

Bingo Policy of the Red Deer Community Band Society (RDCBS)

This bingo policy will be part of the Red Deer Community Band Society Operations Manual and will be available to all members of the RDCBS on the Red Deer Royals website.

Background:

The Red Deer Community Band Society is committed to keeping the costs of participating in the Red Deer Royals Marching Band affordable for all youth. To do so, the band society must fundraise in order to subsidize the expenses of the band (such as transportation, facility rentals, uniforms, instruments, etc.). In addition, the band society enables each member to accumulate fundraising credits (through projects such as Bingo, raffle ticket sales, catering, etc.) which they can apply to their expenses (including fees, tours, camps, uniforms, etc.) to offset the costs of belonging to the band.

Purpose:

The RDCBS belongs to the Red Deer Bingo Association and works with Red Deer Bingo Center which is operated under the auspices of the Alberta Gaming and Liquor Commission. As such, the RDCBS must follow all guidelines provided by the AGLC and Red Deer Bingo Center. This policy is intended as a summary of the pertinent points of the policies of the AGLC and Red Deer Bingo Center as they apply to the RDCBS, but in the case of a discrepancy, the policies of AGLC and the Red Deer Bingo Center will preside.

Bingo Worker Definition:

All bingo workers must be at least 18 years of age and will be a member or associate member of the RDCBS.

- Member—which includes any member/parent in good standing of any band under the umbrella of the RDCBS, or an
- Associate member—family of said members, friends of said members who are known to the band under the umbrella of the RDCBS, members of the Red Deer Royals Alumni Association and alumni of the Red Deer Royals and/or parents of the alumni of the Red Deer Royals.

Bingo volunteers who are members can work any position including cash cage positions, bingo chairperson, and floor sellers/checkers. Bingo volunteers who are associate members are permitted to only work the floor of the bingo hall and are not permitted to work cash cage positions.

Bingo Fundraising Credits

- The Fundraising Committee shall annually set the number of bingos that may be worked annually per Royals child from September 1 to May 31.
- All members, including the Bingo Chairperson, must adhere to the number of bingos that may be worked annually per Royals member.
- There are no limits to the number of bingos Royals members may sign up for in June, July and August.
- The Fundraising Committee shall annually set the number of credits accrued per bingo shift worked. These credits will be placed into the fundraising account of the Royals member indicated on the bingo volunteer's form. Fundraising credits are accrued from August 1 to July 31 for each season.
- Any volunteer who wishes to credit their shift to the Anonymous Account will indicate that on the bingo sheet.
- The Bingo Coordinator will ensure all bingo credit sheets are given to the Credit Coordinator in a timely manner to be applied to the Royals member accounts.
- Bingo fundraising credits may be applied to the payment of fees, tour costs, Camp Caroline fees, Calgary Stampede fees, or uniform fees.
- Fundraising credits can be pooled between siblings. If a sibling leaves the band, the remaining credits may stay within the family account. Each family has their own account which cannot be transferred to another family upon the departure of all family members.
- Fundraising credits cannot be transferred between members. When a member leaves the band, leftover fundraising credits are either:
 - Reverted back to the general account, or
 - Designated to the anonymous fund

Event Assignment and Cancellation

- *Red Deer Bingo Hall manager will assign bingo slots during the AGLC calendar year (December through to November).*
- *Once bingo dates are assigned, if there is any discrepancy, please contact the hall manager in writing/email to discuss any changes*
- *Clubs/groups must attend a scheduled event and avoid cancellation of events. It is important to check and confirm the time, days and dates of your events.*
- *Minimum three days notice in writing/email must be delivered to the Red Deer Bingo Hall manager of being unable to work an event.*
- *If your group does not show for an event and does not notify management they shall lose their next scheduled event.*

Bingo Worker Expectations:

(italicized entries are excerpted from the Red Deer Bingo Center Manual)

Please remember, you are representing the Red Deer Community Band Society and are acting as an ambassador of the Red Deer Royals. As such, volunteers must act professionally and politely at all times.

- Bingo workers are to display the Red Deer Bingo Center ID tag at all times while working the bingo. These are provided at the bingo hall.
- Bingo volunteers are reminded that gossip, discussion of band staff, board members, band members, colour guard members and band parents is unprofessional and unbecoming to our organization. Participation in this activity may lead to discipline as outlined under the discipline policy (Appendix II).
- RDCBS members are held accountable to Freedom of Information and Privacy (FOIP) regulations and must abide by these guidelines. As such, confidential documents of the RDCBS are forbidden from being brought to the bingo hall.
- Bingo volunteers are to be on time or contact the bingo coordinator.
- Bingo volunteers who do not show up for their scheduled shift may be subject to discipline as outlined under the discipline policy (Appendix II).

Volunteer General Guidelines:

- *Volunteers of clubs/groups must maintain proper conduct and satisfactory service to patrons at all times. The insulting of other member groups, volunteers or staff will NOT be tolerated at any time. Please bring your concerns to the management as they do not need to be discussed at the event level.*
- *Offensive language will NOT be tolerated,*
- *No one under the influence of alcohol or drugs is allowed to work any event as per Alberta Gaming and Liquor Commission Rules of Conduct. Offending volunteers must be removed and immediately replaced.*
- *All volunteers must refrain from wearing hats in the hall.*
- ***Please make sure all purses are locked in lockers and not in the back room. Volunteers are not permitted in the card storage area.***
- *Volunteers must hand in their Apron when leaving the floor to use the washroom, lockers or smoking areas.*
- *The faster the volunteers check bingo the faster we complete the games.*
- *Use the smile method when selling cards as a smile will sell more cards and the more cards we sell the more money the groups make.*
- *Breaks should be approximately 15 minutes/person/shift.*
- *Smoke breaks are to be included in the 15 minutes/person/shift allotted break time*

- *All breaks should be completed by 1:30 for afternoon events and 7:30 for evening events*
- *No cell phones on the floor*

Volunteer Requirements:

Afternoon Events:

- *All workers must be 18 years of age and have identification to prove age. Each group must have the following volunteers signed in at the time indicated:*
- *All volunteers must be signed in by 10:30 a.m.*
- *Ten (10) volunteers will be considered to run a professional bingo for an afternoon event*
- *Nine (9) volunteers will be considered the minimum number to run a professional bingo for an afternoon event.*
- *Paymaster can also sell Early bird cards.*
- *The bingo Chairperson, Games Controller must hold only this position during an event. They are not to double as runners or hold any other positions. All other positions are interchangeable and one volunteer may hold more than one position during an event.*
- *In the event you are a new group, you can be placed with another group until some of your workers are trained.*
- *In the event that the number of players in attendance at any given bingo is such there are more volunteers than necessary to run an efficient bingo, the manager, in consultation with the Advisor and the Bingo Chairperson shall have the sole authority to alter the volunteer requirements for that event.*

Positions for afternoon events:

- *Banker/chairperson*
- *Paymaster*
- *Games Controller*
- *Early Bird*
- *Lucky Seven*
- *Houdini*
- *Mini*
- *Odd/Even*
- *Super*
- *Satellite*

All volunteers must stay and not leave after they are done selling their particular event tickets as we need checkers on the floor. All volunteers must help with clean up after each bingo event.

Clean up consists of:

- *Updating the pots throughout the bingo hall*
- *Cleaning the Gecko screens and collecting the reserved signs which cannot be removed until the event is finished.*
- *Collecting programs and dabber sheets if they have not been dabbed on*
- *Push in the chairs*
- *Clear off the tables and dump unused liquids into pail not garbage*

Evening Bingo:

- *All volunteers must be signed in by 4:30 p.m.*
- *Eleven (11) volunteers will be considered to run a professional bingo event*
- *Ten (10) volunteers will be considered the minimum number to run a professional bingo for an evening event*
- *Paymaster can also sell Early Bird cards*
- *The bingo Chairperson, Games Controller must hold only this position during an event. They are not to double as runners or hold any other positions. All other positions are interchangeable and one volunteer may hold more than one position during an event.*
- *In the event you are a new group, you can be placed with another group until some of your workers are trained.*
- *In the event that the number of players in attendance at any given bingo is such there are more volunteers than necessary to run an efficient bingo, the manager, in consultation with the Advisor and the Bingo Chairperson shall have the sole authority to alter the volunteer requirements for that event.*

Positions for Evening Events:

- *Banker/chairperson*
- *Paymaster*
- *Games Controller*
- *Early Bird*
- *Lucky Seven*
- *Houdini*
- *Mini*
- *Odd/Even*
- *Super*
- *Satellite*

All volunteers must stay and not leave after they are done selling their particular event tickets as we need checkers on the floor. All volunteers must help with clean up after each bingo event.

Clean up consists of:

- *Updating the pots throughout the bingo hall*
- *Cleaning the Gecko screens and collecting the reserved signs which cannot be removed until the event is finished.*
- *Collecting programs and dabber sheets if they have not been dabbed on*
- *Push in the chairs*
- *Clear off the tables and dump unused liquids into pail not garbage*
- *Turning off TVs*
- *Changing the Odd/Even sign to indicate whether the next event will be even or odd*

Split Bingo or ½ Bingo Event

If you are sharing a bingo event each club/group is required to bring:

- *Five (5) volunteers each for an AFTERNOON event*
- *Five (5) volunteers each for an EVENING event*
- *The advisor will help in assigning volunteer positions; each group will supply one (1) or two (2) volunteers for the count room.*
- *When two (2) or more groups are operating a shared bingo the groups involved shall share all tasks equally.*
- *Please refer to Afternoon or Evening Events for the rules on the events.*

Special Event Bingo

For Afternoon Special Events Bingos, it is desirable to have 10 volunteers available to run an efficient bingo. Failure to comply could seriously jeopardize the right of a group to host future Special Events.

For Evening Special Events, it is desirable to have 12 volunteers available to run an efficient bingo. Failure to comply could seriously jeopardize the right of the group to host future special events.

Red Deer Bingo Hall manager will notify clubs/groups when they are hosting a special event so each group can make arrangements to bring extra volunteers.

The Red Deer Royals does not give a meal credit. Volunteers may purchase food from the concession or bring in their own.

Appendix I
RDCBS Bingo Coordinator

The main responsibility of the Bingo Coordinator is to ensure our assigned bingos have enough workers to fulfill our obligation to the Bingo Hall.

1. At the beginning of the year, the bingo hall gives the Bingo Coordinator a list of bingo dates we are responsible for staffing.
2. To determine, in consultation with the Fundraising Committee, the method of distributing bingos for the year and to be fair and equitable to all members who wish to work bingo.
3. A day or two in advance, send reminders to the bingo volunteers to ensure they remember their shift.
4. From the bingo sign-up sheets, assign positions to each person, making sure you have an experienced person filling the chair position.
 - a. Always make sure to multi-train the volunteers.
 - b. Move people around in positions for variety
 - c. Some volunteers may request a preferred position. If feasible, the bingo coordinator may choose to grant their request.
5. 10 (afternoon) 11 (evening) and 12 (special event) people are needed for each bingo to fill the following positions:
 - a. Chair/Banker (members only)
 - b. Paymaster (members only)
 - c. Specialty Games Controller (members only)
 - d. Seller/Checker (may be members or associate members, as per RDCBS Bingo Policy)
6. If you have trouble filling a bingo, let the Hall know as soon as possible and you can split with another group
7. At the beginning of each month, send the webmaster the monthly bingo dates for the subsequent month.
8. Regularly pick up event summaries from the Hall. These are the summary paperwork from each bingo. They must be picked up before the end of the month so they can be turned in to the member credit co-ordinator.
9. At the end of each month, send a spreadsheet to the fundraising credit recorder with the names of those who worked the bingos for that month

10. Regularly attend board meetings for the Community Band Society
11. Regularly attend the Bingo Hall Association meetings. The Bingo Hall's policy is to remove any group who has missed two General or Annual General Meetings within a calendar year.
12. Follow the Discipline Policy as outlined in the RDCBS Bingo Policy. (Appendix II)

Appendix II

Bingo Volunteer Discipline Policy

- If a volunteer is found to be in breach of the RDCBS Bingo Policy, the following steps will be taken:
 - Incidents shall be reported to the Bingo Coordinator (in the absence of the Bingo Coordinator, the Bingo Chairperson must report the incident to the Bingo Coordinator)
 - The Bingo Coordinator will give the volunteer a verbal warning and an explanation of the infraction. (The Bingo Policy is available to all RDCBS volunteers at the bingo hall.)
 - Verbal warnings are documented by the Bingo Coordinator on a Bingo Incident Sheet (Appendix III).
 - A second infraction will result in a written warning, which is presented to the Executive of the RDCBS. The volunteer will be informed of this step and must sign the written warning. (see sample in Appendix III) This will be filed and kept by the Bingo Coordinator, with a copy sent to the Executive. All further action will be at the discretion of the Executive.
 - A severe infraction (such as verbal abuse towards another volunteer, staff member or patron) may result in immediate suspension, without verbal or written warning, based on the recommendation of the Bingo Coordinator to the executive.
 - The Executive, in consult with the Bingo Coordinator, will decide on one of the following actions:
 - Review and file the complaint
 - The volunteer will participate in a disciplinary meeting with the Executive.
 - The volunteer will receive a suspension from working bingo, with the length to be determined by the Executive, in consult with the Bingo Coordinator. The volunteer's name will be removed from any bingo sheets upon which the volunteer has registered during this time period.

Appendix III
Bingo Incident Sheet

Date and Time: _____

Name of Volunteer(s) involved:-

Bingo Chairperson: _____

Briefly describe the incident:

Action Taken

- Verbal Warning:

- Written Warning (attach letter):

- Disciplinary Action:

Bingo Coordinator Signature

Bingo Discipline Written Warning Sample Format

Volunteer Name: _____

Date of Incident: _____

Dear _____:

Please be advised that you were found to be in breach of the Red Deer Community Band Society Bingo Policy on _____ (date) at _____ (time). The RDCBS Executive and the Bingo Coordinator will be meeting to discuss the incident on _____ (date) at _____ (time).

The Bingo Coordinator will contact you to inform you of the disciplinary action the Executive has chosen, which may be one of the following:

- Review and file the complaint
- Require you to participate in a disciplinary meeting with the Executive and Bingo Coordinator
- A suspension from working bingo for a set period of time

Sincerely,

Bingo Coordinator

(Attachment—Bingo Incident Form)