



Policy on Assignment Changes

Charities/Non-Profit Organizations (NPO's) who are members of the Play! Charitable Gaming Association (PCGA) are provided with a permit for each twelve-month fiscal period (April 1–March 31) which is accompanied by a schedule showing times and dates of events/shifts/assignments that have been based, insofar as possible, upon requests made by a representative of the Charity/NPO to the PCGA's Activity Coordinator.

Once a permit has been received from the City of Kingston, it is the duty of the Charity/NPOs' Bingo Coordinator to immediately schedule trained bona-fide volunteers for each of the assigned events/shifts in that period. These volunteers must be listed on the Charity/NPOs' *Bona-Fide Member Form* which is submitted to the Activity Coordinator of PCGA. This allows individual Charity/NPO volunteers the opportunity to schedule assigned events/shifts into their personal calendars and ensure their availability when they are required to staff an assigned event/shift.

Each Charity/NPO should have at least two (additionally) trained, bona-fide volunteers who are assigned as "back-up volunteers" so that if either/both of the scheduled volunteers are unable to staff a pre-assigned event/shift, the Charity/NPO can easily replace them. The Bingo Coordinator should provide all volunteers with contact information for other Charity/NPO volunteers, and determine a procedure that allows either the volunteer to replace him/herself, or contact the Charity/NPO Bingo Coordinator to do so.

Such a policy will help to prevent the need for Charities/NPO's to request rescheduling or to give away a scheduled event/shift, and will allow all Charities/NPO's to better staff events/shifts. At the same time this will serve to minimize those times when a Charity/NPO fails to appear at the gaming centre, thus both losing a pooling share and risking a reprimand or suspension.

Many Charity/NPO's rely on just two or three of their trained volunteers to staff scheduled events/shifts, and if those individuals are unavailable, the first response is to ask for either a cancellation or a trade with another Charity/NPO. For those Charity/NPO's that rely on just a few volunteers, poll your membership for new volunteers and register them for training sessions. It is recommended that you have at least six volunteers on your bona-fide member list who would regularly be available to cover your scheduled events/shifts. This will allow Charities/NPO's greater choice when requesting times and days for the annual schedule.

If, after the Bingo Coordinator has taken every step to meet attendance requirements and is still unable to fulfill the organization's commitment, the Bingo Coordinator must notify Kim Steacy, Activity Coordinator of PCGA (ksteacy@cogeco.ca or 613-766-4585), providing her with a minimum of five working days' notice; alternately, the current President of PCGA (contact information can be located in e-mail signature block). If sufficient notice is not provided, the Charity/NPO is subject to the penalties in the Compliance section in the *Volunteer Standards Policy* document.

Where sufficient notice has been given, the event/shift will be reassigned to another PCGA Charity/NPO. The Charity/NPO that cannot attend will not be entitled to the share(s). The Activity Coordinator of PCGA will not endeavor to swap or trade events with other organizations.



**Play! Charitable Gaming Association
and City of Kingston Licensing Department**



Schedule changes initiated between charity/NPOs must first be approved by the Activity Coordinator, PCGA. A maximum of six of these trades can be made during each twelve month bingo permit period. Requests must be made in writing to the Activity Coordinator and the Lottery Licensing Officer within the timeframe noted above.

Assignment of organizations to fulfill open events/shifts is the sole responsibility of the Activity Coordinator (or in her absence a designated member of the PCGA Board). The City of Kingston Lottery Licensing Officer is not involved in this process.

Approved by Board: September 13, 2011
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