

# CASINO VOLUNTEER WORKER INFORMATION

*Whitemud West Hockey Association  
January 25 + 26, 2019, 2019*

**NAME OF VOLUNTEER:** \_\_\_\_\_

**DATE OF YOUR SHIFT:** \_\_\_\_\_

**TIME OF YOUR SHIFT:** \_\_\_\_\_

**YOUR POSITION:** \_\_\_\_\_

**CHAIRPERSON:** **Catrina Hartmann**

**CHAIRPERSON PHONE #:** **780-907-3848**

**PLACE:** **Grand Villa**, 10204 – 104<sup>th</sup> Avenue. Parking may be available in lot directly north of the casino. 2 southernmost rows are for Grand Villa. If you park there, register your licence plate at the front desk to avoid paying for parking. If you park elsewhere and pay for parking, submit your receipt to us for reimbursement.

Enter the casino from the main doors on 104<sup>th</sup> Avenue, just east of Rogers Place. Proceed up the escalator and go to the right to the "Charity Bank".

- ♠ Arrive on time. If you are going to be late, or a last minute emergency arises and you are not able to work, contact your chairperson as soon as possible.
- ♠ Dress is casual, but no torn or revealing clothing.
- ♠ Temperature in the casino may be changeable. Consider bringing a sweater.
- ♠ The rooms we work in are very small; please do not wear perfume or cologne.
- ♠ Be sure to bring valid, government issued, photo ID with you. This is an AGLC requirement.
- ♠ You will be provided with a nametag, displaying your given name and volunteer position, which you are required to wear while on shift.
- ♠ Training and support will be provided to you by a licensed Casino Advisor.
- ♠ You will be provided with a meal from the casino restaurant, and additional breaks. The casino provides a break room for our convenience.
- ♠ To ensure that volunteers have access to the full range of menu options at the casino restaurant, meals should be ordered by 11 pm.
- ♠ The casinos generally have a policy prohibiting outside food and beverage. This does not apply to volunteers who have special dietary requirements.
- ♠ Use of cell phones and other electronics is allowed in some areas of the casino, but no photography is allowed anywhere in the casino.
- ♠ No gambling (including slot machines) is allowed at this casino, during the full 2 day period of our casino event, whether you are on shift or off shift.

- ♠ Volunteers are not permitted to consume alcohol or use recreational drugs before, or during their shift.
- ♠ Volunteering at the casino is easy and fun! The casino is a safe environment, monitored by surveillance and security. Note that security cannot escort you to your car after your shift, as they are not licensed outside of the casino.
- ♠ Thank you so much for volunteering! We really appreciate your commitment.