

REVITALIZATION OF CHARITABLE BINGO & GAMING INITIATIVE

## ***Policies and Standards for Charities***

January 2023

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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 keywords 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 meets the bona fide member requirements in Section D

**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 contract 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. OCGA works with OLG to provide support to municipalities on charity eligibility and approved use of proceeds.

## 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 OF CHARITIES

The Criminal Code of Canada does not allow charities/not-for-profits to “conduct and manage” bingo/break open ticket events when technology is used. Hence, the introduction of technology has shifted the role of “conduct and manage” 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 which include determining eligibility, issuing permits and ensuring the use of proceeds are within the guidelines set out in the Eligibility and Use of Proceeds document for cGaming.

OCGA has negotiated an agreement that maintains a direct local funding model 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 OF 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, 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 in keeping records and managing the distribution of funds that belong to the member charitable organizations. The CGCA is not the owner of

these funds except for a small portion directed for administration. Under this model, financial and reporting tasks of the association are substantially reduced.

# B) CHARITABLE GAMING CENTRE ASSOCIATION

## 1. CONTRACT AND INCORPORATION

### POLICY

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 the 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 (permitees) holding and distributing funds which belong to the permittees. The CGCA must not retain any portion of the permittees' disbursement for its purposes other than what is allowed by either Ontario Lottery and Gaming for administration on a cost recovery basis.

### STANDARDS

- a) CGCAs must apply to the Ministry of Consumer and Commercial Relations to become incorporated as a not-for-profit and be incorporated before entering into a 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) CGCAs must sign a Letter of Agreement with Ontario Charitable Gaming Association (OCGA) acknowledging their support and monitoring role on behalf of OLG
- e) CGCA's that are in breach of policy and the OLG contract shall be subject to an escalating disciplinary process as outlined below:
  - 1. OCGA acknowledges the compliance issue and notifies OLG, the CGCA board, and the Charity Coordinator for resolution

2. If no resolution is underway after 30 days. OGCA will notify the CGCA member charitable organizations of the issue for resolution as responsible members of the association (OLG will also be notified)
3. 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.

## 2. MEMBERSHIP

### POLICY

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Within the CGCA, three memberships 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.

### 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 incorporation documents.
- c) 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 individual charitable organizations.
- d) 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. The CGCA Board must 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 with 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.
- e) Charity Coordinators and staff/contract resources of the CGCA are permitted to be involved with a charitable organization in the community. They are not permitted to be involved in anything with the organization related to cGaming (including volunteering at the Charitable Gaming Centre or completing cGaming reports on their behalf). All cGaming matters related to these organizations (scheduling, compliance, etc.) must be approved by the CGCA board.

### 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 the 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. In order to avoid conflicts of interest the Charity Coordinator may not have an operational role with CGCSP.

## 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, the individual charities, 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. This is a core role of the Coordinator and includes attending charity meetings and events, supporting groups with the required Charity Awareness And Engagement requirements, media engagements, and education to local community leaders to highlight the contributions of the cGaming partnership to the community.
- d) The Charity Coordinator will ensure high visibility of the charitable organizations which may include 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 and in the community. e.g. producing DVDs and PowerPoint presentations.
- e) The Charity Coordinator will ensure that the charities' roles with respect to Customer Care Support are carried out effectively.
- f) The Charity Coordinator will develop and implement the assignment schedule in consultation with the CGCA Board and the municipality.
- g) 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 or process must be provided to track the attendance of the trained bona fide members for each assignment.

- h) The Charity Coordinator is required to cross-reference the bona fide member lists on record to ensure that the members attending are listed as trained and are not carrying out assignments for more than three different individual charitable organizations under permit in Ontario.
- i) Where more than one CGCA is present in a geographic area, the Charity Coordinators will collaborate, sharing bona fide member lists. If bona fide volunteers are found to be in contravention, the respective charities will be contacted to resolve the issue.
- j) The Charity Coordinator will assist charities with permit applications and reports as needed.
- k) The Charity Coordinator shall have access to the online OCGA file repository and ensure the CGCA and Charitable Organizations are using the most current policies, reports, and forms from the repository.
- l) The Charity Coordinator shall make the most current reports, forms, and policies available to all organizations using an online platform (website, cloud, etc.).
- m) The Charity Coordinator will assist with problem resolution as required.
- n) The Charity Coordinator will ensure timely communication with the charities, the municipality, OLG, and OCGA.
- o) The Charity Coordinator must be given the authority to carry out the implementation of approved initiatives to support charities in their roles and responsibilities.
- p) The Charity Coordinator calculates monthly shares and reductions due to non-compliance.
- q) Follows the escalation process in the Policies and Standards for non-compliance.
- r) Will be responsible for the distribution of funds, providing financial reports to the municipality and the Board, and in most instances for the bookkeeping. If a separate bookkeeper is engaged, it should be noted that this requires approximately only 5-6 hours per month and should be reimbursed accordingly.
- s) The Charity Coordinator should be invited to attend Board meetings in order to report to the Board and be up to date on all issues and concerns.
- t) 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.
- u) 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 the direction from the CGCA.

- v) The Charity Coordinators are expected to work with the OCGA to exchange information and share lessons learned and best practices and are required to attend the majority of all scheduled provincial coordinator meetings, training, and workshops.
- w) Charity Coordinators are required to spend a reasonable amount of time on site in the Charitable 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, an in-centre office may be provided or minimally the Coordinator should have consistent scheduled times in the Charitable Gaming Centre.

## 5. PROMOTING AWARENESS OF CHARITY CONTRIBUTIONS

### POLICY

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Both inside and outside of the Charitable Gaming Centre, CGCAs are responsible for developing, implementing, and monitoring policies and procedures to assist 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 a cGaming Centre, they are immediately aware of the presence of charities and have opportunities to become informed as to how the funds raised in the Charitable Gaming Centre benefit the local community.

### STANDARDS

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- a) The Charity Coordinator will promote charity awareness in the Gaming Centre and in the community.
- b) CGCAs are required to provide support to individual charitable organizations on all provincial policies and standards related to promoting awareness of charity contributions.
- 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) CGCAs are responsible for monitoring individual charitable organizations’ compliance of all policies regarding 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 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.
- g) 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.

## 6. RESPONSIBLE GAMING & AODA

### POLICY

CGCA is responsible for 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) AODA training material is included in the required OCGA training. CGCAs are also required to provide OCGA approved AODA training material to all member charitable organizations and volunteers upon request.

## 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 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, ensure their charities and bona fide member volunteers are trained 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 (This needs to include some time in the Charitable Gaming Centre). The Charity Coordinator will manage training requirements and track participation to ensure comprehensive and consistent training.
- c) The CGCA is required to use the material provided by OCGA. This includes OCGA online training modules and any written materials
- d) The CGCA must ensure training records are kept for each charitable organization and their bona fide member volunteers.
- e) Volunteers may be required to be retrained from time to time if training material or roles change significantly at the direction of OCGA.

## 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 allocations 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) An assignment shall be approximately two hours in length up to a maximum of 2.5 hours
- b) All charitable organizations must be treated fairly and reasonably according to the requirements of their Permit.
- c) 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 during the reasonable operational hours of the gaming centre when there are customers present and

during all scheduled events. Volunteers must arrive at least one-half hour before their scheduled assignment.

- e) The CGCA must monitor to ensure each charity provides at least two trained bona fide members for each charity assignment and that the trained volunteers carry out their responsibilities.
- f) Charitable Organizations must not be scheduled for more than two consecutive assignments except when attending an adjacent assignment where a group has failed to attend.

## 9. ADDING CHARITIES

### POLICY

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The goal of this initiative is to provide opportunities for fundraising to as many organizations as possible in order to increase the overall benefit to the community. The OCGA will provide direction to CGCAs and recommendations to Municipalities on adding new charitable organizations as revenues and local conditions permit. OCGA will also work with all partners to actively recruit and promote cGaming to prospective new organizations where needed.

### STANDARDS

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- a) Municipalities have the authority to add new groups and give direction on the number of assignments issued to each organization
- b) Whenever possible, the Charity Coordinator shall meet with interested organizations first to inform them of roles and responsibilities to ensure their interest in cGaming before referring them to the municipality for eligibility review.
- c) The Charity Coordinator will modify the schedule to accommodate new groups as needed
- d) The Charity Coordinator will meet with all new organizations to provide orientation, documents and reports, and any onboarding required to participate at the Charitable Gaming Centre
- e) The CGCA and the Charity Coordinator will work cooperatively with the Municipality and OCGA

## 10. 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 capability 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. Charity Coordinators may not be assigned as signing authorities on the account. 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.

## 11. ADMINISTRATIVE ALLOWANCE

### POLICY

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Administrative allowance has been determined based on experience from the sites in operation. The cap will be reviewed annually by OCGA for adjustment as required. The cap is a maximum and CGCAs must be fiscally responsible in approving all expenses

### STANDARDS

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- a) The CGCA is expected to use good judgment on the administrative expenses and to manage within the maximum amount allowed.
- b) The formula used to determine maximum administrative allowance 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.

- c) All administrative expenses, including staffing costs, financial/bookkeeping, office supplies, bank charges, audit fees, CGCA charity awareness, must not exceed the maximum allowed.
- d) Reimbursement for out-of-pocket expenses for board members and the Charity Coordinator is permitted with sufficient substantiation subject to approval by two board members (receipts, mileage, etc.). Honorariums for board members are not permitted.
- e) 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.
- f) Administrative allowance includes all expenses related to the CGCA, the Charity Coordinator, and the Board of Directors.
  - (E.g. Bank fees, office supplies, travel, meeting expenses, professional fees, Charity Coordinator resources, etc.)
- g) Administrative funds may 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, marketing of centre programs, special events, prizes, etc. Any requests for other purposes must receive prior approval from OCGA.
- h) A portion of administrative funds may be used for initiatives for charity awareness as approved or directed by OCGA.
- i) The CGCA may retain up to a maximum of three months of estimated administrative costs in their designated account to provide cashflow and funds to pay expenses, within existing policies and standards, due to unforeseen circumstances (e.g. temporary closure of cGaming Centre).
- j) The Administrative allowance is:
  - Base of \$50,000 + (number of member charities X \$700)
  - The maximum amount may not exceed \$110,000

## 12. DISTRIBUTION OF FUNDS

### POLICY

Monthly distribution of 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 a 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 participation and the number of charity assignments completed as per the permits.
- c) The distribution of funds to the charities must be completed within 7 business days of receiving the transfer from OLG.
- d) The CGCA must ensure that each individual charitable organization has a valid permit in order to receive a portion of the CGCA charities' disbursement.
- e) The CGCA must ensure a fair and transparent oversight process in determining compliance issues which shall include a daily compliance checklist completed by the Charitable Gaming Centre operator. This report shall be used by the CGCA as a tool to provide some basic information into the process for determining breaches of attendance, policy, and roles and responsibilities. The responsibility for decisions regarding breaches rests with the CGCA Board and the Charity Coordinator.
- f) The CGCA is responsible for tracking attendance and ensuring that trained charity volunteers sign 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 charitable organization has fulfilled its attendance responsibilities and obligations during that month according to the policies and standards.
- g) 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.
- h) Charities must be given written notice with an explanation if their share is being withheld, reduced, or not distributed (see next section for details).
- i) 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).

## 13. 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.

### 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. 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. 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.
- 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 comply, the CGCA shall apply related financial repercussions in C.9 and will use the following progressive discipline approach. This applies to all infractions collectively. A CGCA may reset an organization's 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 principal contact on file for 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.
  - 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.
  - 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 organization's permit.
  - 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 the action taken and the organization is removed from the schedule.
- 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.

## 14. 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) 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 C).
- b) The CGCA, upon request, is required to submit in-centre training materials or records to OCGA.
- c) 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.

- d) The CGCA is required to maintain receipts for expenses incurred for administration and must provide a detailed expense report to its charitable organizations annually, at a minimum.
- e) 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.
- f) 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.
- g) The CGCA must have a signed *Individual Charity Agreement* from each charitable organization confirming that they have agreed to carry out their roles and responsibilities under the CGCA contract.
- h) The CGCA must accurately complete and submit any compliance reports issued by the OCGA in a timely manner.
- i) The CGCA shall provide OCGA with a copy of their annual financial statements upon request.
- j) Since the CGCA is a corporation, financial reports and records must be retained for at least 6 years as per Ontario's Not-for-Profit Corporations Act, (ONCA).

## 15. COMMUNICATIONS

### POLICY

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Effective communication and sharing of information in a timely manner are 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 individual charitable organizations is distributed to them promptly.

- 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.
- 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.

## C) 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 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 municipalities using OLG’s “cGaming Eligibility and Use of Proceeds” policy document. This document is available from both the municipality and Charity Coordinator.
- b) Charities are responsible for completing and submitting their completed Permit Application Forms (Appendix A) 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 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 membership to the OCGA must be paid by the CGCA
- 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) 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.
- b) Charities and their volunteers may not 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

### 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. 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) 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 before their assignment.
- c) From time to time, individual charitable organizations will be required to attend additional assignments in support of special promotions and events
- d) In an emergency where a charity is not able to carry out its assignment, the designated contact for the CGCA must be notified as soon as possible for a substitute charity to be found. Charities must make up any missed assignments as per the direction of the Charity Coordinator
- e) 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 the six-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.

- f) 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 before carrying out assignments.
- g) 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.

## 5. PROMOTING AWARENESS OF CHARITY CONTRIBUTION

### POLICY

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 Charitable Gaming Centre benefit the local community. This “charity look and feel” distinguishes a Charitable Gaming Centre from other gaming facilities.

## 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.
- d) Each charitable organization must provide the Charity Coordinator with the information and materials requested in order to facilitate the development and production of charity posters and other promotional materials.
- e) 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.

## 6. CHARITY AWARENESS AND ENGAGEMENT

### POLICY

Charitable Organizations benefit directly from the growth in revenues and player base at the Charitable Gaming Centres. As partners, 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 gaming centre and the CGCA Charitable Organizations, must participate by promoting the gaming centre. Organizations that actively promote their partnership with cGaming will be compensated for their participation efforts.

### STANDARDS

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- a) Charitable Organizations are required to participate in all charity awareness initiatives directed by the OCGA.
- b) Charitable Organizations can also earn additional funds for promoting charity awareness participation within their local community or on social media. Charitable Organizations will receive ¼ share of proceeds in a given month up to a maximum of 6 times per fiscal year each time they execute one of the following initiatives. Organizations are required to provide information on their promotional activities directly to the CGCA to be eligible. Where possible, these must provide a local impact in the same community as the charitable gaming centre.

Additional proceeds are only earned for each unique initiative each year (e.g. posting a static centre logo on a website counts once for the year)

c) Eligible Participation /Promotional Activities:

- Host an off-site cheque presentation with the CGCA (their AGM, event, etc.)
- Attend or host a photo-op / cheque presentation/media event at the Charitable Gaming Centre
- Reference the use of the funds raised at the Charitable Gaming Centre in Media Articles (Newspaper, Local News, etc.)
- Actively promote the use of the proceeds earned including the name of the gaming centre on social media
- Promote the funds earned or reference the Charitable Gaming Centre in publications (Newsletter)
- Charitable Gaming Centre logo placement
  - organization's website or letterhead
  - materials (poster/brochure/program/etc.)
  - on cheques given to other groups (service clubs)
  - on buildings/vehicles
  - outdoor advertising/signage
- Other initiatives as approved by OCGA

## 7. 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, the charity volunteers must provide consistency and support excellent customer service.

## STANDARDS

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- a) Charitable organizations will ensure that volunteers have been trained using OCGA's online training process.
- 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 and treating the customers in a friendly and courteous manner.

## 8. 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.

## 9. 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 the 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 the portion of assignment missed
  - Roles and Responsibilities or non-compliance with Policies and Standards not listed in B.12.c – ¼ share per occurrence
- d) CGCAs may issue a warning without financial penalty or escalation for a charitable organization's first non-compliance with the dress code. The financial repercussion and escalation policy is intended to address persistent issues within an organization.
- e) All Roles and Responsibilities for volunteers that may result in financial repercussions are listed in Section D
- 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 B.13.

- 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 business 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.

## 10. BANKING REQUIREMENTS

### POLICY

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Each charitable organization shall open and maintain a designated business bank account to accept cGaming funds. The funds must remain separate from other funds including general funds, funds from other licenced events, etc. and may 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
    - account must the capability of receiving EFT payments.
    - 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 from the designated business account for cGaming funds are not allowed.
  - cheques are returned with monthly bank statements or available online for printing
  - two signatures are 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
  - iv. All approved expenses (as per the Permit) must be paid directly from the designated business account. Organizations are not permitted to transfer funds from the designated business account into another account unless specifically authorized by the Municipality.
  - v. If an organization is unable to use its cGaming proceeds for approved uses in the community, the Municipality shall provide direction based on municipal policy

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) Methods of payment

- i. The Permittee may use any method of payment for approved expenses including, but not limited to: Cash, Cheques, Credit Cards and Debit Cards (personal or in the name of the organization), PayPal, Interac E-Transfer, Direct Deposit (EFT). Supporting detailed receipts/invoices must be submitted with the monthly Report to Municipality.
- ii. If using any method requiring reimbursement to an individual (e.g. Personal Debit/Credit Card) the Permittee must:
  - Provide any documentation required or requested by the municipality.

- Ensure fees or interest charges are not included in the reimbursement
  - Ensure all transactions be approved by two designated signing authorities on the 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) 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.
- e) 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 approved purposes or donated to an approved organization for charitable purposes based on the dissolution clause of the organization. If this is not possible, the Municipality shall direct the funds to 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). A final report must be submitted to the Municipality.

## 11. REPORTING

### POLICY

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Charitable Organizations have a responsibility to complete and issue reports to various partners including the municipality, CGCA and OLG from time to time to ensure transparency and integrity of the cGaming initiative.

### STANDARDS

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- a) The Permittee must provide the permitting authority with a use of proceeds report (Appendix B) signed and verified by the designated signing authorities on all expenses paid from the proceeds

derived from charitable gaming. The report must be filed at a frequency based on municipal policy. Reporting is on a Cash-Basis method and not Accrual.

- b) The use of proceeds report must include a copy of the monthly bank statement(s) and any receipts or documentation requested by the municipality on expenses paid from the account as per the permit requirements.
- c) The municipality has the option to accept emails of scanned signed 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.
- d) 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"
- e) 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.
- f) Charitable Organizations are also required to provide the municipality, on request, additional information related to their eligibility and / or use of proceeds as outlined in "cGaming - Eligibility and Use of Proceeds" policies.
- g) The municipality may request a copy of its financial statements for the preceding year. These statements shall be prepared based on the requirements of the organization according to its legal structure (e.g. Corporations Act, Revenue Canada).
- h) Reports and records must be retained for at least 4 years. Organization may be required to retain records longer through other policy or legislation (e.g. Ontario's Not-for-Profit Corporations Act, (ONCA) is six years).

## D) BONA FIDE VOLUNTEERS

### 1. BONA FIDE MEMBER DEFINITION

#### POLICY

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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

#### STANDARDS

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- a) A bona fide member for the purposes of participating in assignments for a permitted organization must be an individual who meets any of the following criteria:
  - Meets the membership criteria set out in the constituting documents for the organization
  - an individual who volunteers in another capacity within the organization other than cGaming
  - is a parent/relative of an active member or participant under the age of 18 in the organization
- b) Paid employees from the charitable organization may be used for assignments providing this is not their primary role within the charitable organization.
- c) 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)

### 2. ROLES AND RESPONSIBILITIES OF VOLUNTEERS

#### POLICY

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Roles and responsibilities of volunteers have been developed to ensure a meaningful role for charities and volunteers in the Charitable Gaming Centre. The required roles are to be implemented consistently across all cGaming centres in Ontario. Volunteers play a support role to staff in the Charitable Gaming Centre. 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.

## 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 12.
- b) Volunteers must be trained utilizing OCGA’s online training as well as an in-centre shadowing/orientation component.
- c) Volunteers must 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.)
- d) Volunteers must be 18 years and unencumbered in performing their roles and responsibilities and may not be accompanied by anyone under 18 years of age.
- e) Volunteers must execute specific roles in the gaming centre including:
  - 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 Charitable 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 Charitable Gaming Centre staff with promotional events (e.g., hand out ballots)
  - 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.

- Report any observed customer accessibility issues to the Charity Coordinator or an employee if the coordinator is unavailable.
- f) Volunteers must be knowledgeable about where the charitable funds earned in the Charitable Gaming Centre are used in the community and provide the information to customers if requested.
- g) Volunteers must participate and support all charity awareness activities and initiatives as directed by the Charity Coordinator.
- h) Volunteers must participate in and support all responsible gambling activities and initiatives as directed by the Charity Coordinator.
- i) Volunteers may not participate in assignments while under the influence of alcohol or recreational drugs or purchase any alcoholic beverages while on assignment
- j) Volunteers must be attentive and active in their customer service roles and must not:
  - 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.), eat food, or anything that is distracting to their role
  - Bona Fide members that are being disruptive, abusive or are being an immediate detriment to the success of the Charitable Gaming Centre may be asked to leave immediately. In severe cases or situations where the volunteer continues to be disruptive, including being negative on social media or in any other public audience, the CGCA may remove the volunteer from the approved bona fide member list of an organization indefinitely or permanently.
- k) An individual bona fide volunteer may not execute roles and responsibilities for more than two consecutive assignments in one day except under B 12.
- l) 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.
- m) 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.

- n) 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” up to 15 minutes before their scheduled assignment and 15 minutes after they have completed an assignment. Volunteers must not wear their charity ‘uniforms’ when playing at the centre on the same day as their scheduled assignment.

### 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, purchase gaming products (e.g., lottery tickets), or handle any gaming product (e.g. bingo cards) (except when doing a callback role), gaming cash (e.g. prizes), or cabinet game vouchers. Volunteers may not influence game outcomes or decisions regarding winners.
- b) A bona fide member volunteer may not accept tips during their charity assignment.
- c) 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.).

### 4. DRESS CODE

#### POLICY

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To provide a professional look for volunteers in our modern gaming facilities a consistent dress code is required. It is important that the volunteers be easily recognized and associated with the charity they are representing. Shirts or vests with charity identification (logos/names) are required for easy recognition of the charities participating. Clothing with a charity logo purchased (within a reasonable cost) to support the Charitable Bingo and Gaming model is an allowable expense.

#### STANDARDS

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- 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
<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.	
<b>Hat</b>	Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or related to religious or 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. Safety should be considered.	Flip-Flops/beach footwear/Crocs or similar footwear

- b) CGCAs have the flexibility to add additional dress code requirements (in consultation with OCGA) providing these minimum requirements are maintained.
- c) CGCAs 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.

## 5. SUPPORTING RESPONSIBLE GAMING STRATEGY & AODA

### POLICY

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 Act and the Accessibility for Ontarians with Disabilities Act (AODA) will empower volunteers to recognize and respond to customers' individual needs.

Volunteers must read the Human Rights and AODA training material provided in the required training before participating in their roles and responsibilities at a Charitable Gaming Centre.

## STANDARDS

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- a) Volunteers are expected to assist, with the identification of anyone who appears to be under 25 years of age or intoxicated as per OLG policy and bring the concern to gaming centre staff. The legal age to enter is 18 years of age – in some locations with liquor licenses – 19 years.
- b) By completing the OCGA-required volunteer training, volunteers acknowledge that they have read and understood the AODA/Human Rights /Customer Service training materials provided by OCGA and understand their responsibilities under AODA and Human Rights Act before participating at the Gaming Centre.
- c) Be knowledgeable about responsible gambling and the Play Smart program.





## PERMIT APPLICATION FORM

Application to Municipality for permit to participate in Ontario  
Lottery and Gaming Corporation ("OLG") Charitable Games

Charitable Organization:		
Address:	Municipality:	Postal Code:
Charitable Gaming Centre Supported:	Charitable Gaming Centre Address:	
Period:	To:	

We, the undersigned, as principal officer(s) of the above charitable organization apply to the above "Municipality" for a permit to participate in charitable games conducted and managed by OLG at the above "Charitable Gaming Centre" for the above permit period:

1. The charitable or religious objects or purposes to which proceeds are to be devoted are described as:

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2. Is the Permit Applicant incorporated as a non-profit organization in the Province of Ontario?

(Circle One)  
☐ YES ☐ NO

3. Is the Permit Applicant registered with the Canada Revenue Agency as a charitable organization?

☐ YES ☐ NO

If YES, give Registration Number: \_\_\_\_\_

4. How long has the Organization been in existence in the Municipality? \_\_\_\_\_

5. How many members does the Organization have in the Municipality? \_\_\_\_\_

6. Is the charity a member of the OLG-recognized member Charitable Gaming Centre Association?

☐ YES ☐ NO

**Membership in a Charitable Gaming Centre Association recognized by OLG is a condition of receiving and maintaining the Permit.**

UPON SUBMISSION OF THIS FORM, YOU MUST APPEND, WHERE REQUIRED BY THE MUNICIPALITY, THE FOLLOWING DOCUMENTS OR INFORMATION WHERE ANY CHANGES HAVE BEEN MADE SINCE THE LAST SUBMISSION TO THE MUNICIPALITY:

- governing documents (including articles of incorporation, constitution and by-laws;
- financial statements for your most recently-completed fiscal year (audited where applicable);
- current year's operating budget;
- your most recent registered charity information return and public information return
- a list of your current Board of Directors;
- detailed outline of charitable programs/services provided and specific costs incurred in delivery
- any other information that will assist in determining the charitable nature of the objects and purposes. This could include an annual report, correspondence relating to your charitable number for income-tax purposes
- the proposed use of proceeds, which must be consistent with your answer to question no.1 above

7. Designated Bona Fide Member or Signing Officer:

I, hereby certify that as the designated bona fide member or signing officer in charge of the organization's participation in OLG's charitable games, I will be responsible for such participation in accordance with the Permit Requirements under which this Permit is supplied. I further certify that I have read, and have in my possession, and agree to comply with, a statement of the Permit Requirements under which this Permit is supplied.

	First Designated Bona Fide Member or Signing Officer:	Second Designated Bona Fide Member or Signing Officer:
Signature(s):	_____	_____
Print Name in Full:	_____	_____
Position:	_____	_____
Business Telephone	_____	_____
Number(s): Email Address:	_____	_____
Date(s) of signing:	_____	_____



## **PERMIT REQUIREMENTS**

*(Permit Application Form Page 2)*

1. The Permittee shall obtain receipts for each expense incurred.
2. The Permittee shall maintain detailed records of the disbursement of all proceeds derived from the Charitable Games conducted and managed by Ontario Lottery and Gaming Corporation ("OLG") at the Charitable Gaming Centre (herein referred to as "OLG's charitable games").
3. The Permittee shall maintain books, records and other documents in support of all financial reports or statements. These records shall be kept up to date and be retained for no less than four (4) years from the date of the Permit.
4. The Permittee shall:
  - a) provide unencumbered access to the Permittee's books, records and other documents including, but not limited to, the use of proceeds derived from OLG's charitable games, to persons appointed by the Municipality and to all peace officers; and
  - b) deliver to the Municipality within the time period specified by the Municipality the Permittee's books, records and other documents including, but not limited to, those related to the use of proceeds from OLG's charitable games, and such other materials as required by the Municipality for audit and investigation purposes.
5. Each designated business account shall be maintained in the name of the Permittee, and shall have the following features:
  - a) payment/withdrawal privileges and monthly statements issued;
  - b) all cheques returned with monthly statement or available for printing online.
6. In administering the designated business account, the Permittee shall:
  - a) appoint 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;
  - b) deposit into the account all monies derived from OLG's charitable games;
  - c) ensure payments/withdrawals are made only for the payment of the expenses incurred and the donation of net proceeds for the charitable purposes approved on the Permit.
7. The Permittee shall not:
  - a) deposit monies received from any source other than OLG's charitable gaming centres - into the designated business account, or;
  - b) close the designated business account until all monies have been donated to approved charitable purposes and a report has been submitted to the Municipality.
8. The Permittee shall provide the Municipality with a financial report outlining the receipt and use of proceeds from OLG's charitable games on the form prescribed by OLG including bank statements and receipts.
9. The financial report shall be filed by March 31 or more frequently as may be stipulated in the conditions of the permit
10. The Permittee shall provide, within 180 days of its fiscal year end, the Municipality with:
  - a) financial statements, which shall, at a minimum, include a summary of the financial information with respect to the receipt and use of proceeds from OLG's charitable games and all expenses, disbursements, net proceeds and use of net proceeds; and
  - b) a report on the Permittee's compliance with these Permit Requirements.
11. The Permittee shall be a member of the OLG recognized Charitable Gaming Centre Association as a condition of receiving and maintaining a Permit.





## MONTHLY REPORT TO MUNICIPALITY

Charity Utilization of OLG Charitable Gaming Proceeds

PERMIT #:

Month Reported:

Year:

Number of Assignments :

Charitable Organization:

Address:

Municipality:

Postal Code:

Charitable Gaming Centre Supported:

Charitable Gaming Centre Address:

(A) Previous Period Closing Balance (Item "E" from last report):

\$

Revenue Received from CGC Participation

Date:

\$

Interest

Date:

\$

(B) Total Revenue Received:

\$

0.00

Administration  
Expenses  
(e.g. Bank Fees)

Description:

\$

Description:

\$

Description:

\$

Description:

\$

(C) Total Administrative Expenses:

\$

0.00

Use of Proceeds Paid To

Chq#

Purpose

Amount

Receipt Included - Check Box

Use separate page if required

(D) Total Use of Proceeds Expenses:

\$

0.00

(E) Closing Balance as of this Report (A+B-C-D) (closing bank balance) :

\$

0.00

Other Comments:

✓ Required  
Attachments

- ✓ Photocopies of Bank Statements, invoices/receipts (as appropriate) & cancelled cheques (front and back) for the month covered by this report.
- ✓ Changes to any information that is required to be on file with the Municipality.

We, as the signing officers of the above organization, certify that the above information is full and correct and that our organization has fulfilled its bona fide member obligations to the Charitable Gaming Centre Association operating at the premises listed above.

First Designated Bona Fide Member  
or Signing Officer:

Second Designated Bona Fide Member  
or Signing Officer:

Signature(s):

Print Name in Full:

Position:

Business Telephone Number(s):

Email Address:

Date(s) of signing:



## CGCA DISTRIBUTION REPORT