

# cGaming Organization Coordinator Manual



Community Spirit Gaming Association  
900 Montreal Street  
Kingston  
K7K 3J9

Contact: Tanya Mohan  
coordinator.csga@gmail.com

---

## **TABLE OF CONTENTS**

### **SECTION 1: Introduction**

### **SECTION 2: Contracts**

### **SECTION 3: Confidentiality**

### **SECTION 4: Governing Bodies/Organizational Chart**

- Alcohol & Gaming Commission of Ontario (AGCO)
- Ontario Lottery and Gaming (OLG)
- Ontario Charitable Gaming Association (OCGA)
- Community Spirit Gaming Association (CSGA)
- Other Responsible/Involved Parties
  - o The City of Kingston (Municipality)
  - o Community Spirit Gaming Centre (the business)

### **SECTION 5: Individual Coordinator Responsibilities**

### **SECTION 6: Permits and Monthly Reports**

### **SECTION 7: Volunteers**

- Definition of a Volunteer
- Training of Volunteers
- Volunteer Lists
- Roles, Duties and Responsibilities

### **SECTION 8: Scheduling and Assignments**

### **SECTION 9: Compliance FAQs/Quick Reference**

---

## Introduction

Everyone knows that fundraising is hard! Earning money for your organization takes a lot of time, energy and resources. Charitable Gaming (known as cGaming) at Community Spirit is one of the best kept secrets in Kingston. It is long-term, sustainable funding. Once a charity is a member of the Community Spirit Gaming Association, they can raise funds for years to come, as long as they continue to fulfil all contractual requirements. This is unlike most funding models which typically end after a few years.

You are receiving this manual as you have been issued a permit from the City of Kingston to become a member of Community Spirit Gaming Association.

As the new cGaming Coordinator for your organization you probably have numerous questions on what the position entails. This training manual was created to help you navigate your way through the various roles, rules, and requirements mandated under your contract. This will be your resource for all questions related to your role and is intended to be passed along if you leave the position. It is your responsibility to replace any outdated sections with any current information that is provided. This will also identify what reporting is necessary to ensure you remain in compliance with both the provincial and municipal regulations.

The Criminal Code of Canada does not allow charities/non-profits to “conduct and manage” bingo/break open ticket/cGaming when technology is used. Hence, the introduction of technology has shifted the responsibilities from the Charities to Ontario Lottery and Gaming (OLG). OLG then has binding contracts with Operators, Municipalities and Associations to comply with laws as set out in the Criminal Code. Some of the processes may seem trivial however, this is the best way your Association has found, to remain within the law.

The entire Policies and Standards for Charities document is included in the last section of this Manual. These are updated yearly and you will receive the document in its entirety each year to replace within this manual.

---

## Contracts

Your Charity has signed or will sign a contract with Community Spirit Gaming Association (CSGA). This contract makes you and your organization responsible for complying and participating in all policies and standards, training programs, and other tools that are developed or implemented by your Charitable Gaming Centre Association, Ontario Charitable Gaming Association (OCGA), and OLG. Below is an image of the contract that has been signed or will be signed.

*Revitalization of Charitable Bingo and Gaming Initiative*  
**INDIVIDUAL CHARITABLE ORGANIZATION AGREEMENT**

The Charitable Gaming Centre Association, Community Spirit Gaming Association, (CGCA) is under contract with the Ontario Lottery and Gaming (OLG) to provide services and enforcement under the provisions of their contract including the Policies and Standards set out by the Ontario Charitable Gaming Association (OCGA). The CGCA contractual requirements as they relate to individual charities are listed below. The full CGCA contract and Policies and Standards are available at your CGCA.

Individual Member Charities must:

- provide a signed copy of this agreement before participating in scheduled assignments
- have in their possession and abide by *Revitalization of Charitable Bingo and Gaming Initiative Policies and Standards for Charities* related to individual charitable organizations including roles and responsibilities and customer care practices within the Charitable Gaming Centre. This includes:
  - completing training programs designated and developed by OCGA related to charity roles and responsibilities, policies and standards and ensuring all bona fide volunteers attending assignments participate in the required training programs
  - ensuring compliance with all Permit Requirements, including any terms and conditions relating to use of proceeds including ensuring financial reports outlining the receipt and use of proceeds are kept up to date with the Municipality
  - ensuring they hold a valid permit when participating in charity assignments
  - keep required contact information up to date with the CGCA
  - provide at least two (2) trained bona fide volunteers to attend each of their assignments
  - ensure that each Bona Fide Member sign in the designated log-book
  - ensure that Bona Fide member information is kept up to date with the CGCA
  - provide volunteers that do not carry out assignments for more than three charitable organizations participating in this initiative
  - participating in charity events and initiatives developed by the CGCA, OCGA, and OLG as required
- abide by any other tools developed by OCGA to assist CGCA's and/or charities in promoting their causes within the Charitable Gaming Centre
- act in a manner that is beneficial to the success of the Gaming Centre
- attend all special member meetings called and all Annual General Meetings.

We, the undersigned, on behalf of our not-for-profit charitable organization, hereby acknowledge that the Community Spirit Gaming Association (CGCA) has by contractual agreement with OLG and have assumed responsibility for the above mentioned obligations. We understand that the CGCA has the right to withhold distribution from any charitable organization that does not fully comply with any of the above conditions. We hereby agree to comply with the all contractual obligations in the CGCA contract as they apply to our individual charities as a condition of receiving funds. In doing so we also agree to comply and participate in all charity policies and standards, charity training programs and other tools that are developed or implemented by the CGCA, OCGA, and OLG. By signing this agreement, we agree that the CGCA will be acting on our behalf as an intermediary (or agent) only, to receive funds and hold them in trust until such time when they must be distributed.

Dated this \_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

---

Your Charity/Non-profit will also be receiving a lot of information and contracts from the City of Kingston. These will be provided to you as you have pre-qualified for cGaming in Kingston. The forms and contracts will be: cGaming Eligibility and Use of Proceeds, Financial Requirements, Attestation Report, Applicant Agreement, a copy of the Monthly Report and instructions on how to fill that report out. Once these are submitted and approved, we will then begin the training process.

---

## **Confidentiality**

All information concerning members, former members, our staff, volunteers, financial data, policy disciplinary actions, and records of Community Spirit Gaming Association (CSGA) is confidential.

It is the policy of CSGA that board members, employees of CSGA, Individual Charity Coordinators and volunteers will not disclose confidential information belonging to, or obtained through their affiliation with CSGA to any person, including their relatives, friends, and business and professional associates, unless CGAS has authorized disclosure. This policy is not intended to prevent disclosure where disclosure is required by law.

Board members, Employees, Charity Coordinators, and volunteers are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from leaving confidential information contained in documents or on computer screens in plain view.

Upon separation of employment and at the end of any coordinator, volunteer or employee's term, he or she shall return all documents, papers, and other materials, that may contain confidential information.

Failure to maintain the required confidentiality can lead to consequences such as termination of your Charitable Gaming Permit or the permanent removal of a volunteer from the centre.

This manual and any paperwork needed to perform Individual Charity Coordinator duties must be passed along to the next incoming Coordinator as this manual is needed for reference materials. Should the charity cease to be a member of Community Spirit Gaming Association, this manual and all relevant materials must be returned to the Association.

2 Authorized Signing Officers will be asked to sign a Confidentiality Agreement on behalf of their charity.

---

## **Governing Bodies of Community Spirit Gaming Association**

\*The following are the definitions of the parties bound by the Gaming Control Act of Ontario. The Gaming Control Act is an Act to regulate the individuals and businesses who supply goods, services and equipment to charitable and religious organizations that have been licensed to conduct lottery.

The Act provides ruling over, among other things:

- Registration of businesses and individuals as suppliers (eg. All Gaming Centres where more than one event is conducted per week, manufacturers of break open tickets and Bingo on paper) and Gaming Assistants;

- The types of gaming premises, services and equipment that can be provided;

- The regulation of registrants;

The Act also regulates the manner in which things are done including:

- Exempting persons or classes of person from registration

- Defining classes or types of registrants

- Fees payable

### **Alcohol and Gaming Commission of Ontario**

The Alcohol and Gaming Commission of Ontario (AGCO) is an Ontario provincial regulatory agency reporting to the Ministry of the Attorney General (MAG). It is a corporation under the Alcohol and Gaming Commission of Ontario Act, 2019. The AGCO is responsible for regulating the alcohol, gaming, horse racing and cannabis retail sectors in accordance with the principles of honesty and integrity, and in the public interest. In so doing, the AGCO administers the Liquor Licence and Control Act, 2019, the Gaming Control Act, 1992, and the Horse Racing Licence Act, 2015 and the Cannabis Licence Act, 2018. The AGCO also administers the charity lottery licensing Order-in-Council 1413/08. The AGCO is responsible for regulating and overseeing licensed lottery events (such as bingo, raffles and the sale of break open tickets) conducted by eligible charitable and religious organizations to raise funds to support charitable purposes.

Some of the AGCO's activities associated with this include:

- Conducting eligibility assessments and registering operators, suppliers, retailers/sellers and gaming assistants who work in or supply the charitable sector;

- 
- Inspecting, auditing and monitoring charitable gaming events/facilities for compliance with the GCA and its regulation, licence/registration requirements and standards and requirements established by the Registrar of Alcohol, Gaming and Racing.

Order-in-Council 1413/08 provides that the Registrar and municipal councils may issue lottery licences to charitable organizations.

### **Ontario Lottery and Gaming**

Ontario Lottery and Gaming (OLG) is the Ontario government agency that conducts and manages gaming facilities, the sale of province-wide lottery games, Play OLG internet gaming, bingo and other electronic gaming products at Charitable Gaming Centres across Ontario. OLG is a Crown agency established under the Ontario Lottery and Gaming Corporation Act, 1999. Under the Act, OLG's purpose is to enhance Ontario's economic development; generate revenues for the province; enhance Responsible Gambling; and deliver maximum value to the people and Province of Ontario. Ontario Lottery and Gaming has a contract with each Charitable Gaming Centre Association to carry out specific tasks in return for funds.

### **Ontario Charitable Gaming Association**

Established in 1997, the Ontario Charitable Gaming Association (OCGA) is a not-for-profit organization representing our membership base of almost 2,000 Ontario charities and non-profits. OCGA advocates on their behalf for new products, technology and regulatory change in the charitable gaming industry. OCGA works with Alcohol and Gaming Commission Ontario, within the boundaries of the Gaming Control Act, to make regulatory changes that offer better fundraising opportunities for charities and non-profits. The Ontario Charitable Gaming Association (OCGA) is under contract with Ontario Lottery and Gaming (OLG) to provide support services to Charitable Gaming Centre Associations (CGCA) who are engaged in the Charitable Gaming initiative. The OCGA focuses on supporting the individual Charitable Gaming Centre Associations (CGCA) and their participating charities in carrying out the obligations outlined in their contract with OLG. Under the contract with OLG, the 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.

### **Charitable Gaming Association (Us)**

We are Community Spirit Gaming Association, an incorporated non-profit association formed by charitable organizations, just like yours, that are approved to raise funds in their community through Charitable Gaming. We have a responsibility to uphold the policies, procedures, regulations and laws as set out by all of the governing bodies listed before. Our job is to support your charity in managing its Charitable Gaming permit. All regulations and processes must be followed as detailed by myself, Tanya Mohan and Community Spirit Gaming Association in order to maintain your Permit. Your contact for CSGA is me, Tanya Mohan. I am the Charity/Volunteer Manager, I am the Board Representative and I manage all communications between all invested parties and am responsible for communicating and implementing Policies and Standards, scheduling and compliance.

### **Other Responsible/Involved Parties:**

#### **City of Kingston Lottery and Licensing**

The City of Kingston determines an organization's eligibility to participate in cGaming. The Municipality has a contract with AGCO and OLG to uphold all laws and regulations. Charities must submit Monthly Reports to the municipality accounting for how earned revenues are spent as there are Eligible Uses for the revenues earned. The Municipality issues Licenses and Permits and can withhold or terminate these should charities be non-compliant with the Policies, Processes and Standards.

#### **The Community Spirit Gaming Centre**

This is the facility operated by the Charitable Gaming Centre Service Provider (a commercial operator who has entered into an agreement with OLG, to provide operational services in the Charitable Gaming Centre), where Charitable Gaming is held and where charitable organizations provide volunteer resources to support the operation in return for shares in the proceeds raised. This is an independent for-profit business and is separate from the Association. They are not governed or regulated the same way we are. We do not manage them and they do not manage us.

---

## Organizational Chart



As you can see, each is separate but, we work together. Your earned revenue comes to the Association from the OLG. The Association pays a certain amount of expenses out of the Earned Revenue for Administration costs and the rest is distributed to the charities. How much revenue each charity receives depends on the number of assignments versus infractions each charity has incurred over the course of the month.

---

## **Individual Charity Coordinator Duties**

-It is up to you and the team you work with to recruit volunteers to become your Volunteers.

Remember, these Volunteers will be seen by the General Public as representatives of your organization. It is important that they can be trusted to be respectful and polite at all time while representing your charity.

-You are my contact for all things cGaming and I am yours. I will communicate with you as the leader of your volunteers. It is up to you to send all pertinent communication and information to your volunteers. My contact information is not to be shared with your entire list of Volunteers but can be shared with anyone who may be working with you or covering for you.

Should any individual volunteer contact me, they will be directed back to you. If you are unable to help them, then you are to contact me.

-You are the person who is to schedule your qualified Volunteers to attend assignments. I schedule your charity, not your Volunteers. Volunteers are not to do this as my communication is with you, not them. Should I need information regarding a specific shift, you need to be aware of who your volunteers were that worked.

You are to have your Volunteers contact information and schedule, you need to be able to get in touch with your people whenever needed.

-Give 5 Days' notice, if one of your assignments is not able to be staffed properly, to avoid an infraction and loss of revenue.

You must send any volunteers that are available. So if you only have one, you can get ½ revenue for the assignments.

-Ensure your Volunteers know the dates and times of their assignments and that they are to sign in and remain on duty for the entire 2-hour shift. There is to be no splitting of single assignments.

-Ensure your Volunteers have appropriate Dress Code Clothing and know what the Dress Code is. Make them aware that the code must be followed at all assignments. cGaming revenues can be used to purchase uniforms.

\*\*Dress code outline on next page.

---

Dress Code is as follows:

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

-Ensure your Volunteers are aware of their Roles and Responsibilities while in the centre and they have completed all required training. (See Appendix for duties in centre)

Each new volunteer has to be cross-referenced, do online training and then a shadow shift. I will then review all components of the training and let you know if the new volunteer can now be considered a fully trained Volunteer. They are not to attend any assignments on their own until you are notified that they can.

-Charity engagement is to be forefront. OCGA will let us know when there needs to be some sort of activity letting the community know about your involvement in cGaming.

-Communicate in a timely manner with the Charity/Volunteer Manager. For Emergencies, Communication to the Charity/Volunteer Manager is as follows:

**Scenario 1: A volunteer experiences an emergency during their shift**

1. The volunteer must record the time they leave beside their name on the sign-in sheet.
2. The volunteer must notify you of the emergency and that they are leaving.
3. You must notify me **within 48 hours** that your volunteer had to leave due to an emergency.

---

*Reminder: Volunteers should not be using their devices while on shift. They may check their phones only during their scheduled 5-minute break.*

---

**Scenario 2: A volunteer experiences an emergency before their shift begins**

1. The volunteer must notify you that they cannot attend their shift due to an emergency.
2. As the charity's coordinator, **you are responsible for finding a replacement volunteer.**
3. If you cannot find a replacement, you must notify me immediately. Timely communication can often prevent infractions, depending on the reason.

-File monthly reports with the city. The Licensing Officer and myself communicate regularly and share information about attendance, late reports etc and all of these things affect the number of shares your charity receives yearly.

-Apply for your permit renewal as required by The City of Kingston

-Maintain your Volunteer List and keep it up to date. Provide this to me when there are changes and when asked

-Follow all processes etc as outlined in emails, this manual and the Policies and Standards for Charities.

-Keep the Charity Manager up to date if your signing officers change. There are documents that will need to be signed should these officers change.

---

## Permits and Monthly Reports

Charities belonging to Community Spirit Gaming Association (CSGA) are issued a permit by the City of Kingston for a one-year period, April 1st to March 31st. These permits are required in order to fundraise at Community Spirit Gaming Centre. There is no cost for a permit.

Prior to the expiration of the current permit, the City of Kingston's Licensing Department will contact each member charity by e-mail and request information required for the next permit period.

The Gaming Coordinator of each charity completes the permit application, has it signed by two executive members of their organization, and returns it to the Licensing Department. Each charity is also required to provide the Licensing Department with complete annual financial statements.

Once all of the required information has been received by the Licensing Department, the charity will receive their scheduled assignments for the next scheduling year.

### Permits:

The Licensing Department of the City of Kingston will issue each permit and your assignment/shift schedule by e-mail. Once a permit has been received, it is the responsibility of the Individual Charity Coordinator to ensure that a minimum of two trained volunteers are scheduled for each of their assignments/shifts. This allows individual volunteers to schedule their assignments/shifts into their own personal calendars and to confirm their availability.

# Front page of Permit:



## 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:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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:	_____	_____

## Back Page of Permit:



### 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 reports:

Each charity is required to submit monthly financial reports to the Licensing Department of the City of Kingston. These reports must specify the revenue received for the month, as well as any cheques written from that account.

Here is what the monthly report, you need to fill out and submit, looks like:

	<b>MONTHLY REPORT TO MUNICIPALITY</b>		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:	

  

<b>(A) Previous Period Closing Balance (Item "E" from last report):</b>		\$		
Revenue Received from CGC Participation	Date:	\$		
Interest	Date:	\$		
<b>(B) Total Revenue Received:</b>		\$ 0.00		
Administration Expenses (e.g. Bank Fees)	Description:	\$		
	Description:	\$		
	Description:	\$		
	Description:	\$		
<b>(C) Total Administrative Expenses:</b>		\$ 0.00		
Use of Proceeds Paid To	Trans. Date	Purpose	Amount	Receipts Included - Check Box
			\$	
			\$	
			\$	
			\$	
			\$	
			\$	
			\$	
			\$	
			\$	
Use separate page if required		<b>(D) Total Use of Proceeds Expenses:</b>		\$ 0.00
<b>(E) Closing Balance as of this Report (A+B-C-D) (closing bank balance) :</b>			\$	0.00

  

Other Comments:	
-----------------	--

  

<input checked="" type="checkbox"/> <b>Required Attachments</b>	<input checked="" type="checkbox"/> Photocopies of Bank Statements, invoices/receipts (as appropriate) & cancelled cheques (front and back) for the month covered by this report. <input checked="" type="checkbox"/> 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.

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

**NOTE:** These reports must be completed and submitted even if your charity did not have an assignment/shift or write a cheque from your gaming account for the month. Reports are due 30 days after the reporting month. For example, the

---

monthly report for September should be filed by the end of October in order to give the municipality sufficient time to meet their 60-day reporting deadline to OLG.

You may e-mail your reports to the Licensing Department at [licensingapplications@cityofkingston.ca](mailto:licensingapplications@cityofkingston.ca) For additional information on this option, or if you require additional direction on these reports, please contact the Licensing Department. Please ensure that reports are sent on time or your charity could be suspended or some assignments/shifts withdrawn.

An individual charity permit may also be suspended or revoked if in non-compliance with the approved “Use of Proceeds”.

Use of Proceeds: There is a separate document that you have been provided that outlines the use of proceeds. This can also be found on the Association Website.

---

## VOLUNTEERS

Under the OLG contract, permitted charitable organizations must provide two volunteers to represent their eligible charitable organization. By providing these volunteers to perform the required roles and responsibilities in the Charitable Gaming Centre, the charitable organization receives a share of the proceeds from OLG. Organizations are responsible for any breaches of the policies or code of conduct that their volunteers may make. Volunteers may be disqualified from participating in this initiative for any breach of the policies or standards.

- a) A volunteer is an individual who volunteers for a charitable organization or who is a paid staff member with another role in that organization.
- b) A volunteer may carry out the cGaming volunteer roles for up to a limit of three permitted charitable organizations in Ontario.

### Requirements:

According to the Policies & Standards for Charities, permitted charities must provide at least two trained volunteers to perform roles and responsibilities in the charitable gaming centre. This is a contractual requirement. Without the participation of the members, participating charities are ineligible to receive funds from the CGCA (Charitable Gaming Centre Association) and OLG.

A Volunteer participating in the cGaming model may only carry out “assignments” for a maximum of three unique Permits (charities) issued to charitable organizations in Ontario within a calendar year. A volunteer in breach of this policy will not be recognized as a trained Volunteer for the charity. Infraction and financial penalties will be incurred.

To keep numbers manageable and to properly facilitate training and customer service standards, the number of Volunteers each charity can have must be no greater than 20 volunteers. Volunteers can be added at any time as long as there are not already twenty listed however, deletions can only be made twice per year. I will advise when these deletions can take place. During Deletion Time, additions are on hold.

---

This list must be provided to the Charity/Volunteer Manager whenever there is a change. It is your responsibility to keep this list up to date and current so that it may be provided to the Charity/Volunteer Manager whenever it is requested.

### Training Volunteers:

According to your contract, all volunteers must be trained before volunteering at the gaming centre. The steps to having your members trained are as follows:

1. You must first send me the name of the person wanting to complete the training. A cross-reference step will be completed by me
2. After the cross-reference has been completed, I will notify you of the result. If your person can continue, I will send a link to online training that you need to send to your volunteer. There is a 2-week deadline to complete this training and it should take approximately 30 minutes to complete.
3. When the online portion is completed, I get a confirmation from OCGA as long as it was completed correctly. I will let you know that it has been completed
4. The new volunteer must then shadow a more experienced volunteer from your charity. **This shift must be completed within 6 weeks of online training completion.** During the Shadow Shift, a checklist must be completed, signed by both the new and experienced volunteer. This cannot be filled out electronically as I need original signatures in order to cross reference them with the Sign-in Book. The checklist was sent out previously and is your responsibility to supply to your people. This must be returned once completed, either by email or left at the centre.  
**Your charity has to wait for confirmation of completion BEFORE adding anyone to your volunteer list. Should they work an assignment on their own prior to this confirmation, infractions will be issued as they are not considered fully trained.**

**Note:** Accommodations will be made for charities with no experienced volunteers. This can be worked out on a case by case basis for what is best in each situation. As your charity's Gaming

---

Coordinator, you must ensure that your volunteers complete the entire training program before volunteering for an assignment/shift or financial and non-compliance penalties will be incurred.

### Volunteer Lists

Each charity is responsible to maintain a current list of Volunteers and provide it to the Charity Coordinator whenever a change is made and upon request. Each list must note first and last names as well as the training year for each Volunteer.

### Responsibilities, Roles and Duties of Volunteers

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 and these roles have been developed by the OCGA.

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.

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

Providing false information is not permitted and may be subject to additional repercussions based on existing policies (lateness, trained volunteer, etc.)

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.

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

-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)

-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.

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.

Volunteers must participate and support all charity awareness activities and initiatives as directed by the Charity Coordinator.

Volunteers must participate in and support all responsible gambling activities and initiatives as directed by the Charity Coordinator.

Volunteers may not participate in assignments while under the influence of alcohol or recreational drugs or purchase any alcoholic beverages while on assignment

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

-Volunteers 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.

An individual Volunteer may not execute roles and responsibilities for more than two consecutive assignments in one day, with exception of staying if another charity does not show up.

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.

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.

A 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.

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) gaming cash (e.g. prizes), or cabinet game vouchers. Volunteers may not influence game outcomes or decisions regarding winners.

A Volunteer may not accept tips during their charity assignment.

---

A 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.).

### Scheduling and Assignments

The number of assignments/shifts for each charity is decided by the Licensing Department of the City of Kingston, in combination with the "Timeslot Preferences" form emailed to charities a few months prior to the start the next scheduling year. There is a 2-week deadline to have this returned to the Charity Coordinator for consideration of preferences. Once all of the information has been received for your new permit, your schedule will be emailed to your charity. This will show all of your assignments/shifts scheduled for the 1 year permit period.

After your permit has been received, it is your responsibility to schedule trained, Volunteers for each of the scheduled assignment/shifts for that permit period. \*\*Changes to the schedule will not be completed. Your schedule is your schedule as outlined above

#### What happens if we can't attend an assignment?

For various reasons, sometimes a charity has a conflict and is unable to carry out one of their scheduled assignments/shifts. In this case, the charity must contact the Charity/Volunteer Manager providing **a minimum of five (5) days' notice** (with additional notice much appreciated). I will attempt to have another charity cover the shift and the original group will not be entitled to the revenue. **If sufficient notice has not been given (5 days) it will be considered a “no show” and financial plus infraction penalties will be incurred. Please see Coordinator Responsibilities for and outline of what to do in an emergency.**

There is no “shift switching” to happen between charities. All issues with a schedule must be brought to the Charity/Volunteer Manager for discussion

---

### Hints to Avoid No shows/Non Attendance

- Have each pair of volunteers scheduled to cover an assignment/shift, share their cell phone numbers and call or text each other when they are on their way to the gaming centre.
- Designate someone from your organization to email/call/text the scheduled volunteers the night before their shift.
- Use a three-person system for volunteering. Two volunteers are scheduled for each assignment but, there is a stand-by alternate that can be available last minute in case one of the scheduled volunteers becomes unavailable.

### Picking Up Extra Assignments:

Only those charities with 2 infractions or less may sign up for extra assignments. Only 6 extra assignments per month are allowed, total. To sign up for extra assignments, there is a list for the next month in the back of the sign in book, put your charity name beside the one you want to claim it. This will be added to the next month's sign in sheets. On this list charities may only choose 3 assignments for pre-scheduling. Once the sign in sheets are in the book for the current month, simply put your charity name in the area it is usually pre-printed. Only those assignments that are empty can be picked up, any pre-scheduled assignments are not eligible to be picked up as they are part of another charity's schedule. Charities can choose only 3 assignments at this point in the process, totalling 6 for the month.

Extra Assignments must be fully staffed and all Policies and Standards followed.

---

## Compliance

### Non-Compliance with the Above Policies

Under the provisions of the contract, Community Spirit Gaming Association (CSGA) is responsible for ensuring all charities are aware of, and conform to, the mandated roles and responsibilities. Failure to do so can result in financial or other repercussions as listed in the Policies and Standards for Charities. Any revenue deductions resulting from penalties each month is distributed to the rest of the CSGA charities (that have not incurred any penalty) on a pro-rated basis.

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.

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.

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.

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 paid their revenues for such an occurrence. If volunteers fail to attend and the board has not declared inclement weather, the charity will forfeit the revenue for the assignment and depending on the situation, infractions may apply.

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.

If a charitable organization fulfils 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.

When a charitable organization fails to comply, the CGCA shall apply related financial repercussions and will use the 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.

#### List of Infractions:

*Financial repercussions for non-compliance include:*

- Dress code -  $\frac{1}{4}$  deduction of assignment revenue per occurrence
- One trained volunteer attending -  $\frac{1}{2}$  deduction of assignment revenue per occurrence
- No trained volunteers attending - loss of 1 full assignment revenue
- Trained volunteer arriving late or leaving early - up to  $\frac{1}{2}$  deduction of assignment revenue per volunteer based on portion of assignment missed
- Roles and Responsibilities or non-compliance with Policies and Standards -  $\frac{1}{4}$  of assignment revenue deducted per occurrence, this includes improper sign in.

#### Escalating Infractions process is as follows:

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 will inform the group that this is step one of an escalating process.

Second Infraction: A designate from the CGCA will ensure written communication is sent to the charitable organization outlining the specific concerns and policy explanation.

Third Infraction: The CGCA board or designate will discuss with the organization infractions and policies to resolve concerns. The CGCA will notify and engage the municipality in the discussion which may result in additional action related to the organizations Permit.

Fourth Infraction: Municipality directed to suspend / revoke permit with discussion from CGCA. A formal letter must be sent to the principal officer of the organization notifying them of action taken and the organization is removed from the schedule.

Important Notes:

4<sup>th</sup> Gaming Centre infraction is usually, barring any other issues, the initial stage at which the Municipality is asked to consider action.

- the action on behalf of the Municipality is a one shift suspension and a warning of the next step in the reprimand

Upon the 5<sup>th</sup> Gaming Centre infraction the Municipality, regardless of whether or not they have been asked to take action on the 4<sup>th</sup> infraction, institutes

- a two shift suspension and automatic 6 months probationary period; during which time should any noted infractions occur, an automatic termination of the bingo permit will ensue thus removing the organization from C-gaming participation within the City of Kingston for a period of one year. After the year, the organization can re-apply.

\*please note that with any process there is always circumstances that may occur to which we may consider alternatives, however we wish to keep it to standard for fairness, clarity and ease of process.

---

## FAQs/Quick Reference

### \*What is the Dress Code?:

Dress code is: Logoed shirt or vest, any colour as long as all volunteers have the same colour, dark dress pants and sensible shoes. New volunteers have 45 days to be given uniforms and these must be provided to them by the organization. It is an approved eligible expense for use of cGaming funds.

### \*\*What happens if I cannot attend an assignment?:

If you cannot staff an assignment you must provide 5 days notice of inability to staff. This will avoid an infraction. If you have less than 5 days notice, please communicate with me as under certain circumstances, infractions can be avoided even though revenue reductions may occur. In cases of emergency please follow these steps:

#### **Scenario 1: A volunteer experiences an emergency during their shift**

4. The volunteer must record the time they leave beside their name on the sign-in sheet.
5. The volunteer must notify you of the emergency and that they are leaving.
6. You must notify me **within 48 hours** that your volunteer had to leave due to an emergency.

*Reminder: Volunteers should not be using their devices while on shift. They may check their phones only during their scheduled 5-minute break.*

---

#### **Scenario 2: A volunteer experiences an emergency before their shift begins**

4. The volunteer must notify you that they cannot attend their shift due to an emergency.
5. As the charity's coordinator, **you are responsible for finding a replacement volunteer.**
6. If you cannot find a replacement, you must notify me immediately. Timely communication can often prevent infractions, depending on the reason.

### \*\*\*Can I add people to my Volunteer List?:

---

Additions can be made at any time throughout the year as long as: a) your charity does not have 20 people on their list already  
b) as long as it is not during one of the periods that additions are on hold. When additions are on hold, you will be notified by email.

\*\*\*\*How do I add people to my list?:

1) First you must send me the person's name: I will cross reference them

2) I will then let you know if they can complete online training. The link will be provided and a due date given which is 2 weeks from the date the link is sent

3) Once the online is completed, you will be notified to schedule them for a shadow shift if applicable. This shadow shift must be completed within 6 weeks of online training completion. A checklist of duties is to be filled out during the shadow shift and given to me.

4) I will then review the checklist and let you know if the person can be added.

5) These people are not considered trained volunteers until you hear from me. If they work an assignment before this, you will receive an infraction for untrained person attending.

\*\*\*\*\*How old does a person have to be to volunteer?:

In order to be in the centre, a person needs to be at least 18 years of age.

\*\*\*\*\*What is an infraction?:

An infraction is a measurable compliance action that is incurred when conditions of your contract are not upheld or the Roles and Responsibilities are not performed as outlined. A charity is allowed 4 infractions before a suspension is issued. Each infraction expires 1 year after the date of occurrence.

\*\*\*\*\*How is money distributed?:

All revenue earned in the centre each month is split between the number of assignments scheduled each month. Each assignment is worth what we call a "share". A share can be described as a whole pie and each appropriately executed assignment is the value of the entire pie. If infractions occur, deductions of  $\frac{1}{4}$  share,  $\frac{1}{2}$  share, or 1 share are deducted. If you have 2 assignments in a month and have

---

executed your Roles and Responsibilities as needed, you will receive your full revenue.

\*\*\*\*\*What is a Volunteer List?:

The Volunteer List is a list of all your volunteers that have completed training/been cross referenced/started training. This list must be supplied any time there is a change or when requested by the Charity Manager. It is your responsibility to keep this list up to date.

\*\*\*\*\*What if I am leaving my position as Coordinator?:

If you are turning over the Coordinator responsibilities to another person, you must inform me of the change. You, as the outgoing Coordinator, must train the new person taking over and provide them with all required documents and relevant information.