

These Bingo Licensee Terms & Conditions govern licences issued to groups conducting bingo in a licensed bingo facility that is in operation four or more days per week.

The following Policies are excerpts taken from the *Commercial Bingo Handbook (CBH)*. For cross-referencing purposes, the italicized information contained in parentheses is the corresponding sub-section in the CBH from which the information was obtained. Copies of the CBH, and a copy of the *Gaming and Liquor Act* and *Gaming and Liquor Regulation* have been provided to the Facility Licensee. Copies of the policy and legislative documents may also be accessed at no charge on the AGLC's website at [www.aglc.ca](http://www.aglc.ca).

A Bingo Licence authorizes an eligible charitable or religious organization to conduct a bingo Event(s). The proceeds derived from these activities must be used for charitable or religious purposes (1.5.3). Policies established by the Board of the Alberta Gaming and Liquor Commission (AGLC) relating to the eligibility for charitable gaming licensing and the use of gaming Proceeds are contained in the *Charitable Gaming Policies Handbook* (1.5.4).

Licensed Charities and Facility Licensees must operate in accordance with the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation* and AGLC policies and procedures established under the legislation, including the *Commercial Bingo Handbook* and the *Charitable Gaming Policies Handbook* (1.2.1).

## 1. DEFINITIONS

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| <p><b>1.1</b> "Advance" means where a Bingo Association acts as an agent for its members, a fixed amount per bingo Event, or an amount determined by attendance thereat, to be advanced by a Licensed Charity to a Bingo Association to cover Expenses incurred in providing the Licensed Charity with the space and services to assist the Licensed Charity to conduct its bingo Event. (1.1.2 a))</p> <p><b>1.2</b> "AGLC" means the Alberta Gaming and Liquor Commission. (1.1.1 b)) The AGLC is the province's gaming authority, responsible for licensing and regulating charitable gaming activities. (1.5.1)</p> <p><b>1.3</b> "Bingo Association" means an incorporated, not-for-profit entity that represents or acts as the agent for its members, which are Licensed Charities. A Bingo Association is a Class A Facility Licensee and coordinates activities related to bingo and Pull Ticket sales (if applicable) on behalf of or as agent for all of the Licensed Charities conducting bingo Events in its Licensed Facility. (1.1.1 d))</p> <p><b>1.4</b> "Bingo Licence" means a licence issued by the AGLC to a charity authorizing the charity to conduct one or more bingo Events. (1.1.1 e))</p> <p><b>1.5</b> "Bingo Prizes" means cash, merchandise or other award(s) given to bingo players in a Licensed Facility in conjunction with an approved bingo program. (1.1.3 b))</p> | <p><b>1.6</b> "Bingo Society" means an incorporated, not-for-profit entity that represents or acts as the agent for its Licensed Charities, primarily to allocate bingo Events among them at a designated Licensed Facility operated by a Class B Facility Licensee. (1.1.1 f))</p> <p><b>1.7</b> "Board" means the Board of the AGLC. (1.1.1 h))</p> <p><b>1.8</b> "Class A Licensed Facility" means a Licensed Facility whose Facility Licence is held by a Bingo Association. (1.1.1 m))</p> <p><b>1.9</b> "Class B Licensed Facility" means a Licensed Facility whose licence is held by an entity other than a Bingo Association. (1.1.1 n))</p> <p><b>1.10</b> "Commercial Bingo Handbook" (CBH) means the AGLC's set of Policy requirements and operating Guidelines that apply to bingo Events held in a Licensed Facility. (1.1.1 g))</p> <p><b>1.11</b> "Deficit" means the amount by which actual Expenses exceeds the Event Fee. (1.1.3 c))</p> <p><b>1.12</b> "Event" means:</p> <ul style="list-style-type: none"> <li>i) all Bingo Games, bingo schemes and promotions, and related gaming activities conducted during a specified period of time during the day (for example, morning event, afternoon event, evening event or late night event); or</li> <li>ii) all Personal Play Games conducted throughout a Game Day. (1.1.2 g))</li> </ul> |
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- 1.13** “Expenses” means the direct costs incurred by a Licensed Charity to conduct bingo and Pull Ticket sales. Such costs may include Paid Staff, rent, supplies, Advertising, services such as Linked Bingo, meal costs incurred by Volunteers to work at the bingo Event, etc. *(1.1.3 d)*
- 1.14** “Event Fee” means the Facility Licensee’s fee for providing the Licensed Charity with the space and services to assist the Licensed Charity to conduct its bingo event, or an Advance (See also 1.1 above or CBH Subsection 1.1.2 a)). *(1.1.3 e)*
- 1.15** “Facility Licensee” means the entity that holds a bingo Facility Licence issued by the AGLC. *(1.1.1 r)*
- 1.16** “House Rules” means the rules governing the operation of a bingo Event, adopted specifically by a Facility Licensee, and which must be consistent with these Policies. *(1.1.2 k)*
- 1.17** “Licensed Charity” means the charitable or religious organization holding a licence authorizing a bingo Event within a Licensed Facility. *(1.1.1 w)*
- 1.18** “Licensed Facility” means a facility in which bingo Events may be conducted. *(1.1.1 x)*
- 1.19** “Linked Bingo” means a Bingo Game played simultaneously by participants at different locations in which the locations are linked by a communication system. *(1.1.2 l)*
- 1.20** “Net Bingo Revenue” means Gross Bingo Revenue less Bingo Prizes and Expenses. *(1.1.3 h)*
- 1.21** “Pooling” means the collecting and disbursement of all Net Bingo Revenue, commissions and Alberta Lottery Fund payments over a specified regular period of time from Events held in a Licensed Facility according to a Pooling agreement approved by the AGLC. *(1.1.3 j)*
- 1.22** “Proceeds” means the net revenue after payment of approved Prizes and Expenses to Licensed Charities from the conduct of bingo and pull ticket sales, and also includes commissions paid to Licensed Charities from Electronic Bingo Games, Keno, and Personal Play Games, Keno Alberta Lottery Fund payments, and apportioned Electronic Bingo Lottery Fund payments. *(1.1.3 l)*
- 1.23** “Pull Ticket Licence” means a licence issued by the AGLC to Licensed Charities authorizing the Licensed Charities within a licensed bingo facility to conduct Pull Ticket sales during bingo Events. A single licence is issued in the name of all charities conducting Pull Ticket sales in the Licensed Facility. *(1.1.1 dd)*
- 1.24** “Registered gaming worker” means a person registered with the AGLC to perform a function(s) specified in their registration. *(1.1.1 ee)*
- 1.25** “Rules of Play” means the Rules of Play governing the operation of Bingo Games and schemes and which must be consistent with these Policies.
- 1.26** “Surplus” means the amount by which the Event Fee or Advance exceeds actual Expenses. *(1.1.3 p)*

## 2. COMPLYING WITH THE BINGO LICENCE

- 2.1** A Bingo Licence authorizes an eligible charitable or religious organization to conduct a bingo Event(s). The Proceeds derived from these activities must be used for charitable or religious purposes. *(1.5.3)*
- 2.2** Licensed Charities must comply with the following conditions when operating their bingo Events: *(2.2.1)*
- a) they may only conduct a bingo program approved by the AGLC;
  - b) they are responsible for delivering bingo Events with integrity and social responsibility;
  - c) they are responsible to meet Volunteer requirements at bingo Events they are scheduled to conduct including requirements as provided by the Facility Licensee;
  - d) Licensed Charities must use the approved Financial/Inventory Control System for bingo Events;
  - e) they must adhere to the registered by-laws and any policies and procedures of their Bingo Association, Bingo Society, or Facility Licensee, as the case may be;
  - f) they must adhere to the approved Satellite Game Operations Manual when conducting Linked Bingo; and
  - g) Licensed Charities must adhere to the operating requirements provided in the CBH.
- 2.3** Any activity not specifically permitted in these terms and conditions, the Charitable Gaming Policies Handbook or the CBH is prohibited. *(1.2.6)*
- 2.4** The conduct of a bingo Event is the sole responsibility of the Licensed Charity and this responsibility cannot be delegated. *(3.14.6)*
- 2.5** The Licensed Charity, through its Volunteer bingo chairperson (with the assistance of the hall advisor) must: *(3.14.7)*
- a) decide upon all matters relating to the conduct of the bingo Event;
  - b) in case of a dispute or discrepancy determine the winners; and
  - c) verify prize amounts and ensure all prizes are paid.
- 2.6** A Licensed Charity must submit its Bingo Licence application, through the Facility Licensee, at least sixty (60) days before its existing Bingo Licence expires, if it chooses to continue to conduct bingo Events. *(2.1.3)*
- 2.7** Licence fees are required from Licensed Charities in order that they may conduct bingo in a Licensed Facility. The licence fee is \$30 per Event. (See also 3.5 below or CBH Subsection 2.1.10). *(2.1.9)*
- 2.8** Facility Licensees and bingo licensees must comply with all Policies, established by the Board of the AGLC, contained in the Charitable Gaming Policies Handbook. *(2.5.1)*
- 2.9** If a Licensed Charity’s Bingo Licence expires, is suspended, or cancelled by the Board of the AGLC, the Licensed Charity must stop conducting bingo Events. *(1.5.6)*

### 3. COMPLYING WITH THE FACILITY LICENCE

- 3.1** A Facility Licence authorizes the operation of a facility in which a bingo Event may be conducted. (3.1.1) A Facility Licence is required when bingo is conducted in a facility four or more days per week. (3.1.2)
- 3.2** Bingo Events may start at any time during the 24 hour period of each day, and may end at a specified time on the same day or may end at a time extending into the 24 hour period of the following day. Each bingo Event will be included in the day in which it starts. For example, both of the following Events would be considered to occur on Tuesday: an evening Event that starts at 7:30 p.m. on Tuesday and ends at 11:00 p.m. on Tuesday, and a late night Event that starts at 11:30 p.m. on Tuesday and ends at 1:30 a.m. on Wednesday the next day. (3.14.4)
- 3.3** On behalf of or as agent for its Licensed Charities, the Class A Facility Licensee coordinates activities related to bingo and Pull Ticket sales (if applicable). These activities include coordinating: (3.5.11)
- a) the negotiation of a hall lease agreement (see Sample Lease Provisions, CBH Section 12). NOTE: Any new or renewed lease agreement must be reviewed by the association's lawyer and the AGLC before it is signed;
  - b) the provision of bingo supplies, Pull Ticket supplies (if applicable), and cash float(s);
  - c) the establishment of a common bingo program, Rules of Play and House Rules that comply with the CBH;
  - d) the scheduling and allocation of bingo Events; bingo Events (including all specials and playoff games) must be allocated on a fair and equitable basis to all member charities of the association;
  - e) electronic gaming activities, where applicable (see CBH Section 7);
  - f) the hiring of Paid Staff and monitoring of their performance;
  - g) the development of an Event Fee or Advance, as part of the annual budget submission, to pay common Expenses (see CBH Subsections 8.1.1 and 8.1.2);
  - h) the development and maintenance of an approved Financial/Inventory Control System, and maintenance of the Remote Information Bingo System (RIBS) and the Event Management System (EMS) (see CBH Subsections 8.1.3 and 8.1.8);
  - i) the provision to members of a statement of revenue, prizes, Expenses and Proceeds after each Event (see Event Summary, CBH Section 12);
  - j) the provision to members of an audited financial statement and management letter at the fiscal year end (see CBH Subsection 8.1.10);
  - k) the development of an Advertising or promotions program (refer to the Advertising and Promotions Policy in Subsection 8.4); and
  - l) if applicable, arranging for Pull Ticket sales on behalf of member Licensed Charities according to the requirements detailed in CBH Section 6.

NOTE: Member charities of a Bingo Association who choose to conduct themselves in an agency capacity (where the Bingo Association acts as the Agent of the member charities) are advised to seek professional guidance regarding the establishment of an agency relationship and to ensure a clear understanding of the operational requirements that support the agency relationship. This responsibility rests with the Bingo Association and its members.

- 3.4** Class B Facility Licensee, through a Bingo Facility and Service Agreement, provides a facility, supplies and services of common interest to the Licensed Charities of a Bingo Society. This includes: (3.7.1)
- a) providing a Licensed Facility;
  - b) providing bingo supplies and Pull Ticket supplies (requires registration as a gaming supplier if applicable), and cash float(s);
  - c) establishing a common bingo program, Rules of Play and House Rules that comply with the CBH (see CBH Section 5);
  - d) electronic gaming activities, where applicable (see CBH Section 7);
  - e) hiring Paid Staff and working closely with Volunteers of Licensed Charities which conduct bingo in its Licensed Facility (see CBH Section 4);
  - f) developing and maintaining an approved Financial/Inventory Control System, and maintaining the Remote Information Bingo System (RIBS) and the Event Management System (EMS) (see CBH Subsections 8.2.3 and 8.2.7);
  - g) providing Licensed Charities which conduct bingo in its Licensed Facility with a statement of revenue, prizes, Expenses and Proceeds after each Event (see Event Summary, CBH Section 12);
  - h) developing any Advertising and promotion programs (refer to the Advertising and Promotions Policy (see CBH Subsection 8.4). and
  - i) if applicable, providing services related to the sale of Pull Tickets on behalf of the Licensed Charities which belong to a Bingo Society, according to the requirements detailed in CBH Section 6.
- 3.5** The Facility Licensee must submit the licence fees on behalf of the Licensed Charities ). Licence fees may be submitted on a monthly, quarterly or yearly basis, however no later than 15 days prior to the beginning of each of those terms. (2.1.10)
- 3.6** A Class A Facility Licensee must only charge an Event Fee/fixed fee that is reasonable and reflective of the Expenses necessary for the conduct of bingo Events by the Licensed Charities and aligns with the economic value of the space and services being provided. (CBH 8.1.1 c) or BTCOG Financial tab 12.1.1 d)).
- 3.7** When a Facility Licence expires, is suspended or cancelled, all gaming activities in the facility must cease. (3.1.7)

#### 4. GENERAL

- 4.1** Facility Licensees and Licensed Charities are responsible for the integrity of gaming during bingo Events in their respective Licensed Facilities. (4.6.2)
- 4.2** Facility Licensees must implement strict and clear procedures to account for all gaming revenues, including the balancing of books and reconciling of revenue received in order to prevent illegal activity, collusion among staff (Volunteers and Paid Staff), or any other activity detrimental to gaming, from occurring in Licensed Facilities. (4.6.3)
- 4.3** Any suspected cheating or other problems in the Licensed Facility must be reported immediately upon detection to the AGLC by calling the following toll free number: 1-800-272-8876. An answering service will accept calls after regular office hours. (3.12.1)
- 4.4** Licensed Charities must immediately report to the AGLC any irregularities, theft, fraud, cheating at play or violations of AGLC Policies in the conduct of its licensed gaming Event and in the use of gaming Proceeds. (2.2.3)
- 4.5** Where gaming revenue or gaming Proceeds are missing due to suspected theft or fraud, the Licensed Charity must not initiate any civil action against, or enter into any repayment agreements or other agreement with, persons suspected of being responsible for the missing gaming revenue or Proceeds. (2.2.4)
- 4.6** Bingo Facility Licensees, bingo licensees (licensed charitable organizations) and Registered Gaming Workers are required to cooperate fully with AGLC Inspectors and police officers attending at a bingo facility. A licensee must, on the request of an Inspector, the AGLC or an employee of the AGLC: (11.1.1)
- a) assist the Inspector in carrying out an inspection; and
  - b) provide the Inspector with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.
- 4.7** Facility Licensees, Licensed Charities and Registered Gaming Workers: (1.5.7)
- a) are responsible for becoming familiar with the legislation and the policies referred to or contained in the Commercial Bingo Handbook and these Bingo Licensee Terms and Conditions;
  - b) must ensure that all records, reports, and Financial/Inventory Control System forms as required by the AGLC or its representatives are complete and accurate; and
  - c) must ensure that all communications (written or oral) with the AGLC or its representatives are accurate.
- 4.8** Facility Licensees, Licensed Charities and Registered Gaming Workers must comply with all federal, provincial and municipal laws. (1.2.3)
- 4.9** Non-compliance with federal, provincial or municipal laws or Board Policies may result in disciplinary action. (1.2.8)

**4.10** Notwithstanding the CBH, the Board may make policy decisions in the best interest of the gaming industry of the province. (1.2.7)

**4.11** Inspectors are available to provide information sessions for Volunteers and Facility Licensee management and staff to better understand their responsibilities and authority under the *Gaming and Liquor Act*, *Gaming and Liquor Regulation* and AGLC policies. The aim is to assist all licensees in implementing checks and balances to prevent breaches of the legislation. (1.5.14)

**4.12** Visits by Inspectors are opportunities to ask questions about the legislation, regulation or Policies which affect the operation of the bingo Events or the bingo facility. (1.5.15)

#### 5. MINORS

**5.1** Minors (that is, a person under the age of 18 years) are prohibited from playing bingo in a Licensed Facility. Minors are prohibited from playing any electronic games in Licensed Facilities. (3.10.2) Minors are not permitted to enter a licensed bingo facility which offers electronic gaming. (3.10.3)

**5.2** Minors are permitted to be in a Licensed Facility, which does not offer electronic gaming, as follows: (3.10.4)

- a) if they are working as a Volunteer at a bingo Event for a Licensed Charity of which they are a member; or
- b) if they are working in a paid position (for example, at a concession in the Licensed Facility).

**5.3** The Facility Licensee, or the Licensed Charity, or Paid Staff (as applicable) must demand proof of age when a person of questionable age (that is, anyone who appears to be less than 25 years of age) attempts to purchase and/or play bingo cards. Photograph identification is the required type of identification. Acceptable identification includes any one of the following: (3.10.6)

- a) Alberta Operator's Licence;
- b) Motor Vehicles Division Identification card or Alberta Registries Motor Vehicles Identification Card (this non-driver's identification is available through private registry offices);
- c) passport, Armed Forces Identification Card, Certificate of Indian Status or Immigrant Authorization; or
- d) other comparable forms of identification from other jurisdictions.

#### 6. CONDUCT OF BINGO

##### 6.1 Bingo Program and Events:

- a) The Facility Licensee on behalf of or as agent for its member charities must run a common bingo program. This may be the same program each day of the week, or there may be changes from day-to-day during the week repeating weekly. (5.1.1)

- b) The bingo program of a Facility Licensee must be approved in advance by the AGLC. Desired changes to the format of the approved program, either on an interim, that is, a special Event format, or permanent basis must be submitted to the AGLC for approval at least two weeks prior to the implementation date. (5.1.3)  
*NOTE:* (See CBH Subsection 3.5.12 for a Class A facility and CBH Subsection 3.7.8 for a Class B facility regarding individuals authorized to request changes to the bingo program).
- c) The bingo program for each Event must not have more than 75 bingo games. (5.1.5)
- d) Each bingo Event starts with the calling of the first ball of the first game in the Facility Licensee's program, and ends when the prize for the last game of the program has been verified. (3.14.3)

## 6.2 Bingo Cards

- a) Bingo cards must be purchased only from a registered gaming supplier, and bingo paper that is used in the facility must be approved by the AGLC, through the assignment of an AGLC product code. (3.9.1)
- b) Bingo cards for Pre-mark Games and the Satellite Game must be sealed at the time of sale. This is to ensure bingo cards cannot be viewed by any individual prior to the cards being sold. Sealing standards include folding or gluing of the card or strip of cards. (3.9.4)

## 6.3 Card Sales

- a) Only cash or debit cards may be accepted for bingo card sales. Granting credit and accepting cheques is prohibited. (5.3.1)
- b) Bingo licensees may require patrons to purchase a minimum number of Regular Game cards, a minimum dollar value of Regular Game cards or a minimum Account Play deposit as admission to a bingo Event and may include a separate minimum amount for the disabled. (5.3.2)
- c) Bingo licensees may not require or demand that patrons buy bingo cards for Special Games or participate in any other bingo related scheme. This does not affect package sales in which case players must buy the entire package of cards. (5.3.3)
- d) Distributing free admissions or bingo cards is prohibited, unless they are awarded as follows: (5.3.7)
  - i) as a prize for a Bingo Game;
  - ii) in return for a donation through the Facility Licensee to a recognized community service organization (for example, food bank, Christmas bureau, etc.);
  - iii) in conjunction with a "player of the week" promotion (see Section 5.3.7 c) of the CBH); and
  - iv) adequate procedures must be in place to ensure that all free cards are included in the bingo card inventory reconciliation process (see CBH Subsection 8.1.3 for a Class A facility and CBH Subsection 8.2.3 for a Class B facility).

## 6.4 Bingo Prizes:

- a) All prizes in the approved program must be awarded. (5.5.6)
- b) Players win only if they have the correct card pattern for the game and, in the case of a scheme, if the correct card pattern was completed as specified in the Rules of Play. All valid winning cards must be paid. (5.5.7)

## 6.5 Electronic Bingo Equipment:

- a) As authorized under the Criminal Code (Canada) and the Gaming and Liquor Act (Alberta), the AGLC conducts and manages the following types of Electronic Bingo Games/Gaming: (7.1.4)
  - i) "Electronic Bingo Equipment", meaning any mechanical, electronic or other gaming device, furnishings, fixtures, data cabling, signs and other items prescribed by the AGLC for the purpose of conducting and managing Electronic Bingo Games and Personal Play Games for use within the Bingo Hall and capable of:
    - playing an Electronic Bingo Game in conjunction with the paper Bingo Games; and
    - at the discretion of the AGLC, playing other electronic games.
  - ii) "Keno", meaning a provincial lottery ticket gaming product where draws are held every five minutes. Players pick from one (1) to ten (10) numbers from a field of one (1) to eighty (80). Twenty (20) winning numbers are drawn and broadcast to playing locations.

## 6.6 Bingo Verification Unit:

- a) All paper and electronic bingos must be verified through the EMS verification module. See CBH Subsection 5.6.14 for the verification call-back process (also see 7.10 below). (5.6.14)
- b) In the exceptional circumstance where the EMS verification module cannot be used, e.g. due to an equipment failure, a manual call back must take place. The verification procedures to be used must be identified in the Facility Licensee's House Rules. See CBH Subsection 5.6.15 for minimum requirements (also see 7.11 below). (5.6.15)
- c) The caller must: (9.3.12)
  - i) operate the verification unit according to the CBH; and
  - ii) at no time during the Event, turn off the audio portion of the recording of the verification process or prevent any portion of an Event from being audio/video recorded. Provided that no activities of any kind take place during the period of intermission, the caller may turn off the audio/video recording for the duration of the intermission. In this case, the caller must ensure the equipment is reactivated to continue audio/video recording of the balance of the Event.

## 7. Rules Of Play:

- 7.1** Before play starts, the bingo chairperson, caller and Facility Licensee (or a player) must check the bingo equipment to ensure: (5.6.3)
- a) the bingo equipment is operating properly;
  - b) no duplicate balls exist; and
  - c) all bingo balls are in play.

- 7.2** Before a game is played, the caller must announce the type of game being played. For Special Games, the game's Rules Of Play must also be announced. (5.6.7)

- 7.3** Only players with proof of admission may play. Proof of admission must be visible at all times. The licensee may request this proof before allowing a player to continue to play or to claim a prize. (5.6.5)

- 7.4** Only cards bought at the Event must be played. An exception is allowed for cards awarded by the Licensed Charity at the Event. (5.6.6)

- 7.5** The Satellite game must be operated according to the CBH and the approved *Satellite Game Operations Manual*. (5.6.2)

- 7.6** Only bingo games using the following format will be licensed: (5.6.1)

- a) A ball is randomly selected from 75 ping pong type balls. Each ball is printed with a letter from the word BINGO, and a number from "1" to "75" as follows:

B	I	N	G	O
1	16	31	46	61
to	to	to	to	to
15	30	45	60	75

- b) One additional bingo ball may be added to the blower for the purpose of conducting fireball prize schemes. The addition of this ball must be approved by the AGLC and comply with the CGH Subsection 5.4.6.

- 7.7** To call a ball, the caller must: (5.6.8)

- a) turn the ball in the cradle/chute so that the letter/number combination can be viewed on the TV monitor;
- b) for events where video equipment cannot be used, display the entire letter and number on the ball to players;
- c) announce the letter and number on the ball; and
- d) draw the ball from the cradle/chute and place the ball into the corresponding hole in the ball pocket tray.

- 7.8** A ball is considered "called" when the complete letter/number combination of the ball has been announced by the caller. Where there is a dispute regarding balls called, the master board in front of the caller must prevail. The flashboards are an aid to the game and are not an official record of the numbers that were called. (5.6.9)

- 7.9** In addition to the caller procedures in CBH Subsection 5.6.13, the caller must verify all paper and electronic bingos through the EMS verification module. The verification call-back process must be conducted as follows: (5.6.14)

- a) Seller/Checker:
  - i) identifies the declared bingo(s) to the caller;
  - ii) for paper Regular Games, verbally gives the caller the card number(s) and card colour or level; or
  - iii) for all paper Special Games, the seller/checker must give the caller the card number(s), card colour and confirm the serial number(s); or
  - iv) for all electronic games, the seller/checker must give the caller the card number(s), game/part number(s), and level(s).
- b) the caller must key the card number(s) into the verifier to display the card face on the TV monitors; and
- c) all verified bingos must be left on the TV monitor screen for players to view.

- 7.10** In the exceptional circumstance where the EMS verification module cannot be used, e.g. due to an equipment failure, a manual call back must take place. The verification procedures to be used must be identified in the Facility Licensee's House Rules. The procedures must include: (5.6.15)

- a) for all games, the checker must take the bingo card and put it in front of a player at another table who will assist in verifying that the numbers called back by the caller form the winning pattern on the patron's card, thereby validating the declared bingo;
- b) for Special Games, the checker must provide the caller with the card colour and serial number(s) and verify the Special Game card as stated in clause a); and
- c) where the prize value of the game exceeds five hundred dollars (\$500) or where there is a pre-call, the bingo card(s) must be checked against the master book by the bingo chairperson, paymaster or Facility Licensee.

- 7.11** The series number must be visible on the winning card or the bingo must not be honoured. (5.6.16)

- 7.12** For bingo game/scheme prizes in the amount of \$500 or more: (5.6.17)

- a) for all Special Games, the seller/checker must take the paper card to the caller's station or the cash cage for verification by the caller or hall advisor. The caller/hall advisor must inspect the card(s) for any obvious signs of tampering and/or alterations prior to the prize being awarded.
- b) NOTE: In the following example, the total payout for the Bonanza game is \$700.00, and is split into three individual game prize payouts:

Caller's Choice	\$100.00
Main Prize	\$500.00
Consolation Prize	\$100.00

In this example, the Caller's Choice and Consolation Prizes do not require a manual inspection by the caller or advisor. However, the Main prize at \$500.00 requires a manual inspection of the card (or cards in the case of multiple winners).

**7.13** For all progressive games, when the progressive prize is won and the winner(s) eligibility confirmed, the bingo chairperson (or designate) must present the cheque and/or cash representing the progressive prize to the winner and, if cash, physically count the cash in front of the winner. The winner(s) must be required to sign (provide signature and indicate name, address, and phone number) on the progressive prize pool control sheet or a separate receipt confirming they received the prize. The Event advisor must also ensure that the cheque number and amount are recorded on the progressive prize pool control sheet. (5.6.18)

**7.14** The caller must record prize payouts and number of winners in the Event Management System (EMS). Where the EMS is not available, the required information must be recorded manually. (4.9.11 b) iii))

**7.15** Cards may be used for a single game, or for two or more successive games in a series. Called balls must remain in the ball pocket tray until the final game in a series is done. After all bingos are checked and verified, the caller must clearly state that the game series is closed, and return the balls to the blower. (5.6.19)

**7.16** Declaration of Bingo: (5.6.20)

- a) It is a player's responsibility to make themselves heard by the caller in order to stop the game;
- b) When a caller stops the game, he will acknowledge the player(s) bingo and call for further bingos as described in Section 7.9 above. When the number of winners eligible for prizes is announced, the caller will declare the game closed and proceed to verify the declared bingo(s) as stated in CBH Sections 5.6.13 to 5.6.17 (7.9 to 7.13 above); and
- c) In a situation where a player declared a bingo and the bingo was determined not to be a valid bingo, the caller must re-open the game and, prior to calling another number, ask if any other player has a bingo to declare. This includes a player whose bingo was initially disqualified due to a late announcement of their bingo.

**7.17** Two common problems arise during the process of declaring a bingo. They are as follows, with a suggested resolution provided in each case: (5.6.21)

- a) The caller did not acknowledge a declared bingo because he could not hear the player declare the bingo and proceeded to call another number. In this case, the next number which was called is valid. The player who had a bingo on the previous number may declare bingo again (the last number is not required). However, the player may have to share the prize if another player declared a bingo on the next number which was called.
- b) Multiple bingos were declared, an usher is standing beside each player, and for some reason the caller did not acknowledge one of the bingos. The caller must clarify with the usher and other players in the vicinity whether the player's bingo was declared on time or was late. Once clarified, the caller must refer and explain the matter to the bingo chairperson, who must decide whether the player will receive a portion of the prize.

NOTE: If a complaint is registered with the AGLC, the bingo chairperson's decision may be subject to review. If it is determined that the complaint was valid, the Facility Licensee, on behalf of the Licensed Charity, must pay the player the amount owing as directed by the AGLC.

## **8. LINKED BINGO** (5.9)

- 8.1** One Linked Bingo Game, conducted and managed under a charitable Bingo Licence, will be allowed per Event.
- 8.2** The total allocated for the prize payout structure at each Event must not exceed the percentage approved by AGLC.
- 8.3** The Licensed Charities of a Bingo Association or Bingo Society must pool Linked Bingo Game Proceeds according to the Bingo Association or Bingo Society approved pool agreement. Pooled funds will be managed as outlined in CBH Subsection 8.1.6.

## **9. PULL TICKET SALES**

- 9.1** A Bingo Association or Bingo Society may submit a Pull Ticket application on behalf of or as an agent of its Licensed Charities for the purpose of conducting pull Ticket Sales during its bingo Events. A single licence is issued in the name of all charities conducting Pull Ticket sales in the Licensed Facility. (6.1.4)
- 9.2** In the case of a Class B Facility Licence, each Licensed Charity, through its bingo facility and service agreement with the Class B Facility Licensee, permits the Facility Licensee to provide services related to the sale of Pull Tickets in the Licensed Facility on behalf of the society's Licensed Charities. The terms of the agreement must comply with the CBH. (6.1.5)

**9.3** An individual must be at least eighteen (18) years of age to purchase or play a Pull Ticket, or to be awarded a Pull Ticket prize. (6.1.6)

**9.4** Pull tickets must not be: (6.1.7)

- a) awarded as bingo give-away/promotional items;
- b) used as Bingo Prizes;
- c) offered at a discounted price; or
- d) used as a raffle scheme.

**9.5** The daily administration of Pull Ticket sales within a Licensed Facility must be the responsibility of a pull ticket manager approved by the AGLC. In the case of a Class A Licensed Facility, the pull ticket manager will be under the direction of the executive of the Bingo Association. In the case of a Class B licensed facility, the pull ticket manager will be under the direction of the Facility Licensee. (6.1.8)

**9.6** Pull Tickets must be sold according to the licence specifications and any special conditions required by the AGLC (an amendment to a licence approved by the AGLC may show changes from the original pull Ticket Licence application). (6.2.1)

**9.7** Pull Tickets sold in the facility must be provided by the Facility Licensee. (6.2.4)

**9.8** Provided the charity is present: (6.4.12)

- a) Pull ticket sales may commence one (1) hour prior to the start of the first daily bingo Event.
- b) Sales and payment of winning tickets may continue for a period not exceeding one hour after the end of the last daily bingo Event.

Any amendments to the hours of Pull Ticket sales as stated on the licence must be submitted to the AGLC, in writing and approved, prior to any change in the hours taking place.

**9.9** Pull ticket sales must be restricted to the Facility Licensee's premises. (6.4.13)

**9.10** Pull tickets (as defined in CBH Subsection 6.3.2) must be sold within the bingo playing area or, with prior approval of the AGLC and as stipulated on the licence, from an alternate location within the licensed premises other than the concession or merchandise booth. Sales must occur as follows: (6.4.14)

- a) from a container (see CBH Subsection 6.4.16) situated at a table or booth; and/or
- b) from a portable Pull Ticket sales cart. Portable carts must:
  - i) provide a high security (lockable) cash drawer(s) with easy access by the seller;
  - ii) secure storage for additional Pull Ticket units; and
  - iii) accommodate Pull Ticket container(s) as described in CBH Subsection 6.4.16.

NOTE: Containers may need to be removable due to rotation of sellers.

c) In the case of floor sellers, sales must occur using an apron which has separate pockets to accommodate each type of ticket being sold (maximum of two types), a cash float, and the winning tickets which have been cashed in.

d) Sellers must distribute tickets to patrons; patrons may not draw or pick their own ticket(s) from the Pull Ticket container or apron.

**9.11** Pull Ticket sales from a lottery booth as an alternate location, per CBH Subsection 6.4.14, are subject to the following: (6.4.15)

- a) must be conducted by a Registered Gaming Worker;
- b) monies for Pull Ticket sales must be kept separate from lottery ticket sales; and
- c) no portion of the lottery booth will be included in the Gaming Floor or gaming expense allocations.

**9.12** The Facility Licensee must pay all winning tickets. A notice must be displayed stating that winning tickets will be paid only if the Facility Licensee can identify that it has sold the unit from which the winning ticket was drawn. (6.2.3)

**9.13** Paid Pull Ticket sellers must not buy Pull Tickets at any facility in which they are employed. (6.4.17)

**9.14** Pull Ticket sellers, other Paid Staff and Volunteers must not reveal information on the unit's status to any individual. (6.4.18)

**9.15** Consistent with CBH Section 8.1.6 in the case of a Class A Facility Licence and CBH Section 8.2.5 for a Class B Facility Licence, pooling of Pull Ticket Proceeds is mandatory for all Licensed Charities conducting Pull Ticket sales at licensed bingo facilities. (6.7.1)

**9.16** AGLC Inspectors must be given access to all areas where Pull Tickets are sold or kept. They may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a Pull Ticket activity, a Facility Licence or gaming supplies and may temporarily remove any of them for those purposes. An Inspector or an official of the AGLC must provide the Facility Licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal. (6.11.1)

## 10. STAFFING

**10.1** The following positions must be filled by Volunteers who are Bona Fide Members of the licensed charity: (4.2.1)

- a) bingo chairperson;
- b) paymaster; and
- c) special game controller(s) (includes Satellite Game controller).

**10.2** The following positions must be filled by Paid Staff:

- a) advisor (maximum one charge per Event Fee);
- b) caller;
- c) cashier; and
- d) security guard.



**10.3** The following positions may be filled by Volunteers or Paid Staff as designated by the Class A Facility Licensee. If the position is filled by a Paid Staff member, that person must be a Registered Gaming Worker. (4.3)

- a) hall manager (if paid, maximum one Full-Time Equivalent charge per Event Fee);
- b) assistant hall manager (if paid, maximum one Full-Time Equivalent charge per Event Fee);
- c) bookkeeper;
- d) assistant advisor (maximum one charge per Event Fee and if the position is filled by a Volunteer, that person must be a Bona Fide Member of the Licensed Charity);
- e) sellers/checkers;
- f) bingo co-ordinator (maximum one charge per Event Fee and if the position is filled by a Volunteer, that person must be a Bona Fide member of the Licensed Charity);
- g) Pull Ticket manager; and
- h) Pull Ticket seller(s);

See CBH Subsections 4.8 and 4.9 for Class A Volunteer and Paid Staff duties.

**10.4** The following positions are paid (Registered Gaming Worker) in Class B facilities: (4.4)

- a) hall manager;
- b) hall advisor (independent);
- c) games manager (only one per event);
- d) caller (only one per event);
- e) cashier(s);
- f) security guard;
- g) Pull Ticket manager; and
- h) Pull Ticket seller(s).

Seller/Checker positions may be Volunteer or paid, as designated by the Facility Licensee. See CBH Subsections 4.8 and 4.10 for Class B Volunteer and Paid Staff duties.

**10.5** The Facility Licensee, on behalf of or as agent for the Licensed Charities, must schedule for work individuals who are paid to assist the Licensed Charity with conduct and management of a bingo Event. All Paid Staff must hold a valid current gaming (bingo) worker registration relevant to their position duties, prior to commencing and during the performing of their duties (see CBH Subsection 4.5). (4.1.2)

**10.6** Identification badges for registered bingo workers (Paid Staff) and identification badges or aprons for Volunteer workers must be worn in plain view at all times during a bingo Event, and contain the following information: (4.7.6)

- a) Registered bingo workers identification badges:
  - i) first or common name;
  - ii) position;
  - iii) the registration number issued by the AGLC;
  - iv) expiry date; and
  - v) photograph (optional).
- b) Volunteer worker identification badges:

- i) name of the Licensed Facility or the name of the bingo hall; and
- ii) the word "Volunteer";

c) Volunteer worker aprons must at a minimum, have the title "Volunteer" on the front of the apron.

**10.7** Duties for Volunteer and Paid Staff must be clearly defined. Facility Licensees must submit a job description, as well as any changes to the approved job description for each position to the AGLC for approval. The following summary is provided as a guide: (4.8, 4.9, and 4.10)

a) Bingo Chairperson (Class A and Class B facilities): must be a Volunteer position. This position is responsible for the overall operation of the bingo Event. Bingo and Pull Ticket duties are performed in consultation with the hall advisor. Responsibilities include: (4.8.3)

- i) supervising Volunteer and Paid Staff;
- ii) assigning duties to Volunteer staff;
- iii) ensuring the secure handling of cash; and
- iv) complying with the Financial/Inventory Control System.

b) Bingo Co-ordinator (Class A facility): may be a Volunteer or paid position as designated by the Facility Licensee. This position reports to the bingo chairperson at the Event. The duties of the position are flexible; however, if it is a paid position, the position must not assume responsibility for any of the duties performed by specified Volunteer positions. (4.9.12)

c) Bookkeeper (Class A facility): may be a Volunteer or paid position as designated by the Facility Licensee. This position reports on a day to day basis to the hall manager, but is accountable to the executive overall. Bookkeeper duties may include hall manager duties listed in Subsection 4.9.6 clause a) subclauses v) to xii) of the CBH. (4.9.13)

d) Caller (Class A and Class B facilities): is a paid position that reports to the bingo chairperson at the Event and conducts the approved bingo program. (4.9.11 and 4.10.10)

e) Cashier (Class A and Class B facilities): is a paid position that reports to the bingo chairperson at the bingo Event. (4.9.10 and 4.10.9)

f) Games Manager (Class B facility): is a paid position that reports to the bingo chairperson at the Event. The duties of the position are flexible; however, the position must not assume responsibility for any of the duties performed by specified volunteer positions. (4.10.7)

g) Hall Advisor (Class A facility): is a paid position that reports to the bingo chairperson. (4.9.8)

h) Assistant Hall Advisor (Class A facility): may be approved by the AGLC based on demonstrated need. This position reports to the hall advisor during an Event and may be a Volunteer or paid position as designated by the Facility Licensee. The job description in the CBH for this position identifies the duties which the assistant hall advisor may assist the hall advisor with; however, the overall responsibility for these duties, including signing authority, remains with the hall advisor. (4.9.9)

- i) Hall Advisor (Independent) (Class B facility): is hired and paid by the Licensed Charity. This position reports to the bingo chairperson at the Event. To ensure independence from the Facility Licensee, the individual hired for the hall advisor position cannot be employed by the Facility Licensee in any other charitable gaming related position listed in Subsection 4.4.1 a) – h) of the CBH. (4.10.8)
- j) Hall Manager (Class A facility): may be a volunteer or paid position as designated by the Facility Licensee. This position reports to the bingo association executive and is responsible for assisting the Bingo Association with their gaming operations. (4.9.6)
- k) Assistant Hall Manager (Class A facility): may be approved by the AGLC based on demonstrated need. The assistant hall manager may be a volunteer or paid position as designated by the Facility Licensee. This position reports on a day to day basis to the hall manager, but is accountable to the executive overall. The job description in the CBH for this position identifies the duties which the assistant hall manager may assist the hall manager with; however, the overall responsibility for these duties remains with the hall manager. (4.9.7)
- l) Hall Manager (Class B facility): is a paid position that reports to the Facility Licensee. (4.10.6)
- m) Paymaster (Class A and Class B facilities): must be a Volunteer position. This position reports to the bingo chairperson and supervises the awarding of prizes. (4.8.4)
- n) Pull Ticket Manager (Class A facility): may be a volunteer or paid position (from the Pull Ticket revenue) as designated by the Facility Licensee. This position reports to the executive of the bingo association. The position is responsible for the day-to-day control and administration of pull ticket sales on behalf of or as agent for the licensed charities. The executive may assign the pull ticket manager duties to the hall manager position. (4.9.15)
- o) Pull Ticket Manager (Class B facility): is the hall manager. This position is a paid position and responsible for the day-to-day control and administration of Pull ticket sales on behalf of the Licensed Charities. The pull ticket manager may assign these duties to the games manager. The pull ticket manager reports to the Facility Licensee. (4.10.13)
- p) Pull Ticket Seller (Class A facility): may be a Volunteer or paid position (from the Pull Ticket revenue) as designated by the Facility Licensee. The pull ticket seller is responsible for the sale of Pull Tickets from a specific location in the bingo facility. The position reports to the pull ticket manager if a paid seller and is responsible to the bingo chairperson at the bingo Event. Volunteer sellers report to the hall advisor or assistant hall advisor at the bingo Event. (4.9.14)
- q) Pull Ticket Seller (Class B facility): is a paid position (from the Pull Ticket administration fee) and is responsible for the sale of Pull Tickets from a specific location in the bingo facility. This position reports to the pull ticket manager and is responsible to the bingo chairperson at the bingo Event. (4.10.12)
- r) Security Guard (Class A facility): is a paid position (if utilized) reporting to the hall advisor. The security guard is responsible for providing security-related services. The Facility Licensee must submit a detailed job description for the security guard position to the AGLC. (4.9.16)
- s) Security Guard (Class B facility): is a paid position reporting to the games manager at the Event level. The security guard is responsible for providing security-related services. The Facility Licensee must submit a detailed job description for the security guard position to the AGLC. (4.10.14)
- t) Seller/Checker (Class A and Class B facilities): may be a Volunteer or paid position as designated by the Facility Licensee. This position reports to the bingo chairperson. At the discretion of the Facility Licensee, individuals holding this position may perform duties of both a seller and a checker, or one of these. (4.8.6, 4.10.11)
- u) Special Games Controller (Class A and Class B facilities): must be a volunteer position. This position reports to the bingo chairperson and may be combined or separated into one or more positions depending on the number of sellers supervised. This position also performs the controller duties for the Satellite Game. The hall advisor may assist with the operation of the Satellite Game management system. (4.8.5)

## 11. STAFF CONDUCT

### 11.1 The Licensed Charity and its Volunteer's must comply with the following: (4.7.1)

- a) Volunteers must not be paid from gaming Proceeds or from any other source of revenue for their services. See the Charitable Gaming Policies Handbook (5.23.6) for detailed information;
- b) Volunteers in the mandatory Volunteer positions identified in Subsection 4.2 of the CBH must be Bona Fide Members of the Licensed Charity as defined in its by-laws.
- c) as an option, the Licensed Charity may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. Licensed Charities whose members are disabled may accept outside Volunteer help for all positions. When using non-members to work as Volunteers the individual(s) must be known to the Licensed Charity;

NOTE: The above is intended to allow Licensed Charities greater flexibility in raising funds to support their approved charitable objectives. It is not intended to provide an opportunity for a charity that is not licensed to work a bingo Event in return for a donation;

- d) individuals whose purpose for working bingo Events is related to the Fine Option Program or the Alternative Measures Program may not be used as Volunteer workers;

- e) Paid Staff of the Licensed Charity may work as Volunteers if:
  - i) they are members of the Licensed Charity as defined by its bylaws;
  - ii) they volunteer their services beyond their normal working hours; and
  - iii) they do not fill the following positions: bingo chairperson, paymaster, or special games controller.
- f) Volunteers working a licensed Event may receive credits to help offset the cost of participating in the approved charitable program conducted by the licensee. See the Charitable Gaming Policies Handbook (5.23) for detailed policies.
- g) In the exceptional circumstance where a Licensed Charity does not show for their scheduled event or where the Facility Licensee receives short notice that a charity licence has been suspended/cancelled, the Facility Licensee may pay individuals to work the Event from gaming (surplus expense revenue held in the Facility Licensee's association expense operating account) or non-gaming funds, on the following conditions:
  - i) in regard to no show situations, Facility Licensees must substantiate that they have procedures in place, for example by phone, email, or regular mail, to contact charities to confirm their scheduled Event within two months in advance of the event;
  - ii) in regard to charity licence suspensions or cancellations, the Facility Licensee must have a record of the date the charity licence was suspended or cancelled and the date/time and means by which the Association was made aware of the suspension or cancellation;
  - iii) there must be at least one volunteer of a member charity licence holder present – this licensee will be recorded as the charity working the Event and will receive the pool allocation for that Event; and
  - iv) every effort should be made to obtain Event workers on a volunteer basis, however, where this is not possible, workers (who may not be known to the bingo licensee) may be paid from the Facility Licensee's gaming funds (surplus expense revenue held in the Facility Licensee's bingo operating account) or non-gaming funds.

#### **11.2 Volunteer bingo workers: (4.7.2)**

- a) must maintain the integrity of gaming and perform their respective duties according to the standards laid out in the CBH and as specified in the Facility Licensee's operating policies and procedures;
- b) must be capable and able (as deemed by the Facility Licensee) to perform the administrative and financial duties associated with the positions they are assigned to. Persons with disabilities may accept the assistance of a parent, care giver or other responsible person while carrying out the duties of the position they are working;

- c) must report to the bingo chairperson before starting their duties and print their first and last names and sign on a bingo worker sign-in sheet;
- d) are prohibited from playing bingo, purchasing or redeeming Pull Tickets or participating in electronic games while volunteering at a bingo Event;
- e) must not be under the influence of liquor or drugs or consume liquor, or use an illicit substance at a bingo Event;
- f) under the age of 12 are prohibited from handling cash (including the payment of prizes), but may work in the position of bingo checker or assist with other Event duties (for example, cleaning tables, emptying garbage cans, etc.) See Section 3.10 of the CBH for additional Policy regarding Minors;
- g) with the exception of sellers/checkers, must work one position at a time. Before working a second position, the accounting procedures for the first position must be completed and verified;
- h) who handle cards and/or cash must return their apron, cash and bingo cards to the cash cage, prior to leaving the bingo floor area for any reason (for example, using the washroom or going on a break);
- i) must not use personal money to provide a float for the Event or their Volunteer position; and
- j) filling the positions of hall manager or assistant hall manager, must comply with all Policy applicable to these paid positions.

#### **11.3 Registered gaming workers: (4.7.3)**

- a) must maintain the integrity of gaming and ensure that only lawful gaming activities are conducted in a Licensed Facility;
- b) must print their first and last names and sign the bingo worker sign in sheet before starting work;
- c) participation in gaming activities is restricted as follows:
  - i) Registered Gaming Workers are prohibited from playing bingo, purchasing or redeeming Pull Tickets, and playing electronic games (excluding Keno) in any Licensed Facility at which they are employed;
  - ii) Registered Gaming Workers may play Keno before starting or after they have performed all of their duties related to the bingo Event they are scheduled to work; and
  - iii) Facility Licensees may establish a House Rule that prohibits Registered Gaming Workers from playing Keno.
- d) must not be under the influence of liquor or drugs or consume liquor, or use an illicit substance at a bingo Event;
- e) must only perform bingo, Pull Ticket, and other related duties as specified in their job descriptions as approved by the AGLC;
- f) must not delegate, on a temporary or permanent basis, bingo duties or duties of the Pull Ticket manager to non-registered individuals;
- g) must not perform duties which are required to be performed by a Volunteer;

- h) with the exception of sellers/checkers must work one position at a time. Before working a second position, the accounting procedures for the first position must be completed and verified;
- i) who have access to Licensed Charity funds or other assets, must not borrow or convert these for personal use;
- j) in a Class A or Class B facility, workers who have access to Bingo Association or Bingo Society funds or other assets, must not borrow from or convert funds or other assets for personal use;
- k) in a Class A or Class B facility, workers must not be voting members on the Bingo Association's or society's executive and/or board of directors;
- l) in a Class A facility, workers must not be employed directly or indirectly by, under contract to, or have a financial interest in:
  - i) the lessor of the Licensed Facility;
  - ii) operator of the concession;
  - iii) suppliers of bingo equipment and supplies; and
  - iv) suppliers of services.

NOTE: The intent of clauses iii) and iv) above is to prevent individuals who, because of their relationship with the Facility Licensee, have the ability to influence or make decisions which may not be in the best interest of the Facility Licensee and/or its member groups. Clauses iii) and iv) are applicable where there is a relationship between the job duties that the individual performs for the Class A licensee and the job duties the individual performs for the supplier of the bingo equipment, supplies or services. For example, a bingo caller who works as a salesman for a company that is supplying the Class A licensee with bingo equipment and/or bingo paper cannot also be a paid Gaming Worker of the Class A licensee.

**11.4** The Facility Licensee and advisor must ensure access to the cash cage area during a bingo Event is limited to: (9.4.2)

- a) In the case of a Class A facility:
  - i) bingo chairperson;
  - ii) hall advisor;
  - iii) assistant hall advisor
  - iv) hall manager;
  - v) assistant hall manager
  - vi) pull ticket manager;
  - vii) paymaster;
  - viii) cashier(s);
  - ix) special games controller(s);
  - x) other Volunteers, the caller and Pull Ticket sellers, when their duties require their presence;
  - xi) Facility Licensee executive officers only when carrying out licensee business which is relevant to activities taking place at the Event being conducted;
  - xii) security guards only in emergency situations; and
  - xiii) authorized officials of the AGLC upon presenting AGLC identification.
- b) In the case of a Class B facility:
  - i) bingo chairperson;
  - ii) hall advisor (independent);
  - iii) pull ticket manager;

- iv) paymaster;
- v) cashier(s);
- vi) special games controller(s);
- vii) games manager (only at the beginning and completion of the Event);
- viii) other Volunteers, Pull Ticket sellers, when their duties require their presence;
- ix) security guards only in emergency situations; and
- x) authorized officials of the AGLC upon presenting AGLC identification.

## 12. FINANCIAL

**12.1** A guiding principle for gaming in Alberta is that "the financial return to eligible charities from charitable gaming is to be maximized for the benefit of charitable and religious groups, the programs or activities they deliver and the communities in which those programs or activities are undertaken" (1.3.1)

**12.2** Charity Proceeds, as defined in CBH Subsection 1.1.3 l), must be spent on charitable or religious objectives as approved by the AGLC, detailed on the Licensed Charity's bingo application, and approved on the Bingo Licence. (2.2.5)

**12.3** Facility Licensee bingo operating costs incurred on behalf of the Licensed Charities must be charged back to the Licensed Charities in accordance with the Facility Licensee's AGLC approved fixed fee/Event Fee. See CBH BTCOG Financial tab Section 12.1 (Class A) or CBH Section 8.2 (Class B) for eligible fixed fee expenses. (BTCOG Financial tab 12.1.2 a) or CBH 8.2.2 a))

**12.4** The Class A Facility Licensee must provide each Licensed Charity with an annual budget that establishes a fixed fee/Event Fee (or advance) reflective of the costs of operating the bingo Events. The annual budget must be approved by the Facility Licensee's Licensed Charities. (BTCOG Financial tab 12.1.1 a))

**12.5** Volunteer concession expense is an eligible bingo expense that is included in the fixed fee/Event Fee for paper bingo, and must be paid by the Licensed Charity at the bingo Event or through the Bingo Association's pool account. Concession expenses incurred by Volunteers at the bingo Event must comply with the following: (8.1.2 c) and 8.2.2 c))

- a) concession items must be purchased for and consumed by Volunteers of the Licensed Charity during the time and within the facility that the bingo is being conducted;
- b) Licensed Charities are not required to purchase food or refreshments from the bingo facility concession. Licensed Charities may arrange for food and refreshments to be brought into the hall;
- c) all expenditures must be supported by a receipt;
- d) the total concession expense must not exceed an average of \$7.00 per Volunteer working a morning Event, \$11.00 per Volunteer working an afternoon or evening Event, and \$6.00 per Volunteer working a late night Event. The number of Volunteers required is determined by the bingo Facility Licensee and is stated in the approved bingo program;

- e) any concession expenses over the amounts permitted are the responsibility of the individual Volunteer(s);
- f) Licensed Charities or the bingo Facility Licensee may set their own concession policy to assist with the control of this expense (for example, no concession expenses are allowed or the maximum per Volunteer is \$5.00 per Event); and
- g) Volunteers may be given a coupon worth a fixed dollar amount. The coupon may be used to purchase concession items. Volunteers may not present the coupon to the concession for a cash reimbursement.

**12.6** Within 120 days of the end of the association's fiscal year, any Surplus resulting from the actual annual Expenses being less than the annual budget must be refunded to the Licensed Charities. The Facility Licensee must refund to each charity, by cheque or bank transfer, their portion of the Surplus funds. Each Licensed Charity's portion of the Surplus funds must be calculated according to the number of Events the Licensed Charity conducted in the year of the Surplus. *(BTCOG Financial tab 12.1.1 f) and CBH 8.2.1 f))*

**12.7** If the Facility Licensee is operating in a Deficit position for three (3) consecutive months, the Facility Licensee must immediately notify the AGLC and must not, unless approved by the AGLC, assess the Licensed Charities additional charges to cover the Deficit. *(BTCOG Financial tab 12.1.1 g) or CBH 8.1.1 l) and CBH 8.2.1 g))*

### 13. POOLING

**13.1** Pooling is mandatory for all Licensed Charities conducting bingo in a Licensed Facility. *(BTCOG Financial tab 12.1.7 a) and CBH 8.2.5 a))*

**13.2** Each Licensed Charity that conducts a bingo Event during the pool period must be part of the pool, and must receive a share of the pooled funds in accordance with the terms of the pooling agreement. *(BTCOG Financial tab 12.1.7 b) and CBH 8.2.5 c))*

**13.3** The Licensed Charities must enter into a bingo pooling agreement. The pooling agreement must be approved by the AGLC. Pooling agreements should address the requirements of the AGLC Policy and detail all aspects of the pooling arrangement. See CBH BTCOG Financial tab Subsection 12.1.7 (Class A) or CBH Subsection 8.2.5 (Class B) for further details. *(BTCOG Financial tab 12.1.7 d) and CBH 8.2.5 c) and d)*

**13.4** The association's executive (in the case of a Class A Facility Licensee) or an independent third party Trustee (in the case of a Class B Facility Licensee) must administer the pool. The names and positions of the pool administrators must be provided to the AGLC. *(BTCOG Financial tab 12.1.7 e) and CBH 8.2.5 b))*

**13.5** The pooled funds, in full, must be distributed monthly to the Licensed Charities, in accordance with the pooling agreement. Each Licensed Charity must deposit the funds to their approved bingo account. *(BTCOG Financial tab 12.1.7 h) and CBH 8.2.5 g))*

**13.6** The association or Trustee must distribute to each charity a schedule of the pool disbursements and a cheque or complete an electronic fund transfer (EFT). *(BTCOG Financial tab 12.1.7 i) and CBH 8.2.5 h))*

**13.7** The association or Trustee must submit a monthly bank reconciliation for the pooling account along with supporting documents (bank statements) to the AGLC. The list must include the Licensed Charity's name, AGLC's identification number, date and amount of disbursement. *(BTCOG Financial tab 12.1.7 k) and CBH 8.2.5 j))*

### 14. FINANCIAL RECORDS

**14.1** Licensed Charities must use the approved financial/inventory control forms in the conduct of bingo Events. All transactions must be recorded on the control forms. The financial/inventory control system must be organized as follows: *(8.1.3 b) and 8.2.3 b))*

- a) Handling of cash at the Event level:
  - i) all transfers of cash among Paid Staff and/or Volunteers must be verified by count, Witnessed, recorded and signed off (initialled);
  - ii) actual cash counts must be Witnessed, recorded and signed off;
  - iii) all entries on the financial/inventory control forms must be completed in non-erasable ink (pencil must not be used);
  - iv) amendments/corrections to figures on control forms must be made by striking through the original entry ("white out" must not be used) and writing the corrected amount beside the original entry; and
  - v) all amendments/corrections made to Event financial/inventory control forms must be verified by count, Witnessed, recorded and signed off.
- b) Inventory control for bingo cards/supplies:
  - i) all transfers of bingo cards between the Licensed Charity and the Facility Licensee must be verified by count, Witnessed, recorded and signed off;
  - ii) all transfers of bingo cards between Paid Staff and/or Volunteers must be verified by count, Witnessed, recorded and signed off;
  - iii) for supplier full bundles, a count of each full bundle is acceptable;
  - iv) for supplier partial bundles (previously opened), a count of each individual card is required;
  - v) bingo card inventory access must be strictly controlled by the Facility Licensee; and
  - vi) the Facility Licensee inventory records for all bingo cards and related supplies must be maintained by the hall manager.
- c) Bingo expenses:
  - i) all bingo Expenses must be verified and recorded; and
  - ii) all bingo Expenses must be paid for by the Licensed Charity to the vendor, service provider or Facility Licensee.

**14.2** All original Event control forms are the Licensed Charity's property (including the Event EMS cash/POS records i.e. "X-Tape", "Z-Tape", voids, etc.). (8.1.7 and 8.2.6)

- a) Original forms must be kept by the Facility Licensee at the bingo facility for a period of two years after the Bingo Licences expires. In accordance with the Income Tax Regulations, the original forms must be stored for an additional four years (may be off premises).
- b) The Licensed Charity must receive and keep a copy of the Event Summary form for comparison to the financial report.
- c) Licensed Charities must be allowed to examine their original forms upon reasonable notice to the Facility Licensee.

**14.3** AGLC Inspectors and officials must be allowed to examine and make copies of all bingo records. Inspectors and officials of the AGLC may remove bingo records for further review and must, as soon as practical; provide the Facility Licensee with a receipt for the bingo records removed. The Facility Licensee may request copies in order to carry on its normal affairs. (8.1.7 a) and 8.2.6 a)

## 15. FINANCIAL REPORTS

**15.1** A Licensed Charity is required to complete financial reports regarding the revenues and proceeds generated during its bingo events. The Licensed Charity will receive the required financial reports forms to complete from the AGLC, and must complete and submit the required financial report within 60 days from the mail-out date, along with the supporting documents as indicated in the report. (2.3.1)

**15.2** Copies of the following information must be provided with the bingo financial report: (2.3.2)

- a) bank statements;
- b) cancelled cheques or cancelled cheque images prepared and provided by the financial institution; and
- c) invoices/receipts.

**15.3** If a Licensed Charity has more than one gaming licence, it may open a Consolidated Gaming Account for gaming Proceeds. For more information on Consolidated Gaming Accounts, consult see CBH Subsection 2.4 or consult the Charitable Gaming Policies Handbook. (2.4)

**15.4** All approved uses of Proceeds must be paid by cheque only (for example, direct to the vendor/supplier) from all gaming accounts. (2.4)

## 16. AUDIT REQUIREMENTS

**16.1** The books and records of Licensed Charities are subject to review and/or audit by the AGLC and must be maintained in a manner acceptable to the AGLC. (2.3.2)

**16.2** The areas normally subject to an audit are specified in the Charitable Gaming Policies Handbook and will include, but not be limited to: (CGPH 4.1)

- a) books of original entry (including computerized records);

b) bank statements and cancelled cheques;

c) invoices;

d) event control and summary sheets;

e) contracts, agreements or similar documents;

f) payroll records;

g) income tax and goods and services tax returns;

h) minutes of Annual General Meeting (AGM) and executive meetings;

i) by-laws;

j) external accountant's/auditor's working paper files;

k) annual (audited) financial statements; and

l) the business and financial records (as outlined above) of any entity (including but not limited to Societies, Non-profits, Associations, Community Leagues, Corporations, Partnerships, Limited Partnerships, Joint Ventures, Proprietorships, etc.) that is associated with the licensee and/or an executive or board member of the licensee in receipt of any of the licensee's gaming proceeds either directly, indirectly or through a series of transactions. (NOTE: Associated is defined as per Section 1(7) GLR).

## 17. VOLUNTEER BOARD MEMBERS

**17.1** Volunteer board members should be aware of the roles and responsibilities of not-for-profit boards and the issues that could affect them (liability, bylaws, etc). The Board Development Program, offered by Alberta Community Development, is a unique service that provides assistance to not-for-profit boards in the area of governance. Assistance is provided through workshops, consultations, training, resource materials and special presentations. (1.9)

**17.2** Further information may be obtained at the following: (1.9)

Board Development Program

Telephone: 780-427-2001

Toll-free is also available by dialling 310-0000

Fax: 780-427-4155

Email: [bdp@gov.ab.ca](mailto:bdp@gov.ab.ca)

Web site: [www.cd.gov.ab.ca/bdp](http://www.cd.gov.ab.ca/bdp)

## 18. CONTACTING THE AGLC

**18.1** The following is a list of AGLC office telephone numbers. Toll-free access is available by initially dialling 310-0000. Telephones will be answered by machine when staff are not available and outside of normal office hours. (1.6)

St. Albert (Head Office): 780-447-8600  
800-272-8876

Calgary: 403-292-7300  
800-372-9518

Red Deer: 403-314-2656

Lethbridge: 403-331-6500

Grande Prairie: 780-832-3000

Gaming Irregularities Only: 800-742-7818

**18.2** The website address of the AGLC is [www.aglc.ca](http://www.aglc.ca). The email address for gaming licensing inquiries is [Gaming.Licensing@aglc.ca](mailto:Gaming.Licensing@aglc.ca). (1.6)

- 18.3** Full contact information for the AGLC, including the submission of written communications, may be found in Subsection 1.6 of the CBH which is available on the AGLC website. (1.6)