

REVITALIZATION OF CHARITABLE BINGO & GAMING INITIATIVE

***Policies and Standards for Charities***

April 2018

**ocga**  
ontario charitable gaming association



*providing leadership - providing value - making a difference*

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# A) OVERVIEW

## 1. GLOSSARY

The following provides a list of terms that will be used throughout this document. The purpose of this glossary is to ensure that everyone has a common understanding of the key words that appear throughout.

**Charitable organization** – means a registered charity or not-for-profit organization that meets the Permit requirements, provides volunteer resources to execute their roles and responsibilities required for a share of charitable proceeds by participating in assignments in the participating Charitable Gaming Centre or other outside events as required by the Charitable Gaming Centre Association.

**Permit** – the Permit grants permission to an organization to participate in the Charitable Bingo and Gaming Initiative at the prescribed Charitable Gaming Centre. The permit is issued by the applicable municipality to charitable organizations, on behalf of Ontario Lottery and Gaming, based on established eligibility and use of proceeds requirements.

**Permittee** – the charitable organization that holds a valid Permit from the applicable Municipality.

**Bona Fide Member (Volunteer)** – means a member 18 years of age or over of a permittee, in good standing who has other activities, beyond volunteering for the lottery event, with the permittee's charitable organization, and for greater certainty excludes a member of convenience. A member of convenience is one whose only activity within their organization is to volunteer for bingo gaming activities.

**Charitable Gaming Centre** – the facility operated by the Charitable Gaming Centre Service Provider and where Charitable Bingo and Gaming is held and where charitable organizations provide volunteer resources to support the operation in return for shares in the proceeds raised.

**Charitable Gaming Centre Association (CGCA)** – an incorporated non-profit association formed by charitable organizations that have been approved for a Permit by their local Municipality to raise funds through Charitable Gaming within a Charitable Gaming Centre.

**Charitable Gaming Centre Service Provider (CGCSP)** – means a commercial operator who has entered into a Charitable Gaming Centre Service Provider agreement with Ontario Lottery and Gaming to provide operational services in the Charitable Gaming Centre.

## 2. INTRODUCTION

The Ontario Charitable Gaming Association (OCGA) is under contract with Ontario Lottery and Gaming (OLG) to provide support services to charitable organizations and Charitable Gaming Centre Associations (CGCA) engaged in the Charitable Bingo and Gaming initiative. Ontario Lottery and Gaming has a contract with each Charitable Gaming Centre Association to carry out specific tasks in return for funds. The OCGA focuses on supporting the CGCA and participating charities in carrying out the obligations outlined in their contact with Ontario Lottery and Gaming.

Under the contract with OLG, OCGA has the responsibility to develop policies, procedures and standards; to provide training and ongoing communication; to assist with problem solving and dispute resolution; to *monitor compliance with CGCA contract* responsibilities; and to provide ongoing support to ensure that the CGCA and charitable organizations are carrying out their responsibilities.

The municipality continues to determine eligibility for participation and has the authority to determine the minimum number of assignments during a permit period for each charity. They will issue permits to eligible organizations for participation. They will also monitor the financial distribution of funds by the CGCA and the specific use of proceeds by each charitable organization.

## 3. PURPOSE OF THE POLICY AND STANDARDS DOCUMENT

The purpose of this document is to provide the Charitable Gaming Centre Association and their charitable organizations with a comprehensive outline of their new roles and responsibilities under the Revitalization of Charitable Bingo and Gaming model. Policies will be reviewed and revised from time to time as required.

The policies and procedures are referred to in the Rights and Duties of the CGCA (Section 3) portion of the legal contract between OLG and the CGCA. It is expected that all participating charitable organizations and their volunteers will be knowledgeable about these policies and standards.

A *policy* is a specific statement of principle or a guiding action that provides a basis for consistent decision-making and action.

A *standard* flows from the policy and is a measurable requirement to verify that policies are being adhered to.

#### 4. ROLE FOR CHARITIES

The Criminal Code of Canada does not allow charities/not-for-profits to “conduct and manage” lottery events when technology is used. Hence, the introduction of technology has shifted the role of “conduct and manage” for all charitable gaming products from the individual charitable organizations to Ontario Lottery and Gaming. OLG, in turn, is contracting the day-to-day management of these products and the overall operation of the gaming facility to your Charitable Gaming Centre Service Provider. Charities are no longer responsible for the sale of gaming products, reconciliation of events, developing game schedules, advertising and promotion of games, or the handling of game cash.

Charities are required to have participation “Permits” issued by their municipalities. There is no longer a licence fee paid to the municipality for a licence. In lieu of individual licence fees, the municipality receives revenue from OLG for carrying out certain responsibilities including the issuing of permits. The OLG currently uses the same requirements to obtain a Permit that are in the eligibility guidelines set out in the Alcohol and Gaming Commission of Ontario (AGCO) Lottery Licensing Policy Manual.

OCGA has negotiated, on your behalf, an agreement that maintains direct local funds for participating charities. In order to receive these funds, each charitable organization must provide services on-site at the Charitable Gaming Centre and in the local community as required. In order to maintain this important local funding model, it is critical that charities play a very visible and meaningful role in this initiative and are seen to be making a meaningful contribution to the operation.

#### 5. ROLE FOR THE CHARITABLE GAMING CENTRE ASSOCIATION

The Charitable Gaming Centre Association (CGCA) Board of Directors carries out their responsibilities under the contract (the Charitable Gaming Centre Association Agreement) with Ontario Lottery and Gaming. Overall responsibilities include ensuring their member charitable organizations are knowledgeable about the roles and obligations stipulated in the contract and in compliance with the provincial policies and standards provided by OCGA. Promoting awareness of how the charitable gaming funds benefit the local community is an important ongoing task. Other responsibilities include ensuring all volunteers are legitimate bona fide members of their respective organizations, managing assignments, tracking charity attendance, providing training to its charity members and ensuring strong communication. They carry out these responsibilities with the assistance of a “Charity Coordinator”. The Charity Coordinator is accountable to the Board to assist the charities and the CGCA to meet the roles and responsibilities in the contract with OLG. The duties of the Charity Coordinator include scheduling assignments for the charities, training charities, assisting with the permit process, coordinating charity awareness initiatives and preparing various reports.

The CGCA also has an important administrative and financial role keeping records and managing the distribution of funds that belong to the member charitable organizations. The CGCA's role is that of an intermediary only and the CGCA does not have legal ownership of the Funds under its management. Under this model, financial and reporting tasks are substantially reduced.

In order to carry out these tasks, an administrative allowance is set based on the number of charitable organizations the CGCA is supporting. Appendix A provides the current formula which has been approved with best estimate for cost recovery based on the number of charitable organizations and the resources required to manage said members.

# B) CHARITABLE ORGANIZATIONS

## 1. PERMIT APPLICATION

### POLICY

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Charitable organizations are required to meet the Eligibility requirements and comply with “Use of Proceeds” as established by OLG in order to hold a “permit”. Determining the eligibility of an individual charitable organization and the enforcement of the use of proceeds policies are the responsibility of the local municipality.

### STANDARDS

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- a) Individual Charitable organizations must meet the eligibility requirements as determined by the OLG.
- b) Charities are responsible for completing and submitting their completed Permit Application Forms (Appendix B) to the Charity Coordinator for submission to the municipality or directly to the municipality depending on local policies.
- c) Charities will not be charged a fee in order to obtain a permit.

## 2. MEMBERSHIP

### POLICY

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Membership in the CGCA is attained by holding a permit issued by the municipality. Once a charity receives a permit or is scheduled during the year for a permit, they are considered a member of the CGCA where the assignments are taking place. Only charities with a valid permit are eligible to receive funds. OCGA members in good standing receive support services with no service fee.

### STANDARDS

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- a) Individual charitable organizations must be up-to-date with the required OCGA fees.
- b) There will be no fee for membership to the Charitable Gaming Centre Association.
- c) Charities may voluntarily remove themselves as members of the CGCA at any time, providing sufficient notice is given to ensure that any scheduled assignments can be reissued to another participating organization.

### 3. CONFLICT OF INTEREST

#### POLICY

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Conflict of interest refers to a situation where an individual or a charitable organization may benefit directly or is perceived to benefit because of their role.

#### STANDARDS

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- a) Bona fide member volunteers that are executing roles and responsibilities during their charity assignment may not participate in any gaming activity or purchase gaming products (e.g., lottery tickets) during that time.
- b) Charities will not be allowed to engage in any other fundraising (e.g., soliciting donations or selling their raffle tickets) in the Charitable Gaming Centre at any time unless it has been approved by the CGCA, the CGCSP, and OLG.
- c) A bona fide member volunteer may participate in the gaming activities at the Charitable Gaming Centre when they are not volunteering on a “charity assignment”.
- d) A bona fide member volunteer may not accept tips during their charity assignment.
- e) A bona fide member volunteer may not participate in any promotion occurring when they are volunteering on a “charity assignment” (including but not limited to ballot draws, ticket draws, etc.).
- f) Bona Fide members that are being disruptive, abusive or are being an immediate detriment to the success of the gaming centre may be asked to leave immediately. In severe cases, the CGCA may remove the volunteer from the bona fide member list of an organization indefinitely.

### 4. CHARITY ASSIGNMENTS

#### POLICY

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Individual member charities are allocated and scheduled assignments based on their permits. The Charity Coordinator, on behalf of the CGCA, is responsible for scheduling. Attendance in the Gaming Centre and the performance of the roles and responsibilities help maintain a meaningful role and support the ongoing effort to raise funds for member charities. On-site charity “assignments” take place throughout the business hours of the Gaming Centre. Typically, a “Charity Assignment” consists of a two-hour shift, providing services directly in the Charitable Gaming Centre. There may be slight variations depending on the needs of the location; however, the same volunteers should not be used for extended lengths of time.



Two bona fide member volunteers must be available at all times. In order to achieve customer service excellence a time limit is placed on how long a bona fide volunteer may be in attendance. No charity volunteer will volunteer for more than two assignments due to the need for breaks and to ensure customer service levels are maintained.

From time-to-time, charitable organizations will also be required to participate in events outside the Charitable Gaming Centre promoting charity awareness in the local community.

## STANDARDS

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- a) A minimum of two trained bona fide members is required to carry out each charity assignment.
- b) An individual bona fide volunteer may not execute roles and responsibilities for more than two assignments in one day except under B.11.f.
- c) Trained bona fide members must arrive in time to be ready to begin their roles and responsibilities at the designated time and to be updated on any new communications prior to their assignment.
- d) From time-to-time, individual charitable organizations will be required to attend additional assignments in support of special promotions and events
- e) In an emergency situation where a charity is not able to carry out their assignment, the designated contact for the CGCA must be notified as soon as possible in order for a substitute charity to be found. Charities must make up any missed assignments as per the direction of the Charity Coordinator

## 5. BONA FIDE VOLUNTEERS

### POLICY

Volunteers are required to be legitimate bona fide members of the charity or non-profit using the Bona Fide Member Definition (Appendix H)

### STANDARDS

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- a) A bona fide volunteer participating in the Charitable Bingo and Gaming Revitalization model may only volunteer to carry out “assignments” for a *maximum of three unique Permits issued to charitable organizations* in Ontario within a calendar year. A volunteer in breach of this policy will not be recognized as a trained bona fide volunteer for the charitable organization and subject to repercussions outlined in B.11.c.

- b) Each Charitable organization must provide and maintain a list of trained bona fide members who are oriented to all policies and standards in advance of carrying out scheduled assignments. This list must include the name of charitable organizations with the names of their trained bona fide members and the respective training dates. To keep numbers manageable and to properly facilitate training and customer service standards, the number of volunteers each charitable organization may utilize during a six-month period must be no greater than twenty volunteers. The dates of this twelve-month period shall be established and communicated in advance by the CGCA.

To ensure good customer service, ongoing turnover of volunteers (e.g. where each parent of a sports association does one assignment annually) should be avoided. A core group of trained, experienced, and dedicated volunteers is recommended.

- c) Where more than one CGCA is present in a municipality, the Charity Coordinators will collaborate, sharing bona fide member lists, to ensure that standard #2 above is adhered to. If bona fide volunteers are found to be in contravention, the respective charities will be contacted to resolve the issue.
- d) By participating in the Charitable Bingo and Gaming Revitalization model, each charity has agreed that each of its participating bona fide volunteers are knowledgeable about all policies and standards, all training materials and customer service initiatives. Volunteers are required to be trained regarding their duties prior to carrying out assignments.
- e) Volunteers must sign into the CGCA designated logbook upon arrival to their scheduled charity assignment to confirm their attendance.
- f) Volunteers must be 18 years or older to carry out the individual charitable organization's assignments.
- g) Volunteers must be unencumbered in performing their roles and responsibilities and may not be accompanied by anyone under 18 years of age.
- h) Bona fide member volunteers that are executing roles and responsibilities during their charity assignment may not participate in any gaming activity or purchase gaming products (e.g., lottery tickets) during that time.
- i) There will be no remuneration or reimbursement of expenses for volunteers (no honorariums).
- j) It is recognized that some charitable organizations may have volunteers with special needs. These organizations are encouraged to use the skills and strengths of these volunteers appropriately to assist with charity assignments. The charitable organization is responsible for ensuring that there are sufficient volunteer resources to carry out their roles and responsibilities at all times.

- k) Individual volunteers may be required by the CGCA to be retrained on their roles and responsibilities if the individuals were responsible for three or more financial repercussions to their member charitable organizations.

## 6. DRESS CODE

### POLICY

To reflect the professional modern gaming facilities and to provide consistency to the customer base, trained volunteers must look professional and be easy to identify. Shirts or vests with charity identification (logos) are required to increase exposure and easy identification of the charities participating. Within reason, clothing with a charity logo purchased specifically to support the Charitable Bingo and Gaming model is an allowable expense.

### STANDARDS

- a) The dress code requirements, at a minimum, are noted in the following table:

Dress Item	Required	Not Permitted
<b>Pants</b>	Conservative, dark pants or skirts	Denim jeans, track pants, stretch pants, shorts, capris pants
<b>Shirt</b>	Collared shirt with charity logo (same colour for all volunteers preferred); or vest with charity logo and collared shirt underneath (all same colour preferred)	Tank tops, t-shirts, sleeveless shirts, scarves, sweaters, jackets, or anything that covers up the charity shirt or logo
<b>Nametag</b>	First name of volunteer. Acceptable nametags include embroidery on shirt, pin, lanyard, or sticker. If nametag also has a <u>highly visible</u> charity name / logo it is recognized as a logoed shirt	
<b>Hat</b>	Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or related to health reasons (e.g. cancer treatments)	Any other hat. Baseball caps specifically are not permitted as they distract from a professional look
<b>Footwear</b>	Footwear must be tasteful and appropriate to the role of the volunteer. CGCA's must clearly define any restrictions on footwear in advance. Safety should be considered.	Flip-Flops/beach footwear/Crocs or similar footwear

- b) CGCA's have the flexibility to add additional dress code requirements (in consultation with OCGA) providing these minimum requirements are maintained.
- c) CGCA's shall provide a new volunteer 45 days after they have undergone the mandatory CGCA training to be in logoed dress code. The new volunteer must wear a white collared shirt with a name tag until the logoed material is received.

## 7. PROMOTING AWARENESS OF CHARITY CONTRIBUTION

### POLICY

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Charitable organizations are obligated to promote how the funds raised in the Charitable Gaming Centre support the good works they carry out in their community. It is expected that the charity presence is very evident in the Charitable Gaming Centre. This means that when a customer enters a Charitable Gaming facility they are immediately aware of the presence of charities and have opportunities to become informed as to how the funds raised in the Gaming Centre benefit the local community. This "charity look and feel" distinguishes Charitable Gaming Centres from other gaming facilities. More information and examples can be found in the OCGA Revitalization of Charitable Bingo and Gaming Training and Resource Manual.

Participating charitable organizations will also be required to promote and acknowledge their participation in Charitable Bingo and Gaming Initiative outside the Charitable Gaming Centre.

### STANDARDS

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- a) Charitable organizations are to increase public awareness of the contribution charitable gaming dollars raised in the facility make to the local community.
- b) Charitable organizations must provide trained volunteers who are knowledgeable about their charity and able to answer questions regarding the services they provide.
- c) Charitable organizations must provide specific materials and information as requested for presentation or display promoting what the charitable gaming funds do in the local community. All charities must have pamphlets or brochures or other materials available for display as needed, describing their organization and how the funds are used.
- d) Each charitable organization must provide the Charity Coordinator with information and materials requested in order to facilitate the development and production of charity posters and other promotional materials.

- e) Each charitable organization is required, upon request, to participate in at least one charity awareness initiative prescribed by the CGCA and Charity Coordinator or by OLG and OCGA. These initiatives may take place in the Charitable Gaming Centre or in the local community.
- f) Each Charitable organization is required to work with the Charity Coordinator to promote the Charitable Gaming Centre, e.g., websites, banners, brochures, letterhead, and any other promotional materials. The Charity Coordinator will work with each individual charity to determine the best approach to achieve this objective.
- g) Charitable organizations will carry out the tasks assigned by the Charity Coordinator and the CGCA to create a “charity look and feel” in the Charitable Gaming Centre that should be visible to the customers.
- h) Charitable organizations will comply with the professional dress code established on-site that readily identifies charity volunteers.

## 8. CUSTOMER CARE SUPPORT ROLE

### POLICY

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Customer service excellence is an organization’s ability to meet or exceed the customers’ wants and needs. In today’s customer driven industry, customer service excellence is vital in acquiring and retaining customers. As part of the Charitable Bingo and Gaming model, the Charitable Gaming Centre Service Provider (CGCSP) has overall, primary responsibility for customer service; however, it is important that the charity volunteers provide consistency and support excellent customer service.

### STANDARDS

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- a) Charitable organizations will ensure that volunteers have been trained in both customer service and the overall roles and responsibilities as per the Policies and Standards. Volunteers will be knowledgeable about existing and new Charitable Bingo and Gaming products in order to assist customers.
- b) Charitable organizations will support customer service by carrying out specific negotiated tasks that assist the Charitable Gaming Centre staff in providing excellent customer service.
- c) Charitable organizations will ensure that the volunteers do not take actions outside the legal framework in regard to the “conduct and manage” responsibility of the Ontario Lottery and Gaming. Volunteers may not influence game outcomes or decisions re winners.

- d) Bona fide volunteers will treat the customers in a friendly, fair, and courteous manner, and assist in keeping the environment tidy.
- e) Bona fide volunteers will respond to the needs of the customer whenever possible, by helping them directly or by finding a staff person who can meet their needs.
- f) Bona fide volunteers will assist in identifying winners for verification by gaming centre staff. The Gaming Centre staff will pay winners. Volunteers may not handle gaming cash and may not accept gratuities of any kind.
- g) Bona fide volunteers will be familiar with the layout of the facility, including the location of all amenities such as an ATM, the restrooms, concession area, etc.
- h) At the request of the CGCA, volunteers may be required to assist with promotional and special events in the gaming centre. The charitable organization will be compensated accordingly for these events based on assignments and/or additional volunteer resources provided.

## 9. SUPPORTING RESPONSIBLE GAMING STRATEGY & AODA

### POLICY

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Ontario Lottery and Gaming is committed to fostering a fully accessible and responsible gaming environment and strives to provide the best possible gaming entertainment in the most socially responsible and respectful manner. Information regarding OLG's Responsible Gaming program is embedded in the training for volunteers and is the responsibility of the gaming centre staff.

Knowledge about Responsible Gaming, Human Rights and the Accessibility for Ontarians with Disabilities Act (AODA) will empower volunteers to recognize and respond to customers' individual needs.

Volunteers must sign off on the Human Rights and AODA training material provided prior to participating in their roles and responsibilities at a Charitable Gaming Centre.

### STANDARDS

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- a) Volunteers are expected to assist as required, with the identification of anyone who appears to be under 25 years of age or intoxicated as per OLG policy. Legal age to enter is 18 years of age – in some locations with liquor licenses – 19 years.
- b) Volunteers must acknowledge that they have read and understand the AODA/Human Rights Customer Service training materials provided by OCGA and sign off in the compliance log book

that they understand their responsibilities under AODA and Human and Rights prior to participating at the Gaming Centre.

- c) Be knowledgeable about responsible gambling and the Play Smart program.

## 10. COMMUNICATION

### POLICY

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Communication between the CGCA, the individual charitable organizations and their bona fide members is crucial to ensure compliance with the roles and responsibilities, the Policies and Standards, and the distribution of all documents and training materials.

### STANDARDS

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- a) Individual charitable organizations are required to provide their CGCA with the name, address, telephone number, and e-mail address of at least one permanent contact person (Bingo Coordinator), as well as contact information for the Executive officers. The number of contacts required may be determined by local CGCA policies.
- b) The names of the key contact individuals for each charity must be submitted to OCGA who will share the information with OLG.
- c) Charitable organizations are expected to attend all meetings scheduled by their CGCA as part of their responsibilities. The preferred delegate is an Executive member of the charitable organization who is familiar with this initiative.

## 11. RECEIVING OF SHARES

### POLICY

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Each charitable organization will receive shares based on their participation. Participation will be based on the schedule and the minimum permitted assignments issued by the Municipality. Shares will be based on the percentage of the net proceeds as defined in the contract between OLG and the CGCA.

### STANDARDS

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- a) In order to receive shares, individual charitable organizations must hold a valid Permit during their scheduled assignments and must have provided the signed *Individual Charity Agreement*, the

required contact information, and respond to any requests by the Charity Coordinator for promotional materials in support of charity awareness initiatives.

b) Up to one share of proceeds will be given for each charity assignment completed. One share will be typically for a two-hour period; however, there may be some slight variation, depending on program structure. Shares may be reduced or withheld if groups fail to comply with provincial Policies and Standards. The CGCA must make groups aware of provincial policies and standards including potential financial or other repercussions if charities fail to perform their scheduled assignment or fail to perform their roles.

c) *Financial repercussions for non-compliance include:*

- Dress code – ¼ share per occurrence
- One trained volunteer attending – ½ share per occurrence
- No trained volunteers attending – 1 full share
- Trained volunteer arriving late or leaving early – up to ½ share per volunteer based on portion of assignment missed
- Roles and Responsibilities or non-compliance with Policies and Standards not listed in B.11.c – ¼ share per occurrence

*Any penalty less than ¼ share for volunteer arriving late or leaving early must be approved in advance by OCGA.*

d) CGCA's may issue a warning without financial penalty or escalation for a charitable organization's first non-compliance of dress code. The financial repercussion and escalation policy is intended to address consistent issues with an organization.

e) All Roles and Responsibilities for volunteers that may result in financial repercussion as outlined in B.11.c are listed in Appendix F and must be communicated directly to each charitable organization and must also be posted in the volunteer sign-in area in plain view. CGCA's will be unable to utilize financial repercussions for Roles and Responsibilities if this standard is not met.

f) A charitable group that contacts the CGCA/Charity Coordinator at least 5 business days in advance to notify that they cannot attend a scheduled assignment will not be assessed a compliance escalation penalty. Any group that provides less than 5 days' notice is subject to escalation.



- g) For charities with continuing compliance issues, there is an escalating disciplinary process the CGCA will use that may result in suspension or revocation of a permit. This process is outlined in Section C (11) (f).
- h) If a charitable organization fulfills the assignment (full or in part) of another charitable organization that fails to provide the required number of volunteers for the entire assignment, they will receive the portion for funds relative to the amount of time their volunteers fulfilled the roles and responsibilities.
- i) The monthly revenue for charities from the OLG is transferred to the CGCA around the middle of each month. Shares to participating charities are transferred electronically as soon as possible to their designated lottery accounts. Funds must be used based on the “Use of Proceeds” as described in the individual charitable organization’s permit application.
- j) Charitable Organizations must notify the CGCA of any discrepancy with their distribution within 60 days of receiving the transfer to their designated business account otherwise distributions will remain as deposited.

## 12. BANKING REQUIREMENTS

### POLICY

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Each charitable organization shall open and maintain a separate bank account to accept cGaming funds. The funds must remain separate from other funds including general funds, funds from other licenced events, etc. and shall only be used for approved use of proceeds based on municipal Permit requirements.

### STANDARDS

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- a) Bank Account
  - i. A designated business account shall be maintained in the name of the Permittee, and shall have the following features:
    - chequing account in Canadian Funds
    - a minimum of two (2) signing officers, who must be bona fide members of the Permittee, to administer the account and make payments/withdrawals on behalf of the Permittee
    - payment/withdrawal privileges and monthly statements issued

- Printed online banking statements are permitted for monthly reporting, providing they are statements. A printout of the account transaction history page is not acceptable
- cash withdrawals are not permitted
- all cheques returned with monthly statement or available for printing online
- two signatures required on cheques
- ii. Deposit into the account all monies derived from cGaming with Ontario Lottery and Gaming (no other funds may be deposited into this account)
- iii. Assignment shares from OLG will be transferred by the CGCA via electronic funds transfer so the Permittee must ensure that its account has the capability of receiving EFT payments
- iv. All monies derived from OLG's charitable gaming program must be deposited into the designated account
- v. Organizations are not permitted to transfer funds from the designated business account into another account. All approved expenses (as per the Permit) must be paid directly from the designated business account unless specifically permitted by the Municipality.
- vi. If an organization is unable to use their cGaming proceeds for approved uses in the community, the Municipality shall direct the funds be returned to the CGCA for distribution on a pro rata basis to its current membership (e.g. Organization dissolution, change of objects and purposes)

b) Payments

- i. Payments/withdrawals may only be made for the payment of the expenses incurred and the donation of net proceeds for the charitable purposes approved on the Permit.
- ii. There must be sufficient funds in the account to cover all payments. Overdrafts are not permitted.

c) Credit / Debit Cards

- a. The Permittee may use credit cards (personal or in the name of the organization), personal debit cards, or PayPal to pay for approved expenses subject to the following conditions:

- i. Supporting detailed receipts/invoices must be submitted with the monthly Report to Municipality; Payment confirmations will not suffice.
- ii. Payment to the account or reimbursement to an individual must be paid separately from the designated business account using online banking or by a cheque and match the total amount of the eligible receipts during the period. Fees or interest charges may not be paid from this account.
- iii. Organizations can use VISA Debit cards which can be 'loaded' with smaller amounts, which act similar to cash, as an option to reduce liability and risk

d) Online Banking

- a. The Permittee may use online banking with their designated business account to pay for approved expenses subject to the following conditions:
  - i. Charities must submit a print out of the transaction from the source (bank website) as a part of their report to the municipality and keep supporting receipts/invoices for review should the municipality request them;
  - ii. Online banking can be used for approved use of proceeds expenses only and only to the bank's preauthorized payees (e.g. Hydro One, Bell, VISA, etc.)
  - iii. All transactions must be approved by two designated signing authorities on the account.

e) Investments

- i. The Permittee may make temporary investments in instruments insured by the Canada Deposit Insurance Corporation (CDIC) if it receives prior approval from the permitting authority. These investments cannot exceed the maximum insured by the CDIC.
- ii. The Permittee shall not deposit monies received from any source other than OLG's charitable gaming centres - into the designated business account except funds earned or credited directly from the charitable gaming proceeds through interest income or HST rebate on permitted expenditures.

f) Account Closure

- a. If it is necessary to close the account due to the Permittee no longer participating in cGaming the Permittee must seek approval from the municipality on the disposition of the funds. Funds must be used for the approved purposes or donated to an approved

organization for charitable purposes. A final report must be submitted to the Municipality.

## 13. REPORTING

### POLICY

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Charitable organizations are required to submit Permit Reports to the municipality of the approved Use of Proceeds on a regular basis.

### STANDARDS

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- a) The Permittee must provide the permitting authority with a use of proceeds report (Appendix C) signed and verified by the designated signing authorities on all expenses paid from the proceeds derived from charitable gaming. The report must be filed within 30 days of the end of the previous month (e.g. March bank statement and use of proceeds report must be submitted by end of April 30th) in order for the municipality sufficient time to meet their 60-day reporting deadline to OLG. Reporting is Cash-Basis method and not Accrual.
- b) The municipality has the option to accept emails of scanned signed monthly reports with the following conditions:
  - An attestation report with two original signatures must be submitted with the organization's permit application to approve the electronic reporting method
  - The originals must be kept on file by the organization and be made available upon request.
  - The Municipality can exercise the option to request either format (emails or originals) from any participating organization at any time.
- c) An individual charitable organization's permit may be suspended or revoked if they fail to provide accurate, timely reports to the municipality or do not comply with the approved "Use of Proceeds"
- d) Reports must be submitted by Permittees regardless of activity in the account. If the organization no longer holds a permit, reporting is required until all funds are depleted and the account is closed.

## 14. PARTICIPATION REQUIREMENTS

### POLICY

Charitable Organizations benefit directly from the growth in revenues and player base at the Charitable Gaming Centres. As partner, Charitable Organizations are required to promote the centre and participate in initiatives developed by the CGCA to the best of their ability. In order to foster growth and support the centre and the CGCA Charitable Organizations, some participation is required.

### STANDARDS

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Charitable Organizations must, at minimum complete two of the following participation requirements during a twelve-month period (established by the CGCA) Failure to comply within prescribed timeframes will result in financial and escalation policies outlined in B.11 and C.11 of the Policies and Standards and may result in removal from CGCA membership.

- Plan / participate in a charity event at the centre
- Host an off-site cheque presentation with the CGCA (their AGM, event, etc.)
- Attend or host a photo-op / chq presentation / media event at the centre
- Reference the centre in Media Articles (Newspaper, Local News, etc.)
- Tag the centre on Social Media posts
- Promote the centre in publications (Newsletter)
- Gaming Centre logo / site recognition on the organization's website
- Gaming Centre logo on the organization's letterhead
- Gaming Centre logo on their materials (poster / brochure / program / etc.)

# C) CHARITABLE GAMING CENTRE ASSOCIATION

## 1. CONTRACT AND INCORPORATION

### POLICY

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The contract between the Ontario Lottery and Gaming (OLG) and the Charitable Gaming Centre Association (CGCA) outlines the roles and responsibilities in the Revitalization of Charitable Bingo and Gaming Initiative. Additionally, the CGCA must sign an agreement letter with Ontario Charitable Gaming Association (OCGA) acknowledging OCGA's support and monitoring role on behalf of OLG. Ontario Lottery and Gaming requires that Charitable Gaming Centre Associations be incorporated with the Ontario Ministry of Consumer and Commercial Relations as Not-for-Profit Corporations. A corporation is defined as a legal, independent entity that is separate and distinct from its members. A corporation exists regardless of any changes in its membership and thus makes it more likely to be considered for longer-term contracts. The Charitable Gaming Centre Association acts as an agent for the charitable organizations (permittees) holding and distributing funds which belong to the permittees. The CGCA must not retain any portion of the permittees' disbursement for its own purposes other than what is allowed by either Ontario Lottery and Gaming for administration on a cost recovery basis.

See the Incorporation section in the OCGA Revitalization of Charitable Bingo Training and Resource Manual.

### STANDARDS

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- a) CGCA's must apply to the Ministry of Consumer and Commercial Relations to become incorporated as a not-for-profit and be incorporated prior to entering into contract with OLG. Additional information, application instructions, and a legal template are available from OCGA upon request.
- b) The CGCA must provide OCGA and OLG with a copy of the articles of incorporation.
- c) CGCA's must comply with all requirements of the Corporations Act and incorporate as a not-for-profit in Ontario.
- d) CGCA's must sign a Letter of Agreement with Ontario Charitable Gaming Association (OCGA) acknowledging their support and monitoring role on behalf of OLG

## 2. MEMBERSHIP

### POLICY

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Within the CGCA, there are three memberships that must be managed. First, there is a General Membership. All individual charitable organizations that hold or are scheduled to hold a valid permit within the fiscal year of the CGCA are considered a member of the CGCA. Second, there is a Board of Directors' Membership. The CGCA Board of Directors must consist of elected representatives from individual member charitable organizations of the CGCA. Third, all individual charitable organizations are required to be members of OCGA or pay a service fee in lieu of membership.

### STANDARDS

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- a) The CGCA may not charge a membership fee to individual charitable organizations for membership to the CGCA.
- b) Membership to the CGCA Executive Board must follow the by-laws and incorporating documents.
- c) The CGCA must ensure that the individual charitable organizations are up-to-date with the required OCGA fees.
- d) The CGCA shall forward the total OCGA annual membership fees or service fees and collect reimbursement from each member as soon as possible. OCGA fees are deemed to be an eligible expense and the CGCA will withhold a portion of the charities' proceeds to cover OCGA fees. *OCGA fees are not to be paid from the administrative expense allowance.* The CGCA will provide OCGA with a list of the individual member charities with contact information.
- e) The CGCA has the right to recommend termination of membership and the permit to the municipality and OLG if the individual charitable organization is not complying with the policies and standards required through the CGCA contract with OLG.
- f) If a permit has been revoked, the individual charitable organization is no longer considered a member of the CGCA.
- g) If it is determined by both OCGA and OLG that a CGCA is in actual or alleged breach, or anticipated breach, of any of the OCGA and/or OLG requirements and are not acting in the best interests of the member charities, OLG reserves the right to direct OCGA to provide direct support and oversight of the CGCA and any staffing resources until a resolution is attained.

### 3. CONFLICT OF INTEREST

#### POLICY

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Conflict of interest refers to a situation where an individual or a charitable organization may benefit directly or is perceived to benefit because of their role. It is important that the CGCA Board be aware of any potential conflicts of interest in order to ensure public trust and fairness.

#### STANDARDS

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- a) The CGCA Board shall not receive preferential treatment in respect to the scheduling of assignments.
- b) The Board must always be aware of potential conflicts of interest in the engagement of staff and services.
- c) The CGCA board members shall declare a conflict of interest and abstain from any board discussions or decisions that directly impact a charitable organization that they represent including but not limited to scheduling, policy compliance, and volunteer issues.
- d) Charity Coordinators and staff / contract resources of the CGCA are not permitted to participate in any gaming activity in the centre for which they have responsibilities under the Policies and Standards for Charities.

### 4. CHARITY COORDINATOR

#### POLICY

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A Charity Coordinator must be engaged by the CGCA to assist the CGCA Board of Directors and charities in meeting their contractual obligations. This position may be full-time or part-time depending on the number of charitable organizations in the CGCA.

A primary focus is to provide ongoing training and support in the areas of building charity awareness and customer care. The Charity Coordinator's role includes providing support, oversight, and monitoring to ensure that charities are carrying out their full responsibilities. The Charity Coordinator assists the CGCA by providing a coordinated approach to promoting charitable organizations within a Charitable Gaming Centre and promoting how the funds benefit the local community. The Charity Coordinator also provides administrative support for the CGCA and in most cases the financial support. Financial tasks such as distribution of funds and financial reports may be carried out by the Charity Coordinator or by a separate contract person.



The Charity Coordinator is accountable to the CGCA Board of Directors and is required to work together with the OCGA and the team of Charity Coordinators across the province.

## STANDARDS

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- a) The Charity Coordinator will provide support and training to the charities and assist the CGCA in carrying out their roles and responsibilities under the contract with OLG.
- b) The Charity Coordinator is the CGCA liaison between the OCGA, OLG, the municipality, and the CGCSP.
- c) The Charity Coordinator will work directly with the CGCA, OCGA, OLG, CGCSP, and the individual charitable organizations to develop and implement the promotion of charity awareness in the Charitable Gaming Centre and the community. The Charity Coordinator will ensure a high visibility of the charitable organizations with a well-defined charity area in the Charitable Gaming Centre. The Charity Coordinator is required to assist charities with technology to support their awareness initiatives within the charitable Gaming Centre. e.g. producing DVDs and Power Point presentations.
- d) The Charity Coordinator will ensure that the charities' roles with respect to Customer Care Support are carried out effectively.
- e) The Charity Coordinator will develop and implement the assignment schedule in consultation with the CGCA Board and the municipality.
- f) The Charity Coordinator is responsible for maintaining a list of the trained bona fide volunteers for each of the individual charitable organizations. A sign-in logbook must be provided to track the attendance of the trained bona fide members for each assignment.
- g) The Charity Coordinator is required to cross reference the bona fide member lists on record with the logbook to ensure that the members attending are listed as trained and are not carrying out assignments for more than three different individual charitable organizations in the site. Further cross checking may be needed where there are multiple Charitable Gaming sites in a municipality.
- h) The Charity Coordinator will assist charities with permit applications and reports as needed.
- i) The Charity Coordinator will assist with problem resolution as required.
- j) The Charity Coordinator will ensure timely communication with the charities, the municipality, OLG, and OCGA.

- k) The Charity Coordinator must be given the authority to carry out implementation of approved initiatives to support charities in their roles and responsibilities.
- l) It is recommended that the Charity Coordinator be invited to attend Board meetings in order to report to the Board and be up to date on all issues and concerns.
- m) Additional roles and responsibilities of the Charity Coordinator may be determined and assigned by the CGCA. These tasks may include, but not be limited to the following: distribution of funds, providing financial reports, and bookkeeping.
- n) Charity Coordinators have a critical dotted lined reporting relationship to the OCGA and are required to follow these Policies and Standards. Local policy may not conflict with provincial policies regardless of direction from the CGCA.
- o) The Charity Coordinators are expected to work with the OCGA to exchange information and share lessons learned and best practices and are expected to attend all scheduled provincial coordinator meetings
- p) Charity Coordinators are required to spend a reasonable amount of time on site in the gaming centre so charities are familiar with them and have access to them and to also foster a positive relationship with the CGCSP and their staff. Where possible, consistent scheduled times in the centre are recommended.

## 5. PROMOTING AWARENESS OF CHARITY CONTRIBUTIONS

### POLICY

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Both inside and out of the Charitable Gaming Centre, CGCA's are responsible for developing, implementing, and monitoring policies and procedures to assist the individual charitable organizations with promoting how charitable gaming funds contribute to their organizations and to the well-being of the local community. In the Charitable Gaming Centre, this means creating a "charity look and feel" through a number of initiatives, including the visible involvement of charity volunteers, signage, distribution of materials, and the use of media. This "charity look and feel" distinguishes Charitable Gaming Centres from other gaming facilities. This means that when a customer enters your facility they are immediately aware of the presence of charities and have opportunities to become informed as to how the funds raised in the Gaming Centre benefit the local community. More information and examples can be found in the OCGA Charitable Bingo and Gaming Training and Resource Manual.

### STANDARDS

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- a) The Charity Coordinator will promote charity awareness in the Gaming Center and in the community.
- b) CGCA's are required to provide support to individual charitable organizations on all provincial policies and standards listed above under 'Individual charitable organizations – Promoting Awareness of Charity Contribution'.
- c) The CGCA must work together with the Charity Coordinator and individual charitable organizations to develop comprehensive initiatives to promote awareness of the charity contribution.
- d) CGCA's are responsible for monitoring individual charitable organizations' compliance of all policies in regard to promoting charity awareness.
- e) The CGCA must work in partnership with the CGCSP, OCGA, and OLG to implement awareness strategies and charity events.
- f) The CGCA is responsible to ensure that the minimum requirements for developing in-centre awareness of the charitable contributions referred to in Appendix G are established and maintained. Support from the service providers and OLG may be required to meet these requirements. Please make OCGA aware if you are not receiving the needed support for compliance.
- g) The CGCA must submit a work plan to OCGA to promote charity awareness and update it as required by OCGA. OCGA staff will work with Charity Coordinators and Boards to develop and implement these plans.
- h) The CGCA may utilize funds from the designated administration fund to assist with implementation and ongoing support of the charity awareness policies as long as expenses are seen as reasonable. Administration expenses will be monitored by OCGA on behalf of OLG.
- i) The CGCA must conduct at least six charity related player acquisition events in a calendar year (Charity Nights, Fundraiser Nights, Volunteer Appreciation Nights, etc.). If tickets are used, the CGCA must ensure tickets are being distributed or sold by individuals that are 18 years of age or older.

## 6. RESPONSIBLE GAMING & AODA

### POLICY

CGCA is responsible in ensuring that individual charitable organizations are knowledgeable about the OLG's Responsible Gaming program and have received OCGA approved training on the Accessibility for Ontarians with Disabilities Act (AODA/Human Rights) and are committed to fostering a responsible gaming environment.

### STANDARDS

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- a) All members of the CGCA Executive are required to be knowledgeable about the OLG's Responsible Gaming program and the AODA.
- b) CGCA's are required to provide OCGA approved AODA training material to all member charitable organizations and volunteers and keep a record (log book) with sign-off from each volunteer that participates at the Charitable Gaming Centre. The CGCA must provide access to the training material and log book to the CGCSP at all times.

## 7. TRAINING

### POLICY

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The CGCA is responsible both for attending training as scheduled by OCGA or OLG and ensuring that Charitable organizations are trained and knowledgeable about their new roles and responsibilities.

### STANDARDS

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- a) CGCA Board members must participate in all training programs as required by OCGA and OLG and, in turn, train their charities and bona fide member volunteers based on all training materials supplied by OCGA and OLG.
- b) The CGCA must ensure that all volunteers attending assignments have been trained according to Policies and Standards (if possible in the Charitable Gaming Centre). The Charity Coordinator will conduct all training. In order to ensure comprehensive and consistent training, a "train the trainer" method may not be used.
- c) The CGCA is required to use the material provided in the OCGA Training Manual. Materials will also be made available electronically for Charity Coordinators and CGCAs.

- d) The CGCA must ensure training records are kept for each charitable organization and their bona fide member volunteers.

## 8. SCHEDULING

### POLICY

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The Charity Coordinator, on behalf of the CGCA, in consultation with the municipality and based on the permits issued, is responsible for scheduling the dates and times that each charitable organization is to carry out its charity assignments. The number of assignments will be based on allocation as determined by the municipality and/or the CGCA, depending on local municipal policies. The CGCA Board will review and provide feedback to the Charity Coordinator.

### STANDARDS

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- a) All charitable organizations must be treated in a fair and reasonable manner according to the requirements of their Permit.
- b) Charitable organizations may be scheduled to attend assignments in support of special promotions and events.
- c) The CGCA will develop a local policy regarding how charitable organizations are selected to fill additional timeslots. This policy must provide equal opportunity to all groups and is subject to approval by OCGA. Groups with ongoing compliance issues shall not be considered for additional assignments. This process must also be communicated to all charities, to the municipality and must also respect the conditions on the permits and municipal direction.
- d) The CGCA must ensure trained bona fide members are in the Charitable Gaming Centre at least one half hour prior to and during all scheduled events. Further coverage may be required as gaming products increase. OCGA will provide direction at this time.
- e) The CGCA must monitor to ensure each charity provides two trained bona fide members for each charity assignment and that the trained volunteers carry out their responsibilities.

## 9. FINANCIAL

### POLICY

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The CGCA is responsible for the fair and accurate distribution of funds to its charitable organizations and carries out an administrative role for its members.

### STANDARDS

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- a) The CGCA that is transitioning to Charitable Bingo and Gaming is required to set-up *a new business account* so that the funds raised through the Charitable Bingo and Gaming model initiatives are kept separate from previous gaming funds. All pre-existing funds must be distributed according to the AGCO regulations in place when the funds were earned. The CGCA Business Account must have the capabilities to receive and carry out electronic funds transfer.
- b) The CGCA Business Account will hold Funds in trust for member charities and must be in the name of the CGCA and have four signing officers. These four bona fide members must administer the pooling of the CGCA charities disbursement. These bona fide members must represent four different individual charitable organizations of the CGCA. The designated business account (the “CGCA Pooling Account”) handles all funds related to the OLG distribution for charities.
- c) Two of the four authorized signing officers must approve any disbursements or electronic transfers from the CGCA Pooling Account.
- d) The CGCA is expected to use good judgment on the administrative expenses and to manage within the maximum amount allowed.
- e) The formula used to determine maximum administrative allowance is included as Appendix A. The formula shall be reviewed by OCGA and OLG on an annual basis and modified as required to ensure that CGCAs are operating on a cost recovery basis.
- f) All administrative expenses, including staffing costs, financial/bookkeeping, office supplies, bank charges, audit fees, CGCA charity awareness, must not exceed the maximum allowed.
- g) An annual report on the administrative expenses must be submitted to member charitable organizations and to OCGA. Reports may be requested more frequently, if needed. OCGA and OLG reserve the right to intervene if administrative expenses or staffing resources are in question.

## 10. DISTRIBUTION OF FUNDS

### POLICY

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Monthly distribution of the charity funds to member charities in a timely fashion is the responsibility of the CGCA. The distribution process is designed to allocate the charitable organizations' shares based on their participation level and compliance with their roles and responsibilities.

### STANDARDS

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- a) The monthly revenue designated for the charities from the OLG will be transferred electronically to the CGCA Pooling Account within 15 days following the last day of the applicable calendar month. If for some reason there is a delay, OLG will provide notification.
- b) All funds designated for the charities received from OLG must be pooled and distributed by electronic funds transfer to the participating individual charitable organizations' business accounts. Distribution is made on a pro-rata basis, based on the number of charity assignments completed as per the permits.
- c) The CGCA must ensure that each individual charitable organization has a valid permit in order to receive a portion of the CGCA charities' disbursement.
- d) The CGCA is responsible for tracking attendance and ensuring that trained charity volunteers are signing-in when arriving for their assignments to ensure that the distribution of funds reflects actual participation. Prior to the distribution of funds, the CGCA must ensure that each individual charitable organization has fulfilled its attendance responsibilities and obligations during that month according to the policies and standards.
- e) The CGCA must not retain any portion of the CGCA charities' disbursement for its own purposes other than what is permitted under the administration allowance.
- f) Charities must be given written notice with explanation if their share is being withheld, reduced, or not distributed (see next section for details).
- g) Monthly distribution reports are to be submitted to the municipality within 15 days following the end of the month in which the funds were received from OLG (Appendix D).

## 11. WITHHOLDING OF FUNDS

### POLICY

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If a Charitable organization is not meeting its attendance requirements or fulfilling the stipulated roles and responsibilities, the CGCA is responsible for addressing these concerns with the charity and making every effort to resolve issues. If the problem is not addressed and the charitable organization fails to comply with the requirements or the contractual responsibilities, the CGCA has the option to withhold or reduce the distribution of funds to the charitable organization. See Section B: individual Charitable Organizations – Receiving of Shares for penalties.

### STANDARDS

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- a) The CGCA has the authority to reduce or withhold distribution from any individual charitable organization not in compliance with the permit conditions, attendance requirements, OCGA charity standards and policies, tools and training programs. See section B (11). The CGCA must make groups aware of provincial policies and standards and state clearly, upfront, the potential financial penalties or other repercussions if charities fail to perform their scheduled assignments or fail to perform their roles. The CGCA will use good judgment in applying penalties.
- b) The CGCA must notify the municipality via the monthly Distribution Report when withholding shares and any action taken to notify the group as per C (11)(f). The CGCA must provide information to OLG and OCGA upon request. If funds are not to be distributed to the charity for legitimate and approved reasons, the unallocated funds must be distributed to the remaining ‘permitted’ charities on a pro-rata basis. Charitable organizations that incur a penalty will not receive any portion of withheld, unallocated funds in the same pooled month.
- c) If volunteers are not able to attend a scheduled charity assignment due to bad weather as confirmed by the Board, the charitable organization will be re-scheduled to compensate for the lost assignment. There should not be a negative financial impact on the charity due to circumstances beyond their control.
- d) If the CGCSP is unable to conduct a gaming activity (e.g., power failure, flood, bad weather), the group shall receive assignment shares as per the scheduled event. There should not be a negative financial impact on the charity due to circumstances beyond their control.
- e) If a charitable organization fulfills the volunteer roles of another charitable organization that is either late or fails to provide the required number of volunteers, they shall be given the funds withheld from the charitable organization that is in non-compliance.



- f) When a charitable organization fails to be in compliance, the CGCA will use the following progressive discipline approach. This applies to all infractions collectively. A CGCA may reset an organizations escalation level after a reasonable amount of time, approved in advance by OCGA.
- i. **First Infraction:** A designate from the CGCA will have a verbal discussion or written communication (may include email) with the charitable organization and attempt to resolve the problem(s). The communication must inform the group that this is step one of an escalating process and clearly explain the process and repercussions of further infractions and the communication must be documented. Financial repercussions must be applied as noted in B.11.c at the month-end distribution and reported on the monthly Distribution Report;
  - ii. **Second Infraction:** A designate from the CGCA will ensure written communication is sent to the charitable organization and must include the principal officer (e.g. Executive Director, Board President) outlining the specific concerns and policy explanation, and asking for a response from the organization. Financial repercussions must be applied as noted in B.11.c at the month-end distribution and reported on the monthly Distribution Report;
  - iii. **Third Infraction:** The CGCA board or designate will meet with the organization including a key individual (President / Executive Director) to discuss infractions and policies to resolve concerns. The CGCA will notify and engage the municipality in the discussion which may result in additional action related to the organizations Permit. Financial repercussions must be applied as noted in B.11.c at the month-end distribution and reported on the monthly Distribution Report;
  - iv. **Fourth Infraction:** Municipality directed to suspend / revoke permit with discussion from CGCA. A formal letter must be sent to the principal officer of the organization notifying them of action taken and the organization is removed from the schedule. Financial repercussions must be applied as noted in B.11.c at the month-end distribution and reported on the monthly Distribution Report;
- g) Groups reinstated from a suspension may be scheduled for a probationary period not exceeding the reinstated permit period. During this period, any probationary measures must be approved by OCGA in advance.

## 12. REPORTING AND RECORDS

### POLICY

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In order to maintain integrity, accountability, and transparency, the CGCA is required to keep accurate records and submit reports to verify policy and contractual compliance.

### STANDARDS

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- a) The CGCA, upon request, is required to submit training records to OCGA.
- b) The CGCA is required to prepare a year-end Financial Review. The CGCA must move to the provincial government fiscal year – April 1 – March 31.
- c) The CGCA is required to maintain receipts for expenses incurred for administration and must provide a detailed expense report to its individual charitable organizations annually, at a minimum.
- d) The CGCA is required to provide an Administration Report to OCGA annually or as required, and make available on request receipts, invoices, or statements of remuneration.
- e) The CGCA is required to maintain a list of all individual charitable organizations, including the up-to-date contact information, (name, address, telephone number, and e-mail address) for a permanent key contact person for each organization. The CGCA, upon request, must provide that list to OCGA or to the municipality.
- f) The CGCA must have a signed *Individual Charity Agreement* from each individual charitable organization confirming that they have agreed to carry out their roles and responsibilities under the CGCA contract (Appendix E).
- g) The CGCA must accurately complete and submit any compliance reports issued by the OCGA in a timely manner.
- h) The CGCA shall provide OCGA a copy of their annual financial statements upon request.

## 13. COMMUNICATIONS

### POLICY

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Effective communication and sharing of information in a timely manner is critical for any organization to succeed. In many instances, the CGCA will be the main contact and liaison between OLG, OCGA, Charitable Gaming Centre Service Provider, and Permitting Authority. It is the CGCA's responsibility to ensure that all information is shared with its member charities in a timely manner.

### STANDARDS

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- a) The CGCA must establish effective communication with their member charitable organizations. This must include a regularly scheduled newsletter and or communications and should also include regular general meetings.
- b) The CGCA must ensure that all written communication from OCGA intended for the individual charitable organizations is distributed to them in a timely manner.
- c) The CGCA is required, when necessary, to assist in problem solving and the mediation of disputes between charitable organizations, the municipality or other stakeholders.
- d) The CGCA and its individual charitable organizations shall not, directly or indirectly, advertise the Charitable Gaming Centre or related promotional activities without the prior approval of the Charitable Gaming Centre and the OLG.
- e) The CGCA shall only share the annual schedule, financial distribution, and penalty information with the group to whom the information belongs. The summary reports of this information may not be distributed broadly across all groups. Charitable Organizations can exercise their right to see the transactions of the CGCA through an individual meeting with the board and /or Charity Coordinator.

ADMINISTRATIVE ALLOWANCE

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**CGCA's with up to 40 member charitable organizations**

- Administrative allowance includes all expenses related to the CGCA.
- **Maximum:** Base of \$47,000 + (number of member charities X \$270)
- With a lower number of charities to support the Charity Coordinator shall be part-time.

**CGCA's with more than 40 member charitable organizations**

- Administrative allowance includes all expenses related to the CGCA.
- **Maximum:** Base of \$72,000 + (number of member charities X \$270) to a maximum of \$99,000
- With a higher number of charities to support there likely will be a need for a full-time Charity Coordinator.

**CGCA's in remote locations (as determined by OCGA)**

- Additional \$2,500 travel allowance

Administrative allowance has been determined based on experience from the sites in operation.

- The base amounts include consideration for \$9000 in travel costs associated with attending all of the following: quarterly Charity Coordinator meetings, OCGA AGM/Fall Conference, and the Canadian Gaming Summit. It also includes fixed costs including: accounting, insurance, fixed office costs, and bank charges.
- The variable amount per charity includes costs that scale with the size of membership including: office supplies, postage, training, meeting costs, and charity awareness

The cap will be reviewed annually for adjustment as required.

Administrative funds shall not be used for marketing and promotion purposes that would fall under the contractual responsibility of the CGCSP (Operator). E.g. Player acquisition, Product Marketing, Player appreciation, etc. Any requests for other purposes must receive prior approval from OCGA (e.g. Special Events)











## ROLES AND RESPONSIBILITIES OF VOLUNTEERS

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The following roles and responsibilities of volunteers have been developed to ensure a meaningful role for charities and volunteers in the gaming centre. Volunteers will support staff in these roles as needed. Providing detail on these roles need to be included in the required volunteer training. Being “on assignment” refers to volunteers actively executing their roles and responsibilities. Organizations may elect to bring additional volunteers above the two person minimum to provide some flexibility in resourcing while ensuring at least two volunteers are actively on assignment at any given time.

On assignment, volunteers:

- Register their attendance (Sign-in) for their assignment utilizing the process established by the CGCA. Signing in for other volunteers is not permitted unless specifically approved by the Charity Coordinator to address accessibility issues. Providing false information is not permitted and may be subject to additional repercussions based on existing policies (lateness, trained volunteer, etc.)
- Circulate the gaming floor to provide customer service and assistance including welcoming guests as they arrive and thanking guests as they depart on behalf of their organization
- Assist players with information on programs, events, games, and promotions as needed
- Assist players as needed on the technology basics of the electronic gaming in the centre
- Flag game winners for identification by staff to assist with verification process
  - Optional (recommended) – Assist with calling back winning cards for verification by a staff member (needs agreement of the gaming centre operator)
    - In the event a card cannot be verified, volunteers are required to transfer the winning card to a staff member to assist
- Assist with keeping the environment clean (e.g. picking up used paper bingo product and empty cups, cleaning touch screens, etc.). Volunteers are encouraged to participate in any in-centre recycling programs.
- Assist gaming centre staff with promotional events (e.g. hand out ballots)
- Redirect any negative customer service issues to a staff member for resolution
- Be knowledgeable on where the charitable funds earned in the gaming centre are used in the community and provide the information to customers if requested.
- Participate and support all charity awareness activities and initiatives as directed by the Charity Coordinator.

- Participate and support all responsible gambling activities and initiatives as directed by the Charity Coordinator
- Report any observed customer accessibility issues to the Charity Coordinator or an employee if the coordinator is unavailable.

**While on assignment** volunteer must not:

- Be under the age of 18 years of age
- Purchase gaming product or participate in any gaming activity
- Handle any gaming product (e.g. bingo cards) (except when doing a call back) or gaming cash (e.g. prizes)
- Play bingo cards or games for customers
- Purchase any alcoholic beverages (where licenced)
- Participate in an in-centre promotion or draw
- engage in any other fundraising (e.g., soliciting donations or selling their raffle tickets) in the Charitable Gaming Centre at any time unless it has been approved by the CGCA, the CGCSP, and OLG
- accept tips during their charity assignment
- Participate in assignments while under the influence of alcohol or recreational drugs
- Sit down unless specifically designated by the Charity Coordinator. If volunteers are permitted to sit down, it must be done in an area designated by the Charity Coordinator, must be during a timeframe, established by the Charity Coordinator when customer service needs and roles and responsibilities are minimal and must not exceed a combined total of 10 minutes for all volunteers during an assignment.
- Use personal electronics (phone, tablet, etc.) or anything that is distracting to their role
- Eat food
- Act in a way that is disruptive or detrimental to the success of gaming centre and its member charitable organizations

**CHARITY AWARENESS MATERIAL WITHIN THE CHARITABLE GAMING CENTRE**

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The following are the minimum requirements for charity awareness material within the charitable gaming centre referred to in section C.5.f. CGCAs are encouraged to work with their service provider to develop and implement additional initiatives beyond the minimum requirements in the gaming centre to increase the communication on how funds raised at the centre benefit the community.

The minimum requirements are:

- At least 6 posters for sites with seating of 200 or more and 4 posters for sites with seating of less than 200
  - Posters must be placed and positioned in **prominent locations for maximum exposure to the public**
  - Posters must be 24 X 36 in size, professionally printed and nicely framed in order to ensure they complement the facility
  - OCGA has developed generic professional posters that are available for use in the centres and has sourced professional aluminum snap in frames at a discounted price.
  - Charity Coordinators may opt to develop posters (either themselves or utilizing a third party graphic designer) specific to their member organizations providing they are professional in appearance and meet the above standard.
- A Multimedia Display consisting of a large screen television or monitor depicting charity contributions
  - Display must be placed and positioned in a prominent location **for maximum exposure to the public**
  - Images must be professionally developed to ensure they complement the facility
  - Images must include, at a minimum, information on the CGCA and the total funds raised at the centre for a period of time (e.g. one year, since launch, etc.) and a list of the participating charities
- Announcements by the host / caller at the beginning of each session event that includes the name(s) of the charitable organizations participating on assignments during the event.
  - Charity Coordinator must provide the information to the service provider in a clear format that includes the names of the organizations and their assignment times in relation to the events.

- Develop additional in-centre tactics to further enhance awareness of charitable contributions which may include:
  - Messaging on in-centre multimedia displays
  - Area for charitable organizations to display brochures
  - Messaging on printed marketing material in cooperation with the CGCSP

## BONA FIDE MEMBER DEFINITION

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According to the Policies and Standards for Charities, permitted organization must provide at least two trained bona fide members of the eligible charitable organizations to perform roles and responsibilities in the charitable gaming centre. This is a contractual requirement. Without the participation of bona fide members, participating organizations are ineligible to receive funds from the CGCA and OLG as set out in the Policies and Standards. In such a case, the CGCA shall follow the disciplinary steps outlined in the policies and the permitting authority may suspend permits for future assignments in the gaming centre. A bona fide member for the purposes of participating in assignments for a permitted organization must be an individual who:

- Either meets the membership criteria set out in the constituting documents for the organization or;
- an individual who volunteers in another capacity within the organization other than cGaming
- has been admitted as a member in accordance with the requirements set out in the constituting documents;
- remains a member in good standing in accordance with the constituting documents;
- participates in the activities of the organization; or
- is a parent/relative of an active member or participant under the age of 18 in the organization

A paid employee from the charitable organization may be used for assignments providing this is not their primary role within the charitable organization and that the second bona fide member is a volunteer.