

SUMMARY OF POLICY AMENDMENTS

BULLETIN ATTACHMENT

Item	Policy	Amendment	Rationale
1	1.2.2	Conduct and management of a raffle is the responsibility of the licensed charitable organization. The licensed charitable organization must ensure administrative, operational, and financial governance over all activities related to the raffle, and must not delegate the conduct and management of a raffle to any other entity.	This amendment clarifies that a licensed charitable organization is responsible for the conduct and management of a raffle. All conduct and management duties cannot be delegated to any other entity.
2	2.1.2 m)	contact name and telephone number in the event of a complaint or dispute.	In all raffle rules, licensed charitable organizations must now include a contact name and telephone number in the event that a ticket purchaser has a complaint or dispute. This amendment ensures that ticket purchasers are able to report a complaint or dispute regarding the raffle.
3	2.2.18 h)	after the draw of the winning ticket(s) is announced, the winner(s) must have a minimum of 10 minutes to claim the prize. The licensed charitable organization has the option to allow up to, but no more than, 30 days for the winner(s) to claim the prize;	In addition to the already established minimum of 10 minutes that a winner has to claim a prize for a bearer ticket raffle, this amendment establishes that licensed charitable organizations may choose to allow up to, but no more than, 30 days for a prize winner to claim the prize.
4	2.3.2	A financial control plan must be submitted with the raffle application, and must specify: a) procedures for the: i. secure storage of ticket inventory; ii. distribution of tickets to sellers including signature confirming sellers have received tickets; iii. return of sold and unsold tickets; and iv. secure receipt and deposit of revenues. b) frequency of revenue deposits; and c) name(s) of person(s) responsible for: i. collection of sold and unsold tickets; ii. payment collection; and iii. deposit of ticket revenue.	AGLC currently requires licensed charitable organizations to submit a financial control plan for all raffles. Previous policy did not have a clear description of what licensed charitable organizations should include in the financial control plan, and so additional information was added to provide more clarity.
5	3.1.1	An RTM is an individual that a licensed charitable organization may choose to hire to manage a raffle. Where the authorized total ticket value (TTV) of the raffle exceeds \$20,000, a paid RTM must be registered with AGLC in order to perform all or part of these duties. An individual being paid to manage a raffle where the authorized TTV is \$20,000 or less does not require AGLC registration.	This statement was added to clarify that an RTM is an optional paid individual that a charitable organization may choose to hire to assist with the management of its raffle. When the total ticket value (TTV) of the raffle exceeds \$20,000, a paid RTM must be registered.
6	3.1.2	Duties and responsibilities of an RTM may include, but are not limited to: a) preparation of the raffle:	RTM duties were added to policy based on feedback gathered from stakeholders in the RTM Online Survey released in October

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		<ul style="list-style-type: none"> i. draft budget; ii. develop and organize prize structure; iii. develop and implement marketing strategy; iv. procure prizes; and v. prepare documentation to obtain raffle licence including service agreements. <p>b) coordination with the licensed charitable organization:</p> <ul style="list-style-type: none"> i. negotiate contracts between vendors and the licensed charitable organization; ii. attend key stakeholder meetings with, and on behalf of, the licensed charitable organization; iii. receive and verify invoices from vendors and submit invoices to the licensed charitable organization for payment; iv. monitor revenues and expenditures, and obtain prior approval from the licensed charitable organization for all expenses and changes to budget; v. report on banking and accounting procedures; and vi. assist in preparing proposed amendments to the licence, if required. <p>c) raffle ticket processing:</p> <ul style="list-style-type: none"> i. receive ticket orders by mail, telephone, online, and from vendor sales locations; ii. process payments; iii. issue tickets; iv. enter ticket order data; v. respond to customer service inquiries; vi. prepare bank deposits for all payment methods; vii. balance and reconcile deposits to bank statements and data entry reports; viii. process refunds, if necessary; and ix. reconcile and return sold ticket stubs and unsold ticket inventory to the licensed charitable organization. <p>d) prize draw:</p> <ul style="list-style-type: none"> i. assist the licensed charitable organization to organize and conduct the prize draw(s); ii. ensure all processed ticket stubs are present in draw container; 	<p>2019. AGLC heard from stakeholders that the duties presented in the survey accurately reflected the duties and responsibilities currently provided by RTMs. In addition, AGLC heard that adding RTM duties to policy will help to educate charitable organizations on the role of RTMs and will help to maintain the integrity of raffles.</p>

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		<ul style="list-style-type: none"> iii. record prize draw(s); iv. coordinate prize delivery; and v. catalogue and store unclaimed prizes. e) documentation and reports: <ul style="list-style-type: none"> i. cooperate with AGLC inspectors by providing documents upon request; ii. prepare raffle documents required for the licensed charitable organization (see Raffle Records); and iii. assist the licensed charitable organization in preparing the financial report regarding revenues and expenses of the raffle event for submission to AGLC. 	
7	4.1.2	<p>Licensed charitable organizations may use various forms of advertising, including, but not limited to:</p> <ul style="list-style-type: none"> a) radio; b) television; c) print (e.g., signage, newspapers, magazines); or d) internet (e.g., email messaging and social media). 	<p>This amendment provides examples of different types of advertising that a charitable organization may choose to use to advertise its raffle. Charitable organizations are not required to use all of the types of advertising.</p>
8	4.1.7	<p>Licensed charitable organizations that conduct more than one raffle concurrently must clearly advertise all raffle events as separate licences. Consecutive raffle licences may be advertised as a range of licence numbers (e.g., raffle licence #49110 to #49115).</p>	<p>Many charitable organizations that conduct large raffles will conduct multiple raffle licences at the same time. Often, the advertisements and ticket order forms for these raffles will reference multiple raffle licence numbers. Because the raffles are separate events, ticket purchasers cannot be obligated to purchase tickets for all raffles and must be aware that the raffles are separate.</p> <p>It is difficult for charitable organizations to list all raffle licence numbers in their advertisements, particularly in radio and television advertisements. Therefore, this policy amendment allows charitable organizations to advertise multiple raffle licence numbers as a range.</p>
9	5.1.2	<p>All draws must be open to the public. At least two executive members of the licensed charitable organization (or delegates) must be present to witness each draw. Contact information (name and telephone number) of both draw witnesses must be documented and maintained in the raffle records.</p>	<p>This amendment eliminates the requirement for a member of the public to witness the raffle draw, and accommodates executive members of charities to select a delegate who may witness the raffle draw on their behalf. This amendment also adds that the contact information for both draw witnesses must be documented and maintained within the raffle records. This information has also been added to the Raffle Records policy section.</p>

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10	5.1.3	Licensed charitable organizations must create an audiovisual recording of all raffle ticket draws with an approved total ticket value greater than \$20,000 and must retain the recording with the raffle records for two years after the last draw date.	This amendment updates the terminology of “videotaping” with “audiovisual recording” and “tape” with “recording” to modernize policy. In previous policy, audiovisual recordings were only required for raffles with a total ticket value (TTV) greater than \$100,000. However, with current technological advancements and the ease with which videos can be created, audiovisual recording are now required for all raffles with a total ticket value (TTV) over \$20,000.
11	6.1.6	Confirmation of the prize value (e.g., an invoice from the supplier) must be retained for all merchandise prizes with an MSRP greater than \$5,000 and for all travel prizes regardless of value.	This amendment eliminates the need for charitable organizations to submit prize value confirmations to AGLC for all merchandise prizes with an MSRP greater than \$5,000 and for all travel prizes. Charitable organizations are required to retain confirmation of prize values, and may be required to provide documentation to AGLC if necessary.
12	7.1.1 f)	commission paid to other charitable organizations to sell tickets;	This amendment clarifies that charitable organizations may include commissions paid to other charitable organizations to sell raffle tickets as an approved expense.
13	7.1.1 h)	food and refreshments consumed by volunteers during activities related to the raffle event;	This amendment accommodates charitable organizations that wish to provide their volunteers with food and refreshments while working a raffle event, in a similar way that bingo and casino volunteers are given food and drink allowances. It remains up to the discretion of the charitable organization whether it wishes to provide this allowance for volunteers.
14	9.1.1	Licensed charitable organizations are required to complete financial reports regarding the revenues, expenses and proceeds generated during their raffle event(s). For this purpose, AGLC will send financial report forms to the licensed charitable organization. Yearly raffle reports will be required until the proceeds are spent or transferred to another gaming account.	This amendment clarifies that AGLC will send financial report forms to the charitable organization and that yearly raffle reports will be required until the raffle proceeds are spent, or transferred to another gaming account.