

From the Office

Permits are in.....good job everyone. Schedule has been released for the period of April 1, 2020 to September 30, 2020. Remember, if you need to cancel an assignment, you must give the proper 5 business days notice.

Please make sure you clean out any garbage accumulated in the Charity Office. Volunteers have been leaving empty water bottles, etc. There will be an audit coming soon for your contact information and bona fide member lists. Please make sure you get them back to me a=in a timely fashion. A lot to do to update all these records.

Fundraisers are booked until September but if you know any non-bingo licensed groups looking to fundraise for a night, please give them my information to get put on the waiting list.

Next 2 trainings are:

April 7, 2020 at 6:00pm

May 12, 2020 at 6:00pm

All trainings are now held at the Legion 642.

Thanks everyone for all that you do!



Kevin LeClair
Charity Coordinator

Municipal News

The permit application process is now completed. No suspensions. Thanks everyone for getting your gaming reports in on time and insuring no hiccups with the permit process.

OCGA News

The 2020 Canadian Gaming Summit will take place from June 15th – 17th in Toronto, Canada's largest and most vibrant city. The Summit is the only conference and trade show in Canada serving the entire Canadian gaming industry. This annual event is built on its extensive educational program developed by educational program committees. The Summit also provides delegates with several peer-to-peer networking opportunities and access to the trade show floor that features a number of recognizable firms offering a wide array of gaming industry products and services.

The Canadian Gaming Summit is co-owned and produced by the Canadian Gaming Association (CGA) and MediaEdge Communications. The Summit delivers face-to-face interaction with senior-level decision makers from across Canada and beyond. Our attending delegates represent all gaming sectors and disciplines including provincial lottery and gaming corporations, private operators, casinos, racetracks, racinos, charitable gaming/bingo, First Nations, gaming regulatory agencies, legal, finance, procurement, security & surveillance, HR, responsible gaming, IT, marketing and much more.

The Canadian Gaming Summit:
June 15 - 17, 2020
Metro Toronto Convention Centre,
North Building, Hall C



Message from our Board of Directors

The bingo association would like to say that clubs have improved greatly. Doing a good job no shows has improved extra well. Hope everyone keeps up the great work. Nothing but good things from players which is great to hear. This beats having compliance meetings and clubs losing money. Attendance is improving and is money to clubs just what we want.

Secretary/Treasurer

Ron Hopper

Fundraisers

South Kent Minor Hockey had a very successful event on February 27, 2020. They raised \$1630. All they had to do was sell tickets. Congrats to your group!



We are booked until September so if you know anyone interested in one of these nights, have them email me at kleclair@mnsi.net to be added to the waiting list.

Charity Night

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

www.riverviewcharities.com

Looking at our January and February Charity Nights, we had a total of 175 people attend. Thank you to the Gaming Centre for their support and Charity donations being made on these nights.

Earning free assignments are the following:

- Big Bros Big Sis**
- Chatham Pool Sharks**
- Community Living**
- George P Vanier**
- RCL 642 Ladies**
- St Anne Parents**
- Thamesville Sertoma**



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.

Participation Requirements:

Just a reminder that both participation requirements are due by March 31, 2019. If you haven't started on them yet, please do. If anyone has questions, feel free to contact me any time. Here are some great examples of what some of your groups have done to promote the gaming centre in the Community...



Sara Hazell — at Riverview Gaming Centre.
 9 mins · Chatham, ON · 🌐

Thanks to our friends at Riverview Gaming Centre for helping us help our softball families!!! 🍌💙💛❤️

Write a comment...

Cystic Fibrosis Canada - Essex-Kent Chapter
 April 4 at 12:30 PM 🌐

We are very excited to report that on January 1, 2019, our Chatham bingo group donated \$15,000 to the London Health Science Centre Cystic Fibrosis Clinics! These funds will be used to help fund CF patient care. Many thanks to our incredible team of bingo volunteers. Special thanks goes to the Riverview Gaming Centre for their support in helping local charities. Pictured is Anne-Marie and Christopher Beausoleil presenting the cheque to part of the LHSC Adult Cystic Fibrosis Clinic team.

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Featured Charity



Queen Elizabeth Knights

We are the parent council of a local public school. Our committee of volunteers assists the school in ensuring the students have the resources needed for extra curricular activities, as well as Grade 8 Graduation celebrations.

We sponsor field trips for the classes by helping to offset the cost to families for the trips. Our money goes towards admission and bus costs for the kids, as well as ensuring the Grade 8 graduation ceremonies have everything they need to make it a memorable event for the kids.

Without Bingo funds, there would be a dramatic decrease in the amount of field trips and extra curricular activities that the students in the school could participate in. Not all families can afford the admission costs, so we help to supplement that.



Training Dates

C-Gaming – Volunteer Training

You MUST register in order to attend a training session. Beginning in January, all trainings will be held at the Royal Canadian Legion br642 on William Street. This is great news as we will now be able to accommodate a much larger crowd. You can check the status of training sessions on our website:

www.riverviewcharities.com

Upcoming Training Session:

Tuesday, April 7, 2020
6:00pm to 7:30pm
Royal Canadian Legion br642
39 William Street North, Chatham

Tuesday, May 12, 2020
6:00pm to 7:30pm
Royal Canadian Legion br642
39 William Street North, Chatham

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