



## Play! Charitable Gaming Association Volunteer Standards Policy

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*Please note that this document will require amendment from time to time to ensure it is in keeping with guidelines set forth by the OCGA. Any such amendments will be provided to all PCGA Members in writing.*

### Definitions

**PCGA** – Play! Charitable Gaming Association.

**OCGA** – Ontario Charitable Gaming Association.

**Charity/NPO** – Each charity or non-profit organization (NPO) holding permits issued by the City of Kingston, receiving shares as a result of the gaming activities at the Gaming Centre, and a member of PCGA.

**Charity/NPO Signing Authority** – The individuals within each charity/NPO who are delegated the responsibility by the organization's Board of Directors to bind a contract, vote, confirm and submit bona fide members, and sign on behalf of the organization. These individuals typically attend the PCGA Annual General Meeting on behalf of the organization.

**Charity/NPO Volunteers** – Bona fide members who are registered with PCGA and volunteer for shifts in the Gaming Centre. A bona fide volunteer may only volunteer to carry out *assignments* for a maximum of three unique *Permits* issued to charitable organizations in Ontario (during specific six-month timeframes which are determined by the charity/NPO in consultation with the Charity & Volunteer Manager of PCGA). Paid employees from the charitable organization may be used for assignments providing this is not their primary role within the charitable organization.

Any remuneration or reimbursement of expenses/honorariums for volunteers cannot be 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.

### Background

One of the primary roles for charities/NPOs involved in the *Revitalization of Charitable Bingo* model, is to bring public awareness of the substantial benefit that the funds raised in the Gaming Centre bring to the local community. This includes providing information about what each charity/NPO is contributing to the quality of life in our community.

This policy has been developed to meet the following objectives of the PCGA Board of Directors:

- To ensure that the performance of all Association charities/NPOs and volunteers meet the following: the requirements of our contractual agreement with OCGA; the guidelines set forth in the Provincial *Policies and Standards for Charities*; and the *Volunteers and Attendance* section of this document.
- To ensure the performance of all Association charities/NPOs meet the requirements of the City of Kingston Licensing Department.

- To ensure the activities of volunteers in the Gaming Centre are standardized, and that customers receive comparable service, organizational information, and customer support, regardless of which charity/NPO is on duty in the Gaming Centre.

## Charity/NPO Board of Directors Updates

When there is a change to the charity/NPO's Board of Directors, it is the responsibility of the charity/NPO's Signing Authority delegate to ensure that the PCGA Charity & Volunteer Manager and the City of Kingston's Lottery Licensing Officer is provided with a complete listing including contact information.

## Volunteer Training

Ongoing individual charity/NPO assistance and volunteer training (on-line) will be provided by the PCGA's Charity & Volunteer Manager to assist Association members in meeting the requirements described in this document.

### ***Bingo Coordinator Training***

New bingo coordinators must complete the on-line *Charity-NPO Bingo Coordinator* training as well as the *Volunteer Training* within three months of taking over coordinator duties, if they haven't already.

## Marketing & Promotional Materials

The PCGA Charity & Volunteer Manager will be in touch with the appointed contacts of all charity/NPOs to determine what support can be provided in assisting with the effective promotion of individual organizations during their scheduled timeslots.

Charity/NPO Signing Authorities are responsible for ensuring that currently available materials are provided to volunteers for display during their time in the Gaming Centre, and that their volunteers are sufficiently familiar with the organization to answer questions customers may have about their organization.

### ***Promotion of the Gaming Centre – Participation Requirements***

Charities/NPOs benefit directly from the growth in revenues and player base at *Play! Gaming & Entertainment*. As partners, charities/NPOs are required to promote the Gaming Centre and participate in initiatives developed by PCGA to the best of their ability. In order to foster growth and support the Gaming Centre and all of the charities/NPOs, some participation is required. Failure to comply within prescribed timeframes may result in infractions and/or financial repercussions as outlined in this document.

The easiest option with the best payback for advertising that charities are involved and directly benefit from raising funds, is to tag the Gaming Centre on social media posts. This is a monthly requirement. Other ways to promote the gaming centre include:

- Gaming Centre logo/site recognition on the organization's website, letterhead, or materials (posters, brochures, programs, etc.): can be used once per year
- promote the Gaming Centre in publications (e.g. charity/NPO newsletters): can be used once per year
- reference the Gaming Centre in media articles (newspaper, local news, etc.)
- host an off-site cheque presentation with the PCGA (charity/NPO AGM, event, etc.)
- attend or host a photo-op, cheque presentation, media event at the Gaming Centre
- plan and/or participate in a charity event at the Gaming Centre

## Inclement Weather

Any charity/NPO that makes the decision not to attend their bingo shift(s) due to severe weather conditions (public alerts and weather warnings are in effect) will not receive the corresponding share(s).

The charity/NPO must notify the Charity & Volunteer Manager in advance of the start of their shift(s) or shortly thereafter (within 24 hours) to avoid an infraction, and will have an opportunity to receive a replacement shift(s) as they become available.

If notification of non-attendance due to inclement weather is not given to the Charity & Volunteer Manager in the timeframe noted above, an infraction will be incurred and no replacement shift(s) will be offered.

## Gaming Centre Shutdown

If the Gaming Centre is unable to conduct a gaming activity (e.g. power failure, flood, bad weather), the Charity/NPO shall receive assignment shares as per the scheduled event.

## Role of On-Duty Volunteers

Creating and sustaining a *charity look and feel* is an important role of volunteers on duty in the Gaming Centre. This is accomplished by ensuring customers are aware of their presence, what organization they represent, and the difference the funds raised within the Gaming Centre makes in our community.

The procedures defined within this document, and on in-house *Volunteer Information Boards/Binders*, are to be followed by all on-duty volunteers during their time in the Gaming Centre to ensure the desired performance standards are achieved.

## Volunteers and Attendance

Two bona fide volunteers over 19 years of age are required for each shift. Volunteers are automatically added to bonafide listings after they have completed the on-line portion of training. Charity Coordinators can request updates by e-mailing the PCGA Charity & Volunteer Manager.

To keep numbers manageable and to properly facilitate training and customer service standards, the number of volunteers each charity/NPO may use during a six-month period must be no greater than twenty volunteers. The date range of this six-month period shall be established in consultation with the charity/NPO and the PCGA Charity & Volunteer Manager. The default months for volunteer deletions are April and October. **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.**

To be eligible to volunteer for a shift, all volunteers (new/previous) must have completed the on-line training. New volunteers must also attend a shadowing shift with an experienced volunteer.

Charity/NPO Signing Authorities must ensure that their volunteers are not registered with more than two additional charities/NPOs in Ontario. Individual volunteers may only attend up to two (2) bingo shifts (four [4] hours) each day.

It is the responsibility of Charity/NPO Signing Authorities to ensure all volunteers are trained and follow the duties and volunteer guidelines outlined in this document and in the in-house *Volunteer Information Boards/Binders*. The PCGA Charity & Volunteer Manager is available to assist you in meeting this responsibility.

Charity/NPO Signing Authorities should select individuals to volunteer who are friendly and service oriented, and will be a positive presence while representing the charity/NPO in the Gaming Centre.

## On-Duty Volunteers

Volunteers should arrive 10 minutes prior to their shift in order to: sign in, check in with the Lotto Booth attendant, and be ready to *be on the floor* on time. Volunteers must remain in the Gaming Centre and on duty for the entire duration of their shift and may not leave early regardless of whether or not the charity/NPO volunteers following their shift arrive early. Failure to remain to the end of their shift is in contravention of the permit issued to the charity/NPO by the City of Kingston.

If a customer approaches a volunteer in uniform who is not yet on duty or who has completed a shift, the volunteer should assist the customer. Volunteers arriving early and not wishing to be on duty should arrive in alternative clothing and change into their uniform when they are ready to go on duty.

Volunteers must sign in for each timeslot and **cannot print or sign in for another volunteer**. This is a critical step in the process as the sign-in sheets are compared to the permit schedule and bona fide lists when issuing monthly shares. Failure to sign in could result in your charity/NPO not receiving a share for which they are entitled. Reminder that volunteers are also required to check in with the Lotto Booth attendant.

Should one of your volunteers require a short break, the second volunteer must remain in the playing area and on duty. Any such breaks must be brief, not in view of customers, and take place during the time that bingo is in session (e.g. full card games) and not during greeting times.

Volunteers are NOT permitted to participate in any gaming activities (bingo, Lotto or scratch tickets, Tap 'n Play) **during** their assigned shift. If their assigned shift has ended and the bingo session is still in progress, volunteers can **only** participate in gaming activities in the non-session room (Tap 'n Play/POD) as long as they are not in uniform. Once the current bingo session has ended, volunteers can participate in all gaming activities as long as they are not in uniform.

**All electronic devices are to be turned off and are not to be used in the Gaming Centre, including cell phones, games, MP3 players, etc.**

## Dress Code Requirements

Dress Item	Required	Not Permitted
Pants	Conservative, dark pants or skirt.	Denim jeans, track pants, stretch pants, shorts, capris.
Shirt	Collared shirt with charity/NPO logo (same colour for all volunteers preferred); or Vest with charity/NPO 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, lanyard, or sticker. Nametags with charity/NPO name or logo, is NO LONGER accepted.	
Hat	Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or related to religious or health reasons (e.g. cancer treatments).	Any other hat, baseball caps specifically are not permitted as they distract from a professional look.
Footwear	Footwear must be tasteful and appropriate to the role of the volunteer.	Flip-flops/beach footwear/crocs or similar footwear.

**New volunteers are provided 45 days after completing the mandatory training to be in logoed dress code. The new volunteer must wear a white collared shirt with a nametag until the logoed material is received.**

## Human Rights & AODA

Volunteers must read the **AODA/Human Rights Customer Service** training materials provided by PCGA so that they understand their responsibilities under AODA and the Human Rights Code prior to participating at the Gaming Centre. Copies are available on the PCGA website and the in-house *Volunteer Information Boards/Binders*.

## Charity/NPO Compliance

All Association charities/NPOs and on-duty volunteers are expected to perform in compliance with the standards and tasks described in this document.

Volunteer performance will be monitored, and areas where improvement is required will be brought to the attention of the Charity/NPO Signing Authority for resolution with the volunteers.

As PCGA understands the nature of working with volunteers, we are committed to working with Association charities/NPOs to ensure that they have the information and training necessary to ensure their volunteers are effective and performing satisfactorily in the Gaming Centre.

Administrative oversights on the part of Association charities/NPOs may lead to loss or hold-back of shares; however, it should be noted that blatant disregard of the administrative and on-duty standards and/or lack of willingness to ensure volunteers follow these standards will result in the application of the *Infractions* process noted below. A trained bingo volunteer responsible for a second incident such as wearing inappropriate clothing or not carrying out their duties, may be required to be retrained prior to being permitted to represent their charity/NPO at the Gaming Centre.

Bona fide 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, the Association may remove the volunteer from the approved bona fide volunteer list of a charity/NPO indefinitely or permanently.

## Infractions

- Level 1:** At the time of the first infraction of these guidelines, a written communication (e-mail) will be sent to the charity/NPO Signing Authority and their coordinator to explain the performance issue and determine how the problem can be resolved. This contact will be documented as a *Level 1 Infraction* and will be retained on the charity/NPO's record for one year from the date of infraction.
- Level 2:** At the time of a second infraction within 12 months of the first infraction, a letter will be sent detailing the incident and advising the charity/NPO that they now have a *Level 2 Infraction*. All infractions remain on the charity/NPO's record for one year from the date of infraction.
- Level 3:** Should a third incident occur within 12 months of the first and second infractions, a letter will again be sent detailing the incident and advising the charity/NPO that they now have a *Level 3 Infraction*. Should a charity/NPO experience incidents resulting in three infractions on their record, it is important that they get assistance in resolving the issues, as the next infraction will result in more serious action.
- Level 4:** Should any charity/NPO be in contravention of this policy for a fourth time within 12 months of the first three infractions (a *Level 4 Infraction*), the PCGA Board will have no alternative but to recommend to OCGA and the City of Kingston, our project partners, that the charity/NPO's membership in the Association and participation in the Gaming Centre be reviewed, altered, or terminated, depending on the seriousness of the continued lack of compliance.

### Lack of Social Media Posts

A minimum of one social media post is required every month by charity/NPOs. Any charity/NPO that neglects to submit proof of a social media post in a month will receive an infraction and ¼ loss of a share. Social media posts are important to reach new customers and remind Kingston & Area residents that many charities are receiving funds through gaming.

### Individual Volunteer Non-Compliance

Due to increased incidents of volunteer non-compliance (neglect of duties) regarding dress code, sitting in playing area, not carrying out cleanup duties, staying in the lobby for the majority of their shift, and cell phone use in the player area, the following penalties will be enforced. In addition, volunteers who require retraining will be ineligible to volunteer for any charities until retraining is completed.

**First Incident** ..... warning to charity/NPO, infraction

#### Subsequent Incidents

- same charity/NPO, same volunteer(s)..... infraction, ¼ share deduction, and retraining of volunteer(s)
- same charity/NPO, different volunteer(s) . infraction, ¼ share deduction, and retraining of volunteers involved in first and subsequent incident(s)
- different charity/NPO, same volunteer(s) . infraction, ¼ share deduction, and retraining of volunteer(s)

**Late Arrivals/Early Departures** ..... up to ½ hour: infraction, ¼ share deduction per volunteer  
up to 1 hour: infraction, ½ share deduction per volunteer

The charity/NPO is responsible for notifying all of their volunteers of the *first incident* to ensure a subsequent incident does not occur.

If within six months of retraining, another non-compliance incident occurs involving the same volunteer, that volunteer will be suspended from volunteering for any charity/NPO, for a period of six months from the date of the last incident.

*Please note:* once an infraction is one year old, it is removed from the records, e.g. one infraction is removed from the total number of infractions.