

New Bingo Chair/Coordinator Guide

Welcome!

As the new bingo chair for your organization you probably have numerous questions about what the position entails. This Guide was created to help you navigate your way through the various roles, rules and requirements, mandated under your contract. This will also identify what reporting is necessary to ensure you remain in compliance with both the provincial and municipal regulations.

The entire Policies and Standards document is available on our website www.kawarthabingosponsors.com under the Member Info tab.

Everyone knows that fundraising is hard! Earning money for your organization takes a lot of time, energy and resources. Charitable Gaming (known as C-Gaming) at Delta Bingo and Gaming Centre is one of the best kept secrets in Peterborough. It is long-term, sustainable funding. Once an organization is a member of Kawartha Bingo Sponsor's Association (KBSA), they can raise funds for years to come, as long as they continue to fulfill all contractual requirements. This is unlike most funding models, which typically end after a few years.

Each one of the bingo assignments (approximately 2 to 2 1/2 hours each and staffed with two volunteers) is worth, on average, \$550 or more! You can see how doing a couple of assignments a month can add up. That's a pretty sweet fundraiser, with limited cost and no risk!

The times of the bingo assignments are as follows:

10:30am to 12:30pm

12:30pm to 3:00pm

5:30pm to 7:30pm

7:30pm to 10:00pm

10:00pm to 12:30AM (these late night sessions run Thursdays, Fridays, Saturdays and Sundays. Every group participates in these late night session)

Let's get started!

Overview

Your Charity or Non Profit Organization (NPO) has signed a contract with Kawartha Bingo Sponsor's Association. This contract makes you and your group responsible for complying and participating in all charity policies and standards, charity training programs and other tools that are developed or implemented by the Charitable Gaming Centre Association (CGCA), Ontario Charitable Gaming Association (OCGA), and OLG.

Your organization is a member of Kawartha Bingo Sponsor's Association (KBSA), which is responsible for assisting your organization with managing its permit and ensuring your organization meets its requirements.

As the Bingo Chair for your organization, you are the one responsible for any communication between volunteers and KBSA.

The contact for KBSA is:

Suzanne Davidson, Charity Director
suzanne@deltabingo.com 705 745-1124 ext 31

Once your organization is a member of KBSA, you automatically become a member of the provincial organization Ontario Charitable Gaming Association (OCGA). There is an annual fee for OCGA membership which is deducted from your organization's deposit. Your organization will be notified at the time of deduction, usually in April or May.

It is imperative that you provide the most current contact information for your organization. Up to four contacts may be registered. Both the email address and telephone number for each contact must be provided.

It is your organization's responsibility to ensure that any change in contact information is updated with the Charity Director.

The contact information form can be found on our website www.kawarthabingosponsors.com under the Member Info tab.

As information is continually being updated or modified, it is your responsibility to ensure all of your volunteers are kept up to date with all changes. This can be done by distributing the monthly newsletter to all of your volunteers and forwarding to them any changes or updates. Your organization should also have a representative attend the Annual General Meeting (AGM) usually held each June.

Charity Contact Information Form

Charity Contact Information Form

Kawartha Bingo Sponsor's Association

Organization Information

| | | |
|-----------------------|-------------|------------|
| Name of Organization: | | |
| Office Phone: | Office Fax: | AGM Month: |
| Primary Email: | | Website: |

Principal Contact Information

| | | |
|------------------|--------------|-------------------|
| First Name: | | Title / Position: |
| Last Name: | | Phone (Day): |
| Mailing Address: | | Phone (Evening): |
| | | Email: |
| City: | Postal Code: | Notes: |

Secondary Contact Information

| | | |
|------------------|--------------|-------------------|
| First Name: | | Title / Position: |
| Last Name: | | Phone (Day): |
| Mailing Address: | | Phone (Evening): |
| | | Email: |
| City: | Postal Code: | Notes: |

Alternate Contact Information (no mailing address required if email is used) (Newsletters and volunteer communications only)

| | | |
|------------------|--------------|-------------------|
| First Name: | | Title / Position: |
| Last Name: | | Phone (Day): |
| Mailing Address: | | Email: |
| City: | Postal Code: | Notes: |

Other Contacts (Newsletters and volunteer communications only) (use reverse if needed)

| | |
|-------|--------|
| Name: | Email: |
| Name: | Email: |
| Name: | Email: |

| | |
|---------------|-------|
| Submitted by: | Date: |
|---------------|-------|

This information must be submitted and kept accurate to ensure compliance with CGCA and OCGA Policies and Standards.

Contract Outlining Your Responsibilities

The Charitable Gaming Centre Association, **Kawartha Bingo Sponsor's Association Inc.**, (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
 - providing at least two (2) trained bona fide volunteers to attend each of their assignments
 - ensuring that each Bona Fide Member sign in the designated log-book
 - ensuring that Bona Fide member information is kept up to date with the CGCA
 - ~~provid~~ providing 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

We, the undersigned, on behalf of our not-for-profit charitable organization, hereby acknowledge that the **Kawartha Bingo Sponsor's Association Inc.** (CGCA) has by contractual agreement with OLG 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 all the 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.

Charity Awareness – Posters

Most people in our community have no idea that so many Charities and NPOs raise money through fundraising at Delta Bingo & Gaming Centre. Currently we have 53 local groups in our membership, and we are distributing approximately \$1,000,000 annually.

Imagine our community without that \$1,000,000!

Think of how many programs and services would have to be either reduced or totally eliminated. Think of how it would impact your own organization, and what you would no longer be able to offer. That's why charity awareness is so important; so this opportunity can be as successful as possible.

Please make sure all of your volunteers know how the funds they are earning for your organization are being used to benefit our local community. It's a great way to thank them for their continued support, if you let them know the impact the money they are raising has on your organization.

You are responsible for helping get the word out and you can do this in many ways.

General Requirements

Your group must have two posters identifying your organization that can be displayed when your volunteers are doing their bingo assignments. One poster should be on the easels located at each door, so when customers enter the building, they will immediately know which group will be volunteering for that bingo session.

These posters can be stored at Delta Bingo and Gaming Centre so they are always available for your group. There are two storage locations for your posters, each located near one of the doors for your convenience.

Charity Awareness – Dress Code

Your volunteers are required to comply with a dress code. They should wear logoed, collared shirts or vests which clearly identify your organization (purchasing these for your volunteers is considered an eligible use of proceeds expense). This is a great way to let customers know which group is volunteering at a bingo assignment, and helps build familiarity with your group.

Here is the required dress code:

| Dress Item | Required | Not Permitted |
|-----------------|--|--|
| Pants | Conservative, dark pants or skirts | Denim jeans, track pants, stretch pants, shorts, capris |
| Shirt | 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 |
| Nametag | First name of volunteer. Acceptable nametags include embroidery on shirt, pin, or lanyard | |
| Hat | Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or related to health or religious reasons | Any other hat. Baseball caps are specifically not permitted as they distract from a professional look |
| Footwear | Footwear must be tasteful and appropriate to the role of the volunteer. Closed in shoes are required. | Flip-flops/beach footwear/Crocs or similar footwear |

Charity Awareness – Participation and Engagement

Participation and Engagement is a requirement under your contract. Support in community awareness and marketing from our member organizations may translate to higher customer attendance and an increase in Charitable Gaming funding. Your group must accomplish a minimum of two Community Awareness Initiatives each fiscal year (April 1st - March 31st). If you have any ideas or suggestions on additional items that could help achieve charity awareness, contact the Charity Director.

The following chart shows the items/events which are currently available to comply with this requirement and some examples of how easily they can be accomplished.

A minimum of 2 of these are mandatory each year.

Participation and Engagement Activities

| Events | Examples |
|--|--|
| Add the Delta Bingo & Gaming Centre logo and link to your website | Since so much money is raised from fundraising at Delta Bingo & Gaming Centre, add the logo and link to your website. |
| Plan or participate in a Charity Event held at Delta Gaming Centre | National Volunteer Week in April we hold 2 events: Media Challenge which is a Tap 'n Play tournament; and a Charity Challenge Event where your group purchases tickets; attends a specific night; plays bingo; has fun; and your group could win one of 3 door prizes: \$1,000; \$750; \$500 |
| Promote Delta Bingo & Gaming Centre at your events | Borrow the banner to have displayed at your events. |
| Cheque Presentation at Delta Gaming Centre | We can arrange to present you with a large cheque with the amount your group has raised over the past 12 months. You will get an opportunity to tell the customers how that money has benefited our community. This could be done before or during one of your scheduled bingo assignments. |
| Social Media | Information about upcoming events are sent out to you by email. You could post these events on all of your social media accounts. |
| Promote Delta Bingo & Gaming Centre | Post upcoming events at your place of business; or in your newsletters; brochures. Do a short article in your newsletter about how the money raised at Delta helps to provide specific programs and/or services that you offer. Add Delta logo to your letterhead. |
| Participate in Annual Yard Sale | We hold a yard sale each June in the overflow parking lot at Delta. Bring a table and sell your treasures to raise money for your group. Advertise to everyone that you will be there. |

Charity Awareness – Slide Show

Your organization is responsible for supplying KBSA with 2 or 3 power point slides of how your organization uses its Charitable Gaming funds in our community. We are developing a power point presentation that will run on a loop in the Gaming Centre. This presentation is designed to reinforce the importance of charitable fundraising at Delta Bingo and Gaming Centre.

The requirements are:

Please submit 2 or 3 slides as a PowerPoint (.ppt, .pptx or .pptm), **not a pdf or any other format.**

Slides are to be standard size (4:3).

Slides are to be static. Do not use transitions or animations (keep it simple).

You may use either text or images, or a combination of both.

Your organization is responsible for the media releases of any individuals in any images.

Files may be submitted via email or on a USB (USB will be returned).

Submit to Suzanne Davidson, Charity Director

suzanne@deltabingo.com

Administration – Permit Information

The City of Peterborough is responsible for assessing your organization's eligibility and use of proceeds, and overseeing your organization's use of proceeds.

The contact person is:

Kelly Russelle

Licensing Officer

705 742-7777 ext 1819

krusselle@peterborough.ca

Organizations belonging to Kawartha Bingo Sponsor's Association (KBSA) are issued a permit by the City of Peterborough for a one year period – April 1st to March 31st. These permits are required in order to do bingo fundraising at Delta Bingo and Gaming Centre. There is no cost for a permit.

Prior to the expiration of the current permit, the Charity Director will contact each member organization by email and request the information required for the next permit period.

The Bingo Chair of each member group will complete the permit application, have it signed by two executive members of their organization, and return it to the Charity Director's office at Delta Bingo and Gaming Centre along with their current Board of Director's contact information. Each group is also required to provide City Hall with their complete financial statements annually. These can be sent to the Charity Director along with the permit information, or can be delivered to City Hall separately.

Once all of the required information has been received by the Charity Director, the organization will receive their scheduled bingo assignment dates for the next year.

Administration – Permits

When permits have been issued, the Charity Director will inform the Chair of each member group by email. The permits will be placed in each groups' file folder, which is located in the filing cabinet in the charity area at Delta Bingo and Gaming Centre. The Bingo Chair from each group is responsible to have this permit picked up from their file folder and must keep it for their records.

Once a permit has been received, it is the responsibility of your organization to ensure that a minimum of two trained, bona fide members (volunteers) are scheduled for each of your bingo assignments. This allows individual volunteers to schedule their bingo assignments into their own personal calendars and to confirm their availability.

Administration – Bona Fide Members

According to the Policies and Standards for Charities, permitted organizations must provide at least two trained bona fide volunteers 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.

Bona Fide Member Definition

A bona fide member, for the purposes of participating in assignments for a permitted organization, must be an individual who:

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

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

Volunteers are not permitted to receive any financial compensation for participating in a bingo assignment.

A bona fide volunteer participating in the C-Gaming model may only volunteer to carry out “bingo 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 financial penalties will be incurred.

If one of your volunteers wants to volunteer for more than just your organization, please have them complete the Volunteer Confirmation form found on our website under the Member Info tab. Once completed (identifying which 3 groups the volunteer wants to work for), return this form to the Charity Director.

To keep numbers manageable and to properly facilitate training and customer service standards, the number of bona fide volunteers each charitable organization may utilize during a six-month period must be no greater than twenty volunteers. This can be updated and volunteers added or removed in June and December for the next six month period.

Administration – Scheduling

Once all of the information has been received for your new permit, your schedule will be emailed to your organization. This will show all of your bingo assignments scheduled for the next permit period.

After your permit has been received, it is the responsibility of the organization's Bingo Chair to schedule trained, bona fide members for each of the scheduled bingo assignments for that permit period. This allows individual organization members the ability to schedule their bingo assignments into their own personal calendars and to ensure their availability when they are required to work a bingo.

NOTE: Remember there is a maximum of 20 bona fide members permitted to do bingo assignments in a six month period. This is to ensure excellent customer service from the volunteers. Members on this list may only be deleted twice per year, June and December. This list must be provided to the Charity Director and a reminder email will be sent to the membership so this list is kept current.

It is recommended that you also keep a list of names and phone numbers of trained, bona fide members in your file folder located in the charity area at the gaming centre. If someone is not present 10 minutes before their bingo assignment, your volunteer will have a list of people they can call. At the top of that list should be the contact information of the bingo coordinator for your organization.

***Hints to avoid late or “no show” incidents:**

Have each pair of volunteers scheduled to volunteer share their cell phone number 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.

Organizations could use a 3 person system for bingo. Three volunteers are scheduled for each assignment. Once they arrive, and if everything is in order, one of the three can simply leave and go home. This provides a very secure system of backup should a volunteer be late, have car (or bus) trouble, etc. It also helps to avoid a “no show” or “late” penalty.

Request for Assignment Changes

For various reasons, sometimes an organization has a conflict and is unable to carry out one of their scheduled bingo assignments.

In this case, the organization must contact the Charity Director (suzanne@deltabingo.com or (705) 745-1124 ext. 31) providing a minimum of 5 business days notice. An attempt will be made to arrange an exchange (on a different day) with another organization having the same time slot. If this is not possible, the bingo assignment will be reassigned to another member group and the original group will not be entitled to the share value.

If sufficient notice has not been given, and/or the Charity Director is unable to fill this assignment, it will be considered a “no show” to the scheduled group and financial penalties will be incurred.

Administration – Training

According to your contract, all volunteers must be trained before participating in a bingo assignment. Training is twofold: first there is an online training course which can be found on our website www.kawarthbingosponsors.com under the Bingo Training tab. This should take approximately 30 minutes to complete.

After the online portion is done you will receive an email from the Charity Director indicating that the new volunteer must now shadow a more experienced volunteer from your organization. This means they will be the 3rd person attending one of your bingo assignments. At that shadowing session, a checklist must be completed, signed by both the new and experienced volunteer, and immediately returned to the Charity Director's office. The checklist is available on our website under the Bingo Training tab. There are also blank copies of it in the mailbox outside the Charity Director's office.

NOTE: An “experienced” volunteer is one who has completed at least 2 bingo assignments and has not incurred any financial penalties in the previous six months.

Accommodations will be made for new charities with no experienced volunteers.

NOTE: The checklist must be completed in full and returned to the Charity Director's office at the end of the shadowing bingo session, otherwise shadowing will have to be repeated. This checklist may be left in the mailbox outside the Charity Director's office.

Once the training has been completed in its entirety, you will receive an email from the Charity Director indicating that the new volunteer has now been added to your Bona Fide list and is eligible to do bingo assignments for your organization.

Prior to doing the online training course, the new volunteer must read the Accessibility for Ontarians with Disability Act (AODA) material which can be found on our website www.kawarthbingosponsors.com under the Member Info tab. Each volunteer must sign off on the checklist that they have read and understand their responsibilities under that legislation.

As your groups' bingo coordinator, you must ensure your volunteers complete the entire training program before doing a bingo assignment or financial penalties will be incurred.

NOTE: No shadowing may take place during special events at Delta Bingo and Gaming Centre.

Administration – Compliance

Under the provisions of the contract, Kawartha Bingo Sponsor's Association Inc. is responsible for ensuring all member groups are aware of, and conform to, the mandated roles and responsibilities. Failure to do so can result in financial or other repercussions.

Financial repercussions for non-compliance include:

- Dress code – $\frac{1}{4}$ share per occurrence
- One trained volunteer attending – $\frac{1}{2}$ share per occurrence
- No trained volunteers attending –1 full share
- Trained volunteer arriving late or leaving early – up to $\frac{1}{2}$ share per volunteer based on portion of assignment missed
- Roles and Responsibilities or non-compliance with Policies and Standards not listed above – $\frac{1}{4}$ share per occurrence

Any revenue resulting from penalties assessed in a month is distributed to the rest of the member charities (who have not incurred any penalty) on a pro-rated basis.

Non compliance also includes an escalation process. If your organization has 2 infractions within a 6 month period, you will be put on probation for the next six months. What that means is any further infractions during that 6 month probation period will result in your organization losing 50% of your scheduled bingo assignments for the next 6 months. Any further infractions during that time will result in your group permanently losing those assignments.

If there are no further infractions during that six month probation period, the slate will be wiped clean.

Administration – Reporting

Each organization is required to submit monthly reports to the City Clerk's office at Peterborough City Hall. These monthly gaming reports are available on our website www.kawarthabingosponsors.com under the Member Info tab.

These reports must specify the revenue received for the month, as well as any cheques written from that account.

NOTE: These reports must be completed and submitted to City Hall even if your organization did not have a bingo assignment or write a cheque from the bingo 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 for the municipality sufficient time to meet their 60-day reporting deadline to OLG.

You may email your reports to the City Clerk's office. If these reports are not received by the City Clerk's office by the end of each month your permit maybe automatically suspended.

An individual organization's permit may also be suspended or revoked if they do not comply with the approved "Use of Proceeds". The entire Use of Proceeds document can be found on our website under the Member Info tab.