



10/24/2023

KENNEDY ROAD CHARITABLE GAMING ASSOCIATION (KRCGA)

Volunteer Reference Guide

Kennedy Road Charitable Gaming Association



Welcome to the Charitable Gaming (C Gaming) with Kennedy Road Charitable Gaming Association (KRCGA)

As a dedicated volunteer ambassador your commitment will help your charity raise much needed funds. In this handout, I will discuss some important issues you as a volunteer ambassador will need to know, however, full training is available when required.

First, our association is governed by the Ontario Charitable Gaming Association (OCGA) and the Ontario Lottery Corporation (OLG), these two groups manage the policy and procedures that we must follow. My job as the coordinator for your association is to monitor that these are followed. When a charity or it's volunteer(s) do not follow the policy and procedures this could result in a financial loss to the charity and could also result in the loss of charity permit.

Please make certain that you read these rules and understand them completely.

Please note that our coverage of the hall takes place 7 days a week including holidays from 10:00 a.m. to midnight.

Policy Re Duties for Volunteer Customer Service Ambassadors

First, Rama Gaming Houses are unique from many other sites so if your charity is operating at other sites some of the duties may differ. The owners of Rama Gaming House offer us the ability to help in many ways so that their staff can concentrate on raising revenues, revenues that we share in. OCGA/OLG has approved all the duties we assign and appreciate the fact that our volunteers play such important rules.

You will also find that the Dress Code Policy is enforced at our site(s) and this is because we want our association and charities represented in the best possible light. We take a very professional approach to how everything is done.

The management at the site will contact me when a charity has not shown up for their assignment, are late, not in proper uniform or if not performing the required tasks. I am hoping that having a copy of these instructions will help remind you of just how important your commitment is, and we thank you.

Duties:

- ✓ Greet patrons with a warm welcome to Rama Gaming House and smile
- ✓ Call back bingos & ball tickets **ONLY WHEN ASKED BY MANAGEMENT**
- ✓ Clear off tables of garbage & papers (please check with patron first to see if they are done with items)
- ✓ Assist with delivery of food/drink trays (non-alcoholic)
- ✓ Assist with any promotional handouts
- ✓ Walk through Tap Tix (Slot machine) side and check on patrons – converse when possible

- ✓ Assist with Loyalty Program if requested (training provided) **HAND OUT APPLICATIONS NO SCANNING OF CARDS**
- ✓ Offer free coffee to patrons'
- ✓ Other duties may be added

AT NO TIME MAY A VOLUNTEER HANDLE ANY CASH!

If a patron requires cards etc., please acknowledge their request and advise you will get a staff member for them. Staff members are licensed by the ACGO (Alcohol & Gaming Commission) Even if a customer gives you money for a coffee, you may not take it, the staff member will do it.

At any time if a patron has a question, you do not know the correct answer to, please acknowledge and find a staff member.

Please do not engage in company rumours with the patrons or staff, we as volunteer charities, stay neutral.

Our position there is to provide 100% Customer Service.

Please arrive at your session at least 10-15 minutes before you are scheduled to start, this allows you to put your items away, sign in, get your charity sign set up and to see if there are any promotions etc. you need to assist with on that day.

The sign in book and your charity sign are in the volunteer/staff room. Please make sure you sign in or your charity may not get credit for your attendance. Please do not sign on the plastic tabs, print your name on the actual sheet by your charity name and date. Please **PRINT** so that I may be able to correctly spell your name if required. Also, each volunteer **MUST** print their own name!! No signing in for each other

Your charity may also leave charity name tags in the files provided for them, if not, please make sure you have a proper name tag with your first name and then you can leave it in folder for next time. (This will be discussed in Dress Code Policy)

Dress Code Policy:

- ✓ All volunteers MUST wear a Charity logoed, collared shirt, this is usually a polo or golf shirt – the charity shirts for your group all must be the same color
- ✓ If you are new and your charity does not have a shirt for you yet, you MUST wear a white collared shirt
- ✓ Dark colored casual pants must be worn, NO JEANS, no matter how black. Dark colors are dark grey, navy, or black for the most part.
- ✓ Absolutely no leggings, no shorts, no jeans, no capris, pants, or skirts must look professional
- ✓ You may wear comfortable shoes (running shoes) however, no open toe shoes, no boots.
- ✓ Sweaters or scarfs are not to be worn over logoed collard shirts - they tend to hide the charity logo and we are there to promote our charities. If you get cold, please wear a long-sleeved shirt UNDER the logoed collared shirt. No exceptions.
- ✓ **If your charity wears a vest that is fine, but the vest must have the charity logo and the volunteers must all wear the same color collared shirt under the vest, so, if your charity wears a blue shirt, both (all) volunteers wear a blue collared shirt under vest –**
- ✓ Hats under no circumstances are to be worn unless it is part of the club's uniform, ie: Shriners Fez
- ✓ Name tags, with your first name, must be worn. If your charity does not have one made, I leave several plastic ones from staples in the volunteer/staff room -

Do Not just rip a piece of paper and tape it on your shirt!

- ✓ Wear a huge smile!
- ✓ **No phones on gaming floor**, if you need to take a call or check a message, that is fine, but go to the lobby and not in front of patrons. Phones may stay in your pocket on silent only.
- ✓ Please do not gather in corner with your fellow volunteer and chat for length at time, we are there to pay attention to the patrons

Financial Repercussions:

- ✓ If you fail to show for your assignment, your charity of course will lose 50% of funds you would have earned for them (This applies to one (1) volunteer) If both do not show that is 100% loss
- ✓ If you are late, your charity could lose 25% of share
- ✓ If you are not in proper uniform, you could lose 25%
- ✓ If you are not performing required duties, you could lose 25%
- ✓ If your charity has constant issues with these non-compliance issues, your charity could have its permit pulled

A percentage of loss can range from anywhere from \$500.00 to \$1000.00 depending on distribution rate that month, so please try to remember this.

**** If your volunteer experiences an uncomfortable suggestion from a patron, they MUST contact the on-duty manager at once to deal with it. This allows the manager to approach the patron and discuss their behaviour. If they hall does not have the property information to deal with any situation it**

becomes difficult to handle. Dealing with it at the moment helps stop these situations.

Suggestions:

- ✓ If you cannot make your session (because emergencies do happen) please contact your charity coordinator – have their contact number handy, your coordinator will then try to find a replacement and if not, perhaps they will contact me, and I will find another charity to take the session
- ✓ If you are going to be late, please call your coordinator and then the hall to advise them you are on the way
- ✓ Contact numbers/emails to follow

Your Charity:

Your Coordinator:

Your Coordinator phone:

Your Coordinator email:

Rama Gaming House Toronto East: 416-752-2635 then press 0

Or you can call 1-647-245-5584 and select #2

991 Kennedy Road, Scarborough, ON M1P 2K5

Website: ramagaming.com

KRCGA Facebook: [Kennedy Road Charitable Gaming Association | Facebook](https://www.facebook.com/KennedyRoadCharitableGamingAssociation)

KRCGA INSTAGRAM: Krcga1

Website: www.krcga.ca

KRCGA Coordinator – Maxine Doucette

Cell: 647-938-7678

Email: charitycoordinator1@outlook.com

Suggestions:

- ✓ When calling back bingo or balls tickets, please face the caller and use your loud voice
- ✓ Call numbers by singles digits so if serial number is 2254 you will call 2-2-5-4 and if the bingo is on paper, please say the color of the paper, so blue, 2-2-5-4
- ✓ Samples of bingo sheets and balls to follow
- ✓ Always congratulate the patron on the win
- ✓ If the bingo is on the computer, the money is deposited in the computer for them (explained further at in person training if required) if the bingo is on paper, a staff member will pay them but please check back with the patron to make certain they were paid
- ✓ New volunteers will have all this reviewed at in house training

Every single volunteer MUST take the OCGA online training, once you complete this training in the comfort of your own home, it will send an email to me and to OCGA to show proof of training. This is required before you can work a session. This will take around 30 minutes.

All new volunteers can either attend a 1 hour in house training session OR may shadow an experienced volunteer from their charity during a full session.

This manual is just quick reference for all volunteers to use for review if needed. I hope that you all get some use out of it and of course keep it hand in case you need to refer.

I am here to answer any question or concerns.
Please look at samples provided for you all and again I
hope these provide some clarity especially for new
volunteers.

Safety measures at the hall are a number one concern,
management follows all those laid out by OLG, ACGO
and Ontario Public Health. Please feel comfortable to
wear a mask or gloves if these are discontinued in the
future. We want you to feel safe.

See Below:



This is a sample of Double Action Bingo - If caller calls 1 24 for example the patron dabs the centre of 21/24 - Number for call back is circled 2-2-5-4

On the paper sheets the number is always in lower corner



This shows a sample bingo and where the patron is waiting, the number they are waiting for is in red and flashing



Again, the number you will call back is the circled one

4-5-1-6-0-8

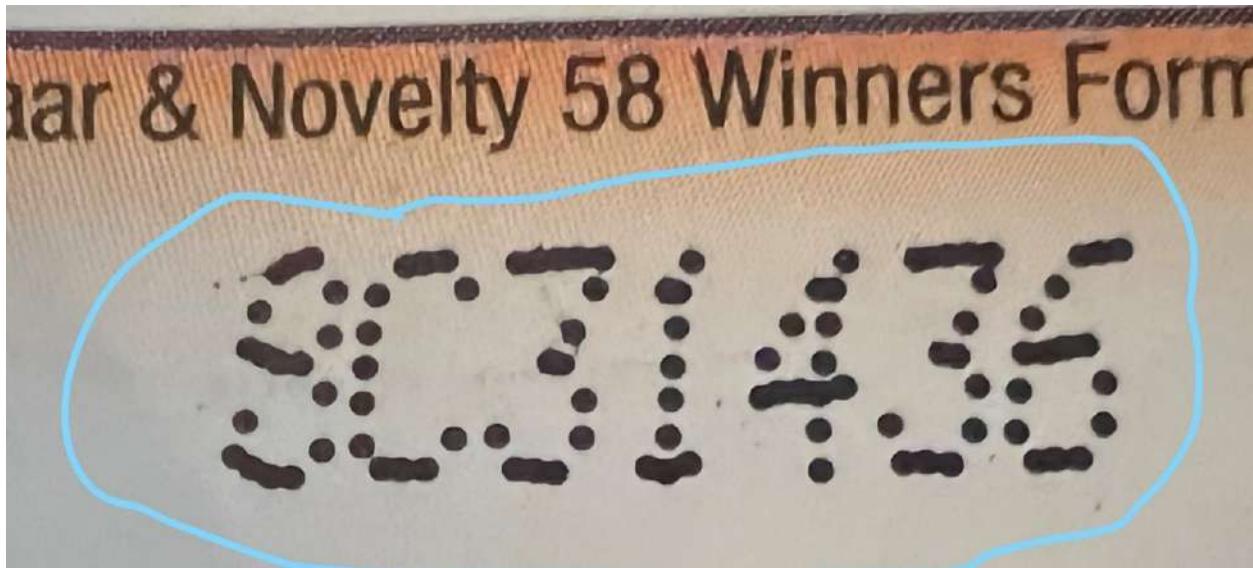
For the Balls tickets

When the balls are being played, the caller will announce what serial number and what color ticket will be played -

they only play one serial number at a time



Not the color of each ticket is in top corner and I have circled in - When a player has dabbed all 3 numbers on the ticket in play first, they yell BALLS - you then take the ticket to another table for verification because these are not entered in the house computer. Show the ticket to another player while you call it back - first the color of the ticket, then turn it over to read the serial number, again one at a time S-C-3-1-4-3-6



Sometimes, actually many times patron will only get a ticket like this: They have won nothing – the object for the patrons is to get a ticket with the 3 balls – for a

chance to win what could be a large jackpot - There are only 25 tickets with the 3 Balls in each box sold and they only play one box at a time.

Your job is done, when you verify the winning ball ticket, the staff member takes over after that.