

Charitable Gaming
THE VIEW



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1165 – St. Thomas – Completes Conversion

On the 23rd January 2014, 'Jackpot City Gaming Centre' completed the final piece of the conversion process with the launch of the Taptix Units. The Management had decided (*wisely / think*) to open with a soft launch, with a projected date for a full launch at the beginning of March 2014.

This is a very exciting conversion and the focus on *brand, ambience, community and experience* I believe will set a new bench level for the sector in general. The Vice President-Operations – *Mr. Darcy Stuart* has placed a lot of thought into this Centre and when all the pieces come together I sense there will be a new and exciting customer experience on offer.

I want to wish the whole team at *Jackpot City* every success as they reposition this Centre.

1166 – Fort Erie – Golden Nugget

This week will see phase one of the conversion process for Golden Nugget (Fort Erie) who will switch over on Thursday of this week. This Centre is operated by *Mr. Jerry Root* who was a former President of the RGSO and was instrumental in setting the industry as a whole on the road to the c-Gaming path many years ago.

The company has certainly moved at a tremendous pace. Their construction period covered the Christmas holidays, which caused additional issues with trades, etc., but regardless they have delivered the Centre in the month assigned to them and full credit to Jerry and his whole team.

We wish them every success as they go through this initial transitional phase as there is a period of 4 to 6 weeks re-alignment for all concerned. Good Luck!

1167 – People on the Move

There have been various people on the move in the last week. We, The CGAO, have written to all concerned to wish them well in their new roles/career opportunities.

Mr. Rod Phillips – CEO & President (OLG)

It was announced last week by the Chairman of the Board (OLG) that Mr. Phillips had resigned his position at the OLG to undertake a private sector leadership role, which will be announced in February 2014. He has had nearly three (3) successful years at the OLG and guided the organization on and through the path of modernization.

Mr. Tom Marinelli – Acting CEO & President (OLG)

The Chairman of the Board (OLG) has announced that Mr. Marinelli will be undertaking the role of *Acting CEO & President (OLG)* while a search begins for a permanent replacement for Mr. Phillips. You may recall that Mr. Marinelli held this position prior to the appointment of Mr. Phillips and his broad knowledge of all the lines of business at the OLG will stand him in good stead as he leads the OLG going forward.

Ms. Kathy Klas – Director (Workplace Transformation) AGCO

I have recently become aware that Ms. Kathy Klas has been appointed *Director – Workplace Transformation (AGCO)*. If you recall, Ms. Klas held the previous position of *Director – Sector Liaison*. In this role she led the *Strategic Working Group and the implementation of the Modernization of Charitable Gaming*.

I am sure you will join me in wishing all three every success in their new roles.

1168 – Taptix – Arrow Game Pilot

There is currently a pilot project in place for a new style of Taptix Units in Oakville, Newmarket and shortly in Hawkesbury. The early results are those reflective of a pilot. All stakeholders are engaged to *refine, reposition and retool the customer experience*. Naturally, as with any pilot there are initial hurdles but these are being addressed and Arrow Game (Canada) is working efficiently with the OLG Team to improve the customer experience.

1169 – Boardwalk Gaming Centre - Sudbury

On the 30th January 2014 the Boardwalk Gaming Centre (Newgate) Sudbury will celebrate over 30 years serving the community and playing host to over 90 Charity & Non Profit Groups who have, through their engagement at the Centre, delivered real and meaningful benefit back to the community. Also at this event one of the founding owners, *Mr. Ray Loiselle*, will be honoured for his service and energy both to the business and community.

I am delighted that this event was conceived by the Commercial Operator and directly the General Manager – *Mr. Denis Sivret* who engaged the Charity Co-Ordinator (*Mr. Richard Schwarz*) and Business Relations Manager (OLG) (*Mr. Mark Savage*). Between all three of them they each contributed to forging a very exciting evening of *Public Relations*. This to me is what partnership is all about, Commercial Operator, Charity & OLG working together to achieve a joint outcome.

Congratulations to Boardwalk Gaming Centre – Sudbury and especially to *Commercial Operator, Mr. Ray Loiselle* for his contribution to the development and now success of that business.

1170 – AGCO – (Interim) Notification Matrix

A meeting was held last week for all c-Gaming Centres setting out the framework for the (interim) Notification Matrix. This is interlinked to the Registrars Standards and the document sets out how this connects back to the standards. As part of this interim process there will be a 'date' locked down in six months to obtain feedback and see if there is streamlining or upgrading that may be required.

If you have any questions about this document, please contact either OLG Compliance Team or Ms. Laura Donohue at the AGCO.

On-Line @ www.cgao.ca

Information: Resources: Reference

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