

## VLT - POLICY CHANGES

This Bulletin is to advise all VLT Retailers of **IMPORTANT AMENDMENTS** to the Licensee Handbook.

The following Licensee Handbook policies are effective as of April 1, 2016:

### Section 10.13 Reel Facts VLT Staff Training (Previously named Responsible Gambling Program)

- Section 10.13 has been renamed and content reorganized into a more cohesive manner that will assist VLT Retailers to better understand Reel Facts VLT Staff Training requirements.
- Subsection 10.13.11 is a **NEW** requirement for VLT Retailers. Effective immediately, VLT Retailers are required to keep a log of employees who are Reel Facts certified, including the employees' names, certificate registration numbers and expiry dates. This log is subject to review by the AGLC.

### Section 10.15 Signage, Advertising and Promotions

- Subsection 10.15.1 has been updated to reflect the following amendments to signage that VLT Retailers must post in the licensed facility.
  - "Your games. Your choice." poster combines the previous "VLT Rules of Play" and "Gaming Irregularities" posters into a single poster.
  - "If you gamble, use your GameSense" poster replaces any previous versions of the responsible gambling posters.

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

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

The amended Licensee Handbook may be accessed on the AGLC website at [www.aglc.ca](http://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**.

Please direct any questions or comments on any of the items appearing in this Bulletin to the AGLC Hotline.

**1-800-561-4415**



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

# 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](http://GameSenseAB.ca)

 @GameSenseAB

**SUBJECT: REEL FACTS VLT STAFF TRAINING**

**POLICIES**

*(Amended Apr 2016)*

- 10.13.1 For the purposes of this section, “Reel Facts” means a social responsibility training program designed to educate VLT Retailers and their staff on how to recognize the differences between responsible and problem gambling behaviour and appropriately respond to someone who may have a problem with their gambling.
- 10.13.2 A VLT Retailer must meet Reel Facts certification requirements. Equivalency will not be granted for programs offered in other provinces.
- 10.13.3 Reel Facts certification is mandatory for the following full-time and part-time staff:
- a) owners, managers, supervisors; and
  - b) all staff working at a liquor licensed premises having any involvement with patrons using VLTs, with the exception of positions identified in Subsection 10.13.4.
- 10.13.4 Reel Facts certification is not required for staff working full-time or part-time as:
- a) kitchen staff, bus persons, entertainers, and cleaning staff in licensed premises; or
  - b) registered gaming workers employed in casino facilities or Racing Entertainment Centres with a Deal Us In Phase One certification.
- Note: Deal Us In Phase One certification is acceptable in lieu of Reel Facts certification at casino facilities and RECs where staff may have involvement with VLT patrons.
- 10.13.5 Persons requiring Reel Facts certification must be certified within 30 days of their employment start date.
- 10.13.6 A minimum score of 80% on an AGLC administered examination is required for Reel Facts certification.
- 10.13.7 Reel Facts certification is valid for a period of five (5) years from the date of successfully completing the program.

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**SUBJECT: REEL FACTS VLT STAFF TRAINING**

10.13.8 Reel Facts certification must be maintained by successfully repeating the Reel Facts program (including passing the exam) before the certification expiration date.

10.13.9 VLT Retailer staff must provide proof of Reel Facts certification at the request of an AGLC Inspector. Failure to present proof of Reel Facts certification (by card, personal information page or temporary card) may result in disciplinary action.

10.13.10 It is the responsibility of the VLT Retailer to ensure:

- a) all staff in their premises who are required to have Reel Facts certification (as per Subsection 10.13.4) are certified in accordance with the requirements identified in Section 10.13 and;
- b) at least one (1) Reel Facts certified staff member is on shift at all times.

10.13.11 VLT Retailers must keep a log of employees who are Reel Facts certified, including the following information:

- a) employee name as it appears on the certification card;
- b) SMART Training registration number; and
- c) expiry date.

Note: Logs are subject to review by the AGLC.

**GUIDELINES**

10.13.12 Reel Facts certification options are found on the SMART Training website. For more information on Reel Facts, contact:

SMART Training Programs

Alberta Gaming and Liquor Commission

50 Corriveau Avenue

St. Albert, Alberta

T8N 3T5

Toll Free: 1-877-436-6336

Fax: 780-651-7626

Website: [smartprograms.aglc.ca](http://smartprograms.aglc.ca)

**SUBJECT: SIGNAGE, ADVERTISING AND PROMOTIONS**

**POLICIES**

10.15.1 The following signs and informational materials provided by the AGLC must be posted in the premises in clear public view, unless otherwise noted: *(Amended Apr 2016)*

- a) "This location has applied for VLTs" (prior to VLT installation);
- b) "Your games. Your choice."(VLT Rules of Play and Gaming Irregularities poster); *(Amended Apr 2016)*
- c) "If you gamble, use your GameSense" (Responsible Gambling poster); *(Added Apr 2016)*
- d) "Robbery Procedures" (for the information of staff only, to be posted in an area out of public view); and
- e) any other information the AGLC may provide to a Retailer for posting.

10.15.2 Failure to post signs as directed by the AGLC may result in penalties up to and including termination of the Video Lottery Retailer Agreement and the removal of the VLTs and Supplied Equipment.

10.15.3 VLT Retailer advertising must be limited to the message VLTs are available for play at the location. Any advertising or promotional materials that appear to encourage VLT play are not allowed.

10.15.4 Advertising or promotional material that refer to VLTs as slot machines or the VLT location as a casino are prohibited.

10.15.5 Proposed advertising or promotional materials must be approved in advance by the AGLC. Advertising and/or promotional materials used without AGLC approval will be removed. The Retailer may also face penalties as outlined in Section 10.22.1.

**GUIDELINES**

10.15.6 Retailers requiring any of the signage or notices specified in Section 10.15.1 should contact the AGLC Hotline (see Section 10.23).