

# Red Deer Bingo Association (1989)

## Volunteer Rules & Regulations

Welcome to the Red Deer Bingo Association (RDBA). These are rules and regulation to help guide the association's members (each club / group) with the requirements for working bingos. It is extremely important for all club/ groups to follow the rules for our events to run smoothly and efficiently. We have 58 clubs working full and ½ bingo events. Red Deer Bingo Hall Manager will assign bingo slots during Alberta Gaming Liquor Commission (AGLC) calendar year (Dec through to Nov.) If you have any special requirements please contact management in writing/e-mail to discuss the issue. Once bingo dates are assigned if there is any discrepancies please contact management in writing/e-mail to discuss any changes.

### Working at a Bingo:

#### 1. Volunteer Requirements:

- All workers must be 18 years of age.
- Each group must have all volunteers signed in at the time indicated:
  - by 10:30 A.M. for an Afternoon event
  - by 4:30 P.M. for an Evening event
- Eight (8) volunteers are required to run a professional bingo for the afternoon and evening event.
- Chairperson/Banker, Paymaster, Special Games Controller must be bona fide members of the group volunteering.
- Paymaster can also sell Early bird cards.
- The bingo Chairperson, Special Games Controller must hold only this position during an event. They are not able 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.
- Volunteer roles are defined in the AGLC "Red Book"
- The caller/advisor will assist with the training in conjunction with the chairperson and other experienced bingo volunteers.
- In the event you are a new group you can be placed with another group until some of your workers are trained unless agreed by management to holding the bingo event on your own.
- 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 which consists of:
  - Cleaning all E-daubers (Digi machines)
  - Collecting Programs and dabber sheets if they have not been dabbed on
  - Push in the chairs
  - Clear off the tables
  - Turning off TVs (Evening Event)

## 2. Positions for Events:

- |                             |              |
|-----------------------------|--------------|
| 1. Banker/Chairperson       | (count room) |
| 2. Paymaster                | (count room) |
| 3. Special Games Controller | (count room) |
| 4. Early Bird               | (floor)      |
| 5. Lucky Seven              | (floor)      |
| 6. Houdini                  | (floor)      |
| 7. 469                      | (floor)      |
| 8. Odd / Even               | (floor)      |
| 9. Super                    | (floor)      |
| 10. Dual Dab                | (floor)      |
| 11. Wild Card               | (floor)      |

## 3. Split Bingo or ½ Bingo Events:

- If you are sharing a bingo event each club/group is required to bring:
  - Four (4) volunteers each for an **AFTERNOON** event
  - Four (4) volunteers each for an **EVENING** event.
- The advisor will help in assigning volunteer positions. Each group will have at least one volunteer in a count room position.
- The groups involved shall share all tasks equally.

## 4. Special Event Bingo:

For Special Events, it is desirable to have 10 to 12 volunteers available to run an efficient bingo; failure to comply could seriously jeopardize the right of a 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.

## 5. Volunteer Behavior

Remember, you are representing your club in the public eye.

- Volunteers of clubs/groups must maintain proper conduct and satisfactory service to patrons at all times.
- 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.
- The faster the volunteers check "bingo!" the faster we complete the games.
- Offensive language will not be tolerated.
- No one under the influence of drugs or alcohol is allowed to work any events as per AGLC Rules of Conduct. Offending volunteers will be ejected and must be replaced immediately.
- All volunteers must refrain from wearing hats in the hall
- Cell phones and electronic are only to be used during a break.
- Please make sure all purses are locked in lockers and not in the back room.
- Volunteers must hand in their Apron when leaving the floor to use the washroom, lockers or smoking areas.

- Issues or complaints are to be dealt with immediately:
  - Chairperson is to talk to/correct a volunteer & tell their Club Bingo Coordinator to pass on to RDBA Hall Manager
  - Advisor is to talk to/correct a staff member & tell Manager about discussion
- Breaks should be approximately 15 minutes
- All breaks should be completed by 1:30 for afternoon events and 7:30 for evening events
- All sellers are to be on the floor during intermissions.
- Suggested break order for floor workers
  - Super, & Dual Dab sellers (walking the floor from the start)
  - 4-6-9, Odd/Even, & Wildcard sellers
  - Early Bird, Lucky 7, & Houdini, sellers once sales are complete.
  - But always accommodate volunteers with health issues.
- If you have a concession tab it is suggested that you set a limit of \$15.00 per volunteer as per AGLC but it is up to each club/group to let their volunteers know how much they can spend.
- If your club does not have a concession tab it is the responsibility for each volunteer to pay for their own food.
- TIP: if ordering from the concession, place it 10 minutes before your break.
- All volunteer concession orders must be completed before intermission.

## **6. Cancellation of Events:**

- Red Deer Bingo Hall Manager will assign bingo slots during AGLC calendar year (Dec through to Nov.)
- Once bingo dates are assigned if there is any discrepancies please contact the hall manager in writing/e-mail to discuss any changes
- Clubs/Groups must attend a scheduled event and must avoid cancellation of events. It is important to check and confirm the time, days and dates of your events. **THIS IS THE GROUPS RESPONSIBILITY!**
- Seven (7) full days notice in writing / e-mail must be delivered to the Red Deer Bingo Hall manager of being unable to work an event.
- Volunteer shortage:
  - A full event group with <6 will be dropped to a half event (4 volunteers) for that night and a different group will be called in on Short-Notice.
  - A half event group with <3 will be sent home and a different group will be called in on Short-Notice.
- Please see Infractions and Penalties listed below.

## Infractions and Penalties:

### **If a club/ group does not comply with these terms:**

1. Failure to provide the required number of volunteers for the scheduled bingo event.
2. Failure to arrive on or before the required times for the key workers and regular workers for the bingo event.

3. Failure to show up for a scheduled bingo event.
4. Failure to make advance arrangement (7 days noticed required) with the hall manager to find an alternate club/group to fill your required bingo event.
5. Failure to comply with the AGLC's terms and conditions.
6. Breaking volunteer behaviors.

**The penalties are:**

- a) First offence: a letter will be sent to the club/group representative.
- b) Second offense: the club/group will lose their next scheduled bingo in the month following notification. (notification in writing)
- c) Third offence: the club/group will lose their next 3 scheduled bingos in the period following notification. (notification in writing).
- d) Fourth offence: as per RDBA bylaws section 4.5 and 4.7; the membership of the organization may be terminated by a majority vote by the Board of Directors of Red Deer Bingo Association.

**Meetings:**

- Each Club/group must appoint a member in good standing to represent their group at the Red Deer Bingo Association Special Meetings and Annual General Meeting (AGM).
- RDBA must be notified in writing/e-mail of the club /group representative and contact information.
- Each representative can only represent one group unless permission given by the RDBA Executive committee prior to the meeting. The representative at the meeting can be the appointed representative, or a designated alternate member of the group.
- All clubs are welcome to request a Nomination Form to sit on the RDBA Board of Directors (BoD). Election of the Board is during the AGM.
- Club/group representatives that are elected to sit on the RDBA BoD shall attend all Directors' Meetings unless prior arrangements have been made regarding late arrival or absence.
- **This is your club's bingo association;** take the opportunity to learn about the finances and future of Red Deer Bingo Hall at the AGM.
  - Non-attendance may impact your future standing within the RDBA

Concerns about infractions are to be brought in writing to the RDBA BoD Meeting rather than being discussed at the AGM as they can be time consuming and very emotional. Club/Groups must notify the hall manager to be put on the agenda for the next directors meeting.

All demerits may be reviewed if there is a valid reason for the violation. Such reasons must be submitted in writing to the RDBA Executive within thirty (30) days of the alleged violations. The review decision of the RDBA Executive shall be final.

Representatives from any group are welcome to attend any Directors' Meeting, which are held the fourth Thursday of the month. Participation in the business of the meeting is at the direction of the Chair, and only duly elected directors are permitted to vote on any motion.

Rev 1: 2015-08

Updated original version. Removed Satellite bingo & Digis. Added fourth penalty. Re-affirmed AGM attendance.

Rev 2: 2015-10

Added Red Book reference for roles. Added behavior correction communication.

Rev 3: 2017-09

Added Volunteer shortage and clarified penalties.