

RECTCOG - POLICY AMENDMENTS

This Bulletin is to advise all Racing Entertainment Centre (REC) Facility Licensees and Registered Gaming Workers of **IMPORTANT AMENDMENTS** to the Racing Entertainment Centre Terms & Conditions and Operating Guidelines (RECTCOG) and to announce the upcoming launch of the enhanced Deal Us In online training program.

These following RECTCOG policies are effective as of April 1, 2016:

Section 1.14 Deal Us In REC Staff Training (Previously named Responsible Gambling Training)

- Section 1.14 has been renamed and content reorganized into a more cohesive manner that will assist REC Facility Licensees to better understand Deal Us In REC Staff Training requirements.
- Subsection 1.14.8 is a **NEW** requirement for REC Facility Licensees. Effective immediately, REC Facility Licensees are required to keep a log of employees who are Deal Us In certified, including the employees' names, certificate registration numbers and expiry dates. This log is subject to review by the AGLC.

Section 1.15 Voluntary Self-Exclusion Program

- Subsection 1.15.3.1 is a **NEW** requirement for REC Facility Licensees. Effective immediately, REC Facility Licensees are responsible for ensuring employees with Deal Us In Phase Two certification assist patrons in signing up for the VSE program.
- Subsection 1.15.8.1 has been added to allow REC Facility Licensees to choose whether to maintain a printed VSE binder, or provide access to the list of VSE participants online via the Gaming Information Network (GIN).
 - The list of VSE participants must be made available to surveillance and monitor room personnel, as well as all Deal Us In Phase Two certified staff.
 - REC Facility Licensees choosing to maintain the printed VSE binder must ensure it is updated every two weeks.

Section 3.6 Signage Requirements

- Subsection 3.6.1 has been updated to reflect the following amendments to signage that REC Facility Licensees must post in the licensed facility.
 - "If you gamble, use your GameSense" poster replaces any previous versions of the responsible gambling posters.
 - "Your games. Your choice." poster combines the previous "VLT Rules of Play" and "Gaming Irregularities" posters into a single poster.
 - "GameSense Voluntary Self-Exclusion" poster replaces the

- previous version of the Voluntary Self-Exclusion Program posters.
- “The Collection of Your Personal Information” is a new poster that supports the AGLC’s Anti-Money Laundering program.

Electronic copies of the new posters are attached for your reference. Contact AGLC if you require copies of any signage.

Please familiarize yourself with the revised policies and update your RECTCOG with the amended policies as required and ensure all affected staff are notified of the new requirements.

The amended RECTCOG may be accessed on the AGLC website at www.aglc.ca.

If you have any questions or concerns, please contact your Key Account Coordinator or call the **AGLC Hotline at 1-800-561-4415**.

DEAL US IN REC STAFF TRAINING ONLINE PROGRAM UPDATE

An updated version of the Deal Us In online program is set to launch on April 4, 2016. Deal Us In certification is mandatory for Casino and REC Registered Gaming Workers, security staff and management. The program helps educate and inform gaming industry staff about responsible gambling. The program helps educate and inform gaming industry staff about responsible gambling. The program has been updated to include GameSense content, simpler language and has been reorganized. Deal Us In continues to include audio assistance for the course and exam.

If users are in the process of taking Deal Us In when the switch over occurs, they may experience a disruption. For example, individuals may be required to do all assignments and unit tests in the new program before they will be able to access the final exam. We apologize for this inconvenience, however these tools are intended to help users review the new program to ensure they are prepared to take the final exam. To navigate to incomplete assignments, use the “Assignment Review” on page 3 of the “Course Summary and Final Exam” section, by using the “Contents” button after logging in to the online program.

Note: Current certification in Deal Us In remains valid until expiry; individuals are not required to re-certify in the new course until their current certification expires.

If you should have any further questions or difficulties with Deal Us In during the update transition, please contact info@dealusin.aglc.ca or 1-877-436-6336.

The Collection of Your Personal Information

The **Alberta Gaming and Liquor Commission's Anti-Money Laundering Program** is critical to ensuring that money laundering and terrorist financing activities are detected and deterred in Alberta's casinos and Racing Entertainment Centres. A crucial part of this program is ensuring the integrity of cash transactions that take place in these venues. Collecting key pieces of personal information is to ensure compliance with the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*.

As a Casino Patron, you will be required to disclose personal information to authorized Casino Staff upon request when you accumulate \$9,000 in transactions within a 24 hour period.

Transactions may be comprised of:

- Table/Poker buy-ins;
- Table/Poker cash-outs;
- Slot ticket cash-outs; and
- Slot jackpots.

You will also be required to disclose personal information when you carry out a foreign exchange transaction(s) of \$3,000 CAD or more, or the equivalent in foreign currency.

You must provide:

- Full name and date of birth;
- Civic or legal address of your primary residence or a physical land description (P.O. boxes will NOT be accepted); and
- Your specific occupation.

This information must be collected from non-expired government issued photo identification.

The identification must:

- Have a signature;
- State a date of birth;
- Include a unique identifier number; and
- Be an original (not a copy).

A second piece of ID may be requested.

The personal information provided is collected under the authority of section 33(c) of Alberta's Freedom of Information and Protection of Privacy (FOIP) Act. The information is strictly for the use of the AGLC and is intended to be used for the purpose of complying with the PCMLTFA, FINTRAC and AGLC policy. The personal information you provide is managed according to AGLC policy and Part 2 of the FOIP Act under which you have a right of access to your personal information.

If you have any questions about the collection or use of this information, please contact: Anti-Money Laundering, Investigations Branch, AGLC, 50 Corriveau Avenue, St Albert, Alberta T8N 3T5 Telephone: 780-447-8600; Toll-free: 1-800-272-8876.

If you gamble, use your GameSense



Play for entertainment,
not to make money



Balance gambling
with other types
of leisure activity



Don't chase losses.
Accept them as the
cost of entertainment

Learn more at GameSenseAB.ca

 @GameSenseAB

Voluntary Self-Exclusion



It's up to you.

- Call 1-877-436-6336
- Email: vse@aglc.ca
- Visit the GameSense Info Centre or speak with a Security Staff
- Learn more at GameSenseAB.ca

Are you concerned that you or someone you know may have a gambling problem? Call the 24 hour, toll-free Alberta Health Services *Addiction Helpline* at 1-866-332-2322.

🐦 @GameSenseAB



Your games. Your choice.

Gaming Irregularities

All gaming irregularities should be reported to the Alberta Gaming and Liquor Commission (AGLC).

Callers should be prepared to provide the following:

- Name
- Address
- Telephone number
- Location of the incident
- Type of game being played



Rules of Play

- 1 This establishment is **PROHIBITED** from granting credit or providing cash advances on credit cards to enable a person to play a video lottery terminal (**vlt**).
- 2 No person under the age of 18 is permitted to play **vlt**s.
- 3 Alberta law prohibits this establishment from permitting a person who is apparently intoxicated by liquor or a drug to take part in any gaming activity conducted in this licensed premises.
- 4 **vlt**s will not accept additional cash from players when the terminal cash balance is more than \$100.
- 5 **vlt**s require players to select a session time limit prior to playing, and will automatically cash-out after the player's second time session expires.
- 6 Any malfunction voids all plays and pays.
- 7 If a **vlt** appears to be malfunctioning, play should be discontinued and the malfunction should be reported to site staff immediately.
- 8 Game prize limits may be capped by game or may have a specified maximum prize.
- 9 When the cash balance on the terminal reaches \$1250 or more, a cash-out ticket will be generated for \$1250. Any balance will remain on the terminal until played or cashed-out.
- 10 If a single spin results in a prize award greater than \$1250, a cash-out ticket will be generated for a value equal to the individual prize award. Any balance will remain on the terminal until played or cashed-out.
- 11 **vlt** cash-out tickets must be claimed within thirty (30) days from the date of issue. Players are encouraged to print their name on the back of their cash-out ticket as a means of identifying ownership of the ticket.
- 12 Cash-out tickets up to and including \$1250 can only be redeemed at the **vlt** Retailer from where they were issued. If cashed on a day other than the day issued, identification may be requested to confirm the name printed on the back of the cash-out ticket.
 - If the **vlt** Retailer location is unable to pay a cash-out ticket of a value more than \$1250, the Retailer will provide the player with a list of AGLC designated cross-validation sites that can accommodate payment of the cash-out ticket.
 - At the cross-validation site, the ticket must be cashed by the person who has printed their name on the back of the cash-out ticket. The person cashing the ticket will be asked to provide identification that matches the name that appears on the back of the ticket.

1-800-742-7818