



## Policies and Standards for Charities - Revisions

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January 2023

- Content from appendices have been integrated into the various policy sections. Only three appendices remain for the application and reports.
- New Bona Fide Volunteer section added and policies moved and rearranged to accommodate.
- Overall clean-up of Bona Fide Member definition and additional flexibility added for volunteers
  - Addition: *A bona fide member that meets these requirements of one organization can volunteer for any other CGCA member organization (up to a limit of three permitted charitable organizations)*
- Added previous changes communicated April 2022 on Administrative Allowance formula and cap.
- Removed appendix referencing awareness materials within the gaming centre. With vast difference in gaming centre layouts, poster frames vs digital posters, and new opportunities with digital media and CGCG branding, this appendix, containing specific requirements, was outdated. Awareness policy can be referenced in B.5.
- Change of process in the payment of OCGA membership fees. To streamline the payment process fees will be paid by the CGCA from the pool instead of individually by organization. This is being done to help streamline process.
  - *Individual charitable organizations must be up-to-date with the required OCGA fees. The CGCA will pay the OCGA membership fees from the distribution pool on behalf of the individual charitable organizations.*
- Added new policy to incentivize organizations to participate. This is based on lessons learned and success during pandemic participation requirements.
  - See new section C.6 CHARITY AWARENESS AND ENGAGEMENT

- Removed reference to reporting being monthly to reflect existing wording in permit requirements. This builds in future flexibility for municipalities on timing of reports.
- Removed requirement for organizations to provide bona fide member lists to the CGCA. This information is already captured by the CGCA when volunteers complete their training. Updated lists can be requested as needed to assist in clean up over time but is not required.
- Added additional clarity on remuneration of volunteers being only restricted to cGaming proceeds.
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  - *There will be no remuneration or reimbursement of expenses for volunteers (no honorariums) paid from cGaming proceeds. Organizations may have policies on covering some volunteer expenses and if so, such payment must use funds from other sources.*
- Added wording to reflect that required volunteer roles are to be consistent across Ontario.
- Made changes to AODA process and tracking as a result of the provincially mandated volunteer training its' inclusion of AODA training.
- Additional changes to wording on training requirements to encompass the shift to provincial online training
- Added escalation process for CGCAs for non-compliance.
  - *CGCA's that are in breach of policy and the OLG contract shall be subject to an escalating disciplinary process as outlined below:*
    - *OCGA acknowledges the compliance issue and notifies OLG, the CGCA board, and the Charity Coordinator for resolution*
    - *If no resolution is underway after 30 days. OCGA will notify the CGCA member charitable organizations of the issue for resolution as responsible members of the association (OLG will also be notified)*
    - *If there is no resolution underway after 30 days of notifying the member groups, OCGA will notify OLG and recommend charity disbursement be withheld until a resolution is found. OCGA will transfer compliance oversight to OLG for breach of contract.*
- Clean up. Removed reference to OCGA Charitable Bingo and Gaming Training and Resource Manual which is no longer used.
- As promotional events in-centre are the contractual responsibility of the operator, the CGCA requirement is removed. These are still a valuable engagement strategy and CGCA are encouraged to work with their operator to plan events

- *Removed: 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.*
- Added standard to provide direction to coordinators to be the first point of contact for potential new charities. This is to ensure groups understand roles and volunteer requirements before proceeding with eligibility and permit process with the municipality
  - *Whenever possible, the Charity Coordinator shall meet with interested organization first to inform them of roles and responsibilities to ensure their interest in cGaming before referring them to the municipality for eligibility review.*