

Code of Conduct – Compliance Policy Revision April 2020

The Riverview Hall Funds Association is a community-based organization dedicated to providing the opportunities for local charities to raise funds through c-gaming. Participation in the Association's programs is subject to the observance of the Association's expectations of professionalism and involvement in the fund-raising activity and roles and responsibilities in customer service. The activities outlined below are expectations of the Association. Any participant who violates this code is subject to discipline, up to and including removal from the program.

Professionalism

1. All volunteers must be trained.
2. Volunteers may represent a maximum of three member organizations in Ontario.
3. All individuals within the gaming Centre are to be treated with respect.
4. Members are not to engage in any verbal or physical confrontation with another individual. If such situations arise, the charity member will disengage and remove themselves from the situation. Such incidents must be reported to your club coordinator after the assignment.
5. No volunteer under the age of 18 years of age is permitted in the c-gaming Centre.
6. Situations of concern shall be reported to the hall manager.
7. The customer will always be treated with accommodation and complete respect.

Presence for Fund Raising Activity:

1. The Charity volunteer is expected to be in attendance for their assignment time period.
2. A Charity is responsible for having at least two trained volunteers to work each assignment.
3. Members are to arrive early to complete the computer log and sign in sheet.
4. Volunteers are to remain on duty for the duration of the assignment. (Volunteers can be relieved early from assignment if the incoming club meets all requirements to be on assignment). It is the decision of the incoming club only, if they want to relieve the club on duty early.
5. Be in proper attire. Name tags must be worn if names are not indicated on club shirt.

Roles and Responsibilities

1. Playing bingo cards or P.O.D. games for customer is not allowed
2. Purchasing and/or playing lottery product while on duty is not permitted.
3. Members while on duty, circulate throughout the gaming floor.
4. **All volunteers must execute their roles and responsibilities as outlined in the Compliance Policy.**

I have read and I understand the Riverview Hall Funds Association Compliance Policy and Code of Conduct. I agree to abide by the rules described above and understand that I may be removed as a participant if I violate the Associations Code of Conduct. As coordinator/Principal Officer, I will make all volunteers on my trained bona fide member list aware of the Compliance Policy and Code of Conduct.

Charitable Organization

Date

Coordinator / Principal Officer (Please Print)

Signature