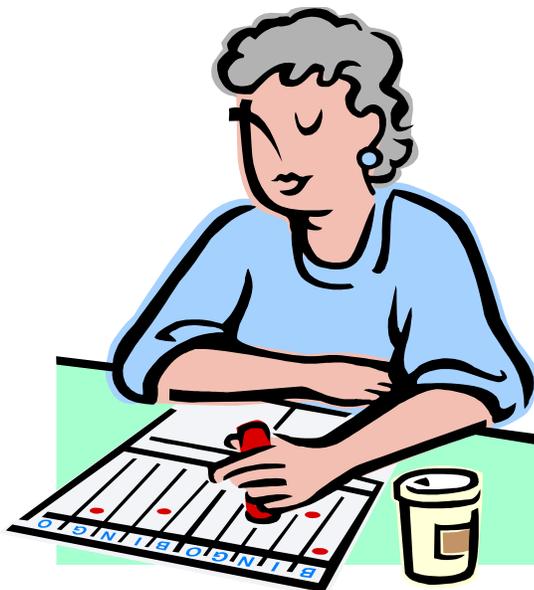


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2018 – 201 Board of Directors

President:	Bev Breedon Arbor Theatre
Vice President:	Susanne Savary March of Dimes
Secretary/Treasurer:	Jean Olajas Kawartha Trent Synchron Club
Director:	Deb Reid Down Syndrome Association
Director:	Kim Dawson Crestwood Music Parent's Association
Director:	Connie Baker Peterborough Rugby Club
Director:	Deb Aben Kawartha Haliburton Children's Foundation
Ex Officio/Staff	Suzanne Davidson Charity Director

Welcome!

As a new bingo coordinator for your organization you probably have numerous questions about what the role entails. This document was created to help you navigate your way through the various roles, rules and procedures, as well as to identify what reporting is necessary to ensure you remain in compliance with both the provincial and municipal regulations.

One of the primary roles for all member groups involved in the “Revitalization of Charitable Bingo” model is to bring public awareness of the substantial benefit that the funds raised in the Gaming Centre bring to our local community. This includes providing information about what your charity or non-profit organization is contributing to the quality of life in our community.

As part of this charity awareness, every member group has a poster for the easel in the charity area. There is also a location in the charity area for your group to promote upcoming events and/or brochures relating to what you offer.

Overview

This document has been developed to help ensure the performance of all member groups and volunteers meet the requirements of our contractual agreement with the OCGA and the guidelines set forth in their Provincial Policies and Standards. It also will help ensure the activities of the volunteers in Delta Bingo and Gaming Centre are standardized and that the customers receive comparable service, organizational information and customer support regardless of what member organization is on duty.

Definitions

KBSA – Kawartha Bingo Sponsor’s Association

CGCA – Charitable Gaming Centre Association

OCGA – Ontario Charitable Gaming Association

Member Organization – each charity or non-profit organization holding a permit issued by the City of Peterborough and receiving shares as a result of the gaming activities at Delta Bingo and Gaming Centre is a member of the KBSA.

Member Volunteers – are Bona fide members who are trained and registered with the KBSA, and who volunteer for bingo assignments at Delta Bingo and Gaming Centre.

Board of Directors Information

When there is a change to your organization’s board of Directors, it is your responsibility to update this information with the Kawartha Bingo Sponsor’s Association Charity Director.

Scheduling

Permit Information

Organizations belonging to Kawartha Bingo Sponsor's Association (KBSA) are issued a permit by the City of Peterborough for a one year period – April 1st to March 31st. These permits are required in order to do bingo fundraising at Delta Bingo and Gaming Centre. There is no cost for a permit.

Approximately two months before the expiration of the current permit, the KBSA Charity Director will contact each member organization by email and provide the current permit application form for the next permit period.

The Bingo Chairperson of each member group will complete the permit application, have it signed by two executive members, and return it to the Charity Director's office at Delta Bingo and Gaming Centre along with their current Board of Director's information. Each group is also required to provide the complete financial statements of their organization. Once all of the required information has been received by the Charity Director, the organization will receive their scheduled bingo assignment dates for that permit period.

When City Hall has issued the permits, the Charity Director will inform each member group by email. The permits will be placed in the file folder of each group located at Delta Bingo and Gaming Centre. The Bingo Coordinator from each group is responsible to pick up this permit from their file folder and keep it for their records.

Scheduling

Once a permit has been received, it is the responsibility of the organization's Bingo Coordinator to immediately schedule trained, bona fide members for each of the scheduled bingo assignments for that permit period. This allows individual organization members the ability to schedule their bingo assignments into their own personal calendars and to ensure their availability when they are required to work a bingo.

NOTE: There is a maximum of 20 bona fide members permitted to do bingo assignments in a six month period. This is to ensure excellent customer service from the volunteers. Members on this list may only be deleted twice per year, June and December. This list must be provided to the Charity Director and a reminder email will be sent to the membership so this list is kept current.

It is recommended that you also keep a list of names and phone numbers of trained, bona fide members in your file folder located in the charity area at the gaming centre. Then if someone is going to be late for their bingo assignment, your volunteer will have a list of people they can call. At the top of that list should be the contact information of the bingo coordinator for your organization.

***Hints to avoid late or "no show" incidents:**

- Organizations could use a 3 person system for bingo. Three volunteers are scheduled for each assignment. Once they arrive, and if everything is in order, one of the three can simply leave and go home. This provides a very secure system of backup should a volunteer be late, have car (or bus) trouble, etc. It also helps to avoid a "no show" or "late" penalty.
- Designate someone from your organization to email/call/text the scheduled volunteers the night before their shift.

- Have each pair of volunteers scheduled to work share their cell phone and call or text each other when they are on their way to the gaming centre.

Request for Assignment Changes

For various reasons, sometimes an organization has a conflict and is unable to carry out one of their scheduled bingo assignments. In this case, the organization must contact the Charity Director (suzanne@deltabingo.com or (705) 745-1124 ext. 31) providing a minimum of 48 hours notice. She will attempt to arrange an exchange with another organization having the same time slot. If this is not possible, the bingo assignment will be reassigned to another member group and the original group will not be entitled to the share value.

If sufficient notice has not been given (less than 48 hours), and the Charity Director is unable to fill this assignment, it will be considered a “no show” to the scheduled group and financial penalties will be incurred.

Required Reports

Monthly Gaming Reports for City Hall

Under the Ontario Charitable Gaming Association's Provincial Policies and Standards document (revised February 2017), each member organization is required to submit monthly reports to the City Clerk's office at Peterborough City Hall.

These monthly gaming reports are available on our website www.kawarthabingosponsors.com under the Member Info tab.

These reports must specify the distribution received for the month, as well as any cheques written from that account. **NOTE:** These reports must be completed and submitted to City Hall even if your organization did not have a bingo assignment or write a cheque from the bingo account for the month.

Reports are due 30 days after the reporting month. For example, the monthly report for September should be filed by the end of October. You may email these reports to the City Clerk's office.

If these reports are not received by the City Clerk's office by the end of each month your permit will be automatically suspended.

An individual organization's permit may also be suspended or revoked if they do not comply with the approved "Use of Proceeds".

See Sample Monthly Report on next page.

Volunteers

Training

All volunteers must be trained before doing a bingo assignment. Regular training sessions are scheduled throughout the year.

As your groups' bingo coordinator you **must register** any new members who require training with the Charity Director. Send an email to Suzanne@deltabingo.com with their names, or call 705 745-1124 extension 31 to register new people.

AODA customer service training is part of the training sessions. The document is available on our website www.kawarthbingosponsors.com under the Member Info tab. It is up to your organization to ensure your registered volunteers read the document prior to attending a training session. They will be asked to sign off that they have read and understand their responsibilities under this legislation at the training session. If volunteers have not read the document prior to training, they will have to reschedule their training session.

Summary of Roles & Responsibilities for Volunteers

Attendance Requirements

- At least two bona fide, trained members who are 18 years of age or older must be present for each bingo assignment.
- All volunteers must attend a KBSA training session before working their first bingo shift.

Dress Code

- Matching shirts or vest, printed with the organization's name and logo. This logoed clothing requirement is mandatory and is a great way to showcase that your organization raises funds at Delta Bingo and Gaming Centre.
- Nametag (first name only) identifying the volunteer.
- Black pants.
- NO DENIM (any colour), tank tops, sweat or exercise/yoga pants, brightly coloured or patterned pants, capris, shorts or clothing with excessive wear or holes.
- Head coverings are not permitted except for religious or medical reasons.
- If you have been called in as a last minute replacement and you aren't in compliance with the dress code, please be proactive and let the Charity Director know so you don't receive a dress code infraction.
- Closed in shoes are required. No sandals or flip flops.

Arrival

- Volunteers should arrive no later than 15 minutes before their scheduled bingo assignment time. This does not leave much time to call and get a replacement to the gaming centre in the case of a problem.
- Please **SIGN IN**. This is the only record of your group's attendance. The sign in binder is located in the charity area either on the coffee table or on the shelf of the bookcase. This sign in binder should always be kept in one of these visible areas.

- The time of your arrival should be noted in the sign in book, not the start time of your bingo shift. If you arrive early, show the early time. If you arrive late, show the late time. In other words, show the ACCURATE time of arrival.
- Volunteers **CANNOT** print or sign in for another volunteer.
- Set up your easel posters.
- Ask the staff at the POS (point of sale) if there is anything you can help distribute, e.g. coupons, ballots, etc.
- Provide your name (first name) to the POS staff so they can inform the bingo caller. You will be called by name by the caller. This is especially helpful if there are multiple bingos.
- If you are relieving volunteers from another organization, check with them to see if there are any ongoing or outstanding items that still need to be addressed.

Participation in Gaming Activities

- Volunteers are not permitted to participate in any gaming activities while in logoed clothing. This means they cannot buy lottery tickets or check their lottery tickets while they are in the gaming centre wearing logoed clothing.
- Volunteers are not permitted to play bingo for customers even if asked. We can offer to watch their cards and help them get caught up when they return. This is done by telling the customer which numbers have been called (they will be lit up on the flashboards) while the customer dabs the numbers.

Greeting Customers

- This activity is done by the first group of the day (10:30pm bingo assignment) and the early evening session (5:30pm bingo assignment) when bingo is NOT in session. You are the hosts, and often the first person a customer sees on entering the building.
- One volunteer should be at each of the two sets of doors.
- Welcome customers as they arrive, assist them in finding seats, open doors for people, introduce new customers to the facility, socialize, and have fun.
- **SMILE!** First impressions are critical.

New Customers

- Welcome newcomers to the Gaming Centre; introduce yourself as the host charity and show them around the facilities.
- Point out the washrooms, snack bar, lottery area, ATM machines, Gecko's, promotional calendars, and staff.
- Escort them to the POS (point of sale) and introduce them to the staff as a new player.
- Help them find a seat and assist them in getting set up on the gecko, if necessary.
- Check back with them periodically to ensure their needs are being met.

Cell Phones/Electronic Devices

- **Cell phones are not to be used** during bingo assignments. In the case of an emergency, tell your partner you have to leave the floor – go to the staff room or outside and deal with your call. Get back to the floor as soon as possible.
- Volunteers should set their cell phone to “vibrate” mode.
- Texting or talking on cell phones is not allowed while working a bingo assignment.

During the Bingo Session

- There are two rooms where bingo is played, so each volunteer is responsible for one of the rooms.
- Walk through the entire room and also between the tables – keep moving.
- Respond to customer questions.
- Clear any USED bingo cards from the tables and recycle them into the appropriate, labelled bin. Make sure the cards have been used – if in doubt, ask the customer.
- Clear the garbage from the tables, recycling the bottles and cans, and placing the garbage in the garbage bin. Make sure to empty the small garbage bins located in the middle of the gecko tables.
- Any beer, cooler or other alcoholic bottles or cans that can be returned for a refund should be returned to the snack bar – do not recycle these!
- Any glass or plastic platters or dishes should be returned to the snack bar counter.
- Non latex gloves are available at the snack bar, if required. (size large only)
- Ensure tables and floor areas remain clean and tidy.
- **IF YOU HEAR SOMEONE CALL BINGO ECHO IT (yell bingo).** The most common complaint is that volunteers are not echoing bingo, so please make sure all of your volunteers do this.
- Eating is not permitted in the charity area. If absolutely necessary, take a five minute break in the staff room to have your snack, NOT in the charity area. Only one volunteer can take a break at one time. Let your partner know you are leaving the floor so they can cover for you.
- You may leave your coffee/tea/soft drink/water in the charity area. Do not walk around the bingo centre with a drink in your hand.
- Do bingo call-backs when Bingo is called. Volunteers only call back bingos on the geckos.
- Delta Gaming is a fragrance free zone – please do not wear any fragrance while working your bingo assignment.

How to do Bingo Call-Backs

For Bingos on Paper

- Volunteers are not allowed to call back bingos on paper. If you are near a customer who has a bingo on paper, after echoing bingo, please call out “paper” and a staff member will come over to do the call back.

For Bingos on a Gecko

- The top left card on the screen is the winning card.
- Turn and face the closest microphone located in the ceiling.
- When you hear your name, call back the last four (4) numbers on the bottom right corner of the winning card. If you can't see the number clearly, tap the “options” button, and then tap the single card picture located in the middle of the screen. This will make only the one winning card appear on the screen rather than six (or more) cards.
- Congratulate the customer.
- The winnings will be automatically deposited to the customer's gecko.

Session Clean-Up and Sign Out

Volunteers should assist the staff in the preparation of the Gaming Centre for the next session. This includes:

- Emptying the garbage bins located in the centre on the gecko tables.
- Clearing and cleaning the tables, recycling as much as possible.
- Putting chairs back in place.
- Logging off any Gecko's left logged on that are not being used by the customer.
- Cleaning up the charity area.
- Please sign out the accurate time you finished your bingo assignment.

Last Session of the Afternoon and Evening

- Make sure all of the Gecko's have been logged off and remember to push in the chairs

Finally...

If you haven't played bingo before, get some friends together for a night out...the bonus is that you will know firsthand how to help the newbie players. ☺

See Sample Sign in Sheet on next page.

SIGN IN SHEET

If you don't sign in, you are not here and will incur a financial penalty

PLEASE PRINT YOUR NAME

DATE: _____

Power Hour Bingo: 10:30am. – 12:30pm	
Group Name:	
Time In:	Time In:
Time Out:	Time Out:
(1) PRINT YOUR NAME:	(3) PRINT YOUR NAME:
Time In:	Time In:
Time Out:	Time Out:
(2) PRINT YOUR NAME:	(4) PRINT YOUR NAME:

Matinee Bingo: 12:30 – 3:00 pm.	
Group Name:	
Time In:	Time In:
Time Out:	Time Out:
(1) PRINT YOUR NAME:	(3) PRINT YOUR NAME:
Time In:	Time In:
Time Out:	Time Out:
(2) PRINT YOUR NAME:	(4) PRINT YOUR NAME:

Volunteer Confirmation

Bingo Coordinators: Please be aware that revised OCGA Policies and Procedures include the stipulation that individuals can only volunteer for bingo assignments **up to a maximum of three (3) organizations in Ontario.**

Volunteers: An individual may only volunteer with a maximum of three (3) organizations. As it has been identified that your name appears on more than one bona fide members list, please complete this form and return it as soon as possible to the Charity Director at Delta Bingo and Gaming Centre.

Please Print

Name: _____

Telephone Number: _____ E-mail Address: _____

I will be volunteering with the following 3 organizations:

1. Organization: _____
2. Organization: _____
3. Organization: _____

Signature

Date