

# Charitable Gaming

# THE VIEW



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## 1049 – Mr. John Johnstone (Snr)

It was with deep sadness that I received news on Thursday, the 22<sup>nd</sup> November 2012, that Mr. Johnstone (Snr) had died peacefully. Mr. Johnstone was a founding partner in the Delta Gaming Group and a pioneer for our Industry.

Born in the United Kingdom (Scotland) in 1933 and then immigrated to Canada in 1951 where he settled in the City of Hamilton (Ontario) undertaking his first Canadian job as an iron worker at the Stelco plant in that city. In 1955 Mr. Johnstone met and then married Ms. May Darroch (later Johnstone) and raised three children in Ancaster (Ontario). Unfortunately Mrs. May Johnstone passed away in 1987.

He built a legacy with long time business partner (and best friend) *Mr. John Cameron (Snr)* in the *leisure business* in and around the Hamilton area. In the 1960's they discovered 'Bingo' and this was to become his (their) great (business) passion. This began a long career in the Industry that would forge three decades and build a solid business, '*The Delta Bingo Group*', which is now the leading brand in the Charitable Gaming Sector.

Without question this man's footprints are firmly planted across the Charitable Gaming Sector in this province and through his *drive, energy, entrepreneurship and common sense* he was instrumental in the foundation of the Industry we see today. He touched and influenced many people in this business. They may not have always agreed with his positions but his opinion was always **highly respected**. Quite simply, this man's word was his bond. He was a proven successful leader who clearly understood years ago that the connectivity to the *customer* was key to a successful business. To him it was second nature and just 'common sense'.

I often refer to Mr. Johnstone as the '*Grand Old Man*'. This was a historical reference given out of respect. In the 18<sup>th</sup> century in the UK there was a political powerhouse and Prime Minister, *Mr. William Gladstone*, who launched his last premiership at the age of 81yrs. It was this fact that often reminded me of Mr. Johnstone. As he aged his *enthusiasm, vision and desire* for the

business seemed to grow larger, always looking ahead to the future possibilities. It is this energy that I personally admired in him.

It must be remembered that the business he and Mr. Cameron created has given tremendous opportunity to numerous Charities & Non-profit Organizations to raise hundreds of millions of dollars. Combined with this it has provided numerous opportunities for employment across the province. What is remarkable is he never sought or even required any recognition for the work he loved to do and our industry is better for his presence.

However, it must be said that his real lasting legacy will be his three children (Cindy, John (Jnr) and Cameron) and the second generation of Johnstone's (Olivia, Brittany, Madison, John (Luke) and Thomas). The first generation have retained and carry on with his *entrepreneur* gene - long may that continue.

I am sure you will join our Chair, *Mr. Michael Orser, Board of Directors and Members* in sending our sincere condolences to the Johnstone Family.

### 1050 – Revitalization of Charitable Gaming

It is a very exciting period of time for this initiative right now. There are numerous projects going forward and between now and the end of the year, the *OLG Implementation Team* is working flat out to meet its commitment. That being said there is tremendous excitement and a sense of movement. Below are the latest developments:

- ✓ **Delta Gaming Centre (Pickering)** - On Tuesday, the 20<sup>th</sup> November 2012, the Delta Gaming Centre became the latest member of the *revitalization team* but what has made this Centre unique is the sheer size of the Centre. It is the first in the province to receive 300 Bingo Terminals and immediately became the biggest Centre in the program. This is without question a '*watershed moment*'. The Delta Gaming Centre Management Team is delighted with the result of some major changes to the Centre's décor and fabric. It is amazing how quick the Delta Team went into action to get this Centre in 'ready condition' for the OLG Team to begin the transition work to the program. The positive attitude of the Delta Team certainly made this process a lot easier and they must be thanked for all their hard work and efforts.
- ✓ **Delta Gaming Centre (Pickering Charities)** - I want to acknowledge the tremendous work that the Delta Gaming Centre Charities Association put into creating a vast amount of '*Community Information*' on where the dollars go once raised and the benefit it brings to the community. This in my view becomes the benchmark for future Charity Associations to follow. The support and encouragement they receive from the OCGA's Executive Director, *Ms. Lynn Cassidy*, must also be noted. Lynn has a very clear understanding of the importance and overall program opportunities to highlight this work.
- ✓ **AGCO Regulatory Environment** - With the change to 207:1:a from 201:1:b, the AGCO is hosting an *information session* with each Centre as they prepare to transfer over. Headed by Mr. Gary White and his Team, it goes through the changes that the Centre Manager can expect and introduces additional AGCO Staff that the Centre will come into contact with.
- ✓ **Phase Two Centres** - Mr. Ron Ko and his Team continue in their work, meeting in advance with the Group Two Municipal Staff and assisting them with information they need to prepare Council for their decision. This hard work is overlooked and we should not underestimate its importance and the knowledge that they bring to Town Staff on the whole structure of the initiative.

The initiative continues to gain real and meaningful traction. In the coming weeks we are looking to see the introduction of '*game changing elements*' to support the overall program and ensure continued investment in Centres and enjoyment for our *customers*.

It is very encouraging to see the development of real *partnership* between Commercial Operators, Charity Groups, Municipalities and Crown Corporations. As we move forward we need to ensure we continue to strengthen and grow this partnership as a model for other sectors.

#### **1051 – Responsible Gaming**

It is very encouraging to see that *Responsible Gaming* materials are coming into the Centres as we enhance our c-Gaming initiative. The materials are effective, clear and balanced and fit nicely into the new environments.

The staff training continues apace and this is generating a more clear understanding and awareness among staff and management alike. We need to thank the OLG for their commitment in providing that training piece.

As we move forward we need to ensure that this element (RG) becomes part of our day-to-day operational culture.

#### **1052 – Holiday Period**

I just wish to remind everyone that as we move into this holiday trading period it is important we heighten our awareness and cash security measures. Having Staff & Charities more aware and observant on whom is in the Centre and reporting any suspicious activity to the Duty Manager immediately ensures we are focused on prevention rather than cure.

#### **1053 – Risk Based Regulation & Registration Initiative**

I want to remind all Commercial Operators that even though we are going through the *Revitalization of Charitable Gaming*, our Regulator (AGCO) is still undertaking a major change of the Regulatory Environment through a *Risk Based Approach*.

The AGCO are reaching out and working through the Associations (CGAO & OCGA) as they begin to phase into this initiative through the *Strategic Working Group (SWG)*, which is chaired by the AGCO. It is important that you become aware of these changes and how it will impact your business.

#### **1054 – Appointment – OLG c-Gaming**

It has been announced by Mr. George Sweny (Senior Vice President) that *Mr. Reg St-Amour* will be joining the c-Gaming Team with immediate effect as Program Manager – c-Gaming and will report directly to Mr. George Sweny. During the course of the 1990's, Reg was CIO at the OLG and is familiar with the Organization.

*In a statement issued by George he said 'Reg has significant experience in organizing work resulting from large and complex programs, which is the minimum to be successful in managing OLG's c-Gaming Program. His information technology & stakeholder relations acumen are both excellent. Most importantly, Reg approaches his work with a strong service mindset that is, working with individuals responsible for delivery of different program components to find solutions aligned to the program's objectives and priorities. I look forward to the contribution he will bring as we*

*progress the excellent work that has been accomplished to date by so many people at the OLG, our Industry Partners and the team at CBN.*

As you can see from the above, George has a high degree of confidence in this appointment and it comes at a critical phase in the development of c-Gaming. I am sure you will join me in congratulating Reg on his appointment and wish him every success in his new position.

### 1055 – General Meeting

Please be advised that CGAO will be hosting its next General Members Meeting at the Holiday Inn (Airport East) Dixon Road on **Wednesday, the 27<sup>th</sup> March 2013**, not on the 21<sup>st</sup> March 2013 as previously discussed at the General Meeting on the 13<sup>th</sup> November 2012.

<b>Date:</b>	27 <sup>th</sup> March 2013
<b>Day:</b>	Wednesday
<b>Time:</b>	10:00am to 2:00pm
<b>Location:</b>	Holiday Inn (Airport East) – 600 Dixon Road
<b>Room:</b>	Centennial B
<b>Refreshments:</b>	Coffee & Light Snacks

On-Line @ [www.cgao.ca](http://www.cgao.ca)

Information: Resources: Reference

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