



Policies and Standards for Charities - Revisions

May 2024

A) Overview

- Overall cleanup of document to remove references to “new” model, as all associations now have several years’ experience with the initiative.

B) Charitable Gaming Centre Association

4. Charity Coordinator

POLICY

- Addition: *Where possible the financial responsibilities should be carried out by the Charity Coordinator.*

STANDARDS

- Clarity added to Charity Coordinator reporting relationship.
 - *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 required contractual obligations with OLG.*

5. Promoting Awareness of Charity Contributions

- Removal of requirement of CGCA to develop a charity promotion work plan.

7. Training

STANDARDS

- Clarity added to training requirements for volunteers.
 - *b) The CGCA must ensure that all volunteers attending assignments have been trained according to Policies and Standards e.g. mandatory OCGA online training (this 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 bona fide member volunteers.

- *Removal: d) The CGCA must ensure training records are kept for each charitable organization and their bona fide member volunteers.*

8. Scheduling

- Removal of outlined requirement for volunteers to arrive at least one-half hour prior to the scheduled assignment.
- Clarity added to compliance monitoring.
 - *e) The CGCA must monitor to ensure each charity provides at least two trained bona fide members for each charity 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.*

10. Financial

STANDARDS

- Updated to reflect the requirement of a minimum of three signing officers on Designated Business Account.

12. Distribution of Funds

POLICY

- Clarity added to reflect engagement initiatives.
 - *Monthly distribution of charity funds to member charities 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.*

13. Withholding of Funds

STANDARDS

- Replacement of previous inclement weather policy
 - *Addition: c) If volunteers are not able to attend a scheduled charity assignment due to bad weather as confirmed by the Board, the charitable organization shall receive assignment shares as per the scheduled event.*

14. Reporting and Records

STANDARDS

- Clarity added for Individual Charity Agreement
 - *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.*

C) Charitable Organizations

3. Conflict of Interest

STANDARDS

- Section a) removed for redundancy.
 - *Removed: a) Charities will not be allowed to 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. Charity Assignments

STANDARDS

- Added clarity for minimum volunteer attendance.
 - *a) A minimum of two trained bona fide members is required to carry out each charity assignment. Volunteers who are completing the in-centre shadowing component of their training are considered as one of the two required bona fide members.*
- Added clarity for maximum allowable volunteers on roster.
 - *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 bona fide member roster at any one time must be no greater than twenty volunteers.*
- Added clarity for volunteer remuneration.
 - *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.*

7. Customer Care Support Role

STANDARDS

- Updated for clarity.
 - *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

STANDARDS

- Updated to include prescribed methods of updating contacts.
 - *b) The names of the key contact individuals for each charity 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.*

10. Banking Requirements

STANDARDS

- Added clarity for purchase of preloaded cards.
 - *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.*
- Added section f) Account Transfer
 - *Addition: a) 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.*

D) Bona Fide Members

1. Bona Fide Member Definition

- Added clarity for parent/relative relationship.

- *a) is a parent/relative of an active member or participant in the organization.*

2. Roles and Responsibilities of Volunteers

- Added clarity for roles and responsibilities.
 - *Assist with maintaining a tidy atmosphere in the 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.*
 - *Report any observed customer accessibility issues to the centre manager or Charity Coordinator to ensure prompt response to customer needs.*
 - *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.

- *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. These Organizations are encouraged to use the skills and strengths of these volunteers appropriately to assist with charity assignments. The charitable organization is responsible for ensuring that there are sufficient volunteer resources to carry out their roles and responsibilities at all times.*

3. Conflict of Interest

- Clarity added for regarding volunteer tips and standard for play moved to this section
 - *b) A bona fide member volunteer may not accept tips at any time.*
 - *d) A bona fide member volunteer may participate in the gaming activities at the Charitable Gaming Centre when they are not volunteering on a “charity assignment” up to 15 minutes before their scheduled assignment and 15 minutes after they have*

completed an assignment. Volunteers must not wear their charity 'uniforms' when playing at the centre on the same day as their scheduled assignment.

4. Dress Code

STANDARDS

- *Addition: b) Accommodation to any part of the above outlined dress code for cultural, religious or health reasons is permitted with prior discussion with Charity Coordinator.*