

Volunteer Training - Printable Version

*Required

1. Email address *

Making Bingo Popular Again

In the year 2000, there were 230 bingo halls in Ontario, funding over \$250 Million per year to over 6,000 non-profit organizations.

Today there are 60 bingo halls in Ontario, funding less than 2,900 non-profit organizations.

Play! Gaming & Entertainment was one of the many bingo halls who opted to partner with Ontario Lottery and Gaming to offer other types of games of chance, along with bingo, to bring customers back and fund more non-profit organizations.

Play! Gaming & Entertainment is not called a bingo hall anymore. It is now a Gaming Centre that offers many types of games of chance for our customers.

This new model has worked. The last few years have seen the new non-profit organizations join our Charitable Gaming membership because the revenues are rising! We now fund 69 non-profit organizations in our local community. It is a very exciting time!

2. Play! Gaming & Entertainment is not called a bingo hall anymore. What is it now called? *

Mark only one oval.

- Casino
- Gaming Centre *Skip to question 2.*
- Recreation Centre

Skip to question 2.

Stakeholders

Your organization holds a permit to fundraise at Play! Gaming & Entertainment, and sends in volunteers like you to provide customer service. You are a volunteer of your non-profit organization.

Your organization is automatically a member of Play! Charitable Gaming Association (PCGA), which is a non-profit association made up of non-profit organizations like yours. Our job is to support your organization in managing its Charitable Gaming permit. The contact for PCGA is the Activity Coordinator, whom you may see in the Gaming Centre when you are volunteering.

PCGA is guided in policies and standards by the Ontario Charitable Gaming Association (OCGA), a provincial organization that advocates for charities or non-profit member organizations like yours, at the provincial level.

Play! Gaming & Entertainment is a privately owned business and they are guided in policies and standards by Ontario Lottery and Gaming. The employees at the Gaming Centre work for the owner of Play! Gaming & Entertainment.



3. What is the difference between Play! Gaming & Entertainment and Play! Charitable Gaming Association? *

Mark only one oval.

- There is no difference because they perform duties in the same building.
- The first one is a business and the second one is a non-profit organization. *Skip to "Where do I go when I volunteer?."*

Skip to "Where do I go when I volunteer?."

Where do I go when I volunteer?



Play! Gaming & Entertainment
1600 Bath Road
Kingston

Volunteer Area

Just inside Play! Gaming & Entertainment, to the left of the front door, is the volunteer area.

There is a coat rack in the closet for you to hang your coat. If you wish to change your footwear, you may leave your shoes/boots under the coat rack. You can also lock up items such as purses in the "DVD Cupboard" just outside the closet.

Notices and volunteer reminders are located on the Centre Counter. Check to see if there are any changes since the last time you volunteered.

Lobby/Volunteer Areas



Volunteer Area continued

Also located on the Centre Counter are "Quick Cards" with "quick" reminders... TAKE ONE. In-depth descriptions of the quick reminders are located in the Volunteer Information Binder. Both of these together, are a general timeline of your roles and responsibilities, and will guide you through your role, complete with step by step instructions and pictures. We recommend you follow this portion of the binder closely the

first two or three times you come in to volunteer, as it will help you to learn your role and feel comfortable in the Gaming Centre.

Quick Card

#	Activity	When	Description
1	Prepare for Shift	10 Prior to Shift	<input checked="" type="checkbox"/> uniform <input checked="" type="checkbox"/> nametag <input checked="" type="checkbox"/> sign-in <input checked="" type="checkbox"/> posters/marketing materials <input checked="" type="checkbox"/> name & info to caller
2	Welcome Customers	Before Bingo	<input checked="" type="checkbox"/> open doors <input checked="" type="checkbox"/> greet arriving customers <input checked="" type="checkbox"/> assist new customers <input checked="" type="checkbox"/> socialize
3	Call Back Bingos	During Bingo	<input checked="" type="checkbox"/> walk the floor <input checked="" type="checkbox"/> call-back bingos
4	Maintain Cleanliness	During Bingo	<input checked="" type="checkbox"/> keep tables & floors clean & tidy <i>(always ask)</i> <input checked="" type="checkbox"/> respond to customer requests
5	Socialize	During Intermission	<input checked="" type="checkbox"/> socialize with customers <input checked="" type="checkbox"/> respond to customer requests
6	Breaks	During Full Card	<input checked="" type="checkbox"/> 5 minutes in designated location <input checked="" type="checkbox"/> separately
7	Lobby	After Bingo	<input checked="" type="checkbox"/> volunteer #1 to front lobby <input checked="" type="checkbox"/> socialize <input checked="" type="checkbox"/> open doors
	Clean Up	After Bingo	<input checked="" type="checkbox"/> volunteer #2 <i>(or both if busy)</i> assist with clean up <input checked="" type="checkbox"/> empty blue bins <input checked="" type="checkbox"/> clear off & clean tables <input checked="" type="checkbox"/> straighten chairs <input checked="" type="checkbox"/> log off Geckos
8	Pack Up	After Shift	<input checked="" type="checkbox"/> store posters/marketing materials

Volunteer Area Continued

There will also be helpful hints related to a variety of volunteering topics either posted or in the Volunteer Information Binder, all located on the Centre Counter in the Lobby.

Do not ask employees about your role as they have a completely different role than you as a volunteer. Although they are friendly people, they work for the operator and do not know the role of the volunteer. An exception to this is if your question is bingo specific, e.g. explanation of a game or questions on calling back bingos.

Centre Counter



4. If I don't know what to do, what should I do? *

Mark only one oval.

- Ask an employee.
- Ignore the duty that you are unsure of.
- Read notices and/or other sections of the Volunteer Information Binder for clarification.

Skip to question 4.

Skip to question 4.

Are You in Uniform and Wearing Your Nametag?

Each volunteer must be in uniform and wearing their own nametag during their assignment. Your organization is responsible for providing you with your uniform. Ask your organization to order a nametag for you (a few organizations supply volunteers with nametags, but most use button nametags ordered from the Activity Coordinator). Please have this discussion with your organization prior to your first assignment.





5. Which articles of clothing are NOT allowed? *

Tick all that apply.

- Collared Shirt
- T-Shirt
- Shorts
- Black Pants
- Capris

Sign-In

Each volunteer must sign in upon arrival. If you do not sign in, your organization will not receive funds for the time you have volunteered in the Gaming Centre.

The Sign-In book is on the Sales counter, in the back right corner of the Gaming Centre.

Make sure you turn to the correct page, which lists the correct day of the month (1-31), and is right after the completed page from the day before.

Write the name of the non-profit organization for which you are volunteering. (Write the full name of your organization and do not use acronyms as they can easily be confused with the acronyms of other member organizations.)

Print your name.

Sign your name.

The dress code requirements, at a minimum, are noted in the following table:

Dress Item	Required	Not Permitted
Pants	Conservative, dark pants or skirt.	Denim jeans, track pants, stretch pants, shorts, capri pants.
Shirt	Collared shirt with charity/NPO logo (same colour for all volunteers preferred); or Vest with charity/NPO logo and collared shirt underneath (all same colour preferred).	Tank tops, t-shirts, sleeveless shirts, scarves, sweaters, jackets, or anything that covers up the charity shirt or logo.
Nametag	First name of volunteer. Acceptable nametags include embroidery on shirt, pin, lanyard, or sticker. If nametag also has a highly visible charity/NPO name or logo, it is recognized as a logoed shirt.	
Hat	Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or for religious or health reasons.	Any other hat. Baseball caps specifically are not permitted as they distract from a professional look.
Footwear	Footwear must be tasteful and appropriate to the role of the volunteer.	Flip-flops/beach footwear/crocs or similar footwear.



Example of Member Sign-In Sheet

Member Sign-In Sheet
Please Print and Sign YOUR OWN NAME!

August 1, 2019
12 noon to 2 pm Organization Name: _____
 Bonafide Member #1: _____ Member Signature: _____
 Bonafide Member #2: _____ Member Signature: _____

August 1, 2019
2 pm to 4 pm Organization Name: _____
 Bonafide Member #1: _____ Member Signature: _____
 Bonafide Member #2: _____ Member Signature: _____

August 1, 2019
4 pm to 6 pm Organization Name: _____
 Bonafide Member #1: _____ Member Signature: _____
 Bonafide Member #2: _____ Member Signature: _____

August 1, 2019
6:15 pm to 8:15 pm Organization Name: _____
 Bonafide Member #1: _____ Member Signature: _____
 Bonafide Member #2: _____ Member Signature: _____

August 1, 2019
8:15 pm to 10:15 pm Organization Name: _____
 Bonafide Member #1: _____ Member Signature: _____
 Bonafide Member #2: _____ Member Signature: _____

August 1, 2019
10:15 pm to Close Organization Name: _____
 Bonafide Member #1: _____ Member Signature: _____
 Bonafide Member #2: _____ Member Signature: _____

Please Print and Sign YOUR OWN NAME!

Play the DVD Slideshow

Many organizations use the "General" DVD slideshow which includes several pages for each of the 69 charities at Play! Your organization may have a customized slideshow (you will find out during your Shadowing Shift). Slideshows play on the TV located on the left wall of the Lobby.

The slideshow tells customers how organizations spend their Charitable Gaming funding in the Kingston & Area community. It plays on a loop for the entire time you are volunteering. You are responsible for putting on the slideshow if it is not already playing.

The "DVD Cupboard" is kept locked. You will need to retrieve the key from the Sales Staff (located at the rear of the bingo area). Staff will ask for your keys in trade; this is to ensure that at the end of your shift, you don't leave with the cupboard key by mistake.

If your organization has an individualized DVD video which plays while you are on duty, remove the "General DVD" from the player, place it on top of the player, and insert yours into the player.

Slideshow Directions are located in the Volunteer Information Binder.

At the end of your assignment, change out your organization's DVD to the "General" DVD (if applicable).



Deliver an Announcement to the Caller

Once the slideshow is running, you must take a "Caller Announcement" up to the Caller so that they can

read the name of your organization to our customers while you are volunteering.

The Caller is the person on the elevated platform just past the canteen. They read the bingo ball numbers out to our customers.

Caller Announcement slips are in a container on the Centre Counter:

- write the name of your organization on the Caller Announcement
- write the first names of both volunteers
- take the slip up to the Caller's "desk" (located on the elevated platform): place on the desk near the microphone
- do not speak with the Caller if they are calling: we do not want to disrupt them
- if no one is there, leave the slip on the desk: the Caller knows to look for it

Caller Announcement

Please complete and deliver to the Caller at the beginning of your shift. First names only. PRINT NEATLY!

"We would like to thank you for coming out and supporting:

"A portion of the proceeds from this and every session directly supports 69 non-profit organizations. Volunteers on duty now are:

1. _____

2. _____ "

Posters & Marketing Materials

All charities/NPO's are encouraged to have lots of marketing materials on site (pamphlets, posters, etc.). This ensures that customers/visitors are aware of the importance of volunteers and their charities at the gaming centre.

Find your organization's 8½x11 poster in one of the large grey Poster Containers.

Find the appropriate "group" poster related to your organization, located in the front of one of the Poster Containers. Choices include: Community Services, Education Enrichment, Health Care, Service Clubs, Youth & Teen Sports & Recreation.

Slip both posters into plexi table-top holders. (These plexi-holders are located on one of the lobby counters or in the DVD Cupboard.)

Place both posters on the counter of the Booth (formerly Lotto-booth) located between the VIP Room and the ATM machine.



6. What are the first few things I do upon arrival to the centre? *

Tick all that apply.

- Go to the volunteer area, just to the left inside the front door (in the lobby).
- Hang up my coat and change footwear, if required.
- Read any notices posted on the Centre Counter to see if there are any changes since my last visit or training.
- Ensure I am in uniform and wearing my name tag.
- Sign-In.
- Play the "General" DVD (slideshow) or my organization's customized slideshow.
- Complete a Caller Announcement and deliver it to the Caller.
- Display your organization's posters and marketing materials.
- Head out onto the gaming floor to fulfill my role as host, ambassador, and advocate.

Human Rights & AODA

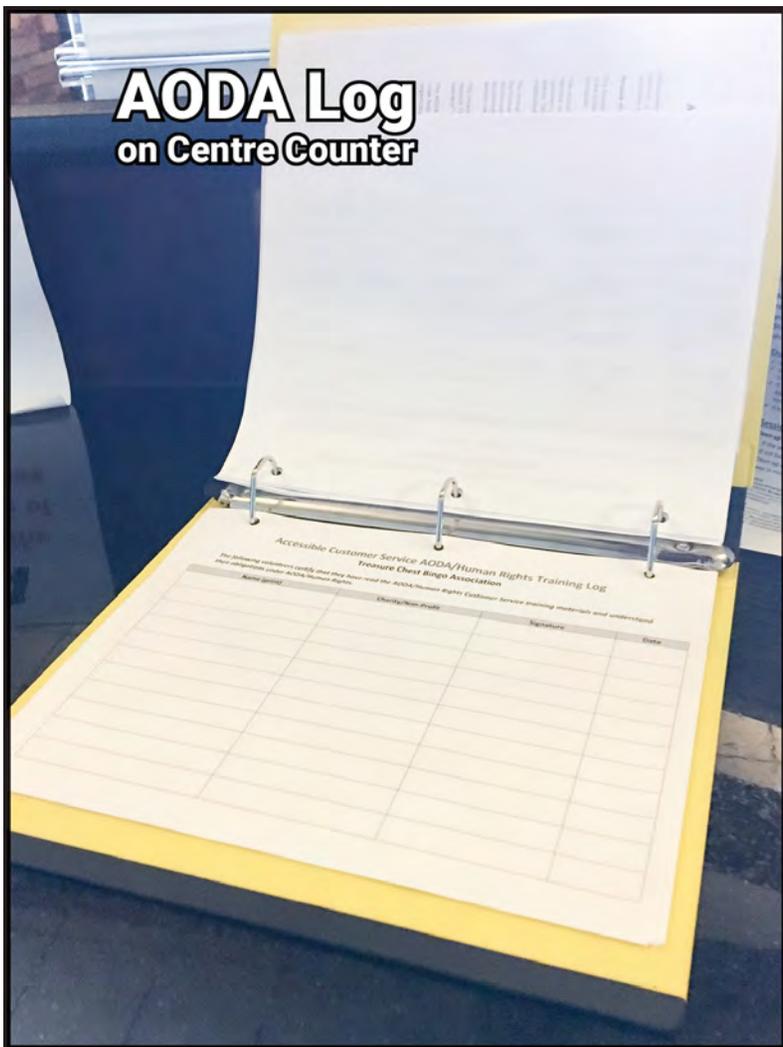
You must acknowledge that you have read and understand the AODA/Human Rights Customer Service training materials provided by PCGA. This was attached to the e-mail with the online training link. A copy is also available in the yellow AODA Log binder.

When you arrive to shadow an experienced volunteer, you must acknowledge having read this document by signing the AODA binder located on the Centre Counter.

Please sign and date on the first empty space. NOTE: YOU ONLY NEED TO SIGN THIS ONCE. EVER.

Let's Recap!

It seems like a lot of information, but remember, the first time you volunteer, you will be with another volunteer from your organization who has volunteered before. They will give you a tour and show you the ropes!



Responsible Gambling

Our Gaming Centre, Play! Gaming & Entertainment, works in partnership with Ontario Lottery and Gaming and the Responsible Gambling Council of Ontario to ensure that our customers are playing responsibly as a form of entertainment.

Only those people 18 years of age or older are able to enter Play! If you are a volunteer who looks like you may be 18 years of age or younger, you may be asked by an employee to show government approved ID. Please be prepared. Do not bring any family members or friends into the Gaming Centre

with you who are under the age of 18.

Our Gaming Centre has a Responsible Gambling Kiosk on the Lobby rear wall. This kiosk offers information to our customers about how to play responsibly. Please familiarize yourself with the kiosk so that you may refer customers, should they ask.

If there are any issues on the gaming floor, you are not expected to handle them. Please ensure an employee is aware. All Session Managers have Responsible Gambling training and are trained to handle any issues that may arise.



7. How old must a person be to enter Play! Gaming & Entertainment? *

Mark only one oval.

- Anyone can enter, regardless of age.
- 14+
- 18+ *Skip to "Your Role as an Ambassador, Advocate, and Host."*

Your Role as an Ambassador, Advocate, and Host

In order for your organization to raise money at Play! Gaming & Entertainment, they send in volunteers like you to provide customer service. When you are volunteering, your role is as a host to the Gaming Centre, an ambassador for your organization, and hopefully as an advocate for Charitable Gaming. When you are not volunteering, tell your adult friends, peers, family, and coworkers about the fun entertainment options available at Play!

“I began acting the part of a knowledgeable, helpful, funny person. Now I am one. Quite possibly I always was!”

You are an Ambassador!

When you come in to volunteer, you are providing customer service to the many people who visit our Gaming Centre while you are representing your organization.

We would like you to be prepared to tell our customers about what your organization does in the community, should you be asked, and be able to share how your organization uses its Charitable Gaming funding.

You are also sharing information about your organization with our customers by:

- playing the slideshow
- completing and delivering a Caller Announcement and having the Caller read the name of your organization
- sharing posters and marketing materials that your organization has left in our Gaming Centre
- wearing a shirt or vest with your organization's logo on it

These are the organizations that fund-raise at Play! Gaming & Entertainment in Kingston



- | | |
|---|---|
| ACFO Thousand Islands | Kingston Lakers Basketball Association |
| Amherstview Lioness Club | Kingston Lakeshore West Lions Club |
| Amherstview Lions Club | Kingston Ringette Association |
| APESC Marie-Rivier, École secondaire catholique | Kingston Rowing Club |
| Archbishop O'Sullivan Catholic School | Kingston Striders Speed Skating Club |
| Bayridge Public School | Kingston Symphony Association |
| Bayridge Secondary School | Kingston Synchronized Skating |
| Bereaved Families of Ontario Kingston Chapter | Kingston Townsmen Chorus |
| Canadian National Institute for the Blind | Kingston Youth Boxing Club |
| Central Public School | Knights of Columbus St. Joseph's 11670 |
| Childbirth Kingston Incorporated | La Route du Savoir |
| Church Athletic League | La Salle Secondary School |
| Community Response to Neighbourhood Concerns | Les Tréteaux de Kingston |
| École secondaire publique Mille-Iles | Lord Strathcona Public School |
| Ernestown Barracuda Swim Club | Loyalist Collegiate and Vocational Institute |
| Ernestown Secondary School | Loyalist Gymnastics Club |
| Frontenac Secondary School Athletics | Loyalist Township Minor Hockey Association |
| Gananoque Canoe and Motorboat Club | Loyalist Youth Association |
| Gananoque Skating Club | Odessa & District Lions Club |
| Girls Inc. of Limestone, Algonquin and Lakeshore | Providence Care |
| Granite Ridge Education Centre | R.G. Sinclair Public School |
| Greater Kingston Chorus of Sweet Adelines | Rob Roy Pipe Band and Highland Dancers |
| Greater Kingston Hockey Association | Rotary Club of Kingston-Frontenac |
| Greater Kingston Softball Association | Seeleys Bay Lions Club |
| Habitat for Humanity Greater Kingston & Frontenac | Seniors Association Kingston Region |
| Independent Living Centre Kingston | Skate Kingston |
| J. G. Simcoe Public School | Southern Frontenac Community Services Corporation |
| Junior Gaels Football Club | St. Francis of Assisi Catholic School |
| Kidney Foundation of Canada | Stone Mills Minor Hockey Association |
| Kingston and Area Olympic Wrestling Club | Sydenham High School Athletic Association |
| Kingston Arts Council | Telephone Aid Line Kingston |
| Kingston Blue Marlins Swim Club | Thousand Islands District Lions and Lioness Club |
| Kingston Gymnastics Club | Trillium School of Gymnastics |
| Kingston Humane Society | Truedell Public School Council |
| | Welborne Avenue Public School |

Become a Charitable Gaming Advocate!

Fundraising is hard. Your organization is always looking for ways to raise funds in order to continue the work they do in our community.

Charitable Gaming funding is one way your organization raises funds.

Each one of our volunteers earn on average, \$150 per hour for their non-profit organization! When you come in to volunteer for two hours, you are essentially donating \$300 to the organization of your choice. If you volunteer multiple times a year, you could be donating thousands of dollars!

Charitable Gaming funding is also long-term, sustainable funding. Once an organization is a member, they can raise funds for years to come. This is unlike most funding models, which end after a few years.

Hopefully, you are now an advocate for Charitable Gaming and tell all of your adult friends and family about the fun entertainment options at Play!, and how a percentage of the money they spend goes right back into our community every month!



How to be a Host

How would you welcome visitors to your home?

- welcome customers as they arrive, circulating the floor and entry points as a host
- circulate the gaming floor to provide assistance as needed
- chat with individual customers in line or entering the building, while saying "hello" and "welcome"
- hold doors open for customers
- tell customers about your organization if they ask

- say goodbye to customers as they are leaving and thank them for their support
- help keep the centre tidy and welcoming
- be aware of how and where customers access goods and services
- become a bridge between the customer and the employee
- help out in any way you can
- smile... use the 10 and 5 rule:
 - when a customer is within 10 feet, make eye contact and smile warmly
 - when a customer is within 5 feet, greet them verbally, e.g. "Good Morning"



Which of these Actions is NOT Good Customer Service?

8. Choose One from the Drop-down Menu: *

Mark only one oval.

- Welcome customers as they arrive and thank them for their support as they are leaving.
- Hold doors open for customers if required.
- Circulate the gaming floor to provide customer service as needed.
- Tell customers about your organization if they ask.
- Keep the centre tidy and welcoming at all times.
- Stand in a corner and use your mobile phone to read Facebook. *Skip to "Let's walk through some of your responsibilities...."*
- Chat with customers whenever the opportunity arises.
- Help out in any way you can to make our customers feel welcome.

Skip to "Let's walk through some of your responsibilities...."

Let's walk through some of your responsibilities...

Before the Start of any Bingo Session

As hosts, welcome customers as they are guests to your home. You are often the first person a customer sees upon entering. One volunteer greets customers coming in the front door, and the other volunteer greets customers coming in the side door (near Sales):

- open doors and welcome customers as they enter the building
- smile sincerely and make eye contact!... say "hello"
- if a customer seems to be struggling/juggling bags/coffee, etc., ask if they need any help... if assistance is requested, help carry their belongings
- assist the customer with seating if you are asked
- if a customer appears to be new, ask if they are new... if yes, see "Assist New Customers" below:



Assist New Customers

In addition to greeting newcomers to the Gaming & Entertainment Centre, introduce yourself as the host charity, and show them around the facilities.

Point out the washrooms, canteen, ATM, Geckos, Tap 'n Play area, Lotto Booth.

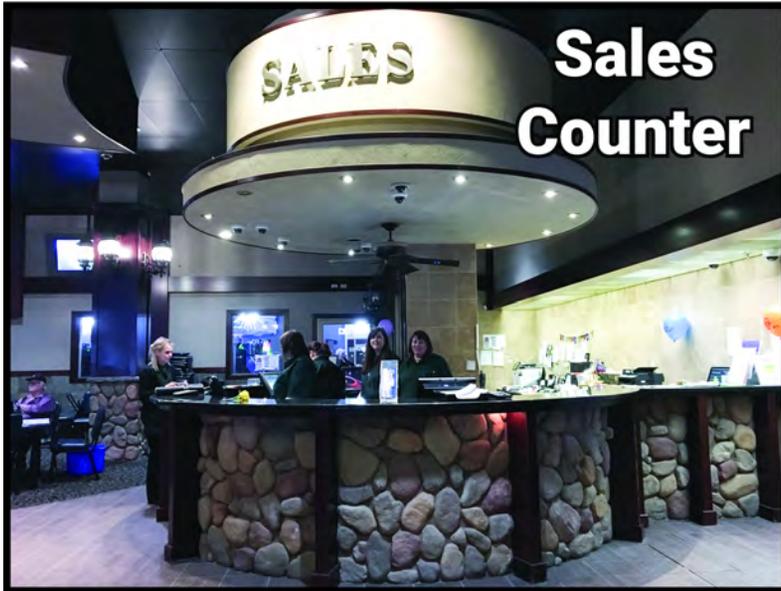
Escort them to Sales, and introduce them to staff as a new player(s).

Help them find a seat; offer to help them get ready to play, e.g. rearrange cards in order of play (instructions for this are in the Volunteer Information Binder); help with Gecko sign-on (don't touch their Gecko screen, just instruct them).

Gecko: Not a lizard! It is the name for the electronic bingo screens and looks like a computer monitor.

If you are unsure, ask your co-volunteer or a staff member to assist. Learn from this experience so that you can assist in the future.

Let the customer know that if they need any help during the bingo session, you will be keeping an eye on them, and if they need any assistance or have questions, just to wave at you and you will be glad to help them. Check back on them periodically.



Keeping it Tidy!

During bingo, always ask the customer before removing anything from the table:

- dirty dishes and trays are scraped and placed on the Dish Return Station
- partially full cups of liquid are thrown in the garbage



At the End of a Bingo Session

If Gaming Centre bingo area isn't busy, one volunteer goes to lobby to hold open doors, and thank customers; and the other volunteer helps with clean-up.

If it is very busy with lots of customers, both volunteers need to assist with clean-up:

- empty blue bins & return or stack
- clear/clean tables
- push in chairs

Vinegar & Water

Twice per day, tables are sprayed and wiped down. Cloths and spray bottles are kept on the Cleaning Station.



Calling Back Bingos – General

Gecko bingos are called back first, then paper bingos.

It is the customer's responsibility to yell "BINGO". Whomever is closer to the customer (staff or volunteer) will approach the player and call back the bingo.

As you are walking towards the customer, keep one hand up so the Caller can see where the bingo is located.

The Caller directs the "show" and will let you know when it is your turn to do the call-back. The Caller will look at you, and will call you by name when it's time to call-back your customer's card.

Be professional and courteous. Make eye contact with the customer to let them know you will be helping them.

If you are near a customer who has yelled "BINGO" and the Caller hasn't heard, you must yell, "Bingo Called!"

If a customer retracts their call of bingo prior to you calling it back, the Caller will still require that you call it back, just to confirm it is not a good bingo.

During all call-backs, look at one of the small TV monitors hanging from the ceiling to ensure your customer's bingo card is the one that has been checked by the Caller... look for a matching pattern. If this is not your customer's card, when the Caller asks if there are any other bingos, yell "Bingo Here".

Note that a "good" bingo appears as a green and white pattern on the monitor (one square will be blue or red, signifying the last number called). See pic below.

If it is not a "good" bingo, the pattern will be black and white. In this case, the Caller will ask you to repeat the Bingo Card Number several times until they are sure that the Card Number has been correctly read, that the Caller has heard the Card Number correctly, and has input the Card Number correctly into the system. The Card Number is always found on the bottom right of bingo cards. This will be further explained below.

Volunteers are not to accept any monetary tips from customers.

NOTE: If a player yells "bingo" for another player/friend who is absent from the table (washroom, Tap 'n Play, outside), you must wait until the absent player has returned to the table before calling back the bingo (1-2 minutes). The Caller will make the decision on how long to wait.

Good Bingo Shown on TV Screen



Bingos on the Gecko

Make note of where the in-house microphones are before doing the call back. (Hint: they are hanging from the ceiling.) All Gecko wins are "good" as they are automatically identified by the computerized system. However, it is still the customer's responsibility to yell "bingo".

Call back (loudly and clearly) the Gecko Machine # located on the right side of the top green ribbon (above the large bingo ball). The caller will acknowledge that they have heard you, and will tell you to go ahead with the Card Number.

The top left card on the Gecko is ALWAYS the winning card as the computer system always places the card that has the best chance of winning in the top left position. Call back the last three (3) digits on the bottom right of the card. Call back the numbers one digit at a time. Say "zero" not "O".

Stay with the winner until the caller says it's a good bingo.

Winnings are electronically posted to the customer's account and shown on the Gecko screen. Confirm with the customer that they have received their winnings. Customers collect their winnings at the end of the session by taking their receipt to Sales.

Congratulate the customer!



Bingos on Paper

Identify the winning card and note the card colour. Customers will point out the winning card for you to call back.

Call back (loudly and clearly) ALL digits of the Card Number located on the bottom right of the card. Call back the digits one at a time. Say "zero" not "O".

The Caller will announce it as a good bingo if it's good.

Stay with the customer until the staff payout person arrives. This helps staff locate the winner.

Congratulate the customer!

Flashboard

The Flashboard is an important part of playing bingo as it gives customers information about the current game in play as well as a "specialty game" called Finish Bonanza. The Flashboard is divided horizontally into two sections.

The top "bluish" section is only used for the Finish Bonanza game. Customers purchase cards for this specialty game, and then daub all of the 48 precalls numbers displayed on the Flashboard, and then wait for the game to start half-way through the bingo session.

The bottom "pinkish" section of the Flashboard shows the current game in play. Numbers already called

are highlighted in white. The last number called flashes on/off.

The two small squares located bottom-left show how many numbers have been called and the pattern that the customer needs to win the game. In the photo below, 56 numbers have been called, and the pattern is a "full card". The larger square above the two small squares, shows the current bingo ball number that has been called (N40).

Flashboard



9. Where is the Bingo Card Number Located? *

Mark only one oval.

- Top Left
- Top Right
- Bottom Left
- Bottom Right *Skip to "You may also be required to:."*

Skip to "You may also be required to:."

You may also be required to:

Assist the Responsible Gambling representatives when they come in for Responsible Gambling events by helping with setup, telling customers the representatives are in the Gaming Centre, or any other assistance required.

Report any and all issues on the gaming floor to employees.

Connect customers requiring accessibility accommodations with an employee.

Assist Gaming Centre employees with promotions, such as handing out raffle tickets, coupons, party favours, or daubers to the customers.

Assist with food clean-up after events with buffets, such as New Year's Eve.

...Or anything else that helps our customers to have a better experience in our Gaming Centre!

Volunteer Rules & Regulations

You are the volunteer of your organization. After completing this training, your organization will schedule you to shadow with an experienced volunteer from your organization. This volunteer will have you sign some documents, give you a tour of the Gaming Centre, and walk you through your roles and responsibilities.

If you have questions, need support, or have to cancel your volunteer assignment, contact your organization immediately.

Volunteer rules and regulations are as follows:

- assignments are two hours in length
- except for special occasions like fundraising events or New Year's Eve, only one organization is scheduled for an assignment
- each organization must schedule at least two trained volunteers
- volunteers attending assignments must have completed this training and signed off after shadowing an experienced volunteer
- you as an individual volunteer may register as a Charitable Gaming Volunteer for a maximum of three organizations in Ontario
- you as an individual volunteer may only volunteer for a total of four hours per day
- volunteers are not permitted to play any games while on assignment, including any special raffles: you may play any other time except the current bingo session for which you have just volunteered... please be sure to remove all volunteer identification so you do not look like a volunteer who is playing
- volunteers may not play bingo cards or any electronic games for customers: if someone asks you to watch their bingo cards while they visit the restroom, your answer is, "I am sorry. As a volunteer I am not permitted."
- volunteers may not purchase product on behalf of a customer, for any reason: if a customer needs help with this, redirect to staff
- volunteers may not handle cash, which includes tips: please re-direct tips and cash handling to an employee
- all volunteers must execute their roles and responsibilities while on assignment
- short breaks (5 minutes) if absolutely needed are to be taken separately in the lobby during full card games and NOT during customer breaks (this is when you can mingle)
- no mobile phones or other distractions while on the gaming floor: if you are on call, place your phone on vibrate and take any SHORT calls in the lobby out of view of customers
- no eating on the gaming floor: drinks may be kept discretely in the lobby
- arrive 10 minutes early to sign in and prepare
- remain on duty for the duration of the assignment
- arrive in proper attire and wear a nametag, as discussed earlier in training

10. I may play a customer's bingo cards for them if they need to visit the restroom. *

Mark only one oval.

- True
- False *Skip to question 10.*

Skip to question 10.

Compliance

Play! Charitable Gaming Association (PCGA) is legally responsible for the compliance of our members. Each of our member organizations has signed a contract with Ontario Lottery and Gaming stating that they will be in compliance with the Ontario Charitable Gaming Policies and Standards.

There are financial penalties if your organization and its volunteers are in non-compliance with the Policies and Standards. A financial penalty could mean a loss of hundreds of dollars to your organization and could even mean suspension or the loss of your organization's permit.

Financial Penalties are as follows:

If one volunteer is late or leaves early, the organization is penalized a minimum of 1/4 of their assignment share (depending on the time of arrival/departure, this may increase).

If one volunteer is out of uniform or missing their nametag, the organization will receive a warning for the first instance. The second instance will mean the loss of 1/4 share, and retraining of the volunteer.

If the organization or one of its volunteers is not fulfilling their roles and responsibilities, the organization is penalized 1/4 of their assignment share.

If one volunteer is absent, the organization is penalized 1/2 of their assignment share.

If both volunteers are absent, the organization is penalized the entire assignment share.

Play! Charitable Gaming Association (PCGA) does not keep these funds. They are redistributed to the rest of our members that same month, based on a pro-rata share.

There is also an escalation process, which means that if your organization receives more than three penalties in a year, it could face suspension, or lose its permit entirely.

Suspension and permit revocation are rare but when it does happen, it tends to be the fault of a few volunteers who don't give their organization any warning when they need to cancel their volunteer assignment.

Make sure to give your organization plenty of warning if you have to cancel your volunteer assignment. Your organization is relying on you.

11. What happens if I do not show up to volunteer at Play! Gaming & Entertainment when I am scheduled, leaving only one volunteer to fill the assignment? *

Mark only one oval.

- Nothing happens
- Your organization loses 1/2 of its funds for that assignment *Skip to "One Last Reminder."*
- Your organization gets a warning

Skip to "One Last Reminder."

One Last Reminder

When you attend your first Charitable Gaming assignment at Play! Gaming & Entertainment, there will be a veteran volunteer from your organization to meet you. That person will:

Have you sign some documents so that you are officially registered as a trained Charitable Gaming Volunteer.

Have a checklist to complete, showing that they have introduced you to all aspects of your volunteer experience

Give you a tour of Play! Gaming & Entertainment.

Please be sure to read through the Volunteer Training Binder, available to you on the Centre Counter. This is where roles and responsibilities, and other helpful documents are kept.

Welcome to Charitable Gaming & Bingo!

The future success of Play! Gaming & Entertainment lies in our ability to attract and retain customers while reminding visitors that proceeds support local charities.

Whenever possible, put a human face on Charitable Gaming!

Your organization will be notified that you have completed the online portion of training once you hit "SUBMIT" below.

You are ready to shadow an experienced volunteer at Play! Gaming & Entertainment!

Play! Charitable Gaming Association (PCGA)

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