

Charitable Volunteer Training

Introduction

This online training course is designed to help the new Charity Volunteer understand their roles and responsibilities while working a scheduled fundraising assignment at Delta Bingo & Gaming. It is also very helpful as a refresher. Once you finish this online portion, you must also shadow an experienced volunteer who will give you a tour of the Gaming Centre and show you first-hand what you have learned during online training. Once both the online training and shadowing component has been completed, you will be ready to volunteer freely, as scheduled by your organization.

There are some questions throughout the course to help you understand what your responsibilities and tasks are and how to complete them.

You will also receive a laminated reference card that you can keep with you. This helpful card has the primary roles, responsibilities and tasks identified on it. A complete description for each item on the reference card can be found in the sign in binder. You will receive your reference card when you do your on-site shadowing portion of this training.

Welcome to Charitable Gaming!

Overview

Kawartha Bingo Sponsor's Association (KBSA) is a non profit organization comprised of a volunteer Board as well as charity and non profit groups like yours that do fundraising at Delta Bingo & Gaming. Kawartha Bingo Sponsor's Association is one of 37 sites across Ontario who do fundraising through the Charitable Gaming (c-Gaming) initiative.

Each of these Charitable Gaming Centre Associations (CGCA) has a contract with Ontario Lottery and Gaming (OLG) and are required to have their volunteers carry out specific, meaningful, and visible tasks while working a scheduled assignment in return for receiving funds.

The Ontario Charitable Gaming Association (OCGA) is under contract with the OLG to provide support services to all of the 37 Associations engaged in this c-Gaming initiative. Their focus is on ensuring the CGCA and participating member organizations carry out the obligations outlined in their contract with the OLG. Membership in the OCGA is a requirement of participation.

The mandatory charity volunteer training program, as well as all policies, procedures and standards, are developed by the OCGA, in consultation with the OLG. These policies help to ensure that all of the Associations and charity/non profit groups are carrying out their responsibilities in a consistent and professional manner.

Now to the operator side: Delta Bingo & Gaming is a privately owned business that is under contract with Ontario Lottery and Gaming (OLG) and is bound by their policies and standards. The employees at the Gaming Centre work for the owner of Delta. They are the ones that sell the gaming products to customers.

You will notice that Delta Bingo & Gaming is no longer called a "bingo hall". This is because they offer so much more entertainment and products for customers. Delta is referred to as a **Gaming Centre**.

In order for your organization to earn money at Delta Bingo & Gaming, your group must hold a valid permit and provide a minimum of 2 trained charity volunteers for each scheduled assignment. Each assignment is 2¼ hours long.

This training will provide you with the information you need to perform your roles and responsibilities as a charity volunteer at Delta Bingo & Gaming. Once this training has been completed, you will also be required to shadow an experienced volunteer at a bingo assignment who will give you a tour of the Gaming Centre and show you first-hand what you have learned during this online training. You will see where everything discussed in this training is located. Once both the online training has been completed, and you have shadowed an experienced volunteer, you will be ready to volunteer with your organization.

Note: No shadowing shifts may be done during any special events at Delta Bingo & Gaming.

Become a Charitable Gaming Advocate!

Fundraising is hard! Your organization is always looking for ways to raise funds in order to continue the work they do in our community.

Charitable Gaming funding is one way your organization raises funds.

Each one of our volunteers earn on average more than, \$400+ per hour for their organization! Yes, \$400+ per hour!

That means when you come in to volunteer, you are essentially donating more than \$800 per shift to your organization. If you volunteer multiple times a year, you could be donating thousands of dollars!

Charitable Gaming funding is also long-term, sustainable funding. Once an organization is a member, they can raise funds for years to come. This is unlike most funding models, which end after a few years.

Hopefully, you are now an advocate for Charitable Gaming and can tell your adult friends and family about the fun entertainment options at Delta Bingo & Gaming, and how a percentage of the money they spend on fun goes right back into our community every month!

How to be a Host

How to be a host is a lot like welcoming visitors to your home:

- **welcome customers** as they arrive. Smile
- **circulate** the gaming floor to provide help as needed
- **chat** with individual customers in line or entering the building, while saying "hello" and "welcome"
- **hold doors open** for customers
- **tell customers about your organization** if they ask

- **say goodbye** to customers as they are leaving and **thank them for their support**
- help **keep the Centre tidy and welcoming**
- **be aware** of how and where customers access goods and services e.g. washrooms, lottery, POS, etc
- **become a bridge** between the customer and the employee
- **help in any way you can**
- **smile and use the 10 and 5 rule:**
 - when a customer is within 10 feet, make eye contact and smile warmly
 - when a customer is within 5 feet, greet them verbally, e.g. “Good Morning”

REMEMBER:

Customers are the lifeblood to having sustainable revenue from Charitable Gaming. Therefore, providing excellent customer service is vital in acquiring and retaining customers. When people have a good experience, they tell their friends. However, when people have a bad experience, they also tell their friends. It takes a lot more time, money and effort to regain customers, so our goal is to provide consistency and support excellent customer service behaviour.

Keep in mind that customers have a lot of options for their entertainment dollars. Things like casinos, restaurants, online gaming, theatres, etc are also available to them. Being known for providing outstanding customer service could set us apart from our competitors and have customers returning again and again.

Charitable Gaming is the best kept secret in Peterborough! Most people have no idea how many charity groups are involved in Charitable Gaming and how much money is raised. They certainly don't realize that this money **stays in our community supporting local programs and services**. It's up to us to help get the word out and reinforce this message through charity awareness.

Roles and Responsibilities - Attendance and Dress Code

In this section you will learn the primary roles and responsibilities of being a charity volunteer.

Do not ask employees about your role as they have a completely different role than you do as a volunteer. Although they are friendly people, they work for the operator and do not know the role of the volunteer. An exception to this is if your question is bingo specific, e.g. explanation of a game.

The entire Policies and Standards document which outlines our roles and responsibilities in detail is available on our website at www.kawarthabingosponsors.com under the Member Info tab. This document is generally updated once a year and is developed by the OCGA in conjunction with the OLG.

ATTENDANCE:

The most important role we have is attendance. There must be a minimum of 2 trained charity volunteers at each scheduled assignment. You can have more than 2 volunteers if you want, but there must be at least 2.

Once your training is fully completed (this online module as well as your shadowing session), your name will be added to your organizations' bona fide list. This is the list of volunteers who can do scheduled assignments at Delta Bingo & Gaming. There are a maximum of 20 volunteers permitted for each 6 month period.

NOTE: Volunteers can only do scheduled assignments for a maximum of 3 c-Gaming charities in Ontario (unique permits). If you wish to do assignments for more than one group, please contact your Charity Coordinator/Chair so you can complete the required paperwork.

You must arrive **at least 10-15 minutes prior** to the start time of your scheduled assignment. If your partner has not shown up 10 minutes before your assignment starts, it is up to you to call a replacement. Your organization should provide a list of volunteers who live close to the gaming centre. This should be in your folder in the filing cabinet. Call someone from that list to join you for your assignment. If both the scheduled volunteer as well as the person you called show up, one can leave. It's easier to send one person home than to incur financial penalties for not having 2 people in attendance.

TIPS AND TRICKS:

In order to avoid forgetting or missing a scheduled assignment:

- Carpool with your partner.
- Call or text them as you are leaving for your assignment.
- Keep contact information for volunteers who live close to Delta in your folder at the Gaming Centre. The folders are stored alphabetically in the filing cabinet.
- Schedule 3 people for the assignment. One volunteer can go home if the other 2 are present.

DRESS CODE:

To reflect the professional modern gaming facilities and to provide consistency to the customer base, trained volunteers must look professional and be easy to identify. Shirts or vests with charity identification (logos) are required to increase exposure and easy identification of the charities participating.

As part of charity awareness, every volunteer working a scheduled assignment must wear matching logoed clothing or their organization will incur a financial penalty. If your group has logoed vests that their volunteers use, these may be kept in the closet where the posters are located. You must also wear a visible name tag - first name only is fine. The logoed clothing and name tags are provided by your organization.

NOTE: New volunteers have 45 days to comply with the logoed clothing requirement.

If you have a coat or jacket, you can hang it up in the purple closet at the end of the snack bar. If you have

any valuables, there is a volunteer locker also available in the staff room. **Bring your own lock** as this area is not secure and many people are in and out of it all day. Just make sure you remove your lock and all of your belongings after your assignment is complete.

Dress Code Requirements:

Dress Item	Required	Not Permitted
Pants	Conservative, dark pants or skirts	Denim jeans, track pants, stretch pants, shorts, capris
Shirt	Collared shirt with charity logo (same colour for all volunteers preferred); or vest with charity logo and collared shirt underneath (all same colour preferred)	Tank tops, t-shirts, sleeveless shirts, scarves, sweaters, jackets, or anything that covers up the charity shirt or logo
Nametag	First name of volunteer. Acceptable nametags include embroidery on shirt, pin, or lanyard	
Hat	Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or related to health or religious reasons	Any other hat. Baseball caps are specifically not permitted as they distract from a professional look
Footwear	Footwear must be tasteful and appropriate to the role of the volunteer. Closed in shoes are required.	Flip-flops/beach footwear/Crocs or similar footwear

Roles and Responsibilities - Signing In

SIGN IN:

Each volunteer must sign in the white charity volunteer binder upon arrival at the Gaming Centre and sign out as they are leaving. **This is the official record of attendance** and must be completed correctly. If you do not sign in, your organization will not receive funds for the time you have volunteered. This binder is located in the bottom drawer of the filing cabinet.

It has dated sheets which identify all of the scheduled assignments for each day. These sheets are confirmation that your group had 2 trained charity volunteers at their scheduled assignments, so it is critical that you complete this form. If you do not fill it out, your group will incur a financial infraction/penalty which could escalate into losing assignments and/or having your permit suspended or revoked by the City.

The first thing you must do is make sure sure you are on the correct dated page in the binder and in the box for the correct assignment time. Then fill in your information: **PRINT** your group's name, your first and last name, the time you arrive and the time you leave the Gaming Centre. You may only fill in your part of the form. Each volunteer must complete it themselves.

There is room for the names of 3 volunteers on the form in case you have an additional volunteer attend one of your scheduled assignments.

NOTE: If your session runs late, or if the next group has not arrived yet, please stay if possible. In the sign in binder, put the correct time you leave. Your group will be compensated if the session runs late or the next group arrives late and you remain.

SIGNING IN FOR ANOTHER VOLUNTEER IS NOT ALLOWED.

THE SIGN IN BINDER MUST BE KEPT IN THE FILING CABINET FOR THE CONVENIENCE OF ALL VOLUNTEERS.

There is a short video on how to sign in correctly on our website under the Member Info/Training tab.

Roles and Responsibilities - Posters, Caller Information Form

POSTERS:

After you have signed in, you must locate and display your 2 charity awareness posters. You can store one of your posters in the closet at the end of the snack bar, and the other in the blue cabinet located in the hallway close to the Tap 'n Play area.

There are two doors where people enter Delta Bingo & Gaming and there is one easel at each of these doors. Your posters must be displayed on these easels while you are working your assignment. This allows customers to see which charity/non profit group is on duty that day and helps reinforce charity awareness. After your assignment is over, please collect and return your posters to the proper storage areas.

CALLER INFORMATION FORM:

Once your posters are on display, you can then complete the Caller Information form which is located in the sign in binder or the bottom drawer of the filing cabinet.

The Caller is the person on the elevated platform just in front of the POS. They are responsible for running the bingo games and calling the numbers of the bingo balls to our customers. One volunteer will be responsible for the room where the Caller sits on the stage and the other volunteer will be responsible for the room further away from the stage.

On the Caller Information form you will:

- print the name of your organization
- print the first names of both volunteers (there is room for a 3rd name if necessary)
- identify which room each volunteer will be responsible for during your assignment, and
- take the completed form to the POS and hand it to a staff member. They will ensure the Caller receives it.

Using this Caller Announcement form will allow the caller to use your name when necessary.

Roles and Responsibilities - 10:30am or 5:30pm Assignments

DOES YOUR ASSIGNMENT START AT 10:30am or 5:30pm?

If your scheduled assignment starts at 10:30 am or 5:30 pm, there is only a Turbo Bingo scheduled, which is all electronic. Please give your names to the Red 7 (snack bar) and help with food delivery to the customers.

No matter what time your assignment starts, you should be available to help deliver food for the Red 7. This is an important customer service role, so make sure you keep in touch with the Red 7 staff during your assignment to see if you are needed.

Once you have given your names to the Red 7, you have an opportunity to greet the customers and welcome them to the Gaming Centre. There are 2 charity volunteers on duty and 2 doors where customers enter Delta Bingo & Gaming. Each volunteer should stand at one of these doors (beside their poster) and welcome customers with a smile and a friendly "hello" until bingo begins. If you see any customer struggling with the door, or bags they may be carrying, ask if you can help.

If they are unfamiliar with the Gaming Centre, show them where things are located like the Point of Sale (POS); the Tap 'n Play area, the washrooms; the 3 ATM machines; snack bar; lottery booth; etc.

The POS is where they buy their bingo cards and/or put money onto the electronic bingo machines called Geckos. To provide excellent customer service, always walk new customers to the POS and introduce them as new players to the staff as they will receive a new player gift. Once you have introduced them to the staff, return to your door and continue welcoming customers until the bingo session begins.

DOES YOUR ASSIGNMENT START AT 12:45PM OR 7:45PM?

If your scheduled assignment starts at 12:45pm or 7:45pm, there is no bingo session afterwards. This means you must stay until bingo is over and **the clean up is complete**.

If this results in you staying more than 1/2 hour past the end time of your assignment, please let the Charity Director know and your group will receive an additional portion of a share value. Make sure you put in the correct time that you left.

Remember, that you should still be available to help deliver food for the Red 7. This is an important customer service role, so make sure you keep in touch with the Red 7 staff during your assignment to see if you are needed.

Roles and Responsibilities – Compliance

Kawartha Bingo Sponsor's Association is legally responsible for the compliance of all its members. Each of our member organizations has signed a contract stating that they will ensure all of their charity volunteers will be in compliance with the OCGA Policies and Standards. Part of this compliance is taking this online training and doing a shadowing session prior to your first assignment.

There are financial penalties if your organization and its volunteers are in non-compliance with the Policies and Standards. A financial penalty could mean a loss of hundreds of dollars to your organization and could even mean suspension or the loss of your organization's permit.

Financial repercussions for non-compliance include:

- * Dress code – ¼ share per occurrence
- * Only one trained volunteer attending – ½ share per occurrence
- * No trained volunteers attending – 1 full share
- * Untrained volunteer - 1/2 share per occurrence
- * Trained volunteer arriving late or leaving early – up to ½ share per volunteer based on portion of assignment missed (volunteers must arrive 10-15 minutes prior to their scheduled assignment)
- * Not fulfilling mandated Roles & Responsibilities or non-compliance with Policies & Standards – ¼ share per occurrence

Kawartha Bingo Sponsor's Association does not keep these funds that are withheld. They are re-distributed the same month to the rest of the member groups who did not incur any infractions, based on a pro-rata share.

There is an escalation process, which means that if your organization receives more than two penalties in a 6 month period, your group could face suspension, or lose your permit entirely.

Retraining of volunteers incurring infractions may also be required.

Suspension and permit revocation are rare but when it does happen, it tends to be the fault of a few volunteers who don't give their organization any warning when they need to cancel their volunteer assignment.

Make sure to give your organization plenty of warning if you have to cancel your volunteer assignment as they are relying on you.

Roles and Responsibilities - Bingo and Recycling

Once bingo has started - or if your assignment begins when bingo is already in session - you and your partner should be walking around your designated rooms. Remember there are 2 rooms where bingo is played, and 2 volunteers. Each volunteer is responsible for one room. The rooms are separated by archways. Please do not stand in the archway talking to your partner. Circulate through your room.

Pick up any **used bingo cards** and recycle them. Most of our customers will fold their used cards in half and put them off to the side so you can pick them up, but if you are in doubt of whether a card is used or not, please ask the customer. We don't want to recycle any cards that have not yet been played. Make sure you wait until the bingo has been confirmed by the caller as a good bingo before recycling the customer's cards.

Also pick up any garbage the customer may have, such as paper plates, napkins, coffee cups, etc. There are non latex gloves available at the snack bar - just ask. One pair per volunteer per scheduled assignment.

Remember we are licensed, so you may find beer bottles or cans, wine glasses, cooler bottles, etc. on the tables as well. Please do not recycle these! Anything glass, or that can be returned for a refund should be taken to the Red Seven Eatery (snack bar). The staff will show you where to put these items.

There are 2 garbage/recycling stations in each room. Please recycle as much as possible. **NOTE:** the lid comes off the paper recycling bin to accommodate placing large bunches of paper in it; please replace the lid after depositing the paper.

Be careful not to move or dispose of customer belongings or dabbers that may be left behind to save a seat for the next bingo session that day. Customers regularly leave dabbers, cups, coats and other personal belongings to save their favourite seat.

Roles and Responsibilities - Bingo and Geckos

The bingo assignments are only 2¼ hours long, so charity volunteers do not get breaks. If you do need to sit down, each volunteer is permitted to sit for a **maximum of 5 minutes per shift**. Please sit near the back of your designated room and only during a time when customer service requirements are at a minimum; e.g. during a full card bingo game or a customer intermission.

If you have volunteers who regularly need breaks, please schedule a 3rd volunteer for your assignments. This person can provide relief while one volunteer at a time takes a break, so you will always have the required 2 volunteers on the floor.

GECKOS:

The electronic machines are called Geckos. Customers can play bingo on paper bingo cards, or on the Geckos, or they can purchase a combination of both.

If a customer wants to play on a Gecko, they will go to the POS and tell the staff how much money they want to put on the machine. They will be asked to input a 4 digit numeric password on the keypad. The staff member will give the player a receipt which they can then take to any Gecko machine in the building and sign in.

If you are with a new player, please do not let them write their password on their receipt, as it is needed to cash out any remaining money left on their machine when the customer is finished playing. If their receipt is found by someone else and their password is written on it, this could be taken to the POS and cashed out.

Do not recycle any receipt unless you know the bingo session is over and the customer has left. In all likelihood, you won't even see the receipts as most people put them in their wallet or purse. Sometimes you may see them taped to the side of their gecko monitor.

Gecko receipt



Roles and Responsibilities - Signing on to a Gecko

SIGNING ON TO A GECKO:

Once the player has received their receipt and chosen a Gecko where they want to play, they can sign on to the machine.

To help them sign on:

Tap the screen until a keypad appears.

Input the Player ID number which is printed in bold on their receipt. Tap the OK button.

Now they will be prompted to input their 4 digit password and again tap the OK button.

They are now signed on to the Gecko and can purchase cards, play games, change the colour and design of their dabber, etc.

Once the bingo session starts and the game is in play, technology takes over on the Geckos. As the bingo balls are called during the game, the Gecko will automatically dab those numbers on the cards. It will also shuffle all of the cards the player has purchased, so that the card closest to getting a bingo will always be in the top left hand corner.

Roles and Responsibilities - Bingo Called and Echoing

BINGO HAS BEEN CALLED:

The first thing you must do when you hear somebody call "bingo" is to ECHO it. This means you yell bingo too. Don't be shy! Use your outside voice. This is done to alert the caller that someone has a bingo.

Why?

Some people have very soft voices and they might not be heard. You must make sure the caller hears the word "bingo" so he or she can stop the game. If the caller doesn't hear it, the game will continue and a customer who may have won the game by themselves if they had been heard, may now have to share the prize with other people. Once the caller hears "bingo" he or she will stop the game by saying "bingo has been called".

Even if you only think you hear someone call "bingo", ECHO it. Play will stop and if it isn't a good bingo, the game will continue. Nobody gets upset by these false calls because the players still have a chance to win bingo! It's better to have a dozen false calls, than miss one good bingo. So again, don't be shy!

Make sure you know where the player who called bingo is sitting. Customers are supposed to put up their hand once they call bingo, however, if they don't do that just ask "where is the bingo?".

Quickly walk over to where that player is sitting, making eye contact if possible. You should stay beside the customer until a staff member comes over to confirm the bingo.

Charity Volunteer Additional Info

Volunteers may not carry out more than 2 bingo assignments in a row.

Volunteers are not permitted to play any games or purchase or check any lottery tickets at Delta Bingo & Gaming while wearing their charity logoed clothing or any time during their scheduled assignment. This includes any special raffles or draws.

Volunteers may not play bingo cards or any electronic games for customers. If someone asks you to play their bingo cards while they go to the restroom, your answer is "I am sorry. As a volunteer, I am not permitted."

Volunteers may not purchase product or cash out on behalf of a customer, for any reason.

Volunteers may not handle cash, or accept any tips. Please re-direct tips and cash handling to an employee.

All volunteers must execute their roles and responsibilities throughout the entire assignment - there are **NO BREAKS**.

No cell phones, tablets, or other distractions while on the gaming floor. Volunteers should set their cell phone to "vibrate" mode and if they need to use the phone, they should tell their partner and then go somewhere not in view of the customers.

Texting or talking on cell phones is not permitted while working a scheduled assignment.

No food or beverages are allowed on the gaming floor. If you must have a snack, let your partner know and go to the staff room. You have now made them responsible for both rooms while you are away, so be quick.

Please do not drink alcohol before or during your bingo assignment.

Delta Bingo & Gaming is a **fragrance free area**, so please do not wear any type of cologne, perfume, after shave, etc.

Report any issues on the gaming floor to staff.

Connect customers requiring accessibility accommodations with a staff member.

Assist centre staff with promotions, such as handing out raffle tickets, ballots, party favours or dabbers, etc. to the customers.

Assist the Red 7 with food delivery to customers.

Please make sure the white sign in binder is returned to the filing cabinet bottom drawer for the convenience of everyone at the end of your assignment.

If your scheduled assignment ends at 3:00pm or is the last assignment of the day, while you are cleaning up and recycling, please push in the chairs and log off any geckos which have been left on. The log off

button is on the top left hand side of the gecko screen.

Always remember good customer service principles: Smile. Be friendly. Be helpful.

NOTE: Volunteers that are being disruptive, abusive or are being an immediate detriment to the success of the gaming centre may be asked to leave immediately. In severe cases, the CGCA may remove the volunteer from the bona fide member list of an organization indefinitely.

Responsible Gambling

Delta Bingo & Gaming works in partnership with Ontario Lottery and Gaming and the Responsible Gambling Council of Ontario to ensure that our customers are playing responsibly as a form of entertainment.

Only those people 18 years of age or older are allowed to enter Delta. If you are a volunteer who looks like you may be 18 years of age or younger, you may be asked by staff to show government approved ID. Please be prepared. Do not bring any family members or friends into the Gaming Centre who are under the age of 18.

Delta has a Responsible Gambling Kiosk just to the right of the snack bar. This kiosk, called Marji, offers information and resources to our customers about how to play responsibly. Please familiarize yourself with the kiosk so that you may refer customers, should they ask.

If there are any problems on the gaming floor, you are not expected to handle them. Please ensure an employee is aware. All Gaming Managers have Responsible Gambling training and are trained to handle any issues that may arise.

CONGRATULATIONS! You have now completed the online portion of the training.

NEXT STEPS:

Go to www.kawarthabingosponsors.com and make sure you have read the AODA document which can be found under the Member Info tab so that you understand your responsibilities under this legislation.

You are now ready to shadow an experienced volunteer at Delta Bingo & Gaming.

NOTE: An "experienced" volunteer is someone who has performed a minimum of 2 bingo assignments on their own and has had no penalties in the past 6 months.

Contact your Bingo Chair at your organization in order to arrange your shadowing session.

Thank you for volunteering.