

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 established by the Board of the Alberta Gaming and Liquor Commission (AGLC) relating to the eligibility for charitable gaming licensing and the use of gaming proceeds are contained in the *Charitable Gaming Policies Handbook*.

These Bingo Licensee Terms & Conditions govern licences issued to groups conducting bingo in a licensed bingo facility that is in operation four or more days per week. Licensed charities and facility licensees must operate in accordance with the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation* and AGLC policies and procedures established under the legislation, including these terms and conditions.

The following conditions are excerpts taken from the *Bingo Terms & Conditions and Operating Guidelines* (BTCOG). For cross-referencing purposes, the italicized information contained in parentheses is the corresponding sub-section in the BTCOG from which the information was obtained. Copies of the BTCOG, and a copy of the *Gaming and Liquor Act* and *Gaming and Liquor Regulation* have been provided to the facility licensee. Copies of the policy and legislative documents may also be accessed at no charge on the AGLC's website at www.aglc.gov.ab.ca.

1 DEFINITIONS

- 1.1** "AGLC" means the Alberta Gaming and Liquor Commission. (1.1) The AGLC is the province's gaming authority, responsible for licensing and regulating charitable gaming activities.
- 1.2** "Bingo association" means an incorporated, not-for-profit entity that represents or acts as the agent for its members, which are licensed charities. A bingo association is a Class A facility licensee and coordinates activities related to bingo and pull ticket sales (if applicable) on behalf of or as agent for all of the licensed charities conducting bingo events in its licensed facility. (1.1)
- 1.3** "Bingo licence" means a licence issued by the AGLC to a charity authorizing the charity to conduct one or more bingo events. (1.1)
- 1.4** "Bingo licensee" means a charitable or religious group holding a valid bingo licence issued by the AGLC.
- 1.5** "Bingo prizes" means cash, merchandise or other award(s) given to bingo players in a licensed facility in conjunction with an approved bingo program. (1.1)
- 1.6** "Bingo society" means an incorporated, not-for-profit entity that represents or acts as the agent for its licensed charities, primarily to allocate bingo events among them at a designated licensed facility operated by a Class B facility licensee. (1.1)
- 1.7** "Bingo Terms & Conditions and Operating Guidelines" (BTCOG) means the AGLC's set of policy requirements and operating guidelines that apply to bingo events held in a licensed bingo facility. (1.1)
- 1.8** "Class A licensed facility" means a licensed facility whose licence is held by a bingo association. (1.1)
- 1.9** "Class B licensed facility" means a licensed facility whose licence is held by an entity other than a bingo association. (1.1)
- 1.10** "Commission" means the Alberta Gaming and Liquor Commission. (1.1) The AGLC is the province's gaming authority, responsible for licensing and regulating charitable gaming activities.
- 1.11** "Deficit" means the amount by which actual expenses exceeds the fixed fee. (1.1)
- 1.12** "Event" means all bingo games and related bingo promotions or schemes conducted during a specified period of time during the day (for example, morning event, afternoon event, evening event or late night event). (1.1)
- 1.13** "Expenses" means the direct costs incurred by a licensed charity to hold a bingo event. Such costs may include paid staff, rent, supplies, advertising, services such as linked bingo, meal costs incurred by volunteers to work at the bingo event, etc and are collected through an event fixed fee (except concession). (1.1)
- 1.14** "Facility licensee" means the entity that holds a bingo facility licence issued by the AGLC. (1.1)
- 1.15** "Fixed fee" means the facility licensee's fee for providing the licensed charity with the space and services to assist the licensed charity to conduct its bingo event. (1.1)
- 1.16** "Licensed charity" means the charitable or religious organization holding a licence authorizing a bingo event within a licensed facility. (1.1)
- 1.17** "Licensed facility" means a facility in which bingo events may be conducted. (1.1)

- 1.18** “Linked bingo” means a bingo game played simultaneously by participants at different locations in which the locations are linked by a communication system. (1.1)
- 1.19** “Pooling” means the collecting and disbursement of all net bingo revenue, commissions and Alberta Lottery Fund payments over a specified regular period of time from events held in a licensed facility according to a pooling agreement approved by the AGLC. (1.1)
- 1.20** “Proceeds” means the net bingo revenue to licensed charities and also includes Electronic Bingo and Keno Alberta Lottery Fund payments, and commissions paid to licensed charities from Electronic Bingo Games and Keno. (1.1)
- 1.21** “Pull ticket licence” means a licence issued by the AGLC to licensed charities authorizing the licensed charities within a licensed bingo facility to conduct pull ticket sales during bingo events. A single licence is issued in the name of all charities conducting pull ticket sales in the licensed facility. (1.1)
- 1.22** “Registered gaming worker” means a person registered with the AGLC to perform a function(s) specified in their registration. (1.1)
- 1.23** “Surplus” means the amount by which the fixed fee exceeds actual expenses. (1.1)

2 COMPLYING WITH THE BINGO LICENCE

- 2.1** 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. (2.1)
- 2.2** Licensed charities shall comply with the following conditions when operating their bingo events: (2.7)
- operate according to the approved licence (licence attachments may show changes from the original application);
 - conduct only the bingo program approved by the AGLC (including the House Rules and Rules of Play);
 - responsible for delivering bingo events with integrity and social responsibility;
 - responsible to meet volunteer requirements at bingo events they are scheduled to conduct (requirements as provided by the facility licensee);
 - must use the approved Financial/Inventory Control System for bingo events;
 - adhere to the registered bylaws and any policies and procedures of their bingo association, bingo society or facility licensee, as the case may be;
 - adhere to the approved *Linked (Satellite) Bingo Game Operations Manual* when conducting linked bingo;
 - adhere to the operating requirements provided in these Bingo Licensee terms and conditions;
 - adhere to any special terms and conditions required by the AGLC;
 - adhere to the *Bingo Terms & Conditions and Operating Guidelines* (BTCOG); and
 - adhere to all federal, provincial and municipal laws.

- 2.3** Any activity not specifically permitted in these terms and conditions or the BTCOG is prohibited. (1.2)
- 2.4** The conduct of a bingo event is the sole responsibility of the licensed charity and this responsibility cannot be delegated. (3.15)
- 2.5** The licensed charity, through its volunteer bingo chairperson (with the assistance of the hall advisor) shall: (3.15)
- decide upon all matters relating to the conduct of the bingo event;
 - in case of a dispute or discrepancy determine the winners; and
 - verify prize amounts and ensure all prizes are paid.
- 2.6** Only members of the licensed charity, as defined in its by-laws, shall work as volunteers in the mandatory volunteer positions provided in Section 10 of these terms and conditions. (3.15)
- 2.7** As an option, the licensed charity may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. Licensed charities whose members are disabled may accept outside volunteer help for all positions. When using non-members to work as volunteers the individual(s) must be known to the licensed charity. (3.15)

NOTE: The above is intended to allow licensed charities more flexibility in raising funds to support their approved charitable objectives. It is not intended to provide an opportunity for a charity that is not licensed to work a bingo event in return for a donation.

- 2.8** A licensed charity shall submit, through the bingo association or bingo society, its bingo licence application at least sixty (60) days before its existing bingo licence expires, if it chooses to continue to conduct bingo events. (2.5)
- 2.9** Licence fees are required from licensed charities in order that they may conduct bingo in a licensed facility. The licence fee is \$30 per event (see Section 3.10). (2.5)
- 2.10** Any amendment to a bingo licence must be approved in advance by the Regulatory Division of the AGLC. Without approval, an amendment or change is prohibited. (2.6)
- 2.11** A licensed charity that wishes to amend its bingo licence must request, in writing, Regulatory Division approval to amend its licence. The request must be submitted by the executive of the licensed charity to the Regulatory Division. (2.6)
- 2.12** If a licensed charity's bingo licence expires, is suspended, or cancelled by the Board of the AGLC, the licensed charity shall stop conducting bingo events. (2.1)

3 COMPLYING WITH THE FACILITY LICENCE

- 3.1** A facility licence authorizes the operation of a facility in which a bingo event may be conducted. (3.1) A facility licence is required when bingo is conducted in a facility four or more days per week. (3.1)

3.2 Policies established by the Board of the AGLC relating to the eligibility for a facility licence are contained in the *Bingo Terms & Conditions and Operating Guidelines* (BTCOG). Copies of the BTCOG may be accessed at no charge on the AGLC's web site at www.aglc.gov.ab.ca. (2.2 and 3.3)

3.3 A licensed facility may conduct up to a maximum of 14 bingo events per week, based on meeting criteria respecting the required number of member licensed charities in its bingo association or bingo society, as the case may be, as follows: (3.15)

- a) Facilities operating seven (7) events per week must have at least 20 member groups. At least two additional groups are required for each additional event beyond the seven (7) per week (up to a maximum of 14 bingo events per week).
- b) Facilities operating less than seven (7) events per week may be permitted to operate with fewer licensed charities as determined by the Regulatory Division of the AGLC.
- c) When a facility licensee is accepting new groups, the AGLC will:
 - i) give the first opportunity for access to charitable groups who are operating community (non-association) bingos within that community or region, but wish to cease their bingo operation in order to gain access to the licensed bingo facility; or
 - ii) provide the facility licensee with the name of an eligible charity.

3.4 Bingo events may start at any time during the 24 hour period of each day, and may end at a specified time on the same day or may end at a time extending into the 24 hour period of the following day. Each bingo event will be included in the day in which it starts. For example, both of the following events would be considered to occur on Tuesday: an evening event that starts at 7:30 p.m. on Tuesday and ends at 11:00 p.m. on Tuesday, and a late night event that starts at 11:30 p.m. on Tuesday and ends at 1:30 a.m. on Wednesday the next day. (3.15)

3.5 On behalf of or as agent for its licensed charities, the Class A facility licensee coordinates activities related to bingo and pull ticket sales (if applicable). These activities include coordinating: (3.5)

- a) the negotiation of a hall lease agreement;
- b) the provision of bingo supplies, pull ticket supplies (if applicable), and cash float(s);
- c) the establishment of a common bingo program, rules of play and house rules that comply with these terms and conditions;
- d) the scheduling and allocation of bingo events; bingo events (including all specials and playoff games) shall be allocated on a fair and equitable basis to all member licensed charities of the association;
- e) the hiring of paid staff and monitoring of their performance;
- f) the development of a fixed fee or advance system to pay common expenses;
- g) the development and maintenance of an approved Financial/Inventory Control System, and maintenance of the Remote Information Bingo System (RIBS) and the Event Management System (EMS);

- h) the provision to members of a statement of revenue, prizes, expenses and proceeds after each event;
- i) the provision to members of an audited financial statement and management letter at the fiscal year end;
- j) the development of an advertising program; and
- k) if applicable, arranging for pull ticket sales on behalf of member licensed charities.

NOTE: Member groups of a Bingo Association who choose to conduct themselves in an agency capacity (where the Bingo Association acts as the Agent of the member groups) are advised to seek professional guidance regarding the establishment of an agency relationship and to ensure a clear understanding of the operational requirements that support the agency relationship. This responsibility rests with the Bingo Association and its member groups.

3.6 A Class B facility licensee, through a Bingo Facility and Service Agreement, provides a facility, supplies and services of common interest to the licensed charities of a bingo society. This includes: (3.7)

- a) providing a licensed facility;
- b) providing bingo supplies and pull ticket supplies (requires registration as a gaming supplier if applicable), and cash float(s);
- c) establishing a common bingo program, rules of play and house rules that comply with these guidelines;
- d) hiring paid staff and working closely with volunteers of licensed charities which conduct bingo in its licensed facility;
- e) developing a fixed fee system to pay common expenses;
- f) developing and maintaining an approved Financial/Inventory Control System, and maintaining the Remote Information Bingo System (RIBS) and the Event Management System (EMS);
- g) providing licensed charities, which conduct bingo in its licensed facility, with a statement of revenue, prizes, expenses and proceeds after each event;
- h) developing any advertising and promotion programs; and
- i) if applicable, providing services related to the sale of pull tickets on behalf of the licensed charities which belong to a bingo society, according to the requirements detailed in Section 10 of the BTCOG.

3.7 The facility licensee must post in a prominent place in the licensed facility: (5.2)

- a) the facility licence;
- b) the licensed charity's bingo licence "Hall Copy";
- c) bingo program (may exclude the expense and rent detail);
- d) approved Rules-of-Play;
- e) facility licensee House Rules;
- f) pull ticket licence (if applicable);
- g) pull ticket house rules (if applicable);
- h) Problem Gambling Poster;
- i) Gaming Irregularities Poster;
- j) Video Surveillance Poster;
- k) Alberta Satellite Bingo Rules of Play (if applicable);
- l) DIGI Bingo Standard Rules of Play (if applicable); and
- m) any other document or information that the Board of the AGLC or the Regulatory Division requires to be posted.

- 3.8** The facility licensee shall post a “Minors Not Allowed to Play Bingo” sign, clearly visible to patrons, at all entrances to the bingo facility. (5.2)
- 3.9** For bingo facilities offering electronic games, the facility licensee shall post a “Minors Prohibited” sign. (5.2)
- 3.10** The facility licensee shall submit the licence fees on behalf of the licensed charities (see Section 2.9). Licence fees may be submitted on a monthly, quarterly or yearly basis, however no later than 15 days prior to the beginning of each of those terms. (2.5)
- 3.11** A facility licensee shall only charge a licensed charity a reasonable fee that reflects the value of the space and services the licensed charity receives to enable the charity to conduct its bingo event, see section 12.8. (3.17)
- 3.12** A facility licensee must meet the requirements or standards of the *Gaming and Liquor Act*, *Gaming and Liquor Regulation*, and policies of the AGLC respecting its corporate structure, the licensed facility and the operation of bingo events. (3.3)
- 3.13** The continued licensing of a licensed bingo facility depends, among other things, on the level of return provided to licensed charities holding events in the licensed facility. (3.18) Charitable return criteria provide a policy respecting the amount of proceeds licensed charities must obtain from bingo events conducted at the licensed facility based on its gross annual revenue. (3.18)
- 3.14** When a facility licence expires, all gaming activities must cease in the facility. (3.1)

4 GENERAL

- 4.1** Policies established by the Board of the AGLC relating to the eligibility for charitable gaming licensing and the use of gaming proceeds are contained in the *Charitable Gaming Policies Handbook*. Copies of the handbook may be accessed at no charge on the AGLC’s web site at www.aglc.gov.ab.ca. (2.2)
- 4.2** Reasonable measures should be taken to prevent illegal activity, collusion among staff (volunteers and paid staff), or any other activity detrimental to gaming, from occurring in licensed facilities. Such measures should include strict and clear procedures to account for all gaming revenues, including the balancing of books and reconciling of revenue received. (7.6)
- 4.3** Any suspected cheating or other problems in the licensed facility shall be reported immediately upon detection to the AGLC by calling the following toll free number: 1-800-272-8876. An answering service will accept calls after regular office hours. (3.13)
- 4.4** Licensed charities shall immediately report to the AGLC any irregularities, theft, fraud, cheating at play or violations of policy in the conduct of its licensed gaming event and in the use of gaming proceeds. (2.7)

- 4.5** Where gaming revenue or gaming proceeds are missing due to suspected theft or fraud, the licensed charity shall not initiate any civil action against, or enter into any repayment agreements or other agreement with, persons suspected of being responsible for the missing gaming revenue or proceeds. (2.7)
- 4.6** Bingo facility licensees, bingo licensees (licensed charitable organizations) and registered gaming workers are required to cooperate fully with AGLC Inspectors and police officers attending at a bingo facility. A licensee must, on the request of an Inspector, the AGLC or an employee of the AGLC: (13.1)
- a) assist the Inspector in carrying out an inspection, and
 - b) provide the Inspector with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.
- 4.7** Facility licensees, licensed charities and registered gaming workers: (1.5)
- a) are responsible for becoming familiar with the legislation and the policies referred to or contained in the BTCOG and these Bingo Licensee Terms and Conditions;
 - b) shall ensure that all records, reports, and Financial/Inventory Control System forms as required by the AGLC or its representatives are complete and accurate; and
 - c) shall ensure that all communications (written or oral) with the AGLC or its representatives are accurate.
- 4.8** Facility licensees, licensed charities and registered gaming workers must comply with all federal, provincial and municipal laws. (1.2)
- 4.9** Non-compliance with federal, provincial or municipal laws or Board policies may result in disciplinary action. (1.2)
- 4.10** Notwithstanding the BTCOG, the Board may make policy decisions in the best interest of the gaming industry of the province. (1.2)
- 4.11** Inspectors are available to provide information sessions for volunteers and facility licensee management and staff to better understand their responsibilities and authority under the *Gaming and Liquor Act*, *Gaming and Liquor Regulation* and AGLC policies. The aim is to assist all licensees in implementing checks and balances to prevent breaches of the legislation. (1.5)
- 4.12** Visits by Inspectors are opportunities to ask questions about the legislation, regulation or policies which affect the operation of the bingo events or the bingo facility. (1.5)

5 MINORS

- 5.1** Minors (that is, a person under the age of 18 years) are prohibited from playing bingo or Keno in all licensed facilities. Minors are not permitted to enter a licensed bingo facility which offers electronic gaming. (3.10)

- 5.2** Minors are permitted to be in a licensed facility, which does not offer electronic gaming, as follows: (3.10)
- a) if they are working as a volunteer at a bingo event for a licensed charity of which they are a member; or
 - b) if they are working in a paid position (for example, at a concession in the licensed facility).
- 5.3** The facility licensee, or the licensed charity, or paid staff (as applicable) shall demand proof of age when a person of questionable age (that is, anyone who appears to be less than 25 years of age) attempts to purchase and/or play bingo cards. Photograph identification is the required type of identification. Acceptable identification includes any one of the following: (3.10)
- a) Alberta Operator's Licence;
 - b) Motor Vehicles Division Identification card or Alberta Registries Motor Vehicles Identification Card (this non-driver's identification is available through private registry offices);
 - c) passport, Armed Forces Identification Card, Out-of-Province Photo Operator's Licence, Certificate of Indian Status or Immigrant Authorization; or
 - d) other comparable forms of identification from other jurisdictions.

6 CONDUCT OF BINGO

6.1 Bingo Program and Events

- a) The facility licensee shall run a common bingo program. This may be the same program each day of the week, or there may be changes from day-to-day during the week repeating weekly. (8.1)
- b) Only the approved bingo program shall be conducted (see Section 8.1 of the BTCOG). The bingo program of a facility licensee must be approved in advance by the Regulatory Division. Desired changes to the format of the approved program, either on an interim, that is, a special event format, or permanent basis must be submitted to the Regulatory Division for approval at least two weeks prior to the implementation date. (8.1)
- c) Each bingo event program will consist of not more than 75 games/prizes, excluding linked bingo games/prizes. (8.1)
- d) Each bingo event starts with the calling of the first ball of the first game in the facility licensee's program, and ends when the prize for the last game of the program has been verified. (3.15)

6.2 Bingo Cards

- a) Bingo cards shall be purchased only from a registered gaming supplier, and only bingo paper that is approved by the AGLC, through the assignment of an AGLC product code, shall be used in the facility. (3.9)

- b) Bingo cards for bonanza games, odd/even games or any other special game where a pre-call of numbers takes place or where "wild" numbers are determined by specific criteria (for example, the day of the week) and the linked bingo game shall be sealed at the time of sale. This is to ensure bingo cards cannot be viewed by any individual prior to the cards being sold. Sealing standards include folding, stapling, packaging, or gluing of the card or strip of cards. Volunteers or paid staff shall not pre-open sealed cards. (3.9)

6.3 Card Sales

- a) Only cash or debit cards may be accepted for bingo card sales. Granting credit and accepting cheques is prohibited. (8.2)
- b) Bingo licensees may require patrons to purchase a minimum number of regular game cards, as admission to a bingo event. Bingo licensees may not require or demand that patrons buy bingo cards for special games or participate in any other bingo related scheme. (8.2)
- c) Distributing free admissions or bingo cards is prohibited, unless they are awarded as follows: (8.2)
 - i) as a prize for a bingo game;
 - ii) in return for a donation through the facility licensee to a recognized community service organization (for example, food bank, Christmas bureau, etc.); or
 - iii) in conjunction with a "player of the week" promotion (see Section 8.2.7 of the BTCOG).

6.4 Bingo Prizes

- a) All prizes in the approved program shall be awarded. (8.4)
- b) Prize payouts must be structured as follows: (8.4)
 - i) Regular and Special Game Prizes: the prize payouts for regular and special games shall be structured to target a combined maximum payout of 65% of the value of the cards that were sold.
 - ii) Satellite Game Prizes: the total event prize payout for the Satellite game shall not exceed 50% of the value of the cards that were sold for the Satellite game.
 - iii) The combined average of the prize payouts for all bingo games (listed in clauses i) and ii) above) shall not exceed 65% of the value of cards sold for all games over a 52 week rolling average monitored on a quarterly basis.
- c) Door prizes shall be given to players by the licensed charity as follows: (8.4)
 - i) cash or a facility licensee gift certificate may be awarded as a door prize (no event maximum). The total cost value of the gift certificate(s) is considered a bingo prize and shall be included within the 65% prize payout for regular and special games and reported as a prize payout at the event level; or

- ii) promotional type merchandise items, such as bingo bags, dabbers, stuffed figurines, t-shirts, coffee mugs etc. may be awarded as a door prize. The total cost value of the items awarded from the approved promotional budget at any event shall not exceed the lesser of \$200.00 or \$30.00/100 patrons or portion thereof in attendance at the event; and
- iii) door prizes detailed above may be drawn from cash register receipt numbers or theatre-type tickets provided to patrons at the time of purchase of regular game cards for the event during which the door prize takes place.

6.5 Electronic Bingo Equipment

- a) The AGLC conducts and manages the following types of electronic games/gaming: (11.1)
 - i) "Hand held bingo units" meaning a hand held electronic device used to play a bingo game in conjunction with the paper bingo games.
 - ii) "Fixed base units" meaning an electronic gaming device installed in a fixed location within the bingo hall capable of:
 - playing a bingo game in conjunction with the paper bingo games; and
 - playing other bingo themed games.
 - iii) "Keno" meaning a provincial lottery ticket gaming product where draws are held every five minutes. Players pick from one (1) to ten (10) numbers from a field of one (1) to eighty (80). Twenty (20) winning numbers are drawn and broadcast to playing locations.
- b) Paragraph 207(4)(c) of the *Criminal Code* states a "lottery scheme" (which includes bingo): "...may not be operated on or through a computer, video device or slot machine." (5.3)
- c) The Criminal Code allows the provincial government to operate a lottery scheme on or through a computer, video device or slot machine. In Alberta, such lottery schemes are provincial lotteries conducted by the AGLC on behalf of the government according to provisions of the *Gaming and Liquor Act*. (5.3)

6.6 Bingo Verification Unit

- a) The use of a bingo verification unit is mandatory in all licensed facilities. Only a unit which has been approved by the Regulatory Division of the AGLC for use in Alberta shall be used. (5.4)
- b) The verification unit shall be owned by the facility licensee. (5.4)
- c) The facility licensee must ensure that the verification unit is in proper working condition, and shall ensure the unit is regularly checked and maintained according to the manufacturer's specifications. (5.4)
- d) The caller shall: (5.4)
 - i) operate the verification unit according to the BTCOG; and

- ii) at no time during the event, turn off the audio portion of the recording of the verification process or prevent any portion of an event from being audio/video recorded. Provided that no activities of any kind take place during the period of intermission, the caller may turn off the audio/video recording for the duration of the intermission. In this case, the caller shall ensure the equipment is reactivated to continue audio/video recording of the balance of the event.
- e) The verification unit must be used with a video monitoring system. Each game using the unit shall be video/audio recorded. Facility licensees shall utilize a sufficient supply of video tapes to ensure that a copy of the bingo event video tape is kept for a minimum of 31 days after the bingo event. (5.4)

7 RULES OF PLAY

- 7.1 Before a game is played, the caller shall announce the type of game being played. For special games, the game's rules of play shall also be announced. (8.5)
- 7.2 The caller shall announce the procedure that will be used to verify bingos throughout the event. (8.5)
- 7.3 Before play starts, the bingo chairperson, caller and facility licensee (or a player) shall check the bingo equipment to ensure: (8.5)
 - a) the bingo equipment is operating properly;
 - b) no duplicate balls exist; and
 - c) all bingo balls are in play.
- 7.4 Only players with proof of admission may play. Proof of admission shall be visible at all times. The licensee may request this proof before allowing a player to continue to play or to claim a prize. (8.5)
- 7.5 Only cards bought at the event shall be played. An exception is allowed for cards awarded by the licensed charity at the event. (8.5)
- 7.6 The Satellite game shall be operated according to the BTCOG and the approved *Satellite Game Operations Manual*. (8.5)
- 7.7 Only bingo games using the following format will be licensed: (8.5)
 - a) A ball is randomly selected from 75 ping pong type balls. Each ball is printed with a letter from the word BINGO, and a number from "1" to "75" as follows:

B	I	N	G	O
1	16	31	46	61
to	to	to	to	to
15	30	45	60	75
 - b) One additional bingo ball may be added to the blower for the purpose of conducting fireball prize schemes. The addition of this ball must be approved by the Regulatory Division and comply with the BTCOG.
- 7.8 To call a ball, the caller shall: (8.5)
 - a) turn the ball in the cradle/chute so that the letter/number combination can be viewed on the TV monitor;

- b) for events where video equipment cannot be used, display the entire letter and number on the ball to players;
- c) announce the letter and number on the ball; and
- d) draw the ball from the cradle/chute and place the ball into the corresponding hole in the ball pocket tray.

7.9 A ball is considered "called" when the complete letter/number combination of the ball has been announced by the caller. Where there is a dispute regarding balls called, the master board in front of the caller shall prevail. The flashboards are an aid to the game and are not an official record of the numbers that were called. (8.5)

7.10 When a bingo is declared, the caller shall: (8.5)

- a) stop play by announcing a bingo has been declared, and no more numbers will be called;
- b) where the blower is turned off to verify a bingo, the ball next in line in the cradle/chute (that is, the next number to be called) must remain there and be the next number called;
- c) announce the type of game being checked;
- d) announce the number of bingos recognized, their approximate location in the hall, and ask (the first time) if there are any other bingos;
- e) ask (a second time) whether there are any more bingos and pause (at least three to four seconds) to recognize these;
- f) announce the number of bingos which have been recognized, state that only these bingos are eligible for prizes, and the game is closed; and
- g) where the player's eligibility to win is dependant on the number of balls called, the caller shall, with the assistance of a neutral player or charity volunteer, count the number of balls in the ball pocket tray to verify the number of balls in the ball pocket tray match the number of balls displayed on the flashboard as being called:
 - i) if the number of balls in the ball pocket tray match the number of balls displayed on the flashboard and are within the required number of balls to win the specified prize, the prize will be awarded to the winner(s); or
 - ii) if the number of balls in the ball pocket tray does not match the number of balls displayed on the flashboard and required to win the prize, the winner(s) shall be given the option to verify the balls in the ball pocket tray, and if they are in agreement with that count, shall not be entitled to the prize associated with declaring bingo in a specified number of called balls.

7.11 Where a bingo verifier is used, it is recommended that all paper and electronic bingos be verified through the verification unit. However, at a minimum, the caller shall ensure that all electronic bingos, and a minimum of five (5) paper bingos selected at random, shall be verified through the verification unit. Paper bingos exceeding the five (5) to be put through the verifier may be verified using the manual process described in Section 7.12. The verification unit call-back shall be conducted as follows: (8.5)

- a) Seller/Checker:
 - i) identifies the declared bingo(s) to the caller;
 - ii) for paper regular games, verbally gives the caller the card number(s);

- iii) for all paper special games, the seller/checker shall give the caller the card number(s), card colour and serial number(s); or
- iv) for all electronic games, the seller/checker shall give the caller the card number(s), game/part number, and level(s).

- b) the caller shall key the card number(s) into the verifier to display the card face on the TV monitors;
- c) the seller/checker shall compare the player's card to that displayed on the monitor, confirming both card face and card number; and
- d) all displayed cards shall be left on the monitor screen for at least three (3) seconds.

7.12 Where the bingo verification unit cannot be used, due to an equipment failure, a manual call-back must take place. The verification procedures to be used shall be identified in the facility licensee's House Rules. The procedures shall include: (8.5)

- a) for all games, the checker shall take the bingo card and put it in front of a player at another table who will assist in verifying that the numbers called back by the caller form the winning pattern on the patron's card, thereby validating the declared bingo;
- b) for special games, the checker must provide the caller with the card colour and serial number(s) and verify the special game card as stated in clause a); and
- c) where the prize value of the game exceeds five hundred dollars (\$500) or where there is a pre-call, the bingo card(s) shall be checked against the master book by the bingo chairperson, paymaster or facility licensee.

7.13 The series number must be visible on the winning card or the bingo shall not be honoured. (8.5)

7.14 For bingo game/scheme prizes in the amount of \$500 or more: (8.5)

- a) the chairperson or paymaster shall ensure that the name, address, and telephone number of each winner is recorded on the back of the winning card (for paper card winners) or on the back of the payment verification receipt (for electronic card winners) and that the card is attached to the control sheet of the game the prize relates to; and
- b) for all special games, the seller/checker shall take the paper card to the caller's station or the cash cage for verification by the caller or hall advisor. The caller/hall advisor shall inspect the card for any obvious signs of tampering and/or alterations prior to the prize being awarded.

NOTE: For regular games only, associations who conduct DIGI bingo have the option of having the Caller print the same card configuration for all regular games cards (paper or DIGI) using the Event Management System verifier. That printed copy may be used to record the winner's information for regular game prize payouts of \$500 or more and be kept with the event records. The paper bingo card for a special game prize of \$500 or more shall be signed and maintained, however if the special game is won on a DIGI card, then the card shall be printed from the DIGI verifier and be signed and maintained as required by the policy.

In non-DIGI bingo halls, the paper bingo card for both regular and special games shall be signed and maintained as required by the policy.

7.15 The caller must record all prize payouts on the bingo caller's check sheet or the Event Management System (EMS). (8.5)

7.16 Cards may be used for a single game, or for two or more successive games in a series. Called balls shall remain in the ball pocket tray until the final game in a series is done. After all bingos are checked and verified, the caller shall clearly state that the game series is closed, and return the balls to the blower. (8.5)

7.17 Declaration of Bingo: (8.5)

- a) It is a player's responsibility to make themselves heard by the caller in order to stop the game. When a caller stops the game, he will acknowledge the player(s) bingo and call for further bingos as described in Section 7.10. When the number of winners eligible for prizes is announced, the caller will declare the game closed and proceed to verify the declared bingo(s) as stated in Sections 7.10 to 7.12.
- b) Two common problems arise during the process of declaring a bingo. They are as follows, with a suggested resolution provided in each case:
 - i) The caller did not acknowledge a declared bingo because he could not hear the player declare the bingo and proceeded to call another number. In this case, the next number which was called is valid. The player who had a bingo on the previous number may declare bingo again (the last number not required). However, the player may have to share the prize if another player declared a bingo on the next number which was called.
 - ii) Multiple bingos were declared, an usher is standing beside each player, and for some reason the caller did not acknowledge one of the bingos. The caller shall clarify with the usher and other players in the vicinity whether the player's bingo was declared on time or was late. Once clarified, the caller shall refer and explain the matter to the bingo chairperson, who shall decide whether the player will receive a portion of the prize.
- c) In a situation where a player declared a bingo and the bingo was determined not to be a valid bingo, the caller may re-open the game and, prior to calling another number, ask if any other player has a bingo to declare. This includes a player whose bingo was initially disqualified due to a late announcement of their bingo.

NOTE: If a complaint is registered with the AGLC, the bingo chairperson's decision may be subject to review. If it is determined that the complaint was valid, the licensed charity and/or the facility licensee shall pay the player the amount owing as recommended by the AGLC.

8 LINKED BINGO

8.1 Players must be eighteen (18) years of age or older to purchase or play linked bingo game cards or to be awarded a linked bingo game prize. (9.1)

8.2 One linked bingo game will be allowed for each bingo event conducted within the licensed facility. (9.1)

8.3 The linked bingo game must be played in conjunction with a complete bingo program. (9.3)

8.4 Separate, sealed cards (all sides must be sealed) must be used for the linked bingo game. (9.1)

8.5 A specific set of rules of play must be approved and posted for the game. Individual facility licensees or licensed charities cannot change these rules. (9.1)

8.6 The total prize payout shall not exceed 50% of sales. (9.3)

8.7 Licensed charities shall pool linked bingo game proceeds according to the approved pool agreement. When the pool is distributed, the proceeds must be deposited into each licensed charity's approved bingo account. (9.2)

8.8 Inventory and financial control systems for the linked bingo game must meet the requirements set by the AGLC. (9.2)

9 PULL TICKET SALES

9.1 A bingo association or bingo society may submit a pull ticket application on behalf of or as an agent of its licensed charities for the purpose of conducting pull ticket sales during its bingo events. A single licence is issued in the name of all charities conducting pull ticket sales in the licensed facility. The pull ticket licence will normally be issued for a period of two years. (10.1)

9.2 In the case of a Class B facility licence, each licensed charity, through its bingo facility and service agreement with the Class B facility licensee, permits the facility licensee to provide services related to the sale of pull tickets in the licensed facility on behalf of the society's licensed charities. The terms of the agreement must comply with the BTCOG. (10.1)

9.3 An individual must be at least eighteen (18) years of age to purchase or play a pull ticket, or to be awarded a pull ticket prize. (10.1)

9.4 Pull tickets shall not be: (10.1)

- a) awarded as bingo give-away/promotional items;
- b) used as bingo prizes;
- c) offered at a discounted price; or
- d) used as a raffle scheme.

9.5 The daily administration of pull ticket sales within a licensed facility shall be the responsibility of a pull ticket manager approved by the AGLC and under the direction of the executive of the bingo association in the case of a Class A licensed facility or in the case of a Class B licensed facility the facility licensee. (10.1)

- 9.6** Pull tickets shall be sold according to the licence specifications and any special conditions required by the AGLC (an amendment to a licence approved by the AGLC may show changes from the original pull ticket licence application). (10.2)
- 9.7** The facility licensee shall pay all winning tickets. A notice shall be displayed stating that winning tickets will be paid only if the facility licensee can identify that it has sold the unit from which the winning ticket was drawn. (10.2)
- 9.8** Pull tickets shall be sold within the bingo playing area or from an alternate location within the licensed premises other than the concession, merchandise booth, or lottery ticket booth. Sales shall occur as follows: (10.4)
- a) from a container (see Subsection 10.4.13 of the BTCOG) situated at a table or booth; and/or
 - b) from a portable pull ticket sales cart. Portable carts shall:
 - i) provide a high security (lockable) cash drawer(s) with easy access by the seller;
 - ii) secure storage for additional pull ticket units; and
 - iii) accommodate pull ticket container(s) as described in Subsection 10.4.13 of the BTCOG. NOTE: Containers may need to be removable due to rotation of sellers.
 - c) In the case of a volunteer seller, sales shall occur using an apron which has separate pockets to accommodate each type of ticket being sold (maximum of two types), a cash float, and the winning tickets which have been cashed in.
 - d) Sellers shall distribute tickets to patrons; patrons may not draw or pick their own ticket(s) from the pull ticket container or apron.
- 9.9** Sellers shall only sell pull tickets and shall not buy pull tickets, play bingo or participate in any electronic gaming at any event at which they are working as a seller. (10.4)
- 9.10** Paid pull ticket sellers shall not buy pull tickets at any facility in which they are employed. (10.4)
- 9.11** Pull ticket sellers, other paid staff and volunteers shall not reveal information on the unit's status to any individual. (10.4)
- 9.12** Pooling of pull ticket net proceeds is mandatory for all licensed charities conducting pull ticket sales at licensed bingo facilities. (10.7)
- 9.13** One pool shall be maintained, combining all pull ticket net revenue (that is, from all morning, afternoon, evening, and late night bingo events), and each member of the association or society holding a bingo during the quarter shall receive an equal share of the net proceeds based on the number of bingo events they held as a percentage of the total bingo events held during the quarter. (10.7)

- 9.14** AGLC Inspectors shall be given access to all areas where pull tickets are sold or kept. They may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a pull ticket activity, a facility licence or gaming supplies and may temporarily remove any of them for those purposes. An Inspector or an official of the AGLC shall provide the facility licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal. (10.10)

10 STAFFING

- 10.1** Volunteers working a licensed event and the volunteer's group shall comply with the following: (7.7)

- a) Volunteers shall not be paid cash from gaming proceeds or from any other source of revenue for their services. This prohibition includes, but is not limited to:
 - i) cash payment for working gaming events;
 - ii) facility or bingo licensee "vouchers" which can be exchanged for cash (for example, at the concession);
 - iii) receiving money, goods, or services for personal use, from individuals that provide premises, services, equipment, or supplies to events sponsored by the volunteer's group; and
 - iv) providing services to the facility licensee.

NOTE: Where no real or potential conflict of interest exists, volunteers, with the approval of the AGLC, may be paid for services provided to the facility licensee that are not directly related to the conduct of the bingo event. The facility licensee shall provide the AGLC with details of the following: the relationship between the volunteer and the members of the bingo association or bingo society; a description of the services being provided; and the source of the funds for the payment of those services.

- b) Volunteers working a licensed event may receive credits/points to help offset the cost of registration fees and/or travel expenses for an approved charitable activity conducted by a licensee. The credits/points shall:
 - i) not be redeemable for cash;
 - ii) not be used for social/recreational purposes.
- c) Volunteers may transfer the credits/points earned from working an event:
 - i) to other members of the licensed group;
 - ii) to individuals who are beneficiaries of the group's programs (for example, an amateur athlete participating in a structured developmental sport); or
 - iii) on the approval of the AGLC, to other licensees if:
 - the groups redeeming the credits are community leagues/associations; or
 - the groups redeeming the credits have structures with provincial, regional, district and/or zone components.

- d) If credits/points are transferred to other licensees, a voucher must be used as a means of exchange. The voucher shall include the following information:
 - i) name of licensed group issuing the voucher;
 - ii) serial number;
 - iii) date of issuance;
 - iv) value;
 - v) name and telephone number of person voucher is issued to;
 - vi) recipient is a member or non-member of group issuing the voucher;
 - vii) redemption date;
 - viii) redemption purpose;
 - ix) expiry date (not to exceed one year from date of issuance);
 - x) authorizing signature; and
 - xi) notice stating the voucher cannot be used for social/recreational or non-charitable purposes.
- e) The group issuing the credits/points shall maintain records of the credits/points. The records are subject to review by the AGLC. The records shall include a ledger with the following information:
 - i) names of volunteers earning the credits;
 - ii) volunteer is a member or non-member of group issuing the credits;
 - iii) dates the volunteers earned the credits;
 - iv) values of the credits earned;
 - v) dates the credits were redeemed or transferred;
 - vi) purpose(s) for which the credits were redeemed (if applicable); and
 - vii) if the credits/points are redeemed by another group:
 - the date(s) the other group received payment for the credit redemption;
 - the dollar value of the redemption claim; and
 - the name of the gaming account from where the payment was issued.
- f) If the credits/points are redeemed by another licensed group, this other group shall maintain records of the credits/points. The records, which are subject to review by the AGLC, shall include a ledger with the following information:
 - i) name of person redeeming the credits;
 - ii) name of group issuing the credits;
 - iii) date of credit redemption;
 - iv) value of credits being redeemed;
 - v) purpose for which the credits were redeemed; and
 - vi) when redeeming credits/points from the group issuing the credits:
 - the date of the redemption claim;
 - the dollar value of the redemption claim; and
 - the name of the gaming account where redemption claim was deposited.

10.2 The following positions must be filled by volunteers who are bona fide members of the licensed charity: (7.2)

- a) bingo chairperson;
- b) paymaster;
- c) bonanza controller(s); and
- d) special game controller(s).

10.3 Paid staff of the licensed charity may work as volunteers if: (3.15)

- a) they are members of the licensed charity as defined by its bylaws;
- b) they volunteer their services beyond their normal working hours; and
- c) they do not fill the following positions: bingo chairperson, paymaster, bonanza or special games controller, Satellite game controller (when the duties are performed by a volunteer), or cashier (when duties are performed by a volunteer).

10.4 Pursuant to Sections 24 and 25 of the *Gaming and Liquor Regulation*, a bingo worker class of gaming worker registration is established which authorizes a person to perform at a bingo facility a function specified in the person's registration. Gaming workers (paid staff) in the following positions must be registered to perform the function specified in the registration at a bingo event: (7.5)

- a) hall manager;
- b) hall advisor (includes independent hall advisor);
- c) games manager (Class B facility);
- d) caller;
- e) cashier;
- f) Satellite game controller;
- g) sellers/checkers;
- h) bingo co-ordinator;
- i) pull ticket manager;
- j) pull ticket sellers;
- k) security guard (security guards contracted through a third party, meaning the security guards' services are arranged through a party other than a bingo association or bingo society, must also hold a current licence under the provisions of *The Private Investigators and Security Guards Act*); and
- l) bookkeeper (firms supplying facility licensees with bookkeeping services must have the lead individual, responsible for the completion of the bookkeeping duties, registered as a gaming worker).

10.5 The facility licensee, on behalf of or as agent for the licensed charities, shall schedule for work individuals who are paid to assist the licensed charity with conduct and management of a bingo event. All paid staff must hold a valid current gaming (bingo) worker registration prior to commencing, and during the performing of, their duties. (7.1)

10.6 Paid staff shall be bonded for a minimum of \$25,000. (7.1)

10.7 Identification badges for registered bingo workers (paid staff) and identification badges or aprons for volunteer workers shall be worn in plain view at all times during a bingo event, and contain the following information: (7.7)

- a) Registered bingo workers identification badges:
 - i) first or common name;
 - ii) position;
 - iii) the registration number issued by the AGLC;
 - iv) expiry date; and
 - v) photograph (optional).
- b) Volunteer worker identification badges:
 - i) name of the licensed facility or the name of the bingo hall; and
 - ii) name of the position the volunteer is working; or

- c) Volunteer worker aprons:
 - i) shall identify the position the volunteer is working; and
 - ii) where possible, aprons shall be a different colour for each position and indicate the name of the licensed facility or bingo hall.

10.8 Duties for volunteer and paid staff must be clearly defined. Facility licensees shall submit a job description, as well as any changes to the approved job description for each position to the AGLC for approval. The following summary is provided as a guide: (7.8, 7.9, 7.10)

- a) Bingo Chairperson (Class A and Class B facilities): must be a volunteer position. This position is responsible for the overall operation of the bingo event. These duties are performed in consultation with the hall advisor. Responsibilities include: (7.8.4)
 - i) supervising all staff;
 - ii) assigning duties to volunteer staff;
 - iii) ensuring the secure handling of cash; and
 - iv) complying with the Financial/Inventory Control System.
- b) Bingo Co-ordinator (Class A facility): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo chairperson. Facility licensees may use this position to assist with the overall management of a bingo event. The duties of the position are flexible; however, if it is a paid position, the position must not assume responsibility for any of the duties performed by specified volunteer positions. If the position is filled by a volunteer, that person must be a bona fide member of the licensed charity. (7.3 and 7.9.9)
- c) Bookkeeper (Class A facility): may be a volunteer or paid position as designated by the facility licensee. This position reports on a day to day basis to the hall manager, but is accountable to the executive overall. Bookkeeper duties may include hall manager duties listed in subsection 7.9.5 clause a) subclauses v) to xii) of the BTCOG. (7.9.10)
- d) Bonanza/Special Games Controller (Class A and Class B facilities): must be a volunteer position. This position reports to the bingo chairperson. The position may be combined or separated into one or more positions depending on the number of sellers supervised. (7.8.6)
- e) Caller (Class A facility): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo chairperson and conducts the approved bingo program. (7.9.8)
- f) Caller (Class B facility): is a paid position. This position reports to the bingo chairperson and conducts the approved bingo program. (7.10.9)
- g) Cashier (Class A facility): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo chairperson. If the position is filled by a volunteer, that person must be a bona fide member of the licensed charity. (7.3 and 7.9.7)

- h) Cashier (Class B facility): is a paid position. This position reports to the bingo chairperson. (7.10.8)
- i) Games Manager (Class B facility): is a paid position. This position reports to the bingo chairperson. The duties of the position are flexible; however, the position must not assume responsibility for any of the duties performed by specified volunteer positions. (7.10.6)
- j) Hall Advisor (Class A facility): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo chairperson. (7.9.6)
- k) Hall Advisor (Independent) (Class B facility): is hired and paid by the licensed charity. This position reports to the bingo chairperson. A qualified volunteer may be used with the prior approval by the AGLC. (7.10.7)
- l) Hall Manager (Class A facility): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo association executive and is responsible for assisting the bingo association with their operations. (7.9.5)
- m) Hall Manager (Class B facility): is a paid position. This position reports to the facility licensee. (7.10.5)
- n) Paymaster (Class A and Class B facilities): must be a volunteer position. This position reports to the bingo chairperson and supervises the awarding of prizes. (7.8.5)
- o) Pull Ticket Manager (Class A facility): may be a volunteer or paid position (from the pull ticket administration fee) as designated by the facility licensee. This position reports to the executive of the bingo association. The position is responsible for the day-to-day control and administration of pull ticket sales on behalf of or as agent for the licensed charities. The executive may assign the pull ticket manager duties to the hall manager position. (7.9.12)
- p) Pull Ticket Manager (Class B facility): is the hall manager and a paid position. This position reports to the facility licensee. The position is responsible for the day-to-day control and administration of pull ticket sales on behalf of the licensed charities. The pull ticket manager may assign these duties to the games manager. (7.10.13)
- q) Pull Ticket Seller (Class A facility): may be a volunteer or paid position (from the pull ticket administration fee) as designated by the facility licensee. This position reports to either the pull ticket manager or hall advisor. The position is responsible for the sale of pull tickets from a specific location in the bingo facility. If the position is filled by a volunteer, that person must be a bona fide member of the licensed charity. (7.3 and 7.9.11)
- r) Pull Ticket Seller (Class B facility): is a paid position (from the pull ticket administration fee) and is responsible for the sale of pull tickets from a specific location in the bingo facility. This position reports to the pull ticket manager and is responsible to the bingo chairperson at the bingo event. (7.10.12)

- s) Satellite Game Controller (Class A and Class B facilities): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo chairperson. If the position is filled by a volunteer, that person must be a bona fide member of the licensed charity and the hall advisor may assist with the operation of the Satellite game management system. (7.3, 7.8.7, and 7.10.10)
- t) Security Guard (Class A facility): is a paid position (if utilized). This position reports to the hall advisor. The position is responsible for providing security-related services. The facility licensee shall submit to the Regulatory Division a detailed job description for the security guard position. (7.9.13)
- u) Security Guard (Class B facility): is a paid position. This position reports to the games manager. The position is responsible for providing security-related services. The facility licensee shall submit to the Regulatory Division a detailed job description for the security guard position. (7.10.14)
- v) Seller/Checker (Class A and Class B facilities): may be a volunteer or paid position as designated by the facility licensee. This position reports to the bingo chairperson. Individuals holding this position may perform duties of both a seller and a checker, or one of these. (7.8.8, 7.10.11)

11 STAFF CONDUCT

11.1 Volunteer bingo workers: (7.7)

- a) must maintain the integrity of gaming and perform their respective duties according to the standards laid out in the BCOG and as specified in the facility licensee's operating policies and procedures;
- b) must be capable and able (as 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 the position they are working;
- c) must report to the bingo chairperson and print their first and last names and sign on a bingo worker sign-in sheet before starting work;
- d) are prohibited from playing bingo, purchasing or redeeming pull tickets or participating in electronic games while volunteering at a bingo event;
- e) shall not be under the influence of liquor or drugs or consume liquor, or use an illicit substance at a bingo event;
- f) are prohibited from volunteering at bingo events to fulfil a requirement under the Fine Option Program or Alternative Measures Program of the Province of Alberta;
- g) 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 (for example, cleaning tables, emptying garbage cans and ash trays, etc.);
- h) with the exception of sellers/checkers, shall work one position at a time. Before working a second position, the accounting procedures for the first position shall be completed and verified;

- i) who handle cards and/or cash shall return their apron, cash and bingo cards to the cash cage, prior to leaving the bingo floor area for any reason (for example, using the washroom or going on a break); and
- j) shall not use personal money for the float.

11.2 Registered gaming workers: (7.7)

- a) must maintain the integrity of gaming and ensure that only lawful gaming activities are conducted in a licensed facility;
- b) must print their first and last names and sign on a bingo worker sign in sheet before starting work;
- c) are prohibited from playing bingo, purchasing or redeeming pull tickets, and playing electronic games (excluding Keno) in any licensed facility at which they are employed. Paid staff may play Keno before or after they have performed all of their duties related to the bingo event;
- d) shall not be under the influence of liquor or drugs or consume liquor, or use an illicit substance at a bingo event;
- e) shall only provide bingo, pull ticket, and other related duties as specified in their job descriptions as approved by the AGLC;
- f) shall not delegate, on a temporary or permanent basis, bingo duties or duties of the pull ticket manager to non-registered individuals;
- g) shall not perform duties which are required to be performed by a volunteer;
- h) with the exception of sellers/checkers shall work one position at a time. Before working a second position, the accounting procedures for the first position shall be completed and verified;
- i) shall be required to sign a copy of their job description indicating they understand the requirements of their position;
- j) who have access to facility licensee or licensed charity funds or other assets, shall not borrow or convert these for personal use;
- k) workers shall not be voting members on the bingo association's executive and/or board of directors;
- l) workers shall not be employed directly or indirectly by, under contract to, or have a financial interest in:
 - i) the lessor of the licensed facility;
 - ii) operator of the concession;
 - iii) suppliers of bingo equipment and supplies; and
 - iv) suppliers of services.

NOTE: The intent of clauses iii) and iv) above is to prevent individuals who, because of their relationship with the facility licensee, have the ability to influence or make decisions which may not be in the best interest of the facility licensee and/or its member groups. Clauses iii) and iv) are applicable where there is a relationship between the job duties that the individual performs for the Class A licensee and the job duties the individual performs for the supplier of the bingo equipment, supplies or services. For example, a bingo caller who works as a salesman for a company that is supplying the facility licensee with bingo equipment and/or bingo paper cannot also be a paid gaming worker of the facility licensee.

- 11.3** Access to the cash cage area during a bingo event is limited to: (5.5)
- a) In the case of a Class A facility:
 - i) bingo chairperson;
 - ii) hall advisor;
 - iii) hall manager;
 - iv) paymaster;
 - v) cashier(s);
 - vi) bonanza, special games and Satellite controllers;
 - vii) other volunteers, the caller and pull ticket sellers, when their duties require their presence;
 - viii) facility licensee executive officers only when carrying out licensee business which is relevant to activities taking place at the event being conducted;
 - ix) security guards only in emergency situations; and
 - x) authorized officials of the AGLC upon presenting AGLC identification.
 - b) In the case of a Class B facility:
 - i) bingo chairperson;
 - ii) hall advisor (independent);
 - iii) paymaster;
 - iv) cashier(s);
 - v) bonanza, special games and Satellite controllers;
 - vi) games manager (only at the beginning and completion of the event);
 - vii) other volunteers, pull ticket sellers, when their duties require their presence;
 - viii) security guards who are licensed under the *Private Investigators and Security Guards Act* would have access to the cash cage in emergency situations; and
 - ix) authorized officials of the AGLC upon presenting AGLC identification.

12 FINANCIAL

- 12.1** A guiding principle for gaming in Alberta is that “the financial return to eligible groups from charitable gaming is to be maximized for the benefit of charitable and religious groups, the programs or activities they deliver and the communities in which those programs are located.” (12.3)
- 12.2** The charitable return criteria specified in the BTCOG Subsection 12.3.13 details the amount of proceeds licensed charities must obtain from bingo events conducted at the licensed facility based on its gross annual sales. (12.3)
- 12.3** Bingo revenue can be used to pay prizes and approved expenses needed to operate the bingo event. The remaining gaming funds are bingo proceeds. Bingo proceeds are defined as the net bingo revenue to licensed charities and also include Electronic Bingo and Keno Alberta Lottery Fund payments, and commissions paid to licensed charities from electronic bingo games and Keno. Bingo proceeds shall be spent on charitable or religious objectives as approved by the Regulatory Division, detailed on the licensed charity's bingo application, and approved on the bingo licence. (2.3)

- 12.4** All payments regarding spending of the bingo licensee's proceeds, as approved, shall be made by cheque from the approved bingo bank account directly to the vendor/supplier. (2.4)
- 12.5** Proceeds shall be left in the bingo account until spent on the approved uses. If not required right away (2.4):
- a) proceeds from bingos may:
 - i) be put into a separate interest bearing account or accounts;
 - ii) be used to purchase deposit certificates; or
 - iii) if the licensee qualifies as a trustee under the Trustee Act, be invested subject to the conditions established for and applying to, investments by a trustee under the Trustee Act.
- NOTE: Investments made as stated in 2.4.3 clause a) subclauses i) and ii) of the BTCOG, shall be fully insured as defined in the Canada Deposit Insurance Act.
- iv) To qualify to invest under Subsection 2.4.3 clause a) subclause iii) of the BTCOG, the AGLC will require a letter from the licensee's lawyer confirming the trustee qualification.
- b) the financial institution, account or deposit number, or details of other permitted investments and the total value of the funds transferred or invested, shall be identified on financial reports;
 - c) all interest, dividends or other income earned becomes part of gaming funds (bingo proceeds) and shall be retained in the separate interest bearing account required by Subsection 2.4.3 clause a) of the BTCOG or shall be retained as part of the investment if the income is in the form of shares or units; and
 - d) as needed, proceeds shall be transferred back to the licensed charity's bingo account and be disbursed as stated in Subsection 2.4.1 of the BTCOG.

- 12.6** Licensed charities are provided up to two years to disburse their gaming proceeds unless an exemption is provided by the AGLC. A group's request to the AGLC for an exemption must include a supporting business plan. Licensed charities should consult the *Charitable Gaming Polices Handbook* for further details relating to this use of proceeds policy. (2.4)
- 12.7** Facility licensee bingo operating costs incurred on behalf of the licensed charities shall be charged back to the licensed charities in accordance with the facility licensee's AGLC approved fixed fee. See Section 12.1 (Class A) or Section 12.2 (Class B) of the BTCOG for eligible fixed fee expenses. (12.1)
- 12.8** The facility licensee must provide each licensed charity with an annual budget that establishes a fixed fee (or advance) reflective of the costs of operating the bingo events. The annual budget must be approved by the facility licensee's licensed charities. (12.1 and 12.2)
- a) the fee must be reasonable and reflect the economic value of the space and service provided.
 - b) the fee shall not include the costs of operating or providing non-gaming space, supplies or services.

- c) the fee shall be charged on an event basis. Each event time slot (that is, morning, afternoon, evening or late night) shall have an established fixed fee structure based on the annual operating budget. The fixed fee may be the same for each event time slot or may vary for each time slot according to the method of pooling used at the facility.

12.9 Concession expense is an eligible bingo expense that is not included in the fixed fee and must be paid by the licensed charity at the bingo event (or through the bingo association's pool account in a Class A facility). Concession expenses incurred by volunteers at the bingo event shall comply with the following: *(12.1 and 12.2)*

- a) concession items shall be purchased for and consumed by volunteers of the licensed charity during the time and within the facility that the bingo is being conducted;
- b) licensed charities are not required to purchase food or refreshments from the bingo facility concession. Licensed charities may arrange for food and refreshments to be brought into the hall;
- c) all expenditures must be supported by a receipt;
- d) the total concession expense shall not exceed an average of \$5.00 per volunteer for morning events, \$8.00 per volunteer for afternoon and evening events, and \$7.00 per volunteer for late night events. The number of volunteers required is determined by the bingo facility licensee and is stated in the approved bingo program;
- e) any concession expenses over the amounts permitted above are the responsibility of the volunteer;
- f) licensed charities (or the bingo facility licensee in a Class A facility) may set their own concession policy to assist with the control of this expense (for example, no concession expenses are allowed or the maximum per volunteer is \$5.00 per event); and
- g) volunteers may be given a coupon worth a fixed dollar amount. The coupon may be used to purchase concession items. Volunteers may not present the coupon to the concession for a cash reimbursement.

12.10 Within 120 days of the year end, any surplus resulting from the actual expenses being less than the fixed fee must be refunded to the licensed charities. The facility licensee shall write a cheque to each licensed charity for their portion of the surplus funds. Each licensed charity's portion of the surplus funds shall be calculated according to the number of events the licensed charity conducted in the year of the surplus. *(12.1 and 12.2)*

12.11 If the facility licensee is operating at a deficit, the facility licensee shall immediately notify the Regulatory Division of the AGLC and shall not, unless approved by the Board of the AGLC, assess the licensed charities additional charges to cover the deficit. *(12.1)*

13 POOLING

13.1 Pooling is mandatory for all licensed charities conducting bingo in a licensed facility. *(12.1 and 12.2)*

13.2 Each licensed charity that conducts a bingo event during the pool period must be part of the pool, and shall receive a share of the pooled funds in accordance with the terms of the pooling agreement. *(12.1 and 12.2)*

- a) The bingo association may either:
 - i) establish one pool for all events; or
 - ii) establish separate pools for morning, afternoon, evening and late night events. When separate pools are established all events from the pool's time slot must be pooled. For example, all morning events must be included in the morning pool.
- b) The bingo society must:
 - i) establish one pool for all events.

13.3 The licensed charities shall enter into a bingo pooling agreement. The pooling agreement shall be approved by the Financial Review Section of the AGLC. Pooling agreements should address the requirements of the BTCOG and detail all aspects of the pooling arrangement. See Subsection 12.1.7 (Class A) or Subsection 12.2.5 (Class B) of the BTCOG for further details. *(12.1 and 12.2)*

13.4 A pooling bank account shall be established by the bingo association (Class A) or the Trustee (Class B). Details on the bank account and the names of the bingo association or Trustee signing authorities (including changes to signing authorities) shall be provided to the Financial Review Section of the AGLC. *(12.1 and 12.2)*

13.5 The association's executive (in the case of a Class A facility licensee) or an independent third party Trustee (in the case of a Class B facility licensee) shall administer the pool. The names and positions of the pool administrators shall be provided to the Financial Review Section of the AGLC. *(12.1 and 12.2)*

13.6 The pooled funds, in full, shall be distributed monthly to the licensed charities, in accordance with the pooling agreement. Each licensed charity shall deposit the funds to their approved bingo account. *(12.1 and 12.2)*

13.7 The association or Trustee shall distribute to each charity a schedule of the pool disbursements and a cheque or complete an electronic fund transfer. *(12.1 and 12.2)*

13.8 The association or Trustee shall submit a monthly bank reconciliation for the pooling account along with supporting documents (bank statements) to the Financial Review Section. The list must include the licensed charity's name, AGLC's identification number, date and amount of disbursement. *(12.1 and 12.2)*

14 FINANCIAL RECORDS

14.1 Licensed charities shall use the approved bingo event Financial/Inventory Control System in the conduct of bingo events. All transactions shall be recorded on the control forms. The system shall be organized as follows: *(12.1 and 12.2)*

- a) Handling of cash at the event level:
 - i) all transfers of cash among paid staff and/or volunteers shall be witnessed, verified, recorded and signed for;
 - ii) actual cash counts shall be recorded;
 - iii) all entries on Financial/Inventory Control System forms shall be completed in non-erasable ink (pencil shall not be used);

- iv) amendments/corrections to figures on control forms shall be made by striking through the original entry ("white out" shall not be used) and writing the corrected amount beside the original entry; and
 - v) all amendments/corrections made to event Financial/Inventory Control System forms shall be witnessed, verified by count and signed for (initialled).
- b) Inventory control for bingo cards/supplies:
- i) all transfers of bingo cards between the licensed charity and the facility licensee shall be witnessed, verified by count and recorded;
 - ii) all transfers of bingo cards between paid staff and/or volunteers shall be witnessed, verified by count and recorded;
 - iii) for supplier full bundles, a count of each full bundle is acceptable;
 - iv) for supplier partial bundles (previously opened), a count of each individual card is required;
 - v) bingo card inventory access shall be strictly controlled by the facility licensee; and
 - vi) the facility licensee inventory records for all bingo cards and related supplies shall be maintained by the hall manager (Class A) or facility licensee (Class B).
- c) Bingo expenses:
- i) all bingo expenses shall be verified and recorded; and
 - ii) all bingo expenses shall be paid for by the licensed charity to the vendor, service provider or facility licensee.
- 14.2** All original event control forms are the licensed charity's property (including the event cash register tapes i.e. "x", "z", voids, etc.). (12.1 and 12.2)
- a) Original forms shall be kept by the facility licensee at the bingo facility for a period of two years after the bingo licences expires. In accordance with the *Income Tax Regulations*, the original forms shall be stored for an additional four years (may be off-premises).
 - b) The licensed charity shall keep a copy of the Event Summary form for comparison to the financial report.
 - c) Licensed charities shall be allowed to examine their original forms upon reasonable notice to the facility licensee.
- 14.3** Licensed charity and bingo facility licensee books and records are subject to review by officials of the AGLC and must be maintained in a manner acceptable to the AGLC. (2.10 and 3.5)
- 14.4** AGLC Inspectors and officials shall be allowed to examine and make copies of all bingo records. Inspectors and officials of the AGLC may remove bingo records for further review and shall provide, at time of removal, a receipt for the bingo records removed. The facility licensee or licensed charity may request copies in order to carry on its normal affairs. (12.1 and 12.2)

15 FINANCIAL REPORTS

- 15.1** A licensed charity is required to complete and submit financial reports regarding the revenues and proceeds generated during its bingo event(s). For this purpose, a licensed charity will receive the required financial reports forms to complete from the Financial Review Section of the AGLC. The requirements in this regard are as follows: (2.8)
- a) Financial reports are mailed after the end date of the licensed charity's bingo licence.
 - b) If the licensed charity has a two-year bingo licence, it is mailed two financial reports, one at the end of the first year, and another at the end of the second year.
 - c) Supplementary financial reports are required only if the licensed charity stops holding bingo at a licensed facility, and they have funds left in their bingo account. The report is mailed out every twelve months until all proceeds are spent.
 - d) If the licensed charity has a current bingo licence, their ending bank balance, that is, the proceeds remaining from the previous bingo financial report licence, becomes part of the new bingo financial report.
- 15.2** Licensed charities shall complete the financial report and submit the report within 60 days from the mail-out date, along with the supporting documents as indicated in the report. (2.8)
- 15.3** Licensed charities have the option of hiring a professional accountant to prepare bingo financial reports. Bingo proceeds may be used to pay the expenses related to preparing these reports if the reports are prepared by a member in good standing of: (2.8)
- a) The Institute of Chartered Accountants of Alberta; or
 - b) The Society of Certified Management Accountants of Alberta; or
 - c) The Certified General Accountants Association of Alberta.
- 15.4** Bingo proceeds may not be used to pay for the preparation of financial reports other than those mentioned in Section 15.3. (2.8)
- 15.5** If a licensed charity has more than one gaming licence, it may open a Consolidated Gaming Account for gaming proceeds. All approved uses of proceeds must be paid by cheque only (for example, direct to the vendor/supplier) from the Consolidated Gaming Account. Consolidated financial reports are due every twelve months. The financial reports are forwarded to the licensed charity as they become due. Groups have 60 days from the mail-out date to complete and return the reports and supporting documents. (2.9)
- 15.6** For more information on Consolidated Gaming Accounts, consult the *Charitable Gaming Policies Handbook* or contact the Financial Review Section of the AGLC by telephone at (780) 447-8600 during regular business hours. (2.9)

16 AUDIT REQUIREMENTS

- 16.1** The books and records of licensed charities are subject to review and/or audit by the AGLC and must be maintained in a manner acceptable to the AGLC. (2.10)
- 16.2** The areas normally subject to audit will include, but not be limited to: (2.10)
- books of original entry (including computerized records);
 - invoices;
 - bank statements and cancelled cheques;
 - event control and summary sheets;
 - contracts, agreements or similar documents;
 - Income Tax and Goods and Services Tax returns;
 - minutes of annual general meetings, and meetings of general membership, board and executive;
 - external accountant's/auditor's working paper files;
 - annual (audited) financial statements; and
 - business and financial records (as outlined above) of any entity (including but not limited to societies, nonprofit organizations, associations, community leagues, corporations, partnerships, limited partnerships, joint ventures, proprietorships, etc.) that is related to the licensed charity and/or an executive or board member of the licensed charity that is in receipt of any of the licensed charity's gaming funds either directly, indirectly or through a series of transactions.

17 VOLUNTEER BOARD MEMBERS

- 17.1** Volunteer board members should be aware of the roles and responsibilities of not-for-profit boards and the issues that could affect them (liability, bylaws, etc). The Board Development Program, offered by Alberta Community Development, is a unique service that provides assistance to not-for-profit boards in the area of governance. Assistance is provided through workshops, consultations, training, resource materials and special presentations. (1.10)
- 17.2** Further information may be obtained at the following: (1.10)

Board Development Program
#907 Standard Life Centre
10405 Jasper Avenue
Edmonton, Alberta
T5J 4R7

Telephone: (780) 427-2001
Toll-free is also available by dialling 310-0000
Fax: (780) 427-4155

Email: bdp@gov.ab.ca
Web site: www.cd.gov.ab.ca/bdp

18 CONTACTING THE AGLC

- 18.1** Written communication may be addressed to the respective office of the AGLC: (1.6)

Alberta Gaming and Liquor Commission
Regulatory Division
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Fax Numbers: (780) 447-8911
(780) 447-8912

Alberta Gaming and Liquor Commission
Regulatory Division
110 Deerfoot Atrium
6715 - 8 Street NE
Calgary, Alberta
T2E 7H7
Fax Number: (403) 292-7302

Alberta Gaming and Liquor Commission
Regulatory Division
J5 Business Centre
13, 7895 - 49 Avenue
Red Deer, Alberta
T4P 2B4
Fax Number: (403) 314-2660

Alberta Gaming and Liquor Commission
Regulatory Division
3103 - 12 Avenue North
Lethbridge, Alberta
T1H 5P7
Fax Number: (403) 331-6506

Alberta Gaming and Liquor Commission
Regulatory Division
10020 - 124 Ave.
Grande Prairie, Alberta
T8V 5L7
Fax Number: (780) 832-3006

- 18.2** The web site address of the AGLC is www.aglc.gov.ab.ca. The email address for gaming licensing inquiries is Gaming.Licensing@aglc.gov.ab.ca. (1.6)
- 18.3** The following is a list of Regulatory Division office telephone numbers. Toll-free access is available by initially dialling 310-0000. Telephones will be answered by machine when staff are not available and outside of normal office hours. (1.6)
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|-----------------------------|----------------------------------|
| St. Albert (Head Office): | (780) 447-8600
(800) 272-8876 |
| Calgary: | (403) 292-7300
(800) 372-9518 |
| Red Deer: | (403) 314-2656 |
| Lethbridge: | (403) 331-6500 |
| Grande Prairie: | (780) 832-3000 |
| Gaming Irregularities Only: | (800) 742-7818 |