

REVITALIZATION OF CHARITABLE BINGO & GAMING INITIATIVE

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

August 2025

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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 and 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.

**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.

**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.

**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 of 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.

## 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 charitable organizations 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 determines eligibility for participation and has the authority to determine approximate funding allocation during a permit period for each charitable organization. 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 charitable organization eligibility and approved use of proceeds.

### 3. PURPOSE OF THE POLICIES 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 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 CHARITABLE ORGANIZATIONS

OLG has contracted the day-to-day management of gaming products and the overall operation of the Charitable Gaming Centre to your Charitable Gaming Centre Service Provider. Charitable organizations are not responsible for the sale of gaming products, reconciliation of events, developing game schedules, advertising and promotion of games, or the handling of game cash.

Charitable organizations are required to have participation Permits issued by their municipalities. The municipality receives revenue from OLG for carrying out certain responsibilities which include determining eligibility, issuing permits, and ensuring the use of proceeds is 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 charitable organizations. 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 charitable organizations 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 remain in compliance with the provincial policies and standards provided by OCGA. Promoting awareness of how charitable gaming funds benefit the local community is an important ongoing task. Other responsibilities include ensuring all volunteers are trained, managing assignment schedules, tracking charitable organization attendance, providing training to its charitable organization 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 charitable organizations 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 charitable organizations, training charitable organizations and their volunteers, assisting with the permit process, coordinating awareness initiatives, preparing various reports, and working together with the OCGA.

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.

## 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, Charitable 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 of the Permit.

## B) CHARITABLE GAMING CENTRE ASSOCIATION

### 1. CONTRACT AND INCORPORATION

#### POLICY

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The contract between 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 Public and Business Service Delivery and Procurement 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 (permittees) 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 Ontario Lottery and Gaming for administration on a cost recovery basis.

#### STANDARDS

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- a) CGCAs must be incorporated before entering into a contract with OLG. Additional information, and a legal template are provided by 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 Ontario Not-for-Profit 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, OCGA 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 charitable organization 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 members 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 charitable organizations 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 charitable organizations, 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.
- h) Members of the CGCA Board and all member charitable organizations must adhere to the Code of Conduct policy outlined in section A.6.

### 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 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) No member of the CGCA Board of Directors may take on any of the roles of Charity Coordinator, in part or in whole, except under special circumstances such as during a transition period between hiring. Any exceptions must be approved ahead of time by OCGA.
- 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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Under the contract with OLG, a paid Charity Coordinator must be engaged by the CGCA to support the Board of Directors and charitable organizations 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 charitable organizations. Any variations from this directive must be discussed beforehand and approved by OCGA.

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 charitable organizations 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 related reports may be carried out by the Charity Coordinator or by a separate contract person. Where possible the financial responsibilities should be carried out by the Charity Coordinator.

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 charitable organizations 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 charitable organizations, 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 Charity Coordinator and includes attending charitable organization 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 charitable organizations with technology to support their awareness initiatives within the Charitable Gaming Centre and in the community (i.e., Digital Media, PowerPoint presentations and related content.)
- e) The Charity Coordinator will ensure that the charitable organizations' 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 volunteers for each of the individual charitable organizations. A sign-in logbook or process must be provided to track the attendance of the trained volunteers for each assignment.
- h) The Charity Coordinator is required to cross-reference the volunteer lists on record to ensure that the volunteers 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 volunteer lists. If volunteers are found to be in contravention, the respective charitable organizations will be contacted to resolve the issue.
- j) The Charity Coordinator will assist charitable organizations 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 (i.e., website, cloud, etc.)
- m) The Charity Coordinator will assist with problem resolution as required.
- n) The Charity Coordinator will ensure timely communication with the charitable organizations, the municipality, OLG, and OCGA.
- o) The Charity Coordinator must be given the authority to carry out the implementation of approved initiatives to support charitable organizations in their roles and responsibilities.

- p) The Charity Coordinator calculates monthly shares and reductions due to non-compliance.
- q) The Charity Coordinator follows the escalation process in the Policies and Standards for non-compliance, as outlined in Section B.13.
- r) The Charity Coordinator 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 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 OLG Contract stipulates that Charity Coordinators have a dotted line relationship with the OCGA, and will receive requests for information, participation, or reports from time to time. Responses to such requests must be made in a timely manner or by prescribed deadlines to ensure the success of the initiative and to fulfill the required contractual obligations with OLG.
- 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.
- x) Charity Coordinators are required to spend a reasonable amount of time on site in the Charitable Gaming Centre, so charitable organizations 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 Charity Coordinator should have consistent scheduled times in the Charitable Gaming Centre.
- y) Charity Coordinators must adhere to the Code of Conduct policy outlined in Section A.6.

## 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 charitable organization 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 Charitable Gaming Centre, they are immediately aware of the presence of charitable organizations 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 Charitable 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 with 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 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

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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 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 charitable organizations and 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 (i.e., mandatory OCGA online training, which needs to include some orientation time in the Charitable Gaming Centre). The Charity Coordinator will manage training requirements and track participation to ensure comprehensive and consistent training. This includes maintaining a training record for each charitable organization and their volunteers.
- c) The CGCA is required to use the training material provided by OCGA. This includes OCGA online training modules and any written materials.
- d) 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 charitable organization 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 charitable organizations, and to the municipality and must also respect the conditions on the permits and municipal direction.
- d) The CGCA must ensure trained volunteers are in the Charitable Gaming Centre during the reasonable operational hours of the Charitable Gaming Centre when there are customers present and during all scheduled events.
- e) The CGCA must monitor to ensure each charitable organization provides at least two trained volunteers for each charitable organization assignment, that they are in proper dress code, arrive and depart on time and that the trained volunteers carry out their responsibilities. The CGCA will keep detailed records of non-compliance. The CGCSP staff may complete daily volunteer compliance reports on behalf of the CGCA or Charity Coordinator to aid in compliance monitoring.
- 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 CHARITABLE ORGANIZATIONS

### 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 must hold a Designated Business Account which will handle all funds related to the OLG distribution for charitable organizations. 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 charitable organizations and must be in the name of the CGCA and have three signing officers. These three signatories must administer the pooling of the CGCA charitable organizations disbursement. These signatories

must represent three different individual charitable organizations of the CGCA. Charity Coordinators may not be assigned as signing authorities on the account.

- c) Two of the three authorized signing officers must approve any disbursements or electronic transfers from the CGCA Designated Business 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, and 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 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 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 Charitable Gaming Centre).
- j) The Administrative allowance is:
  - Base of \$50,000 + (number of member charitable organizations X \$700).
  - The maximum amount may not exceed \$110,000.

## 12. DISTRIBUTION OF FUNDS

### POLICY

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Monthly distribution of charitable organization funds to member charitable organizations in a timely fashion is the responsibility of the CGCA. The distribution process is designed to allocate the charitable organizations' shares based on the number of assignments, their participation level, engagement, and compliance with their roles and responsibilities.

### STANDARDS

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- a) The monthly revenue designated for the charitable organizations 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 charitable organizations 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 cGaming participation, engagement, and the number of charitable organization assignments completed as per the permits.
- c) The distribution of funds to the charitable organizations 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 charitable organizations' 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, 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 charitable organization 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 charitable organizations' disbursement for its own purposes other than what is permitted under the administration allowance.
- h) Charitable organizations 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.

### 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 charitable organization 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 charitable organization 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 charitable organizations 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 charitable organization for legitimate and approved reasons, the unallocated funds must be distributed to the remaining 'permitted' charitable organizations on a pro-rata basis. Charitable organizations that incur a penalty will not receive any portion of withheld or unallocated funds in the same pooled month.
- c) If volunteers are not able to attend a scheduled charitable organization assignment due to bad weather as confirmed by the Board, the charitable organization shall receive assignment shares as per the scheduled event.
- d) If the CGCSP is unable to conduct a gaming activity (e.g., power failure, flood, bad weather), the charitable organization shall receive assignment shares as per the scheduled event. There should not be a negative financial impact on the charitable organization 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 Section 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.
- 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, any 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 prior to their first scheduled assignment.



- 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, CGCSP, and Permitting Authority. It is the CGCA's responsibility to ensure that all information is shared with its member charitable organizations 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) Charitable organizations are responsible for completing and submitting their completed Permit Application Forms to the Charity Coordinator for submission to the municipality or directly to the municipality depending on local policies.
- c) Charitable organizations 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 charitable organization 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 charitable organizations 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 with the Charitable Gaming Centre Association.

- c) Charitable organizations 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) Charitable organizations 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. CHARITABLE ORGANIZATION ASSIGNMENTS

#### POLICY

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Individual member charitable organizations are allocated and scheduled assignments based on their permits. The Charity Coordinator, on behalf of the CGCA, is responsible for scheduling. Attendance in the Charitable 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 charitable organizations. On-site charitable organization “assignments” take place throughout the business hours of the Charitable Gaming Centre. Typically, a “Charitable organization 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 trained volunteers must be available at all times. To achieve customer service excellence a time limit is placed on how long a volunteer may be in attendance. No volunteer will volunteer for more than two assignments consecutively 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 volunteers are required to carry out each charitable organization assignment. Volunteers who are completing the in-centre shadowing component of their training are considered as one of the two required volunteers.
- b) Trained volunteers 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 charitable organization is not able to carry out its assignment, the designated contact for the CGCA must be notified as soon as possible for a substitute charitable organization to be found. Charitable organizations 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 have on their volunteer roster at any one time must be no greater than twenty volunteers.

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 charitable organization has agreed that each of its participating volunteers is knowledgeable about all policies and standards, all training materials, and customer service initiatives.
- 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. Organizations providing honorariums from general funds are reminded to comply with CRA and Taxation requirements.

## 5. PROMOTING AWARENESS OF CHARITY CONTRIBUTION

### POLICY

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Charitable organizations are obligated to promote how the funds raised in the Charitable Gaming Centre support the good work 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 charitable organizations 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 volunteers who are knowledgeable about their charitable organization 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

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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 Charitable Gaming Centre and the CGCA, charitable organizations must participate by promoting the Charitable Gaming Centre. Organizations that actively promote their partnership with cGaming will be compensated for their participation efforts based on the standards below.

### 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 Charitable Gaming Centre on social media.
- Promote the funds earned or reference the Charitable Gaming Centre in publications (Newsletter).
- Charitable Gaming Centre logo placement on the following:
  - organization's website or letterhead
  - materials (poster/brochure/program/etc.)
  - on cheques given to other groups (service clubs)
  - on buildings/vehicles
  - outdoor/indoor 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 CGCSP has overall, primary responsibility for customer service, however, the charitable organization 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, as well as the established in-centre orientation component.
- b) Charitable organizations will support customer service by carrying out specific tasks that assist the Charitable Gaming Centre staff in providing excellent customer service and treating the customers in a friendly and courteous manner. Some tasks will be agreed upon by the CGCA and CGCSP management and may differ somewhat from site to site.

## 8. COMMUNICATION

### POLICY

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Communication between the CGCA, the individual charitable organizations, and their volunteers is crucial to ensure compliance with the roles and responsibilities, Policies and Standards for cGaming, 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 charitable organization must be submitted to OCGA who will share the information with OLG. Any changes to these key contacts must be communicated to the OCGA in a timely manner, using prescribed methods, to ensure clear lines of communication are maintained.
- 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 charitable organization 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 charitable organizations 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 Section 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 charitable organizations 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 charitable organizations from the OLG is transferred to the CGCA around the middle of each month. Shares to participating charitable organizations 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 be capable 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 and any approved reimbursements or refunds (i.e., HST refunds).
  - iii. CGCA member 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. Any fees associated with non-sufficient funds must be reimbursed into the account.

#### 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. Cash, 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 are 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, with the permission of the municipality.
- 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, unless approved by OLG.
- e) Account Closure
- i. 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.
- f) Account Transfer
- i. If it is necessary to transfer the business account to another provider/branch, the Permittee must provide detailed reports to the municipality outlining the closure of one account and transfer of balance to another.

## 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 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 signed scanned 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. Organizations 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) VOLUNTEERS

### 1. VOLUNTEER DEFINITION

#### POLICY

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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

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- 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.

### 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 charitable organizations and volunteers in the Charitable Gaming Centre. The required roles are to be implemented consistently across all Charitable Gaming 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 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 volunteer for the charitable organization and subject to repercussions outlined in Section 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 of age or older 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 Charitable 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 with the technology basics of electronic gaming in the centre.
  - Flag game winners for identification by staff to assist with the 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 maintaining a tidy atmosphere in the Charitable Gaming Centre (e.g. picking up used paper bingo products, removing plates/cutlery and empty cups, cleaning touch screens, sorting refuse into appropriate receptacles etc.) Volunteer involvement may vary somewhat from site to site, and specific instructions will be provided by the Charity Coordinator in consultation with the CGCSP staff and management.
  - 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 centre manager or Charity Coordinator to ensure prompt response to customer needs.
- 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 in 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 or handle 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. Accessibility accommodations to this policy must be discussed in advance with the Charity Coordinator and documented.
  - Use personal electronics (phone, tablet, etc.), eat food, or anything that is distracting to their role.
  - Volunteers who 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 volunteer list of an organization indefinitely or permanently.
  - Charity representatives must adhere to the Code of Conduct Policy outlined in Section A.6.
- k) An individual volunteer may not execute roles and responsibilities for more than two consecutive assignments in one day except under Section B.12.
- l) It is recognized that some charitable organizations may have volunteers requiring accessibility accommodation. Accommodations should be discussed in advance of the scheduling of the volunteer with the Charity Coordinator. Organizations are encouraged to use the skills and strengths

of volunteers appropriately to assist with charitable organization 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.

### 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) Volunteers that are executing roles and responsibilities during their charitable organization assignment may not participate in any gaming activity, purchase gaming products (e.g., lottery tickets), gaming cash (e.g. prizes), or cabinet game vouchers. Volunteers may not influence game outcomes or decisions regarding winners.
- b) A volunteer may not accept tips at any time.
- c) A volunteer may not participate in any promotion occurring when they are volunteering on a “charitable organization assignment” (including but not limited to ballot draws, ticket draws, etc.)
- d) A volunteer may participate in the gaming activities at the Charitable Gaming Centre when they are not volunteering on a “charitable organization assignment” up to 15 minutes before their scheduled assignment and 15 minutes after they have completed an assignment. Volunteers must not wear their charitable organization ‘uniforms’ when playing at the centre on the same day as their scheduled assignment.

### 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 charitable organization they are representing. Shirts or vests with charitable organization identification

(logos/names) are required for easy recognition of the charitable organizations participating. Clothing with a charitable organization logo purchased (within a reasonable cost) to support the Charitable Bingo and Gaming model is an allowable expense and must be requested as part of the use of proceeds process with the municipality.

## STANDARDS

- 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 charitable organization logo (same colour for all volunteers preferred); or vest with charitable organization logo and collared shirt underneath (all same colour preferred).	Tank tops, t-shirts, sleeveless shirts, scarves, sweaters, jackets, or anything that covers up the charitable organization 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 charitable organization identification (e.g., Shriner's Fez, Boy Scouts).	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 and fully enclosed. Safety should be considered.	Flip-Flops/beach footwear/Crocs or similar footwear.

- b) Accommodation to any part of the above outlined dress code for cultural, religious or health reasons is permitted with prior discussion with the Charity Coordinator.
- c) CGCAs have the flexibility to add additional dress code requirements (in consultation with OCGA) providing these minimum requirements are maintained.

- d) 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

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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 Charitable 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 Charitable 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 Charitable Gaming Centre.
- c) Be knowledgeable about responsible gambling and the Play Smart program.