

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 subsection in the CBH from which the information was obtained. Copies of the CBH and legislative documents may be accessed on AGLC's website at 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. Policies relating to the eligibility for charitable gaming licensing and the use of gaming proceeds are contained in the Charitable Gaming Policies Handbook.

1. DEFINITIONS

- 1.1** "account play" means: *(1.1.2 a))*
- a) 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
 - b) prize payments made to a player's account balance from each win of a bingo game on an e-dauber.
- 1.2** "AGLC" means Alberta Gaming, Liquor and Cannabis. *(1.1.1 c))*
- 1.3** "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))*
- 1.4** "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 facility licensee and coordinates activities related to bingo and, if applicable, pull ticket sales, on behalf of or as agent for all of the licensed charities conducting events in its licensed facility. *(1.1.1 i))*
- 1.5** "bingo facility licensee" (or "facility licensee") means the entity that holds a bingo facility licence issued by AGLC; *(1.1.1 m))*
- 1.6** "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 b))*
- 1.7** "bingo licence" means a licence issued by AGLC to a charitable or religious organization authorizing the organization to conduct one or more bingo events. *(1.1.1 o))*
- 1.8** "bingo prizes" means cash, merchandise or other award(s) given to players in a licensed facility in conjunction with an approved bingo program. *(1.1.3 c))*
- 1.9** "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 g))*
- 1.10** "Board" means the Board of AGLC. *(1.1.1 p))*
- 1.11** "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 h))*
- 1.12** "Charitable Gaming Policies Handbook" means AGLC's set of policies that apply to gaming licensing eligibility and the use of gaming proceeds by licensed charities. *(1.1.1 r))*
- 1.13** "Commercial Bingo Handbook" (CBH) means AGLC's set of policy requirements that apply to events held in a licensed facility. The primary purpose of the Commercial Bingo Handbook is to help facility licensees, licensed charities and registered gaming workers to ensure the integrity of gaming. *(1.1.1 s))*
- 1.14** "deficit" means the amount by which actual expenses exceed the event fee. *(1.1.3 d))*
- 1.15** "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 t))*
- 1.16** "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 j))*

- 1.17** “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 u)*
- 1.18** “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. *(1.1.3 e)*
- 1.19** “event management system” (or “EMS”) means an on-site computer system owned and operated by a facility licensee and that also includes the computer software used in the operation and recording of an event. *(1.1.2 l)*
- 1.20** “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 g)*
- 1.21** “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 p)*
- 1.22** “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 aa)*
- 1.23** “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 cc)*
- 1.24** “licensed facility” means a licensed bingo facility whose facility licence is held by a bingo association, where events may be conducted. *(1.1.1 dd)*
- 1.25** “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 q)*
- 1.26** “net bingo revenue” means gross bingo revenue less bingo prizes and expenses. *(1.1.3 l)*
- 1.27** “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 v)*
- 1.28** “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, and charity commissions from KENO. *(1.1.3 n)*
- 1.29** “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 x)*
- 1.30** “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 include commissions paid to licensed charities from KENO. *(1.1.3 p)*
- 1.31** “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 y)*
- 1.32** “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 jj)*
- 1.33** “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 kk)*
- 1.34** “registered gaming worker” means a person registered with AGLC to perform a function(s) specified in their registration. *(1.1.1 mm)*
- 1.35** “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 z)*
- 1.36** “rules of play” means the rules governing the operation of the bingo program, and which must comply with these policies. *(1.1.2 aa)*
- 1.37** “special game” 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 dd)*
- 1.38** “surplus” means the amount by which the event fee or advance exceeds actual expenses. *(1.1.3 s)*

2. COMPLYING WITH THE BINGO LICENCE

- 2.1** When operating bingo events, licensed charities: *(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; and
 - are responsible to meet volunteer requirements of the facility licensee at events they are scheduled to conduct.
- 2.2** Any activity not specifically permitted in the CBH is prohibited. *(1.2.3)*
- 2.3** The conduct of an event is the sole responsibility of the licensed charity, and this responsibility cannot be delegated. *(3.8.1)*

2.4 The licensed charity, through its volunteer bingo chairperson (with the assistance of the hall advisor) must: *(3.8.3)*

- 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.

2.5 A licensed charity must reapply by submitting its bingo licence application (Bingo Licence Application Form 5421) through the bingo association at least 60 days before its existing bingo licence expires. *(2.1.1)*

2.6 The licence fee for each licensed charity is multiplied by the number of events to be held by the licensed charity during the term of its bingo licence to determine the total licence fee. Licence fees are listed on aglc.ca. *(2.1.3)*

3. COMPLYING WITH THE FACILITY LICENCE

3.1 A facility licence is required when bingo is conducted in a facility four or more days per week. *(3.1.1)*

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. *(3.8.4)*

3.3 On behalf of or as agent for its licensed charities, the facility licensee must coordinate activities related to bingo and pull ticket sales (if applicable). These activities include, but are not limited to: *(3.3.11)*

- a) 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.
- b) the provision of bingo equipment and supplies, pull ticket supplies (if applicable), and cash float(s);
- c) 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;
- d) the scheduling and allocation of bingo events;
- e) KENO, 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 and 8.2);
- h) the development and maintenance of an approved financial/inventory control system, and maintenance of the Event Management System (EMS) (see CBH Subsections 8.3 and 8.8);
- 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 8.10) or, if approved by member charities, a review engagement in lieu of the audit. The financial statement required as outlined in Section 8.10 would apply under the review engagement;

k) the development of an advertising or promotions program (refer to the Advertising and Promotions policy in CBH Section 1.9); 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.

3.4 Licensed charities must pay their bingo licence fees to the facility licensee. The facility licensee must submit the licence fees to AGLC on behalf of its licensed charities at least 15 days before the period to be covered begins. In this regard, the licence fees may be submitted to cover events to be held in the upcoming month, quarter or full year. *(2.1.4)*

3.5 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 fair market value of the space and services being provided. *(8.1.3)*

4. GENERAL

4.1 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. *(3.3.7)*

4.2 Licensed charities must immediately report to AGLC any irregularities, theft, fraud, cheating at play, any other illegal activities or contraventions of policy. *(3.3.8)*

4.3 Where gaming revenue or gaming proceeds are missing due to suspected theft or fraud, the facility licensee 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 until all potential criminal proceedings have concluded. *(3.3.10)*

4.4 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.

4.5 Facility licensees, licensed charities and registered gaming workers: (1.4.1)

- a) are responsible for becoming familiar with, and operating in compliance with, the legislation and the policies referred to or contained in the CBH;
- 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.

4.6 Facility licensees, licensed charities and registered gaming workers must operate in accordance with the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation, Board policies established under the legislation, including the policies of the Commercial Bingo Handbook, the Charitable Gaming Policies Handbook, and all federal, provincial and municipal requirements. (1.2.1)

4.7 Non-compliance with the legislation, Board policies or federal, provincial, or municipal requirements may result in disciplinary action up to and including suspension or cancellation of licence or registration. (1.2.4)

5. MINORS

5.1 Minors are not permitted to enter a licensed bingo facility which offers e-daubers. The facility licensee must obtain valid identification and verify proof of age as outlined (3.6.1)

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: (3.6.2)

- 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. (3.6.5)

5.4 Valid primary identification must: (3.6.6)

- a) have a photo;
- b) have a name;
- c) be government issued;
- d) include date of birth;
- e) not be expired;
- f) have a unique identifier number; and
- g) be an original (not a copy).

5.5 If the identification appears not to be genuine, licensee staff must request a second piece of identification. Valid secondary identification must: (3.6.7)

- a) have a name;
- b) be government issued;
- c) have a unique identifier number; and

d) include date of birth.

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. There may be some minor variations in the bingo program in a licensed facility. However, in general and excluding any variations for special events, the bingo program must be the same for each licensed charity. (5.1.4)
- b) It is the responsibility of the facility licensee and the hall manager, on behalf of the bingo association 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. (5.1.5)
- c) AGLC approval is required before implementing any proposed new progressive game/progressive scheme, or any revision to an existing progressive game/progressive scheme. (5.1.9)
 - i) If a revised progressive bingo game/progressive scheme is approved, the facility licensee must play off the existing accumulated prize pool before implementing the approved change(s).
 - ii) If a new or revised progressive bingo game/progressive scheme is approved, AGLC will assign an AGLC progressive prize pool ID number to track the accumulating prize pool funds.
- d) 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. (3.8.5)

6.2 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. U.S. currency may only be exchanged for the amount of the bingo products being purchased, subject to house rules. All U.S. currency must be included with the event deposit. (5.2.3)
- b) Distributing free cards is permitted subject to the following: (5.2.7)
 - i) Licensed charities may conduct one free bingo game per event if it complies with the policies in CBH Section 5 - Bingo Events and the gaming profitability requirements in CBH Subsection 8.11.
 - ii) Free bingo cards may be regular game cards or special game cards for which players require a receipt, and may be:
 - awarded as prizes for a bingo game;
 - given in return for a donation through the facility licensee to a recognized community service organization (e.g., food bank, Christmas Bureau, etc.);
 - provided with a “player of the week/month/year” promotion under the following conditions:

- the “player of the week/month/year” must be awarded a “certificate” that the player can produce for a specified period of time entitling the player(s) to receive free regular game bingo cards as specified in the facility licensee’s rules of play;
- the prize has no cash value and is non-transferable; and
- the licensed charity conducting the event at which the promotion is awarded must not be charged for the cost of the promotion and EMS entries are not required.

- iii) a process is in place to confirm that players are entitled to 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 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; and
- viii) financial controls are put in place for the transactions and adequate procedures are in place to ensure that all free cards are included in the bingo card inventory reconciliation process (see CBH Section 8.3).

6.3 Bingo Prizes:

- a) All prizes in the bingo program must be awarded. (5.3.3)
- b) Players win only if they have the correct bingo card pattern was completed as specified in the facility licensee’s rules of play and they declare bingo in accordance with AGLC Standard Rules of Play. A player with a valid winning card(s) must be paid a prize(s). (5.3.5)

6.4 Bingo Verification Unit:

- a) The verification unit must be used with an audio/video recording system. The entire event must be audio/video recorded using the system. (9.3.8)

7. RULES OF PLAY AND HOUSE RULES

- 7.1 Facility licensees must comply with the AGLC Standard Rules of Play contained in the Commercial Bingo Rules of Play and House Rules which can be accessed on aglc.ca. (5.1.19)
- 7.2 Facility licensees must establish and maintain facility licensee rules of play and house rules which must be: (5.1.20)
 - a) consistent with the Commercial Bingo Rules of Play and House Rules;
 - b) submitted to AGLC, including any additions or revisions; and
 - c) posted in the licensed facility for convenient viewing by players.

- 7.3 AGLC may require amendments be made to submitted facility licensee rules of play or house rules. (5.1.21)

8. LINKED BINGO

- 8.1 The linked bingo game must be played in conjunction with a bingo licence and operated according to these policies, the approved game operations manual and the rules of play for the linked bingo game. (5.4.1)
- 8.2 One linked bingo game, conducted and managed under a charitable bingo licence, is allowed per event. (5.4.2)
- 8.3 The total amount allocated for the linked bingo game’s prize payout structure at each event must not exceed the percentage approved by AGLC. (5.4.5)
- 8.4 The licensed charities of a bingo association must pool linked bingo game proceeds according to the bingo association approved pool agreement. Pooled funds will be managed as outlined in CBH Subsection 8.6. (5.4.10)

9. PULL TICKET SALES

- 9.1 A bingo association 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. (6.1.2)
- 9.2 No person under the age of 18 years may purchase or play pull tickets or be awarded a pull ticket prize. Picture identification must be requested and provided as proof of age. (6.2.4)
- 9.3 Pull tickets must not be: (6.1.3)
 - a) awarded as bingo giveaway/promotional items;
 - b) used as bingo prizes;
 - c) offered at a discounted price; or
 - d) used as a raffle scheme.
- 9.4 The daily administration of pull ticket sales within a licensed facility must be the responsibility of a designated pull ticket manager. The facility licensee may: (6.1.4)
 - a) assign the day to day pull ticket administrative duties to the hall manager, resulting in a combined hall manager/pull ticket manager position (a combined position description is required); or
 - b) create a separate pull ticket manager position (part-time) and assign the day-to-day pull ticket administrative duties to this position (if a paid position, a separate position description is required).
- 9.5 Pull tickets must be sold according to the pull ticket licence specifications and any special conditions required by AGLC. (6.2.1)
- 9.6 All pull ticket units must be purchased from a registered gaming supplier as follows: (6.3.1)
 - a) all pull tickets must be supplied to licensed charities by the facility licensee;
 - b) the supplier(s) must be named and approved on the licence; and

- c) any change(s) to a supplier named on the licence must be submitted in writing and be approved by AGLC prior to the change(s) being made.

9.7 Provided the licensed charity is present: (6.4.9)

- a) pull ticket sales may commence one hour prior to the start of the bingo event; and
- b) sales and payment of winning tickets may continue for a period not exceeding one hour after the bingo event.

9.8 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: (6.4.10)

- a) using a container(s) at a table or booth, or on a portable pull ticket carts:
 - i) the container must be:
 - clear and hard sided;
 - equipped with security locks;
 - open to viewing by buyers; and
 - capable of holding at least one unit of pull tickets.
 - ii) portable carts must:
 - provide a high security (lockable) cash drawer(s) with easy access by the seller; and
 - provide secure storage for additional pull ticket units.

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

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

9.9 Pull ticket sales from a lottery booth as an alternate location, according to CBH Subsection 6.4.10, are subject to the following: (6.4.11)

- 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.

9.10 The facility licensee must pay all winning tickets. (6.2.3) Winning pull tickets will be redeemed only if identifiable with a specific unit sold in the licensed facility. (6.2.7)

9.11 The pull ticket unit's status, including the number of major winner, must not be disclosed to anyone. (6.2.6)

9.12 Facility licensees, licensed charities and registered gaming workers are required to cooperate fully with AGLC inspectors and policy officers attending at a licensed facility. A licensee must, upon the request of an inspector or 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.

10. STAFFING

10.1 The following are mandatory volunteer positions and 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).

10.2 The following positions must be filled by paid registered 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; and
- f) security guard.

10.3 The following positions may be filled by volunteers or paid staff as designated by the 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);
- e) pull ticket manager (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; and
- f) pull ticket seller.

10.4 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)

10.5 In a licensed facility gaming workers (paid staff) in the following positions must hold a valid bingo worker registration relevant to their position duties prior to commencing, and while performing, their duties: (4.3.2)

- a) hall manager;
- b) assistant hall manager;
- c) pull ticket manager;
- d) security guard;
- e) bookkeeper; and
- f) bingo event worker:
 - i) hall advisor;
 - ii) assistant hall advisor;
 - iii) caller;
 - iv) cashier;

- v) seller/checker;
- vi) bingo coordinator; and
- vii) pull ticket seller.

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: (4.4.7)

- a) registered bingo worker identification badge:
 - i) first or common name; and
 - ii) the registration number issued by AGLC.
- b) 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 The following summary is an overview of the volunteer and paid positions for bingo events (see CBH Sections 4.5 and 4.6 for the minimum requirements for these positions): (4.5, 4.6)

- a) Bingo Chairperson: responsible for the overall operation of the event. The bingo and pull ticket duties are performed in consultation with the hall advisor. Responsibilities include: (4.5.3)
 - 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 Coordinator: is optional and may be a volunteer or paid gaming 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 coordinator position must not assume responsibility for any of the duties performed by specified volunteer positions. (4.6.10)
- c) Bookkeeper: 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 overall to the executive of the bingo association. Bookkeeper duties may include hall manager duties listed in CBH Subsection 4.6.4 a) ii) to iv). (4.6.11)
- d) Caller: is a paid position that reports to the bingo chairperson during the event. (4.6.9)
- e) Cashier: is a paid position that reports to the bingo chairperson at the bingo event. (4.6.8)
- f) Hall Advisor: is a paid position that reports to the bingo chairperson during the event. (4.6.6)
- g) Assistant Hall Advisor: is optional and reports to the hall advisor during an event and can be a volunteer or paid position as designated by the facility licensee. The overall responsibility for the duties of this position, including signing authority, remains with the hall advisor. (4.6.7)
- h) Hall Manager: 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. (4.6.4)

- i) Assistant Hall Manager: is optional and reports on a day-to-day basis to the hall manager. The overall responsibility for the duties of this position remains with the hall manager. (4.6.5)
- j) Paymaster: reports to the bingo chairperson and supervises the awarding of prizes. (4.5.4)
- k) Pull Ticket Manager: may be a volunteer or paid position and is responsible for the day-to-day control and administration of pull ticket sales on behalf of or as an agent for the licensed charities. This position reports to the executive of the bingo association. (4.6.12)
- l) 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. If a paid seller, the position reports to the pull ticket manager and is responsible to the bingo chairperson at the bingo event. Volunteer pull ticket sellers report to the hall advisor or assistant hall advisor. (4.6.13)
- m) Security Guard: is optional and must be a paid position that reports to the hall advisor. (4.6.14)
- n) Seller/Checker: 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 just one of these. (4.5.6)
- o) Special Games Controller: 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. (4.5.5)

11. STAFF CONDUCT

11.1 The licensed charity and its volunteers must comply with the following: (4.4.1)

- a) volunteers must not be paid from gaming proceeds or from any other source of revenue for their services (see Section 4.2 of the Charitable Gaming Policies Handbook);
- b) the licensed charity may use outside help (non-members) as volunteers to fill other volunteer positions as required. Licensed charities whose members are persons with disabilities may accept outside volunteer help for all positions;
Note: Licensed charities are prohibited from making a donation to another in exchange for that group working at a bingo event.
- c) individuals whose purpose to work at events is related to the Fine Option Program or the Alternative Measures Program may not be used as volunteer workers;
- d) 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.

- e) 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 apply:
 - 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; and
 - 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.

11.2 All bingo workers (volunteers and paid staff) must: (4.4.2)

- a) maintain the integrity of the gaming activity, ensure that only lawful gaming activities are conducted in a licensed facility, and perform their respective duties according to the standards set out in these policies and the operating policies and procedures of the facility licensee;
- b) sign-in on the bingo worker sign-in sheet before starting their duties;
- c) 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 while working an event must be consistent with the facility licensee's policies and procedures regarding their use and must not interfere with the ability of volunteers/workers to perform their duties; and
- d) with the exception of sellers/checkers, 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.

11.3 Volunteer bingo workers: (4.4.3)

- a) 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;
- b) must report to the bingo chairperson before starting their duties;
- c) are prohibited from playing bingo, purchasing or

- redeeming pull tickets or participating in KENO or using e-daubers while volunteering at an event;
- d) 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 3.6 of the CBH for more policy regarding minors;
- e) 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;
- f) 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);
- g) must not use personal money to provide a float for the event or for their volunteer position (e.g., as paymaster, etc.); and
- h) who fill the paid positions of hall manager or assistant hall manager, must comply with all policies that apply to these paid positions.

11.4 Registered gaming workers: (4.4.4)

- a) must comply with the following conditions related to participating in gaming activities:
 - i) 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;
 - ii) 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 at the licensed facility where they are employed; and
 - iii) registered gaming workers (other than the hall manager and assistant hall manager) who are employed in municipal locations where there is only one licensed facility may play paper bingo and bingo event pull tickets, except during a day that they are scheduled to work. The facility licensee may establish house rules that prohibit or indicate the conditions under which registered gaming workers may play paper bingo and bingo event pull tickets in the licensed facility.
- b) must, in carrying out the duties of their 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:
 - i) all duties outlined in their position description (to be signed by the registered gaming worker);
 - ii) the *Gaming, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation; and
 - iii) AGLC Board policies, conditions of registration and terms and conditions applicable to registered gaming workers, gaming licensees, and facility licensees as stated in the Commercial Bingo Handbook.
- c) must not perform duties which must be performed by a

- volunteer;
- d) who have access to funds or other assets of the licensed charity or bingo association must not borrow from or convert these funds or other assets for personal use;
- e) must not be voting members on the bingo association's executive and/or board of directors; and
- f) in 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.

11.5 The facility licensee and advisor must ensure access to the cash cage area during a bingo event is limited to: *(9.5.2)*

- a) bingo chairperson;
- b) hall advisor;
- c) assistant hall advisor
- d) hall manager;
- e) assistant hall manager;
- f) pull ticket manager;
- g) paymaster;
- h) cashier(s);
- i) special games controller(s);
- j) other volunteers, the caller, and pull ticket sellers, when their duties require their presence;
- k) bingo association's executive officers only when carrying out licensee business which is relevant to activities taking place at the event being conducted;
- l) security guards, only in emergency situations; and
- m) authorized officials of AGLC upon presenting AGLC identification.

12. FINANCIAL

12.1 The facility licensee must provide each licensed charity with an annual budget for bingo and, if applicable, pull ticket sales that includes sales, prizes, and revenue to offset costs and generate proceeds. *(8.1.2)*

12.2 The 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 as approved by AGLC. *(8.2.2)*

12.3 Volunteer Concession Expense: *(8.2.6)*

- a) 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.
- b) Concession expenses incurred by volunteers at the bingo event must comply with the following:
 - i) 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;
 - ii) 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;
- iii) all expenditures must be supported by a receipt;
- iv) 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;
- v) any concession expenses that exceed the amounts permitted are the responsibility of the individual volunteer(s);
- vi) 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
- vii) volunteers may be given a coupon worth a fixed dollar amount. The coupon may be used to purchase concession items and may not be exchanged for cash.

12.4 Use of charitable gaming proceeds are detailed in the Charitable Gaming Policies Handbook. *(2.2.3)*

12.5 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 according to the number of events the licensed charity conducted during the year the surplus occurred. *(8.1.11)*

12.6 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. *(8.1.12)*

13. POOLING

13.1 Pooling of event proceeds from each gaming stream conducted within a licensed facility is mandatory for all licensed charities conducting events at the facility. *(8.6.1)*

13.2 The bingo association must establish separate pools for bingo event and pull ticket proceeds, along with a separate bank account for depositing proceeds. Details on the bank accounts and the names of the bingo association's signing authorities (including changes to signing authorities) must be provided to AGLC. *(8.6.2)*

13.3 Each licensed charity that conducts an event during the pool period must be part of the pool, and must 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. *(8.6.3)*

13.4 To facilitate the pooling requirements in CBH Subsections 8.6.1 to 8.6.3, the licensed charities of a bingo association must 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,

including but not limited to: (8.6.8)

- a) a schedule of licensed charities participating in the pool agreement including the name of the charity and a space for each charity's signing officer's signature and his or her position in the organization;
- b) terms of the pool agreement, including:
 - i) the volunteer concession expense, as applicable;
 - ii) that all events have an equal weighting in the pool; and
 - iii) that charity proceeds are pooled on a monthly basis.
- c) details describing how the executive of the bingo association is required to manage the pool agreement;
- d) a statement that the monthly pooled charity proceeds will be disbursed by the bingo association to the licensed charities that conducted events in the pool period. The funds must be disbursed within 21 days of the end of the pool period in which the proceeds were earned; and
- e) any other information relevant to the agreement as stipulated by the licensed charities of the bingo association and as required by these policies.

13.5 The bingo association executive must administer the pools. The names and positions of the pool administrators must be provided to AGLC. (8.6.9)

13.6 Once the bingo and pull ticket distributions are completed in EMS and approved by AGLC, the bingo association has the option of: (8.6.6)

- a) writing two cheques or completing two electronic funds transfers (one from the bingo pool bank account and one from the pull ticket pool bank account) to each licensed charity for its share of the pooled proceeds; or
- b) the bingo association may transfer the total amount of the pull ticket pool from the pull ticket operating/pool bank account into the bingo pooling bank account and write one combined cheque or complete one combined electronic funds transfer to each licensed charity for its total share of the combined bingo and pull ticket pools.

Note: In either option chosen, a copy of the EMS Pooled Proceeds Report showing the separate pool distributions must be provided to each licensed charity. These transactions must be completed within 21 days of the end of the pool period in which the proceeds were earned.

13.7 Pool allocation details must be submitted to AGLC electronically no later than the 21st day of the month following the pooling period for approval. (8.6.10)

14. FINANCIAL RECORDS AND DOCUMENTS

14.1 The facility licensee must maintain a rigorous financial/inventory control system to account for all the revenues and costs of holding events, including the inventory, sales, prizes, giveaways to players, expenses and proceeds of events. Requirements for bingo event financial controls are as follows: (8.3.1)

- 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) all entries on the financial/inventory control forms must be completed in non-erasable ink (pencil must not be used);
 - iii) 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
 - iv) 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 and/or between paid staff and volunteers must be verified by physical count, witnessed, recorded and signed off;
 - ii) for supplier full bundles, a count of each full bundle is acceptable;
 - iii) for supplier partial bundles (previously opened), a physical count of each individual card is required;
 - iv) bingo card inventory access must be strictly controlled by the facility licensee; and
 - v) the facility licensee inventory records for all bingo cards and related supplies must be maintained by the hall manager.
- c) 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.
- d) 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.
- e) 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.
- f) Pull ticket control forms must be used for all types of pull tickets and floats issued to and returned by the volunteer sellers which must be initialled on the pull ticket seller control form.

14.2 The required event/financial inventory control forms must be completed by volunteers and paid staff throughout the event (start to finish) as transactions occur. (8.3.2)

- 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. *(8.3.3)*
- 14.4** All original documents must be kept by the facility licensee at the licensed bingo facility for a period of two years after the bingo licence expires. *(8.7.1)*
- 14.5** Each licensed charity must receive and keep a copy of the event summary form to compare with the financial report. *(8.7.2)*
- 14.6** Licensed charities must be allowed to examine their original forms upon giving reasonable notice to the facility licensee to produce them. *(8.7.3)*
- 14.7** The bingo association's accounting books and records must follow Canadian generally accepted accounting principles. *(8.7.5)*

15. AUDIT REQUIREMENTS

- 15.1** The books and records of the bingo association are subject to AGLC review and/or audit. Areas normally subject to an audit include, but are not limited to: *(8.9.1)*
 - a) books of original entry (including computerized records);
 - b) invoices;
 - c) bank statements and cancelled cheques or cheque images;
 - d) event control and summary sheets;
 - e) inventory control forms;
 - f) contracts, agreements, or similar documents;
 - g) payroll records;
 - h) Income Tax and Goods and Services Tax (GST) returns;
 - i) minutes of annual general meetings and of meetings of the general membership, board and executive;
 - j) by-laws
 - k) annual financial statements and any management letters issued by the auditor; and
 - l) the business and financial records (as outlined above) of any entity that is associated with the bingo association and/or an executive or board member of the bingo association in receipt of any of the bingo association's gaming proceeds either directly, indirectly, or through a series of transactions. (Note: Associated is defined as per section 1(7) GLCR).

16. CONTACTING AGLC

- 16.1** The following is a list of AGLC office telephone numbers. The 1-800 numbers are toll-free. Telephones will be answered by machine when staff are not available and outside of normal office hours. *(1.5.10)*
 - 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
- 16.2** The website address of AGLC is aglc.ca. The email address for gaming licensing inquiries is gaming.licensing@aglc.ca. *(1.5.9)*