

SECTION: 18. CHARITY VOLUNTEER/CHARITY WORKER DESCRIPTIONS
18.1 ELIGIBILITY REQUIREMENTS

18.1.1 Eligibility requirements for volunteer staff or charity workers are as follows:

- a) Only bona fide members of the licensed charity or employees of a First Nation Charity shall work in the positions of general manager, banker, cashier, count room supervisor or advisor (when performed by a volunteer). The licensed charity may use non-members, on a volunteer basis, to fill other positions as required. Licensed charities whose members are disabled may accept outside volunteer help for all positions.
- b) Charity workers must be registered with AGLC and may only work at First Nation casinos. Additional information regarding eligibility requirements for charity workers may be found in Section 3.2 of the Host First Nation Charitable Casino Policies Handbook (HFNCCPH).
- c) *(Deleted Mar 2022)*
- d) A person is not eligible to work in a casino if the person:
 - i) has at any time been charged with or convicted of:
 - an offence under the Criminal Code (Canada), the *Excise Act* (Canada), the *Food and Drugs Act* (Canada) or the *Income Tax Act* (Canada);
 - an offence under the *Controlled Drugs and Substances Act* (Canada), other than under section 4(1) of that Act for possession of any substance included in Schedule II to that Act; or
 - an offence under a foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence referred to in subclause i);

and, in the Board's opinion the offence is sufficiently serious that it may detract from the integrity with which gaming activities or provincial lotteries are to be conducted in Alberta or may be detrimental to the orderly or lawful conduct of activities authorized by a liquor licence or a registration relating to liquor, or

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- ii) has, within the five years prior to the submission of the application, been serving a term of imprisonment of three years or more.

18.1.2 Paid staff of the licensed group can work any position, provided:

- a) they are bona fide members of the licensed charity;
- b) they volunteer their services outside normal working hours; and
- c) they do not fill the following positions:
 - i) general manager;
 - ii) alternate general manager;
 - iii) banker; or
 - iv) count room supervisor.

18.1.3 AGLC may provide modified requirements for the charity to reduce charity staffing in extenuating circumstances and combine charity roles to accommodate this reduction.

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18.2 CONDUCT

- 18.2.1 All volunteer staff/charity workers must have their roles assigned through CasinoTrack and conduct themselves in accordance with the CTCOG.
- 18.2.2 No volunteer staff or charity worker shall work more than one position during the casino licence period except:
- a) the general manager may assign a count room worker to witness table closing chip counts. This must not interfere with count room duties;
 - b) in casinos outside of Edmonton, Calgary and St. Albert, those individuals assuming the positions of banker, cashier and chip runner may, once their cash cage duties have been concluded, also work in the various count room positions; the one exception being the banker, who must not be allowed to assume the position of count room supervisor; and
 - c) the charity may combine the counter with either the duties of the sorter or the recorder (not both). Duties specific to the sorter or recorder can be found in Sections 7.5, 18.8 and 18.10.
- 18.2.3 Volunteer staff and charity workers must wear a name badge while on duty showing first or common name, position, and date of casino.
- 18.2.4 All volunteer staff and charity workers are prohibited from playing casino games or gaming terminals (including slot machines, electronic table games and VLTs) where they are working for the duration of their licensed charity's event.
- 18.2.5 Volunteer staff and charity workers must not use or be under the influence of liquor, cannabis or illegal drugs at a casino event. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications while working a casino event must be consistent with the casino facility licensee's policies regarding their use and must not interfere with the ability of volunteer staff and charity workers to perform their duties.
- 18.2.6 Volunteer staff and charity workers are prohibited from cashing cheques or extending credit.

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- 18.2.7 Personal possession of chips by volunteer staff and charity workers is prohibited and must be reported immediately to AGLC by the general manager.

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- 18.3.1 The general manager is responsible for all aspects of the casino and operates the event in consultation with the games manager to ensure the casino is conducted in accordance with the CTCOG.
- 18.3.2 The general manager ensures all volunteer staff/charity workers are present for the casino event prior to their scheduled shift.
- 18.3.3 The general manager may temporally perform the duties of any volunteer staff/charity worker. Should the position being covered not return in a reasonable period (example: one hour) or is not expected to return, the general manager may assign another volunteer staff/charity worker to the role (Discrepancy Report required).
- 18.3.4 Prior to the end of the event, the general manager will sign off on all discrepancy reports in addition to the advisor or games manager.
- 18.3.5 The general manager will ensure the casino facility licensee or designate provides a cheque at the end of the event for the cost of the advisor fees and concession fees.

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18.4.1 The banker supervises the cash cage and is directly accountable to the general manager.

18.4.2 The banker is responsible to ensure:

- a) the security and control of the chip/cash inventory during their shift; and
- b) the cashiers retain personal control of chips and cash while on duty.

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18.5.1 Accountable to the banker, the cashier provides services to casino patrons, exchanging casino chips for cash. The cashier must not:

- a) sell or exchange any chips for currency;
- b) conduct any cash-outs over \$200 without the transaction being witnessed by the general manager, banker or advisor; and
- c) accept chips from another casino facility.

18.5.2 The cashier maintains the security of the chips and cash in their station while on duty, securing their station when not in use or on break.

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18.6.1 Using CasinoTrack, the chip runner acts as an intermediary between the charity and the casino facility:

- a) verifying the accuracy of chips while accepting, opening, closing or returning game tables on the floor; and
- b) ensuring chips are accurately transported to and from the chip bank and game tables.

Note: The chip runner may assist the general manager during pull of drop boxes.

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- 18.7.1 The count room supervisor is directly accountable to the general manager for supervision of count room procedures and count room staff and ensuring the count room is secured while on duty.
- 18.7.2 At the end of the count, the count room supervisor will generate the Master Revenue Report and Count Room Drop Box Verification on CasinoTrack.

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18.8.1 The sorter is responsible for preparing the drop boxes for the count team, including:

- a) emptying a drop box's contents on the table;
- b) showing the camera the box is empty; and
- c) sorting the contents for the counter.

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18.9.1 The counter is responsible for:

- a) counting the contents of each individual box identified by the "Box ID Card";
- b) reporting the totals to the recorders; and
- c) providing the bills to the amalgamator for final verification.

Note: The counter may assist the sorter.

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- 18.10.1 The recorder enters information provided by the counter into the CasinoTrack system for each box identified by the "Box ID Card".

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18.11.1 The amalgamator is responsible for:

- a) performing the final count of the contents of each individual drop box identified by the "Box ID Card";
- b) reporting the totals to the Count Room Supervisor; and
- c) placing cash of the same denomination in bundles of one hundred (where applicable) after the totals are verified from the first count.

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