

Riverview Hall Funds Association

COMPLIANCE POLICY

The provincial policies are very effective in managing compliance of member groups. While we understand there may be reluctance to follow the procedures due to the financial impact on non-compliant groups, there is a need to enforce the policies. Through both OCGA quarterly/annual reporting and through conversations with coordinators and municipalities, there have been many situations of groups that are in a steady state of non-compliance. This jeopardizes the long-term fundraising of these groups through inconsistency in customer service as well as a negative impression on groups that are making the effort to comply.

The Riverview Hall Funds Association (RHFA) is in complete support of the Ontario Charitable Gaming Association. The RHFA will continue to work with Charities to avoid compliance issues and the escalating disciplinary process. Through constant communications such as email, website and office bulletins, Charities will be updated and fully aware of all Association policies and procedures. Best Practices will also be made available to all charities, to offer ideas and give suggestions to avoid being in noncompliance with the Association. It is our view that working together, we can avoid compliance issues and remain a strong and professional Association.

ROLES AND RESPONSIBILTIE DESCRIPTION

- Playing Bingo cards or P.O.D. games for customers is not allowed.
- Purchasing and/or playing lottery products while on duty is not permitted.
- While members are on duty, they are to be circulating throughout the gaming floor.
- All Volunteers must execute their roles and responsibilities:
 - Welcome our customers to the Gaming Centre
 - Thank departing customers on behalf of your Charity.
 - Clean the environment by removing refuse and cleaning tables.
 - Focusing attention on the customer and not your phone or other devices.
 - Volunteers are not to sit on the gaming floor. See sitting policy below.
 - Be always conscious of the customer's perception of you while on duty.
 - Be prepared to problem solve while assisting customers.

VOLUNTEER SIGN IN PROCEDURE

The computer log and Volunteer sign in sheet must be completed before every assignment. The paper Volunteer sign-in sheet with signatures is the legal document.

Failure to complete the sign-in sheet will result in a follow-up with your Charity requesting the missing information. The missing information must be provided by the deadline to avoid a Roles and Responsibilities violation.

SITTING POLICY

Sitting while on assignment will be permitted with the following conditions:

- Sitting is to be done for a short period of time. No more than 10 minutes in total per assignment.
- Sitting anywhere on the gaming floor is not permitted.
- Volunteers must sit one Volunteer at a time.

DRESS CODE

To reflect the professional modern gaming facilities and to provide consistency to the customer base, trained volunteers must look professional and be easy to identify. Charity Shirts or Vests are an allowable Bingo expense.

- The dress code requirements at a minimum include:
 - Conservative, black pants, skirts, or capris.
 - Denim jeans, track pants, stretch pants and shorts are not permitted.
 - Collared Shirts – 2 Options
 - Collared Shirt with Charity logo – same colour for all Volunteers preferred.
 - Vest with Charity logo – same colour collared shirt underneath
 - Tank tops, t-shirts and sleeveless shirts are not permitted.
 - Scarves, sweaters, jackets, or anything that covers up the Charity shirt logo and/or collar are not permitted.
 - Nametag must be worn if not embroidered on your Charity shirt. First name required.
 - No hats are permitted unless specifically related to the Charity uniform (ex. Shriner's Fez, Boy Scouts) or related to health reasons (ex. Cancer treatments)
 - Baseball caps are not permitted as they distract from a professional look.
 - Footwear must be tasteful and appropriate to the role of the Volunteer.
 - Sandals, Flip Flops, and crocs are not permitted.
 - Running shoes are recommended.

Volunteers will have 45 days from the date they have been trained to receive their collared logoed shirt. If a Volunteer works an assignment within those 45 days and a shirt has not been provided, the Volunteer must wear a plain white collared shirt with a nametag indicating the name of the Charity and their first name.

If you find it cool in the hall when working assignments, a long sleeve shirt under your Charity shirt is recommended. A long, plain sweater that hangs to the side and does not cover the front of the Charity shirt will also be permitted. Anything that covers up the collar and/or charity logo and nametag will not be permitted.

Escalated Disciplinary Process

Compliance Infraction Step 1

Letter of warning will be issued.

Financial repercussion applied. Reported on the monthly Municipal distribution report.

Explanation of violation step 1 in the escalating disciplinary process.

Explanation of escalating processes and repercussions of future infractions.

Communication with Charitable group to be documented.

Compliance Infraction Step 2

A letter of non-compliance will be issued. Must include communication with a principal officer.

Financial repercussion applied. Reported on the monthly Municipal distribution report.

Explanation of violation step 2 in the escalating disciplinary process.

Explanation of escalating processes and repercussions of future infractions.

Written response required from Charitable Organization. To be documented.

Compliance Infraction Step 3

A letter of non-compliance will be issued. Must include communication with a principal officer.

Compliance committee meeting will be scheduled with a key individual of the group (Executive Director, President) to discuss infractions and policies to resolve concerns.

Explanation of violation step 3 in the Escalating Disciplinary Process.

Explanation of escalating processes and repercussions of future infractions.

Notify and engage Municipality in the discussion which may result in additional action related to the organization's permit.

Financial repercussion applied. Reported on the Municipal distribution report.

Compliance Infraction Step 4

A letter of non-compliance will be issued. Must include communication with a principal officer.

Municipality directed to suspend/revoke permit.

A formal letter sent to the organization notifying of action taken and organization's removal from the schedule.

Financial repercussion applied. Reported on the Municipal distribution report.

Organization will be put on 1 year probation after returning from suspension.

Each instance of a compliance infraction has a 12-month expiry period. If a group remains in compliance for a 12-month period from the date of the infraction, the group's escalation stage will be reduced by one step. For example: If a group has a Dress Code infraction in January 2023, they are escalated to step one. They then have an attendance infraction in February 2023 and are escalated to step 2. The group then does not have any future compliance issues. In January 2024 they will be lowered to escalation level one and then in February 2024 they are no longer in compliance escalation and are completely reset.