



Non-Compliance and Repercussions

February 2018

The Compliance Committee consisting of 3 members of the Executive of the Cambridge Gaming Association was formed in 2015 to assist members in meeting their responsibilities. The Compliance Committee works with the Municipality to address delinquent reporting, hall-related infractions and Scheduled Assignments vs Actual Assignments conducted.

Current members of the Compliance Committee are:

Glen Einwechter

Janis Devine

Kimberly Fowler

Classification of Non-Compliance Issues

Non-Compliance Issues are categorized into 5 groupings. Each grouping will have its own process. As a member of the Cambridge Gaming Association you are accountable to make sure that you are following through on your roles and responsibilities. The 5 groupings of Non-Compliance are as follows:

Monthly Reporting
Year End Reporting
Attendance Related Issues (One Volunteer Present and No Volunteers Present)
Non-Attendance Related Issues (Late Volunteers, Dress Code, Volunteer Roles and Responsibilities)
Scheduled Assignments vs Actual Assignments (Groups need to be participating in a minimum of 80% of their scheduled assignments)

Monthly Reporting

Monthly Reports are to be submitted on a monthly basis (January Monthly Report is due by the end of February, February Monthly Report is due by the end of March etc.)

Stage 1 - Organization is 90 days in arrears in Monthly Reporting

- Licensing Officer will contact Compliance Committee
- Compliance Committee will contact Bingo Coordinator and President/Chair of the Organization by e-mail to arrange a meeting (list of 3 dates and times will be provided)
- If the Organization does not meet with or respond to the Compliance Committee within 7 days, the Compliance Committee will inform the Licensing Officer and the Organization will have their permit suspended for 6 Assignments
- The meeting will still occur whether or not the organization has submitted the outstanding reports prior to the meeting. The purpose of the meeting is to assist the organization with becoming compliant. What can the Compliance Committee do to assist? (Example, review on how to fill out the reports)
- During the meeting, the Organization will be informed that they have 7 days to submit their Outstanding Monthly Reports.
- A letter from the Compliance Committee will be sent to the Organization and the Licensing Officer outlining the details of the meeting
- If the Organizations fails to submit their outstanding reports, the Organization will have their permit suspended indefinitely until outstanding reports have been submitted.

Second Time Offenders

When an organization is 90 days in arrears in Monthly Reporting for a second time, the Municipality will contact the Compliance Committee and the same steps in Stage 1 will be followed

Third Time Offenders

If an organization is 90 days in arrears in Monthly Reporting for a third time, the organization will have their Permit revoked by the Municipality – No Meeting

Year End Reporting

The Municipality will send out reminder notices to the member organizations. If a member organization does not submit their Year End Report by June 30th (no exceptions), the organization will be suspended immediately, for 6 months.

If the organization submits their year-end documents within the suspension period, they will be worked back into the Assignment Schedule after the suspension period is over.

If an organization does not submit their year-end report by September 1st, their permit will be revoked and the organization will no longer be a member of the Association. The organization can re-apply to become a member of the Association in March of the following year..

Attendance Related

Attendance Related issues occur when:

- 1) an Organization has no volunteers present for their assignment or
- 2) an Organization only has One Volunteer Present for their Assignment or
- 3) a Volunteer does not fulfill their Roles and Responsibilities or
- 4) an Organizations fails to provide 5 Business Days Notice that they are unable to provide Volunteers for an Assignment or
- 5) an Organization has only one volunteer present and another volunteer from another organization must fill in to meet hall expectations.

If an organization fails to provide 5 Business Days Notice for multiple Charity Assignments in a 6 month period, the organization will automatically proceed to Stage 3.

Stage 1 – 1st Attendance Related Issue within 6 months

- Compliance Committee member will contact the Bingo Coordinator of the Organization by e-mail to discuss the Compliance Issue dealing with Attendance and attempt to resolve problems. The Compliance Best Practices Document will be attached to the e-mail

Stage 2 – 2nd Attendance Related Issue within 6 months

- Compliance Committee will contact Bingo Coordinator and President/Chair of the Organization by e-mail to arrange a meeting (list of 3 dates and times will be provided)
- If the Organization does not meet with or respond to the Compliance Committee within 7 days, the Compliance Committee will inform the Licensing Officer and the Organization will proceed to Step 3
- During the meeting, the Organization will be informed that they will be under probation for 6 months. If they have another attendance related issue within 6 months, the Compliance Committee will request to the Licensing Officer, that the organization have their permit suspended or revoked.
- A letter from the Compliance Committee will be sent to the Organization and the Licensing Officer outlining the details of the meeting

Stage 3 – 3rd Attendance Related Issue within 6 months or failure to respond to Stage 2

A Compliance Committee Member will contact the Municipality and inform them that all other options have failed with the organization and the Compliance Committee requests that the Municipality revoke or suspend the organization's permit.

Non-Attendance Related

Non-Attendance Related issues occur when an Organization has a Dress Code Infraction or when an Organization has a Volunteer arrive late for their Assignment.

Stage 1 – After 2nd Non-Attendance Related Issue within 6 months

- Compliance Committee member will contact the Bingo Coordinator of the Organization by e-mail to discuss the Compliance Issue(s) and attempt to resolve problems. (For example, if the organization has a repeating issue with one volunteer arriving on time and one volunteer being late, then suggest the organization send 3 people and hopefully 2 volunteers are on time and then if all 3 people show up then one can leave). The Compliance Best Practices Document will be attached to the e-mail

Stage 2 – After 3rd Non-Attendance Related Issue within 6 months or failure to respond to Stage 2

- Compliance Committee will contact Bingo Coordinator and President/Chair of the Organization by e-mail to arrange a meeting (list of 3 dates and times will be provided)
- If the Organization does not meet with or respond to the Compliance Committee within 7 days, the Compliance Committee will inform the Licensing Officer and the Organization will proceed to Step 4
- During the meeting, the Organization will be informed that they will be under probation for 6 months. If they have another compliance issue (attendance or non-attendance related) within 6 months, the Compliance Committee will request to the Licensing Officer, that the organization have their permit suspended or revoked.
- A letter from the Compliance Committee will be sent to the Organization and the Licensing Officer outlining the details of the meeting

Stage 3 – After 4th Non-Attendance Related Issue within 6 months or failure to respond to Stage 3

A Compliance Committee Member will contact the Municipality and inform them that all other options have failed with the organization and the Compliance Committee requests that the Municipality revoke or suspend the organization's permit.



Non-Compliance and Repercussions

February 2018

Scheduled Assignments vs Actual Assignments

Organizations that are a member of the Cambridge Gaming Association must be participating in a minimum of 80% of their scheduled assignments. We have seen an increase over the years where organizations are giving up their assignments (During the time period of Apr 2016 to Mar 2017, 120 Assignments were reassigned to other organizations)

Organizations with 1 Assignment Every 4 Weeks		
Yearly Assignments	13	80% = 10
Semi-Annual Assignments	6	80% = 4

Organizations with 2 Assignments Every 4 Weeks		
Yearly Assignments	26	80% = 20
Semi-Annual Assignments	13	80% = 10

The Compliance Committee will be reviewing the Scheduled Assignments vs Actual Assignments chart on a Semi-Annual Basis: Early October – For April to September Assignments and Early April – For October to March Assignments.

- For organizations that have 1 Assignment every 4 weeks and are not participating in 80% of their Scheduled Assignments at the time of the review, the Compliance Committee will be recommending to the Licensing Officer that the Organization have their Permit revoked and the Organization will no longer be a member of the Cambridge Gaming Association
- For organizations that have 2 Assignments every 4 weeks and are not participating in 80% of their Scheduled Assignments at the time of the review, the Compliance Committee will be recommending to the Licensing Officer that the Organization have their Scheduled Assignments reduced from 2 Assignments every 4 weeks to 1 Assignment every 4 weeks effective immediately
- Please note that when extra assignments become available if an organization is under 80% they will only be considered if no other organization has expressed interest in the extra assignments.