

Reduced/Combined Volunteer Operational Requirements

COVID-19 Guidelines

Daily Operating Procedures



OPENING PROCEDURES – CASH CAGE (MINIMUM VOLUNTEERS)

The Advisor shall initialize the casino event in CasinoTrack. Once data required to start the event in CasinoTrack is completed the General Manager, with the Advisor, may use the following guideline to combine the noted positions above:

1. Use CasinoTrack to create volunteer cards as follows;
 - a) Banker:
 - The General Manager will assign the Banker position to themselves using the format “<General Manager’s Name> 2” (Example: Jane/John Doe 2).
 - The General Manager will be responsible for all transactions performed under the CasinoTrack cards associated with their name.
 - b) Cashier:
 - The General Manager will assign the Cashier position.
 - c) Chip Runner:
 - The General Manager will assign the Chip Runner position to the Cashier on duty using the format “<Cashier’s Name> 2” (Example: John Doe 2).
 - The Cashier will be responsible for all transactions performed under the CasinoTrack cards associated with their name.

The transfer of cash and chips will continue with the appropriate volunteer positions being used.

Note: A volunteer performing combined positions may not conduct transactions between their assigned duties (e.g. The Banker may not transfer chips or cash to the General Manager when they are the same person).

For the combined General Manager/Banker role the Games Manager or Operator Representative would provide the float to the Banker role, using the “Facility Operator Gives Cash to Banker” transaction in CasinoTrack. Any funds not needed to perform the Banker’s shift can be transferred to the Safe.

CASH / CHIP TRANSFERS – CASH CAGE

All cash and chip transfers conducted during an event will be performed by the appropriate positions, using the associated volunteer card(s). Where the General Manager is performing the duties of the Banker, the General Manager may not perform the duties or proxy into the role of the Cashier. If no other Cashier is available when the position is needed for Chip Running duties, or to take a break, the Cash Cage operations must be temporarily suspended until the Cashier returns, or cash outs may be temporarily conducted at the Slot Bank.

It is the responsibility of the Advisor, General Manager, and Cashier to ensure that their stations are secured and assets are protected prior to leaving the Cash Cage.

TABLE GAMES / CASH CAGE – CLOSING PROCEDURES (MINIMUM VOLUNTEER STAFF)

At the end of each day, the tables will be closed and chips returned to the facility in accordance with CTCOG and social distancing guidelines. As the General Manager is returning the tables, the Cashier may prepare to return their cash and chips to the Banker under the guidance of the Advisor.

The Games Manager, General Manager and Security will attend the games floor and conduct a pull of the boxes to perform the count.

COUNT ROOM PROCEDURES

The Count Room team can be conducted with;

- Combined Sorter and Counter,
- Recorder,
- Amalgamator, and
- Count Room Supervisor.

All assigned positions will be recorded in CasinoTrack.

The count will commence as prescribed in the CTCOG. The Count Room Supervisor may assist in the Sorter's duties, if available. Social distancing practices must be maintained during the count.

Once the count is completed and verified, the Sorter, Counter, Recorder, and Amalgamator may be dismissed. The Games Manager, General Manager, Count Room Supervisor, and Advisor will remain as required, to deposit the funds in the safe (Day 1), or to return the float to the Games Manager, and deposit funds to operators clearing account (Day 2).

IRREGULARITIES

Should the Charity encounter any issues while performing combined positions, or situations are encountered that would prevent event operations as detailed in this document, the Charity should attempt to contact the AGLC.

A Discrepancy Report identifying the situation encountered and actions taken to resolve the irregularity will be required to be submitted.

Example;

Major Facilities (Non-Host First Nation)

Issue:

The Charity is not able to provide enough members to conduct the count.

Recommended Solution (up to 2 volunteers missing):

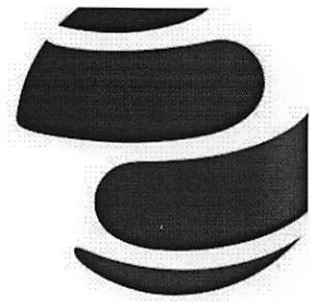
The Charity may forgo the interim count. After closing the Cash Cage, ending the Cashier's shift, and returning the chip bank to the facility. The combined General Manager/Banker and Cashier may be used to fill the vacant roles for the count team.

The combined General Manger/Banker must transfer all cash in their account to the Count Room Supervisor prior to attending the Count Room. This cash must be secured and remain separate from the count funds until the count is completed and verified.

Note: The General Manager cannot perform the duties of the Count Room Supervisor

Q&A: Alberta's Relaunch Strategy

Information for charitable organizations



When will casinos and bingo halls reopen?

On June 12, 2020, gaming facilities may reopen in Alberta.

Will gaming venue operators determine themselves if they are open for business for stage two?

Gaming venues are authorized to reopen during stage two of Alberta's relaunch strategy, except for casino table games. It will be up to gaming operators to determine if they are ready to open and ensure all AGLC guidelines have been met. AGLC is working with the Chief Medical Officer of Health to determine when table games will reopen.

Will charities be required to attend casino events the same day gaming venues reopen?

Charities will not be expected to attend as soon as gaming venues reopen. Once traditional table games resume, so will charitable casino events. AGLC will confirm charity attendance in advance of their scheduled event dates.

What changes are being made to volunteer requirements for casino events?

Temporary changes have been approved to reduce the total number of volunteers required for an event; some positions will be combined. AGLC will be confirming charity attendance in advance of their scheduled dates to ensure they are able to attend their allotted event.

For the most up-to-date information, please continue to visit [AGLC.ca/COVID-19](https://aglc.ca/COVID-19).

What advice is there if our group conducts a casino event?

- Follow Alberta's Chief Medical Officer of Health's direction. If any of your casino volunteers are not feeling well, those individuals should not work the casino event.
- Follow hygiene practices such as washing your hands frequently with soap and water or using hand sanitizer where soap and water is unavailable.
- Cover your coughs and sneezes.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- Stay home and away from others if you are sick.
- If you have symptoms, stay home and call Health Link 811 for instructions.

What if our group wants to withdraw from our casino event?

If you choose to withdraw from a casino event, notify AGLC Casino Licensing immediately at licensing.casino@aglc.ca or 1-855-506-1066, extension 7. AGLC will add your organization to the waiting list.

If our group withdraws from its casino event, will our group receive a share of the pool payout?

Groups that withdraw from scheduled casino events will not receive a share of the pool payout.

If our group withdraws, what is our commitment to our contracted casino advisor?

A group that withdraws from its casino event may not use charitable gaming proceeds to pay advisors. The contract with advisors is between the group and the advisor.

When can we expect our casino event to be re-scheduled?

AGLC cannot confirm an exact time due to the evolving situation. The length of the waiting list is different for each location and fluctuates based on the number of licensed casino facilities, the number of groups eligible for casinos, and the location of the group and their program delivery.

How will physical distancing measures be applied in the cash cage and customer service areas?

Within these areas (and all areas of the casino), gaming operators and their staff are responsible for adhering to provincial health orders as directed by the Chief Medical Officer of Health. Any area where customers or employees line up should be clearly marked in a manner that promotes distancing.

For more information on enhanced health and safety protocols, please visit:

www.alberta.ca/guidance-for-workplaces.aspx.

Who is required to wear personal protective equipment (PPE) in gaming venues?

Patrons will be encouraged to wear non-medical masks on the gaming floor and in other areas of the casino. Staff and volunteers who cannot be protected by two metres of distance or a physical barrier are to wear a cloth or surgical mask. Contact your casino operator or bingo hall with any questions regarding PPE.

Are there specific hours of operation my casino facility should follow?

Operators have the flexibility to decide if they will re-establish their full operating hours (Monday to Sunday, between 10 a.m. and 3 a.m.) or reduce operating hours. It is the responsibility of casino operators to inform charities and advisors of operating hours.

What conditions will gaming venues need to meet as part of stage two?

Gaming operators are expected to follow the gaming policies, as well as the direction of the Chief Medical Officer of Health. This includes maintaining enhanced cleaning and health protocols, such as frequent cleaning of premises, providing sanitizer stations and ensuring physical distancing between patrons.

AGLC continues to work with all gaming venues and encourages all owners/operators to plan how they will incorporate the Chief Medical Officer of Health's direction into their operations. AGLC reminds all gaming operators of their responsibility to adhere to provincial health orders.

For more information on enhanced health and safety protocols, please visit:

www.alberta.ca/guidance-for-workplaces.aspx.

Guidance documents for casino and RECs, VLT retailers and bingo halls are available at alberta.ca/BizConnect.