



Policies and Standards for Charities - Revisions

August 2025

General:

- Revisions for formatting, spelling, punctuation and grammar.
- Use of the term bona fide member or bona fide volunteer is replaced by *Volunteer*. A *volunteer* means an individual 18 years of age or over who volunteers for a permit holder or is a paid staff member with another role in the operations of the permit holder.
- Other minor changes to provide additional clarity to existing policy.
- Appendices and any reference to them have been removed. The most current forms and reports must be provided to the charitable organizations by the Charity Coordinator.

A) Overview

- Additional section added.
- Reference to this section added in sections B.2., B.4., and D.2.

6. Code of Conduct

All participants under the Charitable Gaming Centre Association contract with OLG must remain committed to fostering a healthy professional environment where everyone is treated with respect and dignity. Charitable Organizations, Volunteers, the CGCA Board of Directors and Charity Coordinators are expected to maintain dedication to an atmosphere free from harassment, discrimination and bullying in all their activities and communications. This includes all interactions with each other, gaming centre staff, customers, and municipalities. Conduct issues may result in disciplinary action that may impact a volunteer's and an organization's participation in cGaming, including suspension or revocation or the Permit.

4.CHARITY COORDINATOR

Previous version:

Policy

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.

Revised version:*Policy*

Under the contract with OLG, a paid Charity Coordinator must be engaged by the CGCA to support the Board of Directors and charities in meeting their contractual obligations. Resourcing for this position must adequately meet all the contractual requirements of the roles of the Charity Coordinator as outlined in section B.4

Full-time dedicated Charity Coordinators are required for CGCAs with over 60 charitable organizations, and in situations where a Charity Coordinator provides services for two CGCAs. There may be situations where a Board of Directors chooses to engage a full-time staff with slightly less charities. Any variations from this directive must be discussed beforehand and approved by OCGA.

Previous version:

w) 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.

Revised version:

w) Charity Coordinators are expected to work with the OCGA to exchange information and share best practices. Charity Coordinators are required to participate in and attend all scheduled provincial coordinator meetings, OCGA training events, workshops and the annual charitable gaming conference. When meetings and events are in-person, in-person participation is required unless there are special accommodation needs, in which case virtual access will be offered and approved by OCGA. CGCAs have budgets to support travel and accommodation for in-person OCGA events.

C) CHARITABLE ORGANIZATIONS**10. Banking Requirements****a) Bank Account****Previous version:**

ii. Deposit into the account all monies derived from cGaming with Ontario Lottery and Gaming (no other funds may be deposited into this account).

Revised version:

ii. Deposit into the account all monies derived from cGaming with Ontario Lottery and Gaming and any approved reimbursements or refunds (i.e., HST refunds)

b) Payments

Previous version:

- ii. *There must be sufficient funds in the account to cover all payments. Overdrafts are not permitted.*

Revised version:

- ii. *There must be sufficient funds in the account to cover all payments. Overdrafts are not permitted. Any fees associated with non-sufficient funds must be reimbursed into the account.*

Previous version:

D) BONA FIDE VOLUNTEERS

1. BONA FIDE MEMBER DEFINITION

POLICY

According to the Policies and Standards for Charities, permitted organizations must provide at least two 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

- a) *A bona fide member for the purpose 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 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 in Ontario).*

Revised version:

D) VOLUNTEERS

1. VOLUNTEER DEFINITION

POLICY

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.

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.*