



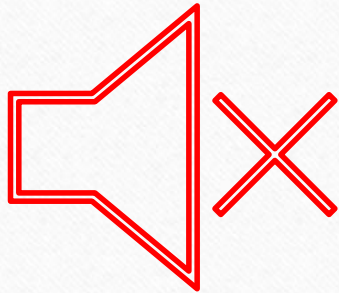
**Sarnia Charitable Gaming Association**

# Welcome

Re-Entry Procedures

# WELCOME

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- Welcome and I hope everyone is staying safe & healthy
- Could everyone please mute their computers
- We only have 40 minutes
- We will have Q&A depending on time allowance
- Attendance



# RE-ENTRY TO JACKPOT CITY

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- As of April 1<sup>st</sup>, all volunteers MUST be trained
- As of May 1<sup>st</sup>, all organizations will need to have two trained volunteers
- Ensure your volunteers know to sign the SIGN IN sheets in the charity room. If these are not signed we can not award your share. Volunteers must not sign in for each other.
- Need to wear the same attire as before – dark pants and charity shirt/vest
- We wanted to do a quick over view of Roles & Responsibilities of the Volunteer

# VOLUNTEER ROLES:

Welcome guest as they arrive and thanking guests for supporting their charity as they depart.

- Typically outside of bingo sessions as volunteers are very active during bingo.
- Excellent point of contact for recognition of funding local charities, unique to our sector.

Circulate the gaming floor to support customers service and assistance.

- This includes the cabinet game area where the volunteers can help be presence in the area
- Redirect any unresolved customer service issues to a staff member for resolution.

Assist players with information on programs, events, games, and promotions as needed.

- Help when there is a big event coming or for new players looking for bingo sessions programs.
- Help hand out promotions ballots, do draws, etc..

Assist players as needed on the technology basics of the gaming in the centre.

- Online training does include product training (log-in, playing games, ect.,)
- Contact gaming centre staff for any issues

Assist Staff with keeping the environment clean

- Picking up used paper bingo product, empty cups, cleaning screens, recycling, etc.
- Throwing out the “wrong thing” is not common and is covered in the training. Error rates are similar to staff.



## Volunteer Roles and Responsibilities

Updated March 2022

### BACKGROUND

The Policies and Standards for Charities require that volunteers have an active and meaningful role in the gaming centre. While these policies are linked to the OLG contract and specific roles have been established, they are in place to benefit the business - supporting gaming centre staff and providing good customer service. Additional roles are always being considered and may be added as we continue to evolve.

### CONSISTENCY

With over 2,100 charities across 37 cGaming centres and many regions with multiple locations, consistency for the roles is important. In locations with a number of cGaming centres there are volunteers participating in multiple sites. To have uniquely different roles in each site, creates confusion and challenges for the volunteers.

More than ever there is increased pressure on charities and their volunteer resources. We developed and implemented the OCGA provincial online training to assist with consistency and are evolving the volunteer roles to adapt to changing needs. Volunteers effectively supporting gaming centre staff and customers will assist with driving revenues for charities.

### VOLUNTEER ROLES

The following roles and responsibilities for volunteers are a minimum requirement. Detail of these roles are included in the required OCGA [online volunteer training](#). Gaming centre staff are welcome to go through the online training to better understand the content being provided.

- **Welcoming guests as they arrive and thanking guests for supporting their charity as they depart**
  - Typically outside of bingo sessions as volunteers are very active during bingo
  - Excellent point of contact for recognition of funding local charities, unique to our sector
- **Circulate the gaming floor to support customer service and assistance**
  - This includes the cabinet game area where the volunteer can help be a presence in the area
  - Redirect any unresolved customer service issues to a staff member for resolution
- **Assist players with information on programs, events, games, and promotions as needed**
  - Helpful when there is a big event coming or for new players looking for bingo session programs
  - Help hand out promotional ballots, do draws, etc.
- **Assist players as needed on the technology basics of the electronic gaming in the centre**
  - Online training does include product training (log-in, playing games, etc.,)
  - Contact gaming centre staff for any issues
- **Assist staff with keeping the environment clean**
  - Picking up used paper bingo product, empty cups, cleaning screens, recycling, etc.
  - Throwing out the “wrong thing” is not common and is covered in the training. Error rates are similar to staff.

### OPTIONAL ROLES (BUT HIGHLY RECOMMENDED)

- **Food delivery to customers**
  - No alcohol due to Smart Serve requirements
- **Flag game winners for identification by staff to assist with verification process (Call backs)**
  - Assist with calling back winning cards for verification by a staff member



# VOLUNTEER ROLES:

## OPTIONAL ROLES (BUT HIGHLY RECOMMENDED)

### Food delivery to customers

- No alcohol due to Smart Serve requirements



### Flag game winners for identification by staff to assist with verification process (Call backs)

- Assist with calling back winning cards for verification by staff member.
- Calling back paper bingo(including of card etc.), electronic, event tickets, Upick8. etc. using the serial number of the winning card.
- Volunteer can either stay with the winner (wait for staff to payout) or flag the winner using a table flag and receipt from Adviser staff members. OLG restricts volunteers from handing cash.
- In the event a card cannot be verified, volunteers are required to have a staff member to assist.
- There is a full module included in the online training for sites that have this role. Specific call-back training is available should a site add this to the roles in future. For clarity, volunteers are not permitted under the policies to accept tips.
- The benefits to this role are numerous.
- Frees up the staff to sell more products (call-backs become a primary role of volunteers)
- Faster and more efficient process, especially from multiple wins
- In some cases, can save on staffing cost (if extra staff are placed to do call-backs)

### Over half of cGaming locations include this as a volunteer role with great success

Error rates in call-backs / missed bingos are essentially the same as staff rate-vary low risk (verified by operator incident reports submitted to OLG)

- The call-back process a part of the required volunteer training
- Providing an increase in staff support, customers support, and the revenues far outweigh the risk



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- Volunteers can either stay with the winner (wait for staff to payout) or flag the winners using a table flag and receipt from the Advisor staff member. OLG restricts volunteers from handling cash.
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OVERALL BENEFITS

- The more the volunteers can assist staff, the more that staff can sell products to increase revenues
- The charity presence is what makes our sites unique and gives us an advantage in the community
- An active role fosters positive relationships between volunteers and staff
- Volunteers are engaged and active on the gaming floor
- Provides a significant increase in customer service (two additional people all day)

RESTRICTIONS

While on assignment volunteers must not:

- Be under the age of 18 years of age
- Purchase gaming products, alcohol, participate in any gaming activity and in-centre promotions or draws
- Handle any gaming cash (e.g. prizes) or gaming product (e.g. bingo cards) (except when doing a call back)
- Play bingo cards or games for customers
- Engage in any other fundraising (e.g., soliciting donations or selling their raffle tickets)
- Accept tips
- Participate in assignments while under the influence of alcohol or recreational drugs
- Take extended breaks during the assignment unless specifically approved by the Charity Coordinator. Breaks are to be limited to a total of 10 minutes during an assignment when customer service needs are minimal. Breaks must be taken in an area designated by the Charity Coordinator and food and beverages may only be taken on breaks.
- Use personal electronics (phone, tablet, etc.) or anything that is distracting to their role
- Act in a way that is disruptive or detrimental to the success of gaming centre and its member charitable organizations

If an organization and their volunteers do not meet these requirements, the group is financially penalized by the charity association. There is an escalation process due to continued non-compliance.

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# FREQUENTLY ASKED QUESTIONS (FAQ)

**There used to be restrictions on volunteers who have certain ailments e.g., knee brace  
Is this still of concern or are they okay to volunteer?**

Volunteers must be able to walk and stay on the floor for 90% of the time. If they have issues that don't allow them to be on the floor, then volunteering will not work for them.

**I have a parent who is more than willing to participate in bingo. She is fully trained on everything, but she is not vaccinated. Are volunteers to be fully vaccinated?**

Not required at this time

**We no longer have volunteers to do our bingos. You and your Charity Executive need to find the volunteers to do your bingos.**

It is the Charities' responsibility to make sure that they comply with the rules of running a bingo set out by the OLG/AGCO and the City of Sarnia. One of the rules is making sure that your Charity has enough volunteers to be in the Hall.

# FAQ's

**We are new to C-Gaming - what if we don't have a seasoned volunteer to shadow?**

You can be shadowed by another charity that has been seasoned. Contact Maureen and she can set that up for your Charity.

**Training shows that if the Club after us doesn't show up, we are required to stay.**

This is not in effect as this time. Once the Bingo Halls are back fully functional and require Volunteers at each session, this will be re-addressed.

**I did not receive the monthly schedule.**

If you didn't receive, please contact your Bingo Coordinator for "your organization" or you can go to our website [sarniagamingassociation.ca](http://sarniagamingassociation.ca) and download/print from there.

**If there is a bingo during my shift, do I still sit at the door.**

No, you are required to be on the floor during the bingo, helping out wherever you can. i.e. cleaning up paper, counting customers, assisting customers with program information, providing customer service, etc. There is a sheet in the Hall outlining the Volunteer responsibilities and this sheet will also be sent to the Charity Bingo Coordinators.



# FAQ's

## Questions we have received from charities

- 1) Will we resume compacting garbage cans? I did not see any compacting sticks last night.
  - 2) Will the late shift be cleaning tables with cloths? I didn't see the cloths last night either.
  - 3) Do we close the doors to the hall, especially to the food court during bingos? They are difficult to open with your hands full.
  - 4) You could perhaps make the volunteers aware that there is no longer a draw for bingo dabbers.
- I think we are still expected to pick up the ballots and leave them at the front.

- 1) Compacting sticks are available at the hall. Please ask the staff if you can not find them.
- 2) Cleaning and counting was outlined in the training as one of your roles. Again, if you need assistance finding supplies such as cloths please ask a hall staff and they will direct you where to find the supplies you need
- 3) Yes the doors do get closed
- 4) As for the hall give-away promotions such as dabbers, the hall is in charge of these promotions.

- 5) Ballots are still picked up by the volunteers

Please refer to the Volunteer Roles and Responsibilities you received by email and copies are available in the charity room at the hall.

## OTHER CONCERNS/ISSUES:

As of April 1st, only trained volunteers will be allowed to work the bingo. The training link issued by the OLG/AGCO has been emailed to all the Charities and everyone (including previously trained volunteers) are mandated to do the online training. This link is also available on our website [sarniagamingassociation.ca](http://sarniagamingassociation.ca)

Today, all organizations were emailed a copy of the volunteers that have completed the on-line training and are qualified to work for your organization. Please contact Judy if there are any issues/concerns ([smithjudy1285@gmail.com](mailto:smithjudy1285@gmail.com)).

If a Volunteer works for 3 different Charities, you MUST make sure that Judy Smith has been contacted ([smithjudy1285@gmail.com](mailto:smithjudy1285@gmail.com)) Please forward the confirmation of training email to Judy and ask her to add to the additional organizations. Your organization can only receive funds if you have trained volunteers listed in the database and if they are not on the list, the system will not recognize the name and will not award the share. Please check your lists to ensure everyone is accounted for.



## OTHER CONCERNS/ISSUES:

If your Charity is unable to volunteer for their allotted time slot, you can trade bingo times with another Charity. In order for this to happen, you must fill out the Request to Trade form that is available in the Charity Room at the Hall. Once completed & signed by both Charities, the Charity that requests the change is responsible to email Maureen at [sarniacountrygaming@gmail.com](mailto:sarniacountrygaming@gmail.com) and notify her of the change and leave the signed form in the Charity Room for Maureen to pick up. All trade documentation must be completed 5 days prior to the session being traded and within the current month. (ie you can not trade April 20 for May 5)

Regarding Charities that have previously asked for certain time slots. Maureen will try and honour these requests to the best of her ability but sometimes this isn't feasible.

New Volunteers may need a few training sessions to acquire all their knowledge because the Hall is still not at full bingo capacity. Please be patient and kind with fellow Volunteers.

Call Maureen Leckie if you have an issue at the hall or any questions – 519-328-3758.

# NEW EXECUTIVE MEMBERS

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- We are looking for several candidates to join our Executive. Meetings are held quarterly. During COVID, our meetings are via Zoom. We would like individuals who can help in decision making and bring expertise/knowledge to the table. If you are interested, please send your resume to Maureen O'Grady [maureen.e.ogrady@gmail.com](mailto:maureen.e.ogrady@gmail.com)



# MEETING CLOSURE

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- Are there any other questions?

We would like thank all organizations for attending

Motion to Close Meeting

# Questions during the meeting

- 1) Gloves/Sanitizer – will they be provided and if so, can we get extra large gloves – this is not required by the OGCA/OLG and therefore the Hall doesn't have to provide. If you would like to wear gloves for cleaning, please bring your own

\*\*\*Classified as General\*\*\*

- 1) When will next month's calendar be available – our Goal is to provide as soon as we get permission from the City of Sarnia and the Bingo Hall. It will be out within a few days of the current month. i.e. July's calendar will be issued by the first few days of June.