

Q&A: Alberta's Relaunch Strategy

Information for charitable organizations



When will casinos and bingo halls reopen?

On June 12, 2020, gaming facilities may reopen in Alberta.

Will gaming venue operators determine themselves if they are open for business for stage two?

Gaming venues are authorized to reopen during stage two of Alberta's relaunch strategy, except for casino table games. It will be up to gaming operators to determine if they are ready to open and ensure all AGLC guidelines have been met. AGLC is working with the Chief Medical Officer of Health to determine when table games will reopen.

Will charities be required to attend casino events the same day gaming venues reopen?

Charities will not be expected to attend as soon as gaming venues reopen. Once traditional table games resume, so will charitable casino events. AGLC will confirm charity attendance in advance of their scheduled event dates.

What changes are being made to volunteer requirements for casino events?

Temporary changes have been approved to reduce the total number of volunteers required for an event; some positions will be combined. AGLC will be confirming charity attendance in advance of their scheduled dates to ensure they are able to attend their allotted event.

For the most up-to-date information, please continue to visit [AGLC.ca/COVID-19](https://aglc.ca/COVID-19).

What advice is there if our group conducts a casino event?

- Follow Alberta's [Chief Medical Officer of Health's direction](#). If any of your casino volunteers are not feeling well, those individuals should not work the casino event.
- Follow hygiene practices such as washing your hands frequently with soap and water or using hand sanitizer where soap and water is unavailable.
- Cover your coughs and sneezes.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- Stay home and away from others if you are sick.
- If you have symptoms, stay home and call Health Link 811 for instructions.

What if our group wants to withdraw from our casino event?

If you choose to withdraw from a casino event, notify AGLC Casino Licensing immediately at licensing.casino@aglc.ca or 1-855-506-1066, extension 7. AGLC will add your organization to the waiting list.

If our group withdraws from its casino event, will our group receive a share of the pool payout?

Groups that withdraw from scheduled casino events will not receive a share of the pool payout.

If our group withdraws, what is our commitment to our contracted casino advisor?

A group that withdraws from its casino event may not use charitable gaming proceeds to pay advisors. The contract with advisors is between the group and the advisor.

When can we expect our casino event to be re-scheduled?

AGLC cannot confirm an exact time due to the evolving situation. The length of the waiting list is different for each location and fluctuates based on the number of licensed casino facilities, the number of groups eligible for casinos, and the location of the group and their program delivery.

How will physical distancing measures be applied in the cash cage and customer service areas?

Within these areas (and all areas of the casino), gaming operators and their staff are responsible for adhering to provincial health orders as directed by the Chief Medical Officer of Health. Any area where customers or employees line up should be clearly marked in a manner that promotes distancing.

For more information on enhanced health and safety protocols, please visit:
www.alberta.ca/guidance-for-workplaces.aspx.

Who is required to wear personal protective equipment (PPE) in gaming venues?

Patrons will be encouraged to wear non-medical masks on the gaming floor and in other areas of the casino. Staff and volunteers who cannot be protected by two metres of distance or a physical barrier are to wear a cloth or surgical mask. Contact your casino operator or bingo hall with any questions regarding PPE.

Are there specific hours of operation my casino facility should follow?

Operators have the flexibility to decide if they will re-establish their full operating hours (Monday to Sunday, between 10 a.m. and 3 a.m.) or reduce operating hours. It is the responsibility of casino operators to inform charities and advisors of operating hours.

What conditions will gaming venues need to meet as part of stage two?

Gaming operators are expected to follow the gaming policies, as well as the direction of the Chief Medical Officer of Health. This includes maintaining enhanced cleaning and health protocols, such as frequent cleaning of premises, providing sanitizer stations and ensuring physical distancing between patrons.

AGLC continues to work with all gaming venues and encourages all owners/operators to plan how they will incorporate the [Chief Medical Officer of Health's direction](#) into their operations. AGLC reminds all gaming operators of their responsibility to adhere to provincial health orders.

For more information on enhanced health and safety protocols, please visit:
www.alberta.ca/guidance-for-workplaces.aspx.

Guidance documents for casino and RECs, VLT retailers and bingo halls are available at alberta.ca/BizConnect.