

INFORMATION FOR VOLUNTEERS

We want to make your volunteer experience as comfortable and memorable as possible. We are aware of the valuable contribution you make and appreciate the time you generously give.

LOCATION:

Just off 12 Ave, in between 3rd St and Olympic Way SE (421-12 Ave SE)

PARKING:

FREE underground parkade off 12 Ave and 3rd St SE.
*Please park on the first level of the parkade (P2 area).
You will find a map included in this package.

*Please note that it will get very busy on the events nights inside the casino. This means that you may be given a special parking pass to park. We would strongly recommend you to talk to your advisor regarding parking on the day of any major events.



VOLUNTEER LOUNGE:

Our Volunteers Lounge is located by our main entrance off 12th Ave, just across the foyer from Guest Services. It is equipped with a fridge, microwave, furniture and TV with a DVD player. You are welcome to bring your own meals if you wish. Please feel free to bring a DVD or non-messy crafts if you would like, however please be aware that the casino will not take responsibility of damaged or stolen goods. The telephone number to the Volunteers Lounge is **(403) 514-0900 ext. 7015**.

FOOD & BEVERAGE:

There are two restaurants located in our building, Zen 8 and Melrose. ***ALL orders by volunteers must be placed at the Centre Bar located in the middle of the casino.*** The Alberta Gaming & Liquor Commission allows **\$1175.00** for your casino. If your organization exceeds this amount, it is up to the organization to cover the cost.

SECURITY:

Cowboys Casino takes the security and well-being of our volunteers, guests and staff very seriously. Surveillance Cameras and Security are always monitoring the casino. To ensure maximum safety there are Hold-Up alarms which your Casino Advisor will show you. Please only use these in a genuine emergency. If one of your volunteers accidentally activates the alarm system, your group will be invoiced for the "False-Alarm" fine that is levied by the Calgary Police Service. Please also help us to maintain everyone's security by ensuring that the cameras and microphones are not touched or tampered with.

GAMBLING & ALCOHOL & CANNABIS:

Members who volunteer for your 2-day casino are **NOT PERMITTED** to play any casino games or slot machines during the period your organization has the license. However, non-volunteering members are more than welcome to gamble during this time in an effort to support your fundraising. The consumption of alcohol & cannabis is **STRICTLY PROHIBITED** before or during your shift.



WHAT TO WEAR???:

Dress is casual, but **NO** jogging pants or T-Shirts please. Torn, soiled or immodest apparel are **NOT** permitted.

WHAT TO BRING???:

- Your organization must bring 4 cheques at the start of your casino...
 - 1-2 for cash cage advisor fees.

- > 1 for count room advisor fees.
- > 1 extra, just in case.
- Your AGLC Casino License (to be posted in a visible area during your casino fundraiser).
- Valid government photo ID for each volunteer entering the casino. If you wish you may bring meals, books, crafts, movies etc.



PUNCTUALITY:

It is very important to arrive on time for your shifts. Under the terms and conditions of your casino license we are unable to open the casino to the public unless the minimum required number of volunteers are present. Late opening results in lost revenue to your organization, and to the other groups in your pool.

WHEELCHAIR ACCESSIBILITY:

We are proud to offer complete wheelchair access to our volunteers and gaming clientele.



WHO TO CONTACT???:

To get speedy and accurate responses to your inquiries please use the contact information below.

VOLUNTEER INQUIRIES

such as

How Many Volunteers Are Needed, Job Requirements, Shift Times, Members Vs. Non-Members, Cheques, Etc

please call

Your Cash Cage Advisor

LICENSING INQUIRIES

such as

How to fill out the Casino License Application or the Casino Volunteer Worker Application, deadlines for submission, use of profits, etc.

please call

AGLC: (800) 742-7818

FACILITY INQUIRIES

such as

Hours of operation, parking, restaurants, Facility Service Agreement, date switch, etc.

please call

Paula Barlaro at Cowboys Casino: (403) 514-0900 ext 7000

STAFF SCHEDULE

This is AGLC'S minimum number of volunteers at this time, with some roles being combined:

CASH CAGEDAY AND EVENING SHIFTS

- (1) General Manager/Banker
- (1) Cashier/Chip Runner
- (1) Chip Runner/Cashier

COUNT ROOMNIGHT SHIFT:

- (1) Supervisor/Sorter
- (3) Count Room Staff or
- (1) General Manager can replace (1) C.R. staff

This is an approximate number of volunteers needed to run a smooth and efficient casino event. See the volunteer schedule for more specific numbers, as well as for cash cage and count room start and approximate finish times.

CASH CAGEDAY AND EVENING SHIFTS

- (1) General Manager
- (1) Banker
- (1-2) Cashier(s)
- (1-2) Chip Runner(s)

COUNT ROOMNIGHT SHIFT:

- (1) General Manager
- (1) Supervisor
- (3-5) Count Room Staff

REQUIRED TO BRING TO THE CASINO:

- CASINO LICENCE
- VOLUNTEER SCHEDULE and CONTACT LIST
- 4-5 CHEQUES FROM THE CASINO ACCOUNT
- VOLUNTEER WORKER APPLICATION FORMS
- REQUEST FOR CASINO LICENCE (this is optional but to apply for the next casino is necessary, is included in the licence package and must be signed by the president or treasurer and chairperson)

You will receive the licence package from the Alberta Gaming Liquor and Cannabis before your casino by email or mail

UPON CONCLUSION OF THE EVENT

Please ensure someone – night shift, 2nd/final day, preferably a General Manager. – collects the 'Keep for Two Years Audit Copies' paperwork package that we prepare for you and (if) a cheque from the casino

Once the 'Request For Casino Licence' is submitted (for your next casino) you will receive a slotting of your next quarter letter within 6 weeks from the AGLC. This is necessary to: 1) ensure you're in the queue for the next casino, and 2) book the casino facility of your choice

PLEASE BE ADVISED THAT THE ALBERTA GAMING LIQUOR AND CANNABIS STATES THAT THE FOLLOWING POLICIES MUST BE ADHERED TO FOR THE DURATION OF THE CASINO:

- Volunteers can work more than one shift but must work in the same position during the casino
- Gambling by volunteers is prohibited at any time during the two day casino event.
- Consumption of alcohol and cannabis before and during the volunteers work shift is prohibited
- All volunteers are required to have government issued picture ID with them
- Books/readers, hobbies, etc. may be brought in as lull times may occur. Notebook computers are allowed only if prior written approval has been obtained from the AGLC.

ALSO TO NOTE:

- Scheduling back-up volunteers may ensure sufficient staff will be present
- Training of volunteers is provided by your advisors and casino staff at the casino – no experience necessary!
- See the 'Casino Volunteer Worker Application' forms regarding who needs to complete them
- The 'Casino Licence Application' and the required 'Casino Volunteer Worker Application' forms are to be submitted to the AGLC 60 days prior to the casino unless indicated otherwise by AGLC

Courtesy of 'Team Weis'

