

# New Coordinator/Chair Guide

Welcome!

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

The entire Policies and Standards document is available on our website [www.kawarthabingosponsors.com](http://www.kawarthabingosponsors.com) under the Member Info tab.

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

Each one of the scheduled assignments is 2¼ hours long.

**NOTE:** Bingo assignments require 2 fully trained volunteers and are held on Thursdays, Fridays, Saturdays, and Sundays.

For the scheduled assignments on Mondays, Tuesdays, and Wednesdays, only 1 fully trained volunteer is required as these assignments are in the Tap 'n Play area.

The times of the bingo assignments are as follows:

10:30am to 12:45pm

12:45pm to 3:00pm

5:30pm to 7:45pm

7:45pm to 10:00pm

Let's get started!

## Overview

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

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

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

As a member of KBSA, you are automatically a member of the provincial organization Ontario Charitable Gaming Association (OCGA). The OCGA works with Ontario Lottery and Gaming (OLG) to develop the Roles and Responsibilities which we must abide by to participate in this Charitable Gaming initiative. There is an annual fee for OCGA membership which is deducted from your organization's deposit, usually in April or May.

It is imperative that you provide the most current contact information for 2 members of your organization. These are the people that will receive all of the information sent from KBSA. Both the email address and telephone number for each contact must be provided.

It is your organization's responsibility to ensure that any change in contact information is updated with the Charity Director. The contact information form can be found on our website [www.kawarthabingosponsors.com](http://www.kawarthabingosponsors.com) under the Member Info tab.

As information is continually being updated or modified, it is your responsibility to ensure all of your volunteers are kept up to date with all changes. Your organization should also have a representative attend the Annual General Meeting (AGM) usually held in September.

# Charity Contact Information Form

Kawartha Bingo Charity Association



## Organization Information

Name of Organization \_\_\_\_\_  
Address \_\_\_\_\_  
AGM Month \_\_\_\_\_  
Website \_\_\_\_\_  
Phone \_\_\_\_\_ Alt Phone \_\_\_\_\_  
Email \_\_\_\_\_

## Primary Contact Information

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Work Phone \_\_\_\_\_ Alt Phone \_\_\_\_\_  
Email \_\_\_\_\_

## Secondary Contact Information

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Work Phone \_\_\_\_\_ Alt Phone \_\_\_\_\_  
Email \_\_\_\_\_

Date of Information: \_\_\_\_\_

## Contract Outlining Your Responsibilities

The Charitable Gaming Centre Association, **Kawartha Bingo Sponsor's Association Inc.**, (CGCA) is under contract with the Ontario Lottery and Gaming (OLG) to provide services and enforcement under the provisions of their contract including the Policies and Standards set out by the Ontario Charitable Gaming Association (OCGA). The CGCA contractual requirements as they relate to individual charities are listed below. The full CGCA contract and Policies and Standards are available at your CGCA.

Individual Member Charities must:

- provide a signed copy of this agreement before participating in scheduled assignments
- have in their possession and abide by *Revitalization of Charitable Bingo and Gaming Initiative Policies and Standards for Charities* related to individual charitable organizations including roles and responsibilities and customer care practices within the Charitable Gaming Centre. This includes:
  - completing training programs designated and developed by OCGA related to charity roles and responsibilities, policies and standards and ensuring all bona fide volunteers attending assignments participate in the required training programs
  - ensuring compliance with all Permit Requirements, including any terms and conditions relating to use of proceeds including ensuring financial reports outlining the receipt and use of proceeds are kept up to date with the Municipality
  - ensuring they hold a valid permit when participating in charity assignments
  - keep required contact information up to date with the CGCA
  - providing at least two (2) trained bona fide volunteers to attend each of their assignments
  - ensuring that each Bona Fide Member sign in the designated log-book
  - ensuring that Bona Fide member information is kept up to date with the CGCA
  - ~~provid~~ providing volunteers that do not carry out assignments for more than three charitable organizations participating in this initiative.
  - participating in charity events and initiatives developed by the CGCA, OCGA, and OLG as required
- abide by any other tools developed by OCGA to assist CGCA's and/or charities in promoting their causes within the Charitable Gaming Centre
- act in a manner that is beneficial to the success of the Gaming Centre

We, the undersigned, on behalf of our not-for-profit charitable organization, hereby acknowledge that the **Kawartha Bingo Sponsor's Association Inc.** (CGCA) has by contractual agreement with OLG assumed responsibility for the above-mentioned obligations. We understand that the CGCA has the right to withhold distribution from any charitable organization that does not fully comply with any of the above conditions. We hereby agree to comply with all the contractual obligations in the CGCA contract as they apply to our individual charities as a condition of receiving funds. In doing so, we also agree to comply and participate in all charity policies and standards, charity training programs and other tools that are developed or implemented by the CGCA, OCGA, and OLG. By signing this agreement, we agree that the CGCA will be acting on our behalf as an intermediary (or agent) only, to receive funds and hold them in trust until such time when they must be distributed.

## **Charity Awareness – Posters**

Most people in our community have no idea that so many Charities and NPOs raise money through fundraising at Delta Bingo & Gaming Centre. Currently we have 50 local groups in our membership, and we are distributing over \$1,000,000 annually.

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

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

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

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

### **General Requirements**

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

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

## Charity Awareness – Dress Code

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

Here is the required dress code:

Dress Item	Required	Not Permitted
<b>Pants</b>	Conservative, dark pants or skirts	Denim jeans, track pants, stretch pants, shorts, capris
<b>Shirt</b>	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
<b>Nametag</b>	First name of volunteer. Acceptable nametags include embroidery on shirt, pin, or lanyard	
<b>Hat</b>	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
<b>Footwear</b>	Footwear must be tasteful and appropriate to the role of the volunteer. Closed in shoes are required.	Flip-flops/beach footwear/Crocs or similar footwear

## **Charity Awareness – Participation and Engagement**

Participation and Engagement is a requirement under your contract. Support in community awareness and marketing from our member organizations may translate to higher customer attendance and an increase in Charitable Gaming revenue.

Posting an event or announcement regarding Delta to all your social media accounts is a great way to accomplish this charity awareness. The Charity Director emails any information regarding upcoming events received from Delta for your convenience.

Your group could also post a general thank you message. e.g. "Thanks to the customers of Delta Bingo & Gaming Centre for their continued support"

## **Administration – Permit Information**

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

The contact person is:

Kelly Russelle  
Licensing Officer  
705 742-7777 ext 1819  
krusselle@peterborough.ca

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

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

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

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

## **Administration – Permits**

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

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

## **Administration – Bona Fide Members**

According to the Policies and Standards for Charities, permitted organizations must provide at least two trained bona fide volunteers to perform roles and responsibilities in the charitable gaming centre for each bingo session. This is a contractual requirement. Without the participation of bona fide members, participating organizations are ineligible to receive funds from the CGCA and OLG.

### **Bona Fide Member Definition**

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

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

Paid employees from the charitable organization may be used for assignments providing this is not their primary role within the charitable organization.

A bona fide volunteer participating in the C-Gaming 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 bona fide volunteer for the charitable organization and financial penalties will be incurred.

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



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

### **Volunteer Confirmation**

**Volunteer Chair:** Please be aware that OCGA Policies and Procedures include the stipulation that individuals can only volunteer for scheduled assignments with up to a **maximum of three (3) unique permits in Ontario.**

**Volunteers:** An individual may only volunteer with a maximum of three (3) unique permits. Please complete this form and return it as soon as possible to Suzanne Davidson, Charity Director, at [suzanne@deltabngo.com](mailto:suzanne@deltabngo.com)

**Please Print**

**Volunteer Name:**

\_\_\_\_\_

**Telephone #:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**I will be volunteering with the following 3 organizations:**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**

## **Administration – Scheduling**

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

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

Each scheduled assignment is 2¼ hours long.

**NOTE:** Bingo assignments require 2 fully trained volunteers and are only held on Thursdays, Fridays, Saturdays, and Sundays.

For the scheduled assignments on Mondays, Tuesdays, and Wednesdays, only 1 fully trained volunteer is required as these assignments are only in the Tap 'n Play area.

The times of the assignments are as follows:

10:30am to 12:45pm

12:45pm to 3:00pm

5:30pm to 7:45pm

7:45pm to 10:00pm

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

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

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

- Have each pair of volunteers scheduled to volunteer share their cell phone number and call or text each other when they are on their way to the gaming centre.
- Designate someone from your organization to email/call/text the scheduled volunteers the night before their shift.
- Organizations could use a 3 person system for bingo. Three volunteers are scheduled for each assignment. Once they arrive, and if everything is in order, one of the three can simply leave and go home. This provides a very secure system of backup should a

volunteer be late, have car (or bus) trouble, etc. It also helps to avoid a “no show” or “late” penalty.

## **Request for Assignment Changes**

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

In this case, the organization must contact the Charity Director providing a minimum of 5 business days notice. An attempt will be made to reassign the assignment to another group.

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

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

## **Administration – Training**

According to your contract, all volunteers must be trained before participating in a bingo assignment. Training is twofold: first there is an online training course which can be found on our website [www.kawarthabingosponsors.com](http://www.kawarthabingosponsors.com) under the Training tab. This should take approximately 20 to 30 minutes to complete.

After the online portion is done, the new volunteer must shadow an experienced volunteer from your organization. This means they will be the 3rd person attending one of your scheduled bingo assignments, or the 2nd person attending one of your Tap 'n Play assignments. During that shadowing session, a checklist must be completed, signed by both the new and experienced volunteer, and returned to the white sign in binder under the "completed checklist" tab at the end of the shadowing shift.

The blank shadowing checklist form is available in the white sign in binder and is also on our website under the Member Info/Training tab.

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

As the bingo Chair for your organization, it is up to you to schedule all shadowing sessions with a specific experienced volunteer on one of your regularly assigned sessions. You should also remind both the new volunteer as well as the experienced one of the process in order for them to complete the checklist, shadowing and training session correctly.

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

**NOTE: The checklist must be completed in full, signed by both, and returned to the white sign in binder under the "completed checklist" tab at the **end of the shadowing bingo session, otherwise shadowing will have to be repeated.****

Once the training has been completed in its entirety, the new volunteer will be added to your Bona Fide list and is eligible to do assignments for your organization.

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

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

## **Administration – Compliance**

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

Financial repercussions for non-compliance include:

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

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

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

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

## **Administration – Reporting**

### **Monthly Gaming Reports for City Hall**

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

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

**NOTE:** These reports must be completed and submitted to City Hall even if your organization did not have an assignment or write a cheque from their lottery account for the month.

Reports are due 30 days after the reporting month. For example, the monthly report for September should be filed by the end of October in order for the municipality sufficient time to meet their 60-day reporting deadline to OLG.

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

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



## MONTHLY REPORT TO MUNICIPALITY

Charity Utilization of OLG Charitable Gaming Proceeds

<b>Month Reported:</b>	<b>Year:</b>	<b>PERMIT #:</b>
<b>Number of Assignments:</b>		

<b>Charitable Organization:</b>		
<b>Address:</b>	<b>Municipality:</b>	<b>Postal Code:</b>
<b>Charitable Gaming Centre Supported:</b> Delta Bingo and Gaming Centre	<b>Charitable Gaming Centre Address:</b> 1019 Clonsilla Av Peterborough ON	

<b>(A) Previous Period Closing Balance (Item "E" from last report):</b>				<b>\$</b>
Revenue Received from CGC Participation	Date:			\$
Interest	Date:			\$
<b>(B) Total Revenue Received:</b>				<b>\$ 0.00</b>
Administration Expenses (e.g. Bank Fees)	Description:			\$
	Description:			\$
	Description:			\$
	Description:			\$
<b>(C) Total Administrative Expenses:</b>				<b>\$ 0.00</b>
<b>Use of Proceeds Paid To</b>	<b>Chq#</b>	<b>Purpose</b>		<b>Amount</b>
				\$
				\$
				\$
				\$
				\$
				\$
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				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
<b>(D) Total Use of Proceeds Expenses:</b>				<b>\$ 0.00</b>
<b>(E) Closing Balance as of this Report (A+B-C-D) (closing bank balance):</b>				<b>\$ 0.00</b>

Receipt included - Check/Box

<b>Other Comments:</b>
------------------------

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> <b>Required Attachments</b> | <input checked="" type="checkbox"/> Photocopies of Bank Statements, invoices/receipts (as appropriate) & cancelled cheques (front and back) for the month covered by this report.<br><input checked="" type="checkbox"/> Changes to any information that is required to be on file with the Municipality. |
|---|---|

We, as the signing officers of the above organization, certify that the above information is full and correct and that our organization has fulfilled its bona fide member obligations to the Charitable Gaming Centre Association operating at the premises listed above.

	First Designated Bona Fide Member or Signing Officer:	Second Designated Bona Fide Member or Signing Officer:
Signature(s):		
Print Name in Full:		
Position:		
Business Telephone Number(s):		
Email Address:		
Date(s) of signing:		

Congratulations! You have completed the New Charity Coordinator Guide.

If you have any additional questions, please contact the Charity Director, Suzanne Davidson at [suzanne@deltabingo.com](mailto:suzanne@deltabingo.com)

Welcome to fundraising at Delta Bingo & Gaming Centre.