

From the Office

As everyone I am sure has noticed, the hall has taken on quite the new look. More Tap and Play machines are coming which will result in more Charity money! New machines I am told will be ready to launch end of June 2019. I have seen them, and they are in one word "Awesome".

Please always keep the Charity office door closed. Due to an unfortunate incident, it is best to have the door closed. There really is no need for it to be open.

Compliance lately has been improving drastically. Thank you everyone for keeping a close eye on your assignment dates and times.

Hope everyone is enjoying the beautiful, somewhat lately dry weather!

Kevin LeClair - Charity Coordinator

Message from our Board of Directors

Our Association AGM will be held on October 2, 2019. Information will be sent out in the next little while. Hope to see everyone there. As every year, anyone interested in joining our Board of Directors, please contact either Kevin or a Board Member for information.

Nomination forms will be sent out with all other AGM information.

Everyone is doing a great job, not only do we look great in our uniforms, we are doing a great job being that constant reminder to customers that Charities are heavily involved in the gaming centre. Always looking to spread the Charity message so don't be shy, in between sessions or during intermission, spend some time introducing yourself and thanking customers.

Fundraisers

Some spots have opened and am looking to book as early as September 2019. Space is very limited so if you know anyone interested, have them contact me right away.

Kevin LeClair 519-818-6209

OCGA News

OCGA Annual General Meeting November 19, 2018

On Monday, November 19, 2018, from 1:30 pm to 2:30 pm, OCGA will be hosting our Annual General Meeting at the Hilton Mississauga Meadowvale, conveniently located off the 401, at 6750 Mississauga Road, Mississauga, Ontario. The meeting is open to all current charity and not-for-profit members. If you are representing another group, please remember to bring your proxy form. This meeting will be followed by the OCGA/CGAO Conference opening reception. You must be registered for the conference in order to attend the Opening Reception. If you would like to register for the OCGA AGM, please email Patricia Petrolo at ppetrol@charitablegaming.com.



cGaming Initiative – New Business Model Moves Forward
The new business model for cGaming will transition on a regional basis over the next three to four months. The five cGaming sites in the Niagara region went live on April 14th with exciting new bingo product. The southwest sites are now preparing for transition in May. Amendments to the Charitable Gaming Centre Association contracts have been signed off. We are excited to see how new product and recent site renovations will contribute to revenue growth. We are ending the fiscal year with an estimated \$44M for charities bringing the cGaming total to approximately \$236M.

Best Practice

Compliance – Best Practice

Roles and Responsibilities

Rationale – Customer Service Excellence is an organization’s ability to meet or exceed the customers’ wants and needs. In today’s customer driven industry, customer service excellence is vital in acquiring and retaining customers. As part of the Electronic Bingo model, the hall operator has overall, primary responsibility for customer service; however, it is important that the Charity volunteers provide consistency and support of excellent customer service. Support customer service by carrying out specific negotiated tasks that assist the Bingo Centre staff in providing excellent customer service. Ensure that the volunteers do not take actions outside the legal framework in regard to the “conduct and manage” responsibility of the operator. Treat the customer’s in a friendly, fair, and courteous manner and assist in keeping the environment tidy. Respond to the needs of the customer whenever possible either by helping them directly or by finding someone who can meet their needs. Assist and coordinate with the operation’s management and staff with promotional events when needed.

Strategies

- I. All members should be aware that every assignment there will be 5 things that will be done every time. Paper clean-up and tidying of tables, meeting the preceding Charity (other than block 1), circulating the floor, welcoming guests and thanking guests.
- II. Remind members about the Charity information on the webpage, it outlines policy and procedures.
- III. Review the Roles and Responsibilities posted in the Charity office to refresh yourself on all the things that need to be done during your assignment.

Charity Night

Remember, Charity Night flyers are available on the Association website:

www.riverviewcharities.com

Taking a look at our last 3 Charity Nights, we had a total of 208 people attend!

Earning free assignments are the following:

- Chatham Lions (2)**
- Ecole Ste. Catherines**
- Family Service Kent**
- King George**
- Chatham La Sertoma (2)**
- New Beginnings**
- Ladies St. Anne**
- St. Agnes School**
- St. Peter's Church (2)**
- Woodstock IND**



Charity Donations: One of our incentives (not every month) is donations to Charities based on Charity Night attendance. We will accumulate these totals and pay them out every 6 months. Please expect to hear something regarding picking up a cheque from the gaming centre in July.

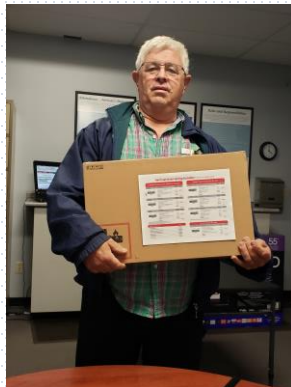
Volunteer Appreciation Draw:

The following Volunteers were drawn for our Volunteer Appreciation Draw:

- Kiwanis Club – Marsha Summerfield
- Restorative Justice – Kathleen Klarke
- Chatham St Ursula 9551 – Bryon Martin
- Ecole Ste. Catherines – Greg Sparling
- Loyal Order of Moose – William Horton
- Bothwell Booster – Don Robinson
- Chatham La Sertoma – Bev Rilett
- King George – Jasmina Parker
- Dresden Jr Kings – Karen Melton
- Woodstock IND – Kim Cross
- Chatham Jr Maroons – Andrew Doran

The following Volunteers were also drawn receiving \$100 pre-paid VISA's:

- Kiwanis Club – Marsha Summerfield
- Restorative Justice – Kathleen Klarke
- Chatham St Ursula 9551 – Bryon Martin
- Ecole Ste. Catherines – Greg Sparling
- Loyal Order of Moose – William Horton
- Bothwell Booster – Don Robinson
- Chatham La Sertoma – Bev Rilett
- King George – Jasmina Parker
- Dresden Jr Kings – Karen Melton
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Congrats!



**Thank you, Volunteers,
for all you do!**

Featured Charity

Captain Garnet Brackin IODE

Captain Garnet Brackin Chapter IODE is a Canadian Women's Charitable Organization with a Canada wide administration, provincially and Nationally. IODE Canada was formed in 1900 and Captain Garnet Brackin Chapter was chartered in 1943. Our mission is to help women and children and those in need through citizenship, education and social service programs.

Locally our chapter gives scholarships, sponsors sports camps and water festivals, participates and supports local community and Canadian heritage events, attends Remembrance day ceremonies, citizenship ceremonies and provides funds for legion tribute, museums, galleries and community beautification projects. We donate books to school and public libraries, awards to music festivals, women's shelters and assist with student nutrition programs. Funds raised through our Annual Christmas house tour and from Riverview Bingo proceeds make it possible to support these projects. Some funds are budgeted for emergencies and crisis as are presented. We also support our Provincial and National chapters projects.



Training Dates

C-Gaming – Volunteer Training

You MUST register in order to attend a training session. There is limited seating and not registering could result in being turned away. I would hate to see a volunteer drive out to the gaming center just to be told there is nowhere for them to sit. It only takes a simple email to register your volunteers. You can check the status of training sessions on our website:

www.riverviewcharities.com

Upcoming Training Session:

Tuesday, June 18, 2019
6:00pm to 7:30pm
Riverview Bingo Palace
Charity Office

Tuesday, July 9, 2019
6:00pm to 7:30pm
Riverview Bingo Palace
Charity Office

All volunteers must read the AODA training Information prior to attending the training session.



Thank you everyone for all that you do!

Kevin LeClair
Charity Coordinator