

These Bingo Licensee Terms and 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, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation have been provided to the facility licensee. Copies of the policy and legislative documents may also be accessed at no charge on AGLC's website at [aglc.ca](http://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 Alberta Gaming, Liquor & Cannabis (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, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation and AGLC policies and procedures established under the legislation, including the CBH and the Charitable Gaming Policies Handbook (1.2.1).

## 1. DEFINITIONS

- 1.1** "account play" means: (1.1.2 a))  
i) a purchase(s) made by a player who uses an e-dauber to play bingo. Account play is initially in the form of a currency deposit made to an electronic account that the player will use to purchase electronic images of bingo card faces on the e-dauber during an event; and  
ii) prize payments made to a player's account balance from each win of a bingo game on an e-dauber.
- 1.2** "advance" means a fixed amount of funds per event that a licensed charity advances to a bingo association as its agent, so that the bingo association may arrange for the space and services that the licensed charity requires to conduct its event; (1.1.3 a))
- 1.3** "AGLC" means Alberta Gaming, Liquor & Cannabis. (1.1.1 c))  
AGLC is the province's gaming authority, responsible for licensing and regulating charitable gaming activities. (1.5.1)
- 1.4** "bingo" means a game of chance, authorized by AGLC, played on a paper card or electronic image of a card face having 25 numbered squares (5 rows/columns with 1 free space) corresponding to numbered balls drawn at random and won by achieving a specified pattern on the card. (1.1.2 d))
- 1.5** "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 i))
- 1.6** "bingo facility licensee" (or "facility licensee") means the entity that holds a bingo facility licence issued by AGLC; (1.1.1 j))
- 1.7** "bingo float" means the funds provided to a licensed charity by a facility licensee at the beginning of the licensed charity's event; the funds are due to the facility licensee immediately following the event. (1.1.3 c))
- 1.8** "bingo licence" means a licence issued by AGLC to a charity authorizing the charity to conduct one or more bingo events. (1.1.1 m))
- 1.9** "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 d))
- 1.10** "bingo scheme" means play that is tied to a bingo game but which has its own criteria to win an additional or separate prize. (1.1.2 e))

- 1.11** “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 n)*
- 1.12** “board” means the Board of AGLC. *(1.1.1 o)*
- 1.13** “bonanza” means a special game of bingo in which numbers are pre-called, followed by a break in the calling of numbers, and the game is completed at a later time in the bingo program. *(1.1.2 ff)*
- 1.14** “Charitable Gaming Policies Handbook” means AGLC’s set of policies, policy standards, and procedures that apply to gaming licensing eligibility and the use of gaming proceeds by licensed charities. *(1.1.1 g)*
- 1.15** “Class A licensed facility” means a licensed facility whose facility licence is held by a bingo association. *(1.1.1 t)*
- 1.16** “Class B licensed facility” means a licensed facility whose licence is held by an entity other than a bingo association. *(1.1.1 u)*
- 1.17** “Commercial Bingo Handbook” (CBH) means AGLC’s set of policy requirements and operating guidelines that apply to bingo events held in a licensed facility. *(1.1.1 v)*
- 1.18** “deficit” means the amount by which actual expenses exceeds the event fee. *(1.1.3 e)*
- 1.19** “discrepancy report” means a report prepared by a facility licensee, licensed charity, registered worker and/or volunteer regarding a breach of policy, security breach, discrepancy, irregularity or any illegal activity; *(1.1.1 w)*
- 1.20** “electronic dauber” (or “e-dauber”) means any electronic unit that, upon a player’s activation, assists a player to play bingo during an event by electronically: marking or daubing bingo card faces; monitoring the card faces purchased by the player against the bingo patterns in play; and notifying the player of a potential win(s). *(1.1.2 h)*
- 1.21** “event management system” (or “EMS”) means an on-site computer system owned and operated by a Class A or Class B facility licensee and that also includes the computer software used in the operation and recording of an event. *(1.1.2 i)*
- 1.22** “event” means the bingo games, bingo schemes, promotions and giveaways that are conducted by a licensed charity in a licensed facility during a specified period of time during the day (e.g., a morning event, an afternoon event, an evening event, a late night event). Other gaming activities may be allowed during an event, such as pull ticket sales and KENO; *(1.1.1 y)*
- 1.23** “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 an event, etc. *(1.1.3 h)*
- 1.24** “event fee” means the facility licensee’s fee charged to a licensed charity for providing it with the space and services to conduct its event; the event fee may be in the form of an advance (see also Subsection 1.1.3 a) (See also 1.2 above or CBH Subsection 1.1.3 a)). *(1.1.3 ff)*
- 1.25** “house rules” means the specific rules that are adopted by a facility licensee to govern the operation of a licensed facility and events, and which must comply with these policies; *(1.1.2 m)*
- 1.26** “KENO” means a provincial lottery ticket gaming product in which Western Canada Lottery Corporation (WCLC) draws are held every five minutes. Players pick from one to ten numbers from a field of one to 80. Twenty winning numbers are drawn and displayed in playing locations. *(1.1.1 ff)*
- 1.27** “licensed charity” means a charitable or religious organization holding a licence that authorizes it to conduct an event within a licensed facility. *(1.1.1 hh)*
- 1.28** “licensed facility” means a bingo facility in which events may be conducted. *(1.1.1 ii)*
- 1.29** “linked bingo” means a game of bingo played simultaneously by participants at different locations (i.e., subscribing licensed facilities) in which the locations are linked by a communication system. *(1.1.2 o)*
- 1.30** “net bingo revenue” means gross bingo revenue less bingo prizes and expenses. *(1.1.3 m)*
- 1.31** “PIN” means personal identification number selected by an e-dauber player and entered on the EMS PIN pad at the time of purchase. *(1.1.2 r)*
- 1.32** “pool” means the proceeds held by a licensed facility according to a pooling agreement approved by AGLC. The funds in the pool include net bingo revenue, net pull ticket revenue, charity commissions from KENO and Alberta Lottery Fund payments from KENO. *(1.1.3 o)*
- 1.33** “pre-mark game” means a special game with separate card sales and involving a pre-call of bingo numbers either through the calling of numbers drawn from the blower (e.g. as with a bonanza) or through other predetermined criteria (e.g. odd/even) and pre-marked by players. *(1.1.2 t)*
- 1.34** “proceeds” means the net revenue after payment of approved prizes and expenses to licensed charities from the conduct of bingo and pull ticket sales; proceeds includes commissions paid to licensed charities from KENO and Alberta Lottery Fund appropriations from KENO. *(1.1.3 q)*
- 1.35** “progressive” (or “progressive game”) means a game of bingo or bingo scheme in which the prize accumulates until the game or scheme is won. *(1.1.2 u)*
- 1.36** “pull ticket” means a type of instant-win ticket, that may have an additional game component, sold separately from bingo cards under a pull ticket licence issued by AGLC. *(1.1.1 oo)*

- 1.37** “pull ticket licence” means a licence issued by AGLC to licensed charities authorizing the licensed charities within a licensed bingo facility to conduct pull ticket sales during their events. A single pull ticket licence is issued in the name of all the licensed charities conducting pull ticket sales in the licensed facility. (1.1.1 pp)
- 1.38** “registered gaming worker” means a person registered with AGLC to perform a function(s) specified in his or her registration. (1.1.1 qq)
- 1.39** “regular games” means a series of games played on a booklet of paper cards or electronic image of card faces purchased as admission to a bingo event. (1.1.2 v)
- 1.40** “rules of play” means the rules governing the operation of the bingo program, and which must comply with these policies. (1.1.2 w)
- 1.41** “special games” means an individual game or series of games played on paper cards or electronic image of card faces purchased separately from regular games. (1.1.2 y)
- 1.42** “surplus” means the amount by which the event fee or advance exceeds actual expenses. (1.1.3 t)

## 2. COMPLYING WITH THE BINGO LICENCE

- 2.1** A bingo licence authorizes an eligible charitable or religious organization to conduct an event(s). The proceeds derived from the event(s) must be used for charitable or religious purposes. (1.5.3)
- 2.2** Licensed charities must comply with the following conditions when operating their events. They: (2.2.1)
- may only conduct their events following the bingo program, rules of play and house rules of the licensed facility;
  - are responsible for delivering their events with integrity and social responsibility;
  - are responsible to meet volunteer requirements at events they are scheduled to conduct, including the volunteer requirements provided by the facility licensee;
  - must use the financial/inventory control system of their respective facility licensees as approved by AGLC;
  - 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;
  - must adhere to the approved operations manual for the linked bingo game; and
  - 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. (1.2.7)
- 2.4** The conduct of a bingo event is the sole responsibility of the licensed charity and this responsibility cannot be delegated. (3.13.1)

- 2.5** The licensed charity, through its volunteer bingo chairperson (with the assistance of the hall advisor) must: (3.13.4)
- decide upon all matters relating to the conduct of the bingo event;
  - in case of a dispute or discrepancy determine the winners; and
  - verify prize amounts and ensure all prizes are paid.
- 2.6** If a licensed charity chooses to continue to conduct events, it must reapply for and submit its bingo licence application, through the facility licensee (Class A) or bingo society (Class B), at least 60 days before its existing bingo licence expires. (2.1.2)
- 2.7** Licence fees are required from licensed charities in order that they may conduct bingo in a licensed facility. The licence fee is \$20 per event. (See also 3.5 below or CBH Subsection 2.1.9). (2.1.8)
- 2.8** Facility licensees and bingo licensees must comply with all policies, established by the Board of AGLC, contained in the CBH and the Charitable Gaming Policies Handbook. (2.2.2)
- 2.9** If a licensed charity’s bingo licence expires, is suspended, or cancelled by the Board of AGLC, the licensed charity must stop conducting events. (1.5.7)

## 3. COMPLYING WITH THE FACILITY LICENCE

- 3.1** A facility licence authorizes the operation of a facility in which an 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** Events may start at any time during a given day, and may end at a specified time on the same day or at a time extending into the following day. Each event will be recorded as having occurred on the day on which it starts. (3.13.6)
- 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, but are not limited to, coordinating: (3.5.12)
- the negotiation of a hall lease agreement (see Sample Lease Provisions in CBH Section 12 - Forms). Note: Any new or renewed lease agreement must be reviewed by the bingo association’s lawyer and AGLC before it is signed;
  - the provision of bingo equipment and supplies, pull ticket supplies (if applicable), and cash float(s);
  - the establishment of a bingo program, rules of play and house rules that comply with the CBH and that are common to all the bingo association’s licensed charities;
  - the scheduling and allocation of bingo events (see CBH Section 3.14);
  - KENO, where applicable (see CBH Section 7);
  - 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 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 the form Event Summary/Deposit Record – Manual Operation in CBH Section 12 - Forms);
- 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 CBH Section 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 – Pull Ticket Sales.

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 bingo program, rules of play and house rules that comply with the CBH (see CBH Section 5) and that are common to the licensed charities of the bingo society;
- d) provides space and services for KENO, 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 AGLC approved financial/inventory control system, and maintaining 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 Deposit Record in CBH Subsection 8.2.3 f));
- h) providing any advertising and promotion programs (refer to advertising and promotions programs (see CBH Section 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 specified in CBH Section 6.

**3.5** The facility licensee must submit the licence fees to AGLC on behalf of its licensed charities before the licensed charities' events are conducted. In this regard, the licence fees may be submitted to cover events to be held in the upcoming month, quarter or full year basis; the licence fees must be submitted at least 15 days before the period to be covered begins. (2.1.9)

**3.6** A Class A facility licensee, through its annual budget, 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 d).

**3.7** When a facility licence expires, is suspended or cancelled, all gaming activities in the facility must cease. (3.1.9)

#### 4. GENERAL

**4.1** Facility licensees and licensed charities are responsible for the integrity of gaming during bingo events in their respective licensed facilities. (1.3.1)

**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. (4.5.1)

**4.3** Licensed charities must immediately report to 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)

**4.4** 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)

**4.5** Facility licensees, licensed charities and registered gaming workers are required to cooperate fully with AGLC inspectors and police officers attending at a licensed facility. A licensee must, upon the request of an inspector, or an official of AGLC: (11.1.1)

- a) assist the inspector in carrying out an inspection; and
- b) provide the inspector or official of AGLC with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.

- 4.6** Facility licensees, licensed charities and registered gaming workers: *(1.5.7)*
- a) are responsible for becoming familiar with, and operating in compliance with, the legislation and the policies referred to or contained in the CBH and these Bingo Licensee Terms and Conditions;
  - b) must ensure that all records, reports, and financial/inventory control system forms as required by AGLC or its representatives are completed and accurate; and
  - c) must ensure that all communications (written or oral) with AGLC or its representatives are accurate.
- 4.7** Facility licensees, licensed charities and registered gaming workers must comply with all federal, provincial and municipal laws. *(1.2.5)*
- 4.8** Non-compliance with federal, provincial or municipal laws or Board policies may result in disciplinary action. *(1.2.9)*
- 4.9** Notwithstanding the CBH, the Board may make policy decisions in the best interest of the gaming industry of the province. *(1.2.8)*

## 5. MINORS

- 5.1** A minor (that is, a person under the age of 18 years) is prohibited from playing bingo, pull tickets or KENO in a licensed facility. *(3.10.1)* Minors are not permitted to enter a licensed bingo facility which offers e-daubers. *(3.10.3)*
- 5.2** Minors are permitted to be in a licensed facility that offers paper bingo only, or paper bingo with pull tickets and/or KENO, as follows: *(3.10.4)*
- a) if they are working as volunteers at a bingo event for a licensed charity of which they are members; or
  - b) if they are working in a paid position (at a concession in the licensed facility).
- 5.3** Bingo facility licensee staff are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to purchase or play bingo cards, pull tickets or play KENO. If unsatisfied that a person is at least 18 years of age, licensee staff must ask the person to leave the licensed facility. Valid primary identification must: *(3.10.5-3.10.6)*
- a) have a photo;
  - b) have a name;
  - c) have a signature;
  - d) be government issued;
  - e) include date of birth;
  - f) not be expired;
  - g) have a unique identifier number; and
  - h) be an original (not a copy).
- 5.4** If the identification appears not to be genuine, licensee staff must request a second piece of identification. *(See CBH 3.10.7)*

## 6. CONDUCT OF BINGO

### 6.1 Bingo Program and Events:

- a) The facility licensee, which acts on behalf of, or as an agent for, the member licensed charities, must establish a bingo program, rules of play and house rules that are common to the member licensed charities of the bingo association or bingo society. *(5.1.2)* Generally, the bingo program in a licensed facility must be the same for each licensed charity that conducts bingo in the licensed facility. *(5.1.3)*
- b) It is the responsibility of the facility licensee and the hall manager, on behalf of the bingo association or bingo society member licensed charities, to determine the specific elements or aspects of the bingo program and to ensure the bingo program, rules of play and house rules comply with these policies. *(5.1.4)*
- c) Progressive bingo games and schemes must comply with these policies. AGLC approval is required before any proposed new progressive game or progressive scheme, or any proposed revision to an existing progressive game or progressive scheme, may be implemented. *(5.1.7)*
- d) The bingo program for an event must not have more than 75 bingo games. *(5.1.6)*
- e) Each bingo event starts with the calling of the first ball of the first game in the facility licensee's bingo program, and ends when the prize for the last game of the bingo program has been verified. *(3.13.7)*

### 6.2 Bingo Cards

- a) Paper bingo cards must be purchased only from a registered gaming supplier, and bingo paper that is used in the facility must be approved by AGLC, through the assignment of an AGLC product code. *(3.9.1)*
- b) Bingo cards for pre-mark games and the linked 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 and gluing of the card or strip of cards. *(3.9.4)*

### 6.3 Card Sales

- a) Only cash, debit cards or gift certificates issued by the facility will be accepted as payment for bingo product sales. Granting credit and accepting cheques is prohibited. *(5.2.1)*
- b) Distributing free admissions or bingo cards is permitted only if the following conditions are met: *(5.2.7)*
  - i) Licensed charities may conduct one free bingo game per event if it complies with the policies in Section 5 - Bingo Events and the gaming profitability requirements in Subsection 8.3.
  - ii) Free bingo cards may be regular game cards or special game cards.
  - iii) A method is in place to confirm that players are entitled to free admission or free bingo cards.
  - iv) The method of distribution is included in the licensed facility's rules of play.
  - v) A record is kept of each time a free admission or free bingo card is distributed and the reason(s) why.

- vi) The distribution is entered in EMS for inventory control.
- vii) Free bingo card(s) may only be used at the event at which they were distributed. The free bingo cards are reconciled against the bingo card inventory for the event.
- c) In addition to 6.3 b) , free admissions or free bingo cards may be awarded: (5.2.8)
  - i) as prizes for a bingo game;
  - ii) in return for a donation through the facility licensee to a recognized community service organization (food bank, Christmas Bureau, etc.);
  - iii) with a “player of the week” promotion (see Section 5.2.8 c) of the CBH); and
  - iv) with adequate procedures that 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 licensed facility and CBH Subsection 8.2.3 for a Class B licensed facility).

**6.4 Bingo Prizes:**

- a) All prizes in the approved program must be awarded. (5.3.4)
- b) Players win only if they have the correct card pattern for the game of bingo and, in the case of a bingo scheme, if the correct card pattern was completed as specified in the facility licensee’s rules of play. A player with a valid winning card(s) must be paid a prize(s). (5.3.6)

**6.5 Electronic Bingo Equipment:**

- a) As authorized under the *Criminal Code* (Canada) and the *Gaming, Liquor & Cannabis Act* (Alberta), AGLC conducts and manages KENO in a licensed facility: (7.1.3)
  - i) “Keno”, meaning a provincial lottery ticket gaming product in which Western Canada Lottery Corporation draws are held every five minutes. Players pick from one to ten numbers from a field of one to 80. Twenty winning numbers are drawn and displayed in playing locations.

**6.6 Bingo Verification Unit:**

- a) All paper and e-dauber bingos must be verified through the EMS verification module. See CBH Subsection 5.4.15 for the verification call-back process (also see 7.10 below). (5.4.15)
- 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 5.4.16 for minimum requirements (also see 7.11 below). (5.4.16)
- c) The caller must: (9.3.11 c))
  - 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. If there are no activities of any kind taking place during the period of intermission, the caller may turn off the audio/video recording for the duration of the intermission. However, the caller must ensure the equipment is reactivated to continue audio/video recording the balance of the event.

**7. RULES OF PLAY**

- 7.1** Before an event begins, the caller, the bingo chairperson, or paymaster, and a player must check the bingo equipment to ensure: (5.4.4)
  - a) the bingo equipment is operating properly;
  - b) all bingo balls are in play; and
  - c) none of the bingo balls is a duplicate ball.
- 7.2** Before a game is played, the caller must announce the type of game being played. For special games, the key rules of play must also be announced. (5.4.8)
- 7.3** Only players with proof of admission may play. Proof of admission must be visible at all times. The facility licensee or licensed charity may request this proof before allowing a player to continue to play or to claim a prize. (5.4.6)
- 7.4** Only cards bought at the event may be played. An exception is allowed for cards awarded by the licensed charity to players at the event. (5.4.7)
- 7.5** If included in the bingo program, the linked game must be operated according to the CBH and the approved Operations Manual for the linked bingo game. (5.4.3)
- 7.6** Only bingo games using the following format will be licensed: (5.4.2)
  - 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 AGLC and comply with the CBH Subsection 5.1.15.
- 7.7** To call a ball, the caller must: (5.4.9)
  - a) turn the ball in the cradle/chute to clearly display the letter-number combination on the TV monitors;
  - b) announce the letter and number on the ball;
  - c) then remove the ball from the cradle/chute and place it into the corresponding hole in the ball pocket tray; and
  - d) in the exceptional circumstance where video equipment cannot be used, clearly display the entire letter and number on the ball to players;

- 7.8** A ball is considered “called” when the complete letter and number combination of the ball has been announced by the caller. If there is a dispute regarding balls called, the master board (ball pocket tray) in front of the caller shall prevail. The flashboards are an aid to the game and are not an official record of the numbers called. (5.4.10)
- 7.9** In addition to the caller procedures in CBH Subsection 5.4.14, the caller must verify all paper and electronic bingos through the EMS verification module. The verification call-back process must be conducted as follows: (5.4.15)
- a) Seller/Checker:
    - i) identifies the declared bingo(s) to the caller;
    - ii) for paper regular games, must verbally give the caller the card number(s) and card colour or level;
    - iii) for paper special games, the seller/checker must verbally give the caller the card face number(s), card colour and confirm the serial number(s); and
    - iv) for e-dauber games, the seller/checker must verbally give the caller the card face number(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 monitors for at least three seconds 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: (5.4.16)
- a) For all paper games, the checker must provide the caller with the colour and series number of the bingo card, then 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 player’s card, thereby validating the declared bingo;
  - b) For all e-dauber games, the checker will provide the caller with the card pay level as indicated on the e-dauber card and then, assisted by a neutral player (at the location of the e-dauber unit), will verify that the numbers called back by the caller form the winning pattern on the player’s e-dauber bingo card face, thereby validating the e-dauber bingo; and
  - c) If the prize value of the game exceeds \$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 a hall advisor or assistant hall advisor.
- 7.11** The series number must be visible and readable on a declared winning paper card or the bingo must be rejected. (5.4.17)
- 7.12** For any game in which the single bingo prize is \$500 or more (see CBH Subsection 5.4.16 e)) the seller/checker must take the paper card(s) 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. (5.4.18)
- 7.13** For all progressive games, when the progressive prize is won and eligibility of the winner(s) confirmed, the bingo chairperson (or designate) must present the cheque and/or cash representing the progressive prize to the winner(s) and, if cash, physically count the cash in front of the winner. The winner(s) must be required to sign (provide their signature and print their name, address, and phone number) on the progressive prize pool control sheet or a separate receipt confirming the winning player(s) has received the prize. The event advisor must also ensure that, if a cheque with the prize amount is awarded, the cheque number and amount are recorded on the progressive prize pool control sheet. (5.4.19)
- 7.14** The caller must record prize payouts and number of winners. Where the EMS is not available, the required information must be recorded manually. (4.9.10 b) iv))
- 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 completed. 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. (5.4.20)
- 7.16** Declaration of bingo: (5.4.21)
- a) It is a player’s responsibility to make himself or herself heard by the caller to stop the game;
  - b) When a caller stops the game, the caller will acknowledge the player’s or players’ bingo(s) and call for further bingos as described in CBH 5.4.14. 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 5.4.14 to 5.4.18 (7.9 to 7.12 above); and
  - c) If 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 of the most common problems that arise during the process of declaring a bingo are described here, with resolutions: (5.4.22)
- a) Issue: the caller did not acknowledge a declared bingo because he or she could not hear the player declare the bingo and proceeded to call another number.  
  
Resolution: the next number called is valid. The player who had a bingo on the previous number may declare bingo again (the last number 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) Issue: multiple bingos were declared, an usher is standing beside each player, and for some reason the caller did not acknowledge one of the bingos.

Resolution: 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 (in consultation with the advisor) whether the player will receive a portion of the prize.

NOTE: If a complaint is registered with AGLC regarding a bingo chairperson's decision about a declared bingo, that decision may be subject to review by AGLC. If it is determined that the complaint is valid, the facility licensee, on behalf of the licensed charity, must pay the player the amount owing as directed by AGLC.

## 8. LINKED BINGO (5.6)

- 8.1 One linked bingo game, conducted and managed under a charitable bingo licence, is allowed per event. (5.6.3)
- 8.2 The total amount allocated for the linked bingo game's prize payout structure at each event must not exceed the percentage approved by AGLC. (5.6.7)
- 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. (5.6.12)

## 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 selling pull tickets during their bingo events. A single licence is issued in the name of all licensed 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 bingo 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 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 AGLC. In a Class A licensed facility, the pull ticket manager will be under the direction of the executive of the bingo association. In 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 pull ticket licence specifications and any special conditions required by AGLC (an amendment to a licence approved by AGLC may show changes from the original pull ticket licence application). (6.2.1)

9.7 Pull tickets to be sold in the facility must be purchased from a registered gaming supplier and provided or supplied to licensed charities by the facility licensee. (6.2.4)

9.8 Provided the licensed charity is present: (6.4.12)

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

Any proposed amendments to the hours of pull ticket sales as stated on the licence must be submitted in writing to AGLC, and approved by AGLC, before the facility licensee may make any changes to the hours of sales.

9.9 Pull ticket sales must be restricted to the approved areas within the licensed facility. (6.4.13)

9.10 Pull tickets must be sold within the floor area in which bingo is being played or, with prior approval of 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) using a container(s) (see CBH Subsection 6.4.16) situated at a table or booth; and/or
- b) using 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 must 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, according to CBH Subsection 6.4.14, are subject to the following: (6.4.15)

- a) the sales must be conducted by a registered gaming worker;
- b) the monies for or from the pull ticket sales must be kept separate from monies for or 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 licensed facility at which they are employed. (6.4.17)

**9.14** Pull ticket sellers, other paid staff and volunteers must not reveal information on a pull ticket unit's status (e.g., its sales, prizes paid out, number of tickets remaining, etc.) to any individual. (6.4.18)

**9.15** Consistent with CBH Subsection 8.1.6 for a Class A facility licence and CBH Subsection 8.2.5 for a Class B facility licence, the 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 allowed 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 these in carrying out their work. An inspector or an official of 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. (6.11.2)

## 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 the linked game controller).

**10.2** The following positions must be filled by paid staff: (4.2.2)

- a) hall manager (maximum one full-time equivalent charge per event fee);
- b) assistant hall manager (maximum one full-time equivalent charge per event fee);
- c) hall advisor (maximum one charge per event fee);
- d) caller;
- e) cashier;
- f) EMS administrator; and
- g) security guard.

**10.3** The following positions may be filled by volunteers or paid staff as designated by the Class A facility licensee. Any person who holds a paid staff position must be a registered gaming worker. (4.2.3)

- a) bookkeeper;
- b) assistant hall advisor (maximum one charge per event fee or, if the position is filled by a volunteer, that person must be a bona fide member of the licensed charity);
- c) seller/checker;
- d) bingo co-ordinator (maximum one charge per event fee, or if the position is filled by a volunteer, that person must be a bona fide member of the licensed charity);
- e) pull ticket manager; and
- f) pull ticket seller(s);

See CBH Subsections 4.7 and 4.8 for Class A volunteer and paid staff duties.

**10.4** The following positions are paid positions (registered gaming worker) in Class B licensed facilities and the person filling any one of the positions must be a registered gaming worker: (4.3.2)

- a) hall manager;
- b) hall advisor (independent);
- c) games manager (only one per event);
- d) caller (only one per event);
- e) cashier;
- f) EMS administrator;
- g) security guard;
- h) pull ticket manager; and
- i) pull ticket seller.

Seller/checker positions may be filled by a volunteer or paid worker, as designated by the Class B facility licensee. See CBH Subsections 4.7 and 4.9 for Class B volunteer and paid staff duties.

**10.5** It is the responsibility of the facility licensee, on behalf of or as agent for licensed charities, to schedule the work of paid staff, whose role is to assist licensed charities conduct and manage their events. (4.1.1) All paid staff must hold a valid current gaming (bingo) worker registration relevant to their position duties prior to commencing and while performing their duties (see CBH Subsection 4.4). (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 an event, and must contain the following information: (4.6.6)

- a) the registered bingo workers identification badge:
  - i) first or common name;
  - ii) position;
  - iii) the registration number issued by AGLC;
  - iv) the month in which the registration expires; and
  - v) the worker's photograph (optional).
- b) the volunteer worker identification badge or apron:
  - i) name of the licensed facility or the name of the bingo association; and
  - ii) the word "volunteer."

**10.7** Duties for volunteer and paid staff must be clearly defined. Facility licensees must submit a position description containing all duties required to fulfil the responsibilities of the position, as well as any changes to the approved job description for each position, to AGLC for approval. The following summary is provided as a guide: *(4.7, 4.8, and 4.9)*

- 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: *(4.7.3)*
  - i) supervising volunteer and paid staff;
  - ii) assigning duties to volunteer staff;
  - iii) ensuring the secure handling of cash; and
  - iv) complying with the required 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 bingo co-ordinator position must not assume responsibility for any of the duties performed by specified volunteer positions. *(4.8.13)*
- 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 of the bingo association. Bookkeeper duties may include hall manager duties listed in Subsection 4.8.6 clause a) subclauses vi) to xii) of the CBH. *(4.8.14)*
- d) caller (Class A and Class B facilities): is a paid position that reports to the bingo chairperson at the event and leads the delivery of the approved bingo program. *(4.8.11 and 4.9.10)*
- e) cashier (Class A and Class B facilities): is a paid position that reports to the bingo chairperson at the bingo event. *(4.8.10 and 4.9.9)*
- f) EMS administrator (Class A and Class B facilities): is a part-time and registered gaming position, whose general responsibility is to ensure the secure, reliable, safe and proper functioning of EMS during all events. The hall manager is required to hold this position, and may be assisted by up to two other existing paid staff appointed by the facility licensee (also registered as EMS administrators). *(4.8.12)*
- g) games manager (Class B facility): is a paid position that reports to the Class B licensed facility's hall manager; however is directly responsible 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 that specifically are to be performed by volunteer positions. *(4.9.7)*
- h) hall advisor (Class A facility): is a paid position that reports to the bingo chairperson during the event. *(4.8.8)*
- i) assistant hall advisor (Class A facility): position may be approved by 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 position description in the CBH for this position identifies the duties that the assistant hall advisor may perform to assist the hall advisor; however, the overall responsibility for these duties, including signing authority, remains with the hall advisor. *(4.8.9)*
- j) 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 4.3.2 a) – i) of the CBH. *(4.9.8)*
- k) hall manager (Class A facility): is a paid position that reports to the bingo association executive and is responsible for providing oversight into bingo association and event operations, ensuring compliance with the CBH. *(4.8.6)*
- l) assistant hall manager (Class A facility): position may be approved by 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 of the bingo association overall. The position description in the CBH for this position identifies the duties which the assistant hall manager may perform to assist the hall manager; however, the overall responsibility for these duties remains with the hall manager. *(4.9.7)*
- m) hall manager (Class B facility): is a paid position that reports to the facility licensee. *(4.8.7)*
- n) 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. *(4.7.4)*
- o) pull ticket manager (Class A facility): may be a volunteer or paid position (if paid, then paid from the pull ticket revenue but only if it is a separate paid position) 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. *(4.8.15)*
- p) 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)*
- q) pull ticket seller: may be a volunteer or paid position (if paid, then paid 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 licensed facility. If a paid seller, the position reports to the pull ticket manager and is

- responsible to the bingo chairperson at the bingo event. Volunteer sellers report to the hall advisor or assistant hall advisor. (4.8.16)
- r) pull ticket seller (Class B facility): is a paid position (paid through the pull ticket administration fee) and is responsible for the sale of pull tickets from a specific designated location in the licensed facility. This position reports to the pull ticket manager and is responsible to the bingo chairperson at the event. (4.9.14)
  - s) security guard (Class A facility): is a paid position (if appointed) reporting to the hall advisor during the event. The security guard is responsible for providing security-related services. The facility licensee must submit a detailed position description for the security guard position to AGLC. (4.8.17)
  - t) 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 position description for the security guard position to AGLC. (4.9.15)
  - u) 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. (4.7.6, 4.9.12)
  - v) 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 linked game. The hall advisor may assist with the operation of the linked game management system. (4.7.5)
- 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) The paid staff of the licensed charity may work as volunteers if:
    - i) they are volunteering their services beyond their normal paid working hours; and
    - ii) they fill any volunteer position except the following positions: bingo chairperson, paymaster, or special games controller.
  - f) Volunteers working an event may receive credits/points to help offset the cost of registration fees, competition fees and/or travel expenses for an approved charitable activity conducted by the licensed charity. See the Charitable Gaming Policies Handbook (5.23.7 to 5.23.13) for detailed policies.
  - g) In the exceptional circumstance where a licensed charity does not show up for its scheduled event, or if the facility licensee receives short notice that a charity's bingo licence has been suspended/cancelled, the facility licensee may pay individuals to work at the event instead, using gaming funds (surplus expense revenue held in the facility licensee's association expense operating account) or non-gaming funds. The following conditions:
    - i) regarding licensed charities that do not show up, facility licensees must show that they have procedures in place to contact licensed charities to confirm their scheduled event within two months in advance of the event (e.g. by phone, email or regular mail);
    - ii) regarding a charity's suspension or cancellation of its bingo licence, the facility licensee must have a record of the date the charity's bingo licence was suspended or cancelled and the date/time and way in which the bingo association was made aware of the suspension or cancellation;
    - iii) there must be at least one volunteer of a member licensed charity present at the event and working as the bingo chairperson in the cash cage. This licensed charity 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 volunteers to work at the event; however, if this is not possible, workers (who may not be known to the licensed charity) may be paid from the bingo association's surplus expense revenue held in the association expense bank account or non-gaming funds.

## 11. STAFF CONDUCT

**11.1** The licensed charity and its volunteers must comply with the following: (4.6.1)

- 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 (Subsection 5.23.6) for detailed information.
- b) Volunteers in the mandatory volunteer positions identified in Subsection 4.2 and 4.3 of the CBH must be bona fide members of the licensed charity as defined in its by-laws.
- c) The licensed charity may use outside help (non-members) as volunteers to fill other volunteer positions as required, or continue to only use its members in all positions. Licensed charities whose members are disabled may accept outside volunteer help for all positions. Any non-members who work as volunteers 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.

**11.2** Volunteer bingo workers: (4.6.2)

- a) must maintain the integrity of the gaming activity and perform their respective duties according to the standards set out in the CBH and as specified in the facility licensee's operating policies and procedures;
- b) must be capable and able (as so 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 their volunteer position;

- c) must report to the bingo chairperson before starting their duties and print their first and last names on and sign the bingo worker sign-in sheet;
  - d) are prohibited from playing bingo, purchasing or redeeming pull tickets or participating in KENO or using e-daubers while volunteering at an event;
  - e) must not use or be under the influence of liquor, cannabis or illegal drugs at an event. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications while working an event must be consistent with the facility licensee's policies regarding their use and must not interfere with the ability of volunteers to perform their volunteer duties;
  - f) who are 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 (e.g., cleaning tables, emptying garbage cans, etc.). See Section 3.10 of the CBH for more policy regarding minors;
  - g) with the exception of sellers/checkers, must work one position at a time. If a volunteer is to fill a second position, the accounting procedures for the first position must be completed and verified before filling the second position;
  - 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 (e.g., to use the washroom or go on a break);
  - i) must not use personal money to provide a float for the event or for their volunteer position (e.g. as paymaster, etc.); and
  - j) who fill the paid positions of hall manager or assistant hall manager, must comply with all policies that apply to these paid positions.
- iv) registered gaming workers (other than the hall manager, assistant hall manager, games manager and EMS administrator) who are employed in municipal locations where only one licensed facility exists may play paper bingo and bingo event pull tickets as follows:
    - they may not play paper bingo or bingo event pull tickets during a day that they are scheduled to work;
    - the facility licensee's house rules shall indicate the conditions under which registered gaming workers are permitted to play paper bingo and bingo event pull tickets in the licensed facility; and
    - facility licensees may establish a house rule that prohibits registered gaming workers from playing paper bingo and bingo event pull tickets, or that limits how often these workers may play paper bingo;
  - d) must not use or be under the influence of liquor, cannabis or illegal drugs while on duty. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications must not interfere with the ability of workers to perform their work duties:
    - i) workers using prescription (including cannabis for medical purposes) or off-the-shelf medications must follow the bingo facility licensee's policies and procedures regarding their use while at work;
  - e) must, in carrying out the duties of his or her position to assist a gaming licensee in the operation of an event and pull ticket sales, and a facility licensee in the operation of the bingo facility and KENO, comply with all duties as specified in their position descriptions;
  - f) must not delegate, temporarily or permanently, bingo duties or duties of the pull ticket manager to non-registered individuals;
  - g) must not perform duties which must be performed by a volunteer;
  - h) with the exception of sellers/checkers, must work one position at a time. If a worker is to work a second position, the accounting procedures for the first position must be completed and verified before filling the second position;
  - i) who have access to funds or other assets of the licensed charity, bingo association or bingo society, must not borrow from or convert these funds or other assets for personal use;
  - j) must not be voting members on the bingo association's or bingo society's executive and/or board of directors;
  - k) in a Class A licensed facility, 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) the operator of the concession;
    - iii) suppliers of bingo equipment and supplies; or
    - iv) suppliers of services.

**11.3 Registered gaming workers: (4.6.3)**

- a) must maintain the integrity of the gaming activity and ensure that only lawful gaming activities are conducted in a licensed facility;
- b) must print their first and last names on the bingo worker sign in sheet and sign the sheet before starting work;
- c) must comply with the following conditions related to participating in gaming activities:
  - i) registered gaming workers are prohibited from purchasing or redeeming pull tickets (except as stated in Subsection 4.6.3 c) iii)), and playing e-daubers (except in the process of assisting players with these games) 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 event at which they have been scheduled to work. Facility licensees may establish a house rule that prohibits registered gaming workers from playing KENO;
  - iii) registered gaming workers in municipal locations where more than one licensed facility exists are prohibited from playing paper and e-dauber bingo and bingo event pull tickets (see CBH Subsection 6.4.2) at the licensed facility where they are employed (also see CBH 4.6.3 c) i));

**11.4 The facility licensee and advisor must ensure access to the cash cage area during a bingo event is limited to: (9.5.4)**

- a) In the case of a Class A licensed 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, EMS administrator and pull ticket sellers, when their duties require their presence;
  - xi) facility licensee's (i.e. bingo association's) 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 AGLC upon presenting AGLC identification.
- b) In the case of a Class B licensed 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, and EMS administrator when their duties require their presence;
  - ix) security guards, only in emergency situations; and
  - x) authorized officials of 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** The Class A facility licensee must provide each licensed charity with an annual budget that is the means by which the facility licensee may establish a fair and reasonable event fee that each member licensed charity must pay to cover the expenses of its events during the budget year. The annual budget must accurately reflect the licensed charity's cost of operating events and the expected revenues to offset costs and generate proceeds. The annual budget must be approved by the facility licensee's member licensed charities. (8.1.1)
- 12.3** Facility licensee's expenses incurred on behalf of its member licensed charities for the conduct of bingo and/or pull ticket sales must be collected from the licensed charities; these must be allowable expenses and approved by AGLC. See CBH Section 8.1.2 (Class A) or CBH Section 8.2.2 (Class B) for eligible event fee expenses. (8.1.2 a), 8.2.2 a))

- 12.4** Volunteer concession expense is an eligible bingo expense that is included in the exclusive portion of the event fee for bingo, and must be paid by the licensed charity at the bingo event or through the bingo association's bingo pool account. Volunteer concession expenses will not be included in the monthly profitability calculation for bingo. Concession expenses incurred by volunteers at the bingo event must comply with the following: (8.1.2 f) 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 \$10 per volunteer working a morning and late night event, and \$16 per volunteer working an afternoon or evening 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 and above the amounts permitted are the responsibility of the individual volunteer(s);
  - f) licensed charities or the facility licensee may set their own concession policy to assist with the control of this expense (e.g., no concession expenses are allowed or the maximum per volunteer is \$5 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.

**12.5** Charity proceeds, as defined in CBH Subsection 1.1.3 q), must be spent on charitable or religious objectives as approved by AGLC, and which are detailed on the licensed charity's bingo application and approved on the bingo licence. (2.2.6)

**12.6** Within 120 days of the end of the bingo 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, its 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 during the year the surplus occurred. (8.1.1 l) and 8.2.1 f)) If the facility licensee is operating bingo or pull ticket sales in a deficit for three consecutive months, the facility licensee must immediately notify AGLC of the deficit; the facility licensee must not, unless approved by AGLC, assess the licensed charities additional charges to cover the deficit. (8.1.1 m) and 8.2.1 g))

## 13. POOLING

**13.1** Pooling of event charity proceeds from each gaming stream conducted within a licensed facility is mandatory for all licensed charities conducting events at the facility. (8.1.6 a) and 8.2.5 a))

- 13.2** Each licensed charity that conducts an event during the pool period must be part of the pool, and shall receive a share of the pooled proceeds in accordance with the terms of the pooling agreement. Each event during the monthly pool period will have an equal weighting in the distribution of pooled proceeds. *(8.1.6 c) and 8.2.5 c)*
- 13.3** The licensed charities of a bingo association shall enter into a pool agreement. The pool agreement must be approved by AGLC. Pool agreements should address the requirements of AGLC policies and provide details about all aspects of the pooling arrangement. See CBH Subsection 12.1.6 (Class A) or CBH Subsection 8.2.5 (Class B) for further details. *(8.1.6 g) and 8.2.5 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 AGLC. *(8.1.6 h) and 8.2.5 b)*
- 13.5** The association or trustee must distribute to each charity details of the pool disbursements and a cheque or complete an electronic fund transfer (EFT). *(8.1.6 e) and 8.2.5 g)*
- 13.6** Details of the pool allocation must be submitted to AGLC by the facility licensee electronically no later than the 21<sup>st</sup> day of the month following the pooling period. *(8.1.6 i) and 8.2.5 h)*
- 13.7** In the case of a bingo society (Class B), the trustee must submit a monthly bank reconciliation for the pooling account along with supporting documents (bank statements) to AGLC. The list must include the licensed charity's name, AGLC's identification number, date and amount of disbursement. *(8.2.5 i)*

#### 14. FINANCIAL RECORDS

- 14.1** Licensed charities must use the financial/ inventory control system of their respective facility licensees, as approved by AGLC, in the conduct of bingo events. *(2.2.1 e)* All transactions must be recorded on the control forms. The financial/inventory control system must be organized as follows: *(8.1.3 a) and 8.2.3 a)*
- a) handling of cash at the event level:
- i) all transfers of cash among paid staff and/or volunteers must be verified by physical count, witnessed, recorded and signed off (initialled);
  - ii) physical 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 physical 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 physical count, witnessed, recorded and signed off;
  - ii) all transfers of bingo cards between paid staff and/or volunteers must be verified by physical 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 physical 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 facility licensee, or appropriate service provider or vendor.
- d) Pre-bundling of bingo event pull tickets is permitted as follows:
  - i) bingo event pull ticket units may be opened and counted by two individuals (staff or staff and volunteer) prior to an event;
  - ii) bingo event pull ticket bundles must have 50 tickets per bundle;
  - iii) both bundlers must sign that all tickets have been accounted for on the pull ticket unit control form which must remain in the unit; and
  - iv) the bingo event pull ticket unit must be sealed with packing tape and initialled on the seal (in permanent marker) by both bundlers.
- e) Opening of a sealed bingo event pull ticket unit that was previously opened must be done as follows:
  - i) the previously opened and sealed pull ticket unit must be opened by two individuals (pull ticket controller and staff or volunteer);
  - ii) the individuals identified above must verify that all bundles are present and sign the control form in the unit; and
  - iii) the pull ticket unit control form must form part of the event paperwork.
- f) Bundling of bingo event pull tickets during an event is permitted to be done by the pull ticket controller for the event they are working. The pull ticket controller may be assisted by staff or a volunteer.
- g) Pull ticket control forms must be used for all types of pull tickets:
  - i) inventory control forms must be used for all types of pull ticket units; and
  - ii) pull tickets and floats issued to and returned by the volunteer sellers must be initialled on the pull ticket seller control form.

- 14.2** The required event/financial inventory control forms must be completed by volunteer and paid staff throughout the event (start to finish) as transactions occur. *(8.1.3 b)*

**14.3** The practice of pre-signing financial/inventory control forms, prior to the verification by counting, witnessing, recording and signing off of transactions, is strictly prohibited. (8.1.3 c)

**14.4** All original event control forms are the licensed charity's property (including the event EMS cash/POS records). (8.1.7 and 8.2.6)

- a) Original forms must be kept by the facility licensee at the licensed bingo facility for a period of two years after the bingo licences expire. In accordance with the Canada Revenue Agency regulations, the original forms must be stored for an additional four years (may be stored off site).
- b) Each licensed charity must receive and keep a copy of the event summary form to compare with the financial report.
- c) Licensed charities must be allowed to examine their original forms upon giving reasonable notice to the facility licensee to produce them.

## 15. FINANCIAL REPORTS

**15.1** A licensed charity is required to complete a financial report regarding the revenues and proceeds generated during its event(s). The licensed charity will receive the required financial report form(s) to complete from AGLC, and must complete and submit the required financial report(s) within 60 days from the mail-out date, along with the supporting documents as indicated in the report(s). (2.3.1)

**15.2** 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)

**15.3** All approved uses of proceeds must be paid in accordance with AGLC's approved methods of payment outlined in Section 4.4 of the Charitable Gaming Policies Handbook 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 AGLC and must be maintained in a manner acceptable to AGLC. (2.3.2)

**16.2** The areas normally subject to an audit are specified in Section 4.1 of the Charitable Gaming Policies Handbook. (CGPH 4.1)

## 17. VOLUNTEER BOARD MEMBERS

**17.1** Further information regarding the roles and responsibilities of not-for-profit boards may be obtained by contacting staff of the Board Development Program. See CBH Section 1.9 for contact information. (1.9)

## 18. CONTACTING 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 1-800-272-8876
Calgary:	403-292-7300 1-800-372-9518
Red Deer:	403-314-2656
Lethbridge:	403-331-6500
Grande Prairie:	780-832-3000

Gaming Irregularities Only: 1-800-742-7818

**18.2** The website address of AGLC is [aglc.ca](http://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 AGLC, including the submission of written communications, may be found in Subsection 1.6 of the CBH which is available on AGLC website. (1.6)