



Alcohol and Gaming Commission of Ontario

# Gaming Assistant Application Guide

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AGCO

Alcohol and Gaming  
Commission of Ontario

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The Alcohol and Gaming Commission of Ontario (AGCO) is responsible for conducting eligibility assessments and registering Gaming Assistants, Operators, Sellers, Suppliers and Trade Unions who work in or supply the lottery, commercial and charitable gaming sectors in Ontario.

This Guide contains detailed information to assist you in applying for registration as a Gaming Assistant.

## Responsibilities of a Registrant

For complete details about your legal responsibilities as a Registrant, refer to the *Gaming Control Act, 1992* and its regulations, copies of which are available online at **e-Laws** or by contacting Publications Ontario at 416-326-5300 or toll-free at 1-800-668-9938.

## Fees and payment

**Lottery Sector:** There is no fee for Gaming Assistants (Lottery Retailer Managers).

**Commercial and Charitable Sectors:** Gaming Assistants working in these sectors must submit registration fees with the application.

- Please refer to the AGCO's Application Fee Schedule at **[www.agco.ca](http://www.agco.ca)** for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac* Online. (**Note:** The Bank of Montreal no longer offers the *Interac* online payment service. For more information, please contact your BMO branch or the telephone number on the back of your card. For a list of participating Financial Institutions, please visit the ***Interac Online for Consumers*** website.
- All application fees must be received by the AGCO before an application will be processed.

**All registration fees are non-refundable.**

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## Warning:

Do not misrepresent or omit any material fact(s). Each statement made in your application is subject to verification.

It is a serious offence to knowingly provide false information on the forms and on any attachments.

The provision of false, incomplete, or misleading information or the omission of information on the forms or in the documents submitted with your application, or the failure to notify the Registrar of any material changes to this information which occur after this application is filed, may also result in the refusal, suspension or revocation of your Registration.

If you require assistance with your application, please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.

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## When is registration as a Gaming Assistant required?

A registration as a Gaming Assistant is required in the following circumstances:

**a) Category 1 Gaming Assistant**

An individual employed in the conduct, management or operation of a lottery scheme or in the operation of a gaming site, who, in the opinion of the Registrar, exercises a significant level of decision-making authority or has significant supervisory or training responsibilities.

**b) Category 2 Gaming Assistant**

An individual employed in the conduct, management or operation of a lottery scheme or in the operation of a gaming site, who, in the opinion of the Registrar, does not exercise a significant level of decision-making authority or have significant supervisory or training responsibilities.

## Examples

The main distinction between a Category 1 Gaming Assistant and a Category 2 Gaming Assistant is the degree or extent of **decision-making authority** and/or **supervisory responsibility** exercised by the individual with respect to the lottery scheme or the operation of the gaming site.

Individuals who supervise or manage game play or other registered Gaming Assistants, oversee or coordinate lottery product sales, act as a Director/Department Head (or

above), manage compliance issues, or have signing authority to make purchases, enter into contracts or offer employment will most likely need to be registered as a Category 1 Gaming Assistant.

Category 1 Gaming Assistants would include, but are not limited to: table game managers, security and surveillance managers and supervisors, casino executives, bingo hall managers and lottery retailer managers.

Category 2 Gaming Assistants would include, but are not limited to: dealers, cashiers, bingo callers and slot attendants.

## Required information

In order to begin processing your application, you must complete/submit the following:

- **Gaming Assistant Application**
- **Offer of Employment**
- **Personal Disclosure**
- Registration fee (for Commercial and Charitable Sectors only)
- Supporting documents (if applicable)

## Sector

You must indicate the category and sector in which you are or are planning to work:

- **Commercial Sector** – e.g. casino, slot machine facility
- **Charitable Sector** – e.g. bingo hall, fair and exhibition (e.g. CNE)
- **Lottery Sector** – e.g. Ontario Lottery and Gaming Corporation lotteries

We require this information as part of our risk assessment and in order to determine the appropriate fee applicable to your registration.

If you are already registered and you plan to start working for a new or different employer, you must submit a new offer of employment (see Offer of Employment section below). You can submit a Change of Employment application online through the iAGCO portal at [www.agco.ca/iagco](http://www.agco.ca/iagco).

## Offer of Employment

An Offer of Employment must be completed by the employer and submitted by the applicant.

**For applicants in the Commercial Sector only**, the employer must identify the job functions to be performed by the applicant using the definitions found in the chart below. If any of these job functions change during the course of the applicant’s employment, the registrant must submit a Change application immediately.

### Job Function definitions (Commercial Sector only)

Position	
Executive	The individual has ultimate and overall responsibility for a single department or larger business unit. The applicant is responsible for establishing the strategic direction and organizational goals, policy and procedures for the organization/department.
Department Director	The individual is responsible for the overall plans, staffing, budgeting, operations and the strategic management of a department.
Department Manager	The individual is responsible for supervising one or more staff, and has responsibility for the day-to-day operations of his/her department at any given time (person may in certain cases still be deemed by the Registrar to be a Category 2 Gaming Assistant as a result of limited decision making authority over gaming operations).
Floor/Shift Supervisor	The individual has supervisory and decision-making authority over non-supervisory staff and/or a specific job task or requirement to supervise staff during a specific period of work (person may in certain cases still be deemed by the Registrar to be a Category 2 Gaming Assistant as a result of limited decision making authority over gaming operations).
Non-Supervisory	The individual has no supervisory duties, and is directed and monitored by a supervisor in his/ her daily routine.
Access to Gaming Site Assets and Accounts	
Controls Assets and Accounts	The individual has the authority to move, change, disburse, accrue and/or write-off assets and/or add, delete or modify accounts.

Monitors Assets and Accounts	The individual is allowed to authorize the disbursement of assets to staff, clients and/or as part of a business process. The individual has significant discretion to "comp" or approve credit.
Monitors Control of Assets	The individual handles cash, cheques, credit cards and/or debit cards under supervision. The individual may "comp" within an authorized value matrix.
No Control Over Assets	The individual has no ongoing job functions which allow access to the assets of the operator.
<b>Sensitive Areas</b>	
Access to Sensitive Areas	The individual requires access to sensitive areas, such as any area that requires strict access controls to secure the gaming site and/or safeguard gaming integrity or assets. Individuals who work with or service gaming equipment would also be considered to be accessing a "sensitive area".
<b>Authority</b>	
Does the applicant have the authority to bind the operator?	The individual can legally contract on behalf of the operator.
<b>Relationship to Outcome of Game</b>	
Supervises/Manages Game Play	The individual has supervisory and monitoring responsibilities over both game play/procedure and wager payouts/collections.
Facilitates Game Play	The individual has primary contact with the means and method of game play and with players.
<b>Gaming-Related Equipment</b>	
Manufacture/Design	The individual is primarily involved with the manufacture and design of gaming equipment.
Repair/Modify Access	The individual is able to access gaming equipment to effect repairs or modifications with or without supervision.
Supervised Access/ Handling	The individual is able to access, move or handle gaming equipment only when supervised.

## Personal Disclosure

The applicant must submit a **Personal Disclosure\*** with the application.

**Note:** Personal Disclosure is not required in the case of a job function change or transfer from a different site or employer unless requested by the Registrar. For **Lottery Retailer Managers**, Personal Disclosure **is required** for transfer of employment to a new employer but is **not required** for a change in job functions within the Lottery sector.

\*For more information, please refer to the **Personal and Entity Disclosure Requirements Guide** available at [www.agco.ca](http://www.agco.ca).

## Questions

If you have any questions, please contact AGCO Customer Service during regular business hours at **416-326-8700** (in the GTA) or **1-800-522-2876** (toll-free in Ontario). You can also find helpful information on our website ([www.agco.ca](http://www.agco.ca)).