

## Kewley, Mark MTIC:EX

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**From:** Fitzgerald, Anna FIN:EX  
**Sent:** Tuesday, April 15, 2014 3:42 PM  
**To:** Fitzgerald, Anna FIN:EX  
**Subject:** FW: Kamloops Blazers 50/50 Printing error

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**From:** Fitzgerald, Anna FIN:EX  
**Sent:** Monday, March 3, 2014 1:36 PM  
**To:** McCulloch, Jo-Ann FIN:EX  
**Subject:** RE: Kamloops Blazers 50/50 Printing error

Thank you..Kelowna Minor Hockey

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**From:** McCulloch, Jo-Ann FIN:EX  
**Sent:** Monday, March 3, 2014 1:22 PM  
**To:** Fitzgerald, Anna FIN:EX  
**Subject:** RE: Kamloops Blazers 50/50 Printing error

Is this Kamloops Blazers? Or Kelowna Minor Hockey??

*Jo-Ann McCulloch, B.B.A.*  
Charitable Gaming Auditor

*This message is confidential and is intended only for the individual named. It may contain privileged information. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Any unauthorized disclosure is strictly prohibited. If you receive this e-mail in error, please notify the sender immediately and delete this e-mail from your system*

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**From:** Fitzgerald, Anna FIN:EX  
**Sent:** Monday, March 3, 2014 12:29 PM  
**To:** McCulloch, Jo-Ann FIN:EX  
**Cc:** Lefler, Stephen C FIN:EX; Halpenny, Barry FIN:EX; Hansen, Karen JAG:EX; Merchant, Ron J FIN:EX  
**Subject:** Kamloops Blazers 50/50 Printing error

Hello Jo-Ann,

The conclusion of the issue with the receipt that did not have all ticket numbers is below. When you next perform your next inspection please check that they have appropriately changed their training.

Regards,  
Anna

*Anna Fitzgerald CPA, CA, CIA*  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269

*Know your limit, play within it.*

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**From:** Merchant, Ron J FIN:EX  
**Sent:** Monday, March 3, 2014 12:24 PM  
**To:** Fitzgerald, Anna FIN:EX; Hansen, Karen JAG:EX; Halpenny, Barry FIN:EX  
**Cc:** Lefler, Stephen C FIN:EX  
**Subject:** FW: 50/50 Printing error

FYI

R.J. (Ron) Merchant  
Director/Licensing  
Gaming Policy & Enforcement Branch

Mail: PO Box 9202 Stn Prov Govt  
Victoria, BC V8W 9J1  
Phone: 250.356.0989  
Cell: 250.514.7159  
Fax: 250.356.8149  
E-mail: [ron.merchant@gov.bc.ca](mailto:ron.merchant@gov.bc.ca)

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**From:** Merchant, Ron J FIN:EX  
**Sent:** Friday, February 28, 2014 11:52 AM  
**To:** s22  
**Subject:** 50/50 Printing error

s22 I was able to get the numbers that should have been printed on your ticket :  
52590 and 55337

The winning ticket numbers that were drawn were, in order:  
39506 and 55410

When a new tape is inserted into the portable device the end of the roll needs to be pulled out far enough to remove that portion of the tape where the end is glued to it. By failing to do this the laser cannot "burn" into the tape. In this situation the glued area was in the exact spot the numbers should have been. The device still retained the ticket numbers and your counterfoil did go into the drum prior to the draw. We are still discussing this with the manufacturer and if there is anything further to add I will give you a shout. The issue at hand was a training issue and I have advised the staff at the Rockets to ensure their training identifies this issue.

If you have any further questions give me a call.

R.J. (Ron) Merchant  
Director/Licensing  
Gaming Policy & Enforcement Branch

Mail: PO Box 9202 Stn Prov Govt  
Victoria, BC V8W 9J1  
Phone: 250.356.0989  
Cell: 250.514.7159  
Fax: 250.356.8149  
E-mail: [ron.merchant@gov.bc.ca](mailto:ron.merchant@gov.bc.ca)



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## Gaming Event Licence

**Gaming Event:** Class D - Raffle Licence - Percentage Draw, Licence # 62411  
**Licence Period:** 07-Mar-2014 - 08-Mar-2014  
**Issue Date:** 21-Feb-2014  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class D Raffle Licence - Percentage Draw for the purposes outlined in application number 1029731 to:

**Kelowna Minor Hockey Association**  
**1420 Ellis St**  
**Kelowna BC**  
**V1Y 2A5**

**Event Contact: Kent Fearn, 250-215-5578**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.gaming.gov.bc.ca/>.

**Draw date(s) and/or location:**

- March 7th and 8th 2 draws on Friday night and 4 draws on Saturday Draws will take place at Rutland Arena and Memorial Arena,

This licence is subject to the following conditions:

- **Report is Due:** It is mandatory that you complete the Gaming Event Revenue Report within 90 days after your event has occurred and your license period expires. This form can be located on our website at <http://www.gaming.gov.bc.ca/licences/docs/form-event-revenue-rpt.pdf>? These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca). Our records indicate that Gaming Event Revenue Reports are currently outstanding for the following licenses: Class B license #40669 (Jan, 2012), Class D license #52700 (Mar, 2013), Outstanding reports may affect future licensing.
- For 50/50 draws where sales occur over more than one day ticket and cash controls must be in place so that the prize will be calculated correctly and not subject to theft or loss.
- For 50/50 draws where sales occur over more than one day - tickets must be prepared and include the required information outlined in section 9 of the Standard Procedures for Ticket Raffles.
- This licence has been issued with the understanding that your organization will comply with Section 2.4 of the Class D Guidelines advising minors are not permitted to buy or sell raffle tickets.
- As stated in Section 3.1 of the Guidelines for Class D Gaming Event Licenses, no single prize value can be greater than \$500.



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## Gaming Event Licence

**Gaming Event:** Class A - Raffle Licence - Percentage Draw, Licence # 56757  
**Licence Period:** 30-Aug-2013 - 31-May-2014  
**Issue Date:** 19-Nov-2013  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 1017838 to:

**Kelowna Minor Hockey Association**  
**1420 Ellis St**  
**Kelowna BC**  
**V1Y 2A5**

**Event Contact: Leonie Popoff, 250-764-8539**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.gaming.gov.bc.ca/>.



*Know your limit, play within it.*

**Ticket price(s):** 27000 tickets, 3 for \$5.00; 200000 tickets, 10 for \$10.00;  
400000 tickets, 40 for \$20.00

**Draw date(s) and/or location:**

- Draws held after the 2nd intermission, 5 mins into the 3rd period of each game, at all 2013/2014 Exhibition, Regular Season and Playoff games at Prospera Centre, 1223 Water Street, Kelowna BC.,

This licence is subject to the following conditions:

- Section 86(2) of the Gaming Control Act (GCA) requires all licensees to notify GPEB's Investigations and Regional Operations division without delay regarding any conduct, activity or incident that may be considered contrary to the Criminal Code of Canada, the Gaming Control Act or Gaming Control Regulations, or that may affect the integrity of gaming.
- Reports Due: It is mandatory that you complete the Gaming Event Revenue Report within 90 days after your event has occurred and your license period expires. This form can be located on our website at <http://www.gaming.gov.bc.ca/licences/docs/form-event-revenue-rpt.pdf>? These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca). Our records indicate that several Gaming Event Revenue reports are currently outstanding for your organization. Please submit these as soon as possible. Outstanding reports may affect future licensing:
  - Class D Regular Raffle Lic #22311 held 19-FEB-2010 to 20-FEB-2010;
  - Class D Regular raffle Lic #32082 held 01-MAR-2011 to 15-MAR-2011;
  - Class B 50/50 Lic #40669 held 31-JAN-2012 to 01-FEB-2012;
  - Class B 50/50 Lic #40669 held 31-JAN-2012 to 01-FEB-2012;
  - Class D 50/50 Lic #38570 held 29-OCT-2011 to 25-MAR-2012.
- AMENDMENT: As per your request of November 19, 2013, the time of all 50/50 draws has been amended on your licence.



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## Gaming Event Licence

**Gaming Event:** Class A - Raffle Licence - Percentage Draw, Licence # 56757  
**Licence Period:** 30-Aug-2013 - 31-May-2014  
**Issue Date:** 08-Nov-2013  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 1017838 to:

**Kelowna Minor Hockey Association**  
1420 Ellis St  
Kelowna BC  
V1Y 2A5

**Event Contact: Leonie Popoff, 250-764-8539**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.gaming.gov.bc.ca/>.



*Know your limit, play within it.*

**Ticket price(s):** 27000 tickets, 3 for \$5.00; 200000 tickets, 10 for \$10.00;  
400000 tickets, 40 for \$20.00

**Draw date(s) and/or location:**

- Draws held at the end of the 2nd intermission at all 2013/2014 Exhibition, Regular Season and Playoff games at Prospera Centre, 1223 Water Street, Kelowna BC.,

This licence is subject to the following conditions:

- Section 86(2) of the Gaming Control Act (GCA) requires all licensees to notify GPEB's Investigations and Regional Operations division without delay regarding any conduct, activity or incident that may be considered contrary to the Criminal Code of Canada, the Gaming Control Act or Gaming Control Regulations, or that may affect the integrity of gaming.
- Reports Due: It is mandatory that you complete the Gaming Event Revenue Report within 90 days after your event has occurred and your license period expires. This form can be located on our website at <http://www.gaming.gov.bc.ca/licences/docs/form-event-revenue-rpt.pdf>? These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca). Our records indicate that several Gaming Event Revenue reports are currently outstanding for your organization. Please submit these as soon as possible, and contact the Branch regarding any that may have been approved to teams who had applied under your profile:
- Class D Regular Raffle Lic #22311 held 19-FEB-2010 to 20-FEB-2010;
- Class D Regular raffle Lic #32082 held 01-MAR-2011 to 15-MAR-2011;
- Class B 50/50 Lic #40669 held 31-JAN-2012 to 01-FEB-2012;
- Class B 50/50 Lic #40669 held 31-JAN-2012 to 01-FEB-2012;
- Class D 50/50 Lic #38570 held 29-OCT-2011 to 25-MAR-2012.





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## Gaming Event Licence

**Gaming Event:** Class A - Raffle Licence - Percentage Draw, Licence # 56757  
**Licence Period:** 30-Aug-2013 - 31-May-2014  
**Issue Date:** 16-Aug-2013  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 1017838 to:

**Kelowna Minor Hockey Association**  
**1420 Ellis St**  
**Kelowna BC**  
**V1Y 2A5**

**Event Contact: Leonie Popoff, 250-764-8539**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.gaming.gov.bc.ca/>.



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**Total value of all prizes:** 50% of total sales

**Ticket price(s):** 900000 tickets, 1 for \$.50

**Draw date(s) and/or location:**

- Draws held at the end of the 2nd intermission at all 2013/2014 Exhibition, Regular Season and Playoff games at Prospera Centre, 1223 Water Street, Kelowna BC.,

This licence is subject to the following conditions:

- **Reporting - Report is Due:** It is mandatory that you complete the Gaming Event Revenue Report within 90 days after your event has occurred and your license period expires. This form can be located on our website at <http://www.gaming.gov.bc.ca/licences/docs/form-event-revenue-rpt.pdf>? These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca).



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## Gaming Event Licence

**Gaming Event:** Class D - Raffle Licence - Percentage Draw, Licence # 52700  
**Licence Period:** 15-Mar-2013 - 16-Mar-2013  
**Issue Date:** 14-Mar-2013  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class D Raffle Licence - Percentage Draw for the purposes outlined in application number 1009231 to:

**Kelowna Minor Hockey Association**  
1420 Ellis St  
Kelowna BC  
V1Y 2A5

**Event Contact: Rod Russell, 250-764-9047**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.gaming.gov.bc.ca/>.

15 for \$5.00

**Draw date(s) and/or location:**

- 50/50 draw to be held on Friday, March 15th, between 9:00 am - 8:00 pm, and on Saturday, March 16th, 2013 between 9:00 am - 8:00 pm, at the Rutland Arena, located at 645 Dodd Road, Kelowna BC.,

This licence is subject to the following conditions:

- Reporting - Report is Due: It is mandatory that you complete the Gaming Event Revenue Report within 90 days after your event has occurred and your license period expires. This form can be located on our website at <http://www.pssg.gov.bc.ca/gaming/licences/forms-guidelines.htm>. These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca). Our records indicate that several Gaming Event Revenue reports are currently outstanding for your organization.
- Please submit these as soon as possible.
- Outstanding reports may affect future licensing.
- If you need further information regarding the licenses, please contact us at [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca)
- This licence has been issued with the understanding that your organization will comply with Section 2.4 of the Class D Guidelines advising minors are not permitted to buy or sell raffle tickets.
- When discounted tickets are sold (e.g. \$1 each and / or 3 for \$2 or 10 for \$5) to ensure financial accountability, these tickets must be either a different ticket colour for each price category or a separate series of sequential numbers for each price category. Discounted tickets cannot be split and sold separately.



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## Gaming Event Licence

**Gaming Event:** Class A - Raffle Licence - Percentage Draw, Licence # 46445  
**Licence Period:** 01-Sep-2012 - 31-May-2013  
**Issue Date:** 15-Aug-2012  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 995912 to:

**Kelowna Minor Hockey Association**  
**1420 Ellis St**  
**Kelowna BC**  
**V1Y 2A5**

**Event Contact: LEONIE POPOFF, 250-861-5677**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.pssg.gov.bc.ca/gaming>.

**Ticket sales:** 01-Sep-2012 - 31-May-2013



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- Propera Place 1223 Water Street, Kelowna BC during exhibition, regular season and playoff games.,



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## Gaming Event Licence

**Gaming Event:** Class D - Raffle Licence - Percentage Draw, Licence # 38570  
**Licence Period:** 29-Oct-2011 - 25-Mar-2012  
**Issue Date:** 28-Oct-2011  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class D Raffle Licence - Percentage Draw for the purposes outlined in application number 976715 to:

**Kelowna Minor Hockey Association**  
**1420 Ellis Street**  
**Kelowna, BC V1Y 2A5**

**Event Contact: Laura Allardyce, 250-765-8900**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.pssg.gov.bc.ca/gaming>.

**Ticket sales:** 29-Oct-2011 - 25-Mar-2012

**Draw date(s) and/or location:**

- 50/50 draws will take place during all Kelowna PeeWee House Stars Home Games from: October 29th, 2011 to March 25th, 2012 at the following: Rutland Arena -- 645 Dodd Road - Kelowna, BC. Memorial Arena -- 1424 Ellis Street - Kelowna, BC. CNC#1 and CNC#2 -- 4105 Gordon Avenue - Kelowna, BC.

This licence is subject to the following conditions:

- When discounted tickets are sold (e.g. \$1 each and / or 3 for \$2 or 10 for \$5) to ensure financial accountability, these tickets must be either a different ticket colour for each price category or a separate series of sequential numbers for each price category. Discounted tickets cannot be split and sold separately.
- This licence has been issued with the understanding that your organization will comply with Section 2.4 of the Class D Guidelines advising minors are not permitted to buy or sell raffle tickets.
- Reporting - Reports are Due: It is mandatory that you complete the Gaming Event Revenue Report within 60 days after your event has occurred and your license period expires. This form can be located on our website at:  
<http://www.pssg.gov.bc.ca/gaming/licences/forms-guidelines.htm>. These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to: [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca)

Our records indicate that Gaming Event Revenue reports are currently outstanding for the following licenses:



APP # Class D-TR-PERCENT-939414 Licence #19443 Event Dates: 26-OCT-2009 to 17-MAR-2010 - Report Due Date: 16-May-2010

APP # Class D-TR-PERCENT-939653 Licence #19346 Event Dates: 20-OCT-2009 to 20-MAR-2010 - Report Due Date: 19-May-2010

APP # Class B-TR-PERCENT-901730 Licence #2382 Event Dates: 08-SEP-2007 to 15-SEP-2007 - Report Due Date: 06-May-2008

APP # Class B-TR-PERCENT-905665 Licence #4664 Event Dates: 30-NOV-2007 to 31-MAR-2008 - Report Due Date: 30-May-2008

APP # Class B-TR-PERCENT-91708 Licence #1 9535 Event Dates: 03-OCT-2008 to 31-MAR-2009 - Report Due Date: 30-May-2009

APP # Class B-TR-PERCENT-917848 Licence #9774 Event Dates: 06-SEP-2008 to 13-SEP-2008 - Report Due Date: 12-Nov-2008

APP # Class B-TR-PERCENT-936317 Licence #17736 Event Dates: 28-AUG-2009 to 28-AUG-2009 - Report Due Date: 28-Oct-2009

APP # Class B-TR-PERCENT-939959 Licence #19555 Event Dates: 26-NOV-2009 to 26-NOV-2009 - Report Due Date: 25-Jan-2010



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## Gaming Event Licence

**Gaming Event:** Class A - Raffle Licence - Percentage Draw, Licence # 36271  
**Licence Period:** 01-Sep-2011 - 31-May-2012  
**Issue Date:** 05-Aug-2011  
**L+G File No:** 102892

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 972005 to:

**Kelowna Minor Hockey Association**  
**1420 Ellis Street**  
**Kelowna BC**  
**V1Y 2A5**

**Event Contact: Leonie Popoff, 250-861-5677**

The Licensee must comply with the Criminal Code of Canada, British Columbia's Gaming Control Act and Regulation, all other applicable federal, provincial and municipal laws, and relevant conditions, standard procedures, policies, procedures and orders issued by the Gaming Policy and Enforcement Branch.

Gaming events must be conducted at the location on the dates and the times specified on this licence. Any changes must be approved in writing prior to the start of the event.

If you do not agree with this decision, please refer to our internal review procedures at:  
<http://www.pssg.gov.bc.ca/gaming>.

**Ticket sales:**

01-Sep-2011 - 31-May-2012

- From September 1, 2011 to May 31, 2012 at all home games, regular season and playoff games. Venue to be announced.,

This licence is subject to the following conditions:

- Reporting - Report is Due: It is mandatory that you complete the Gaming Event Revenue Report within 60 days after your event has occurred and your license period expires. This form can be located on our website at <http://www.pssg.gov.bc.ca/gaming/licences/forms-guidelines.htm>. These reports can be submitted by regular mail, facsimile: 250-356-8149 or by email to [gaming.branch@gov.bc.ca](mailto:gaming.branch@gov.bc.ca). Our records indicate that Gaming Event Revenue reports are currently outstanding. As per the list provided in previous correspondence, please provide the Gaming Branch with documentation relating to these outstanding reports.

<b>Gaming Policy and Enforcement Branch</b> <b>Charitable Gaming Audit and Compliance</b> <b>FINAL REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE EVENT REVIEW</b>		<b>Date:</b>	January 16, 2014
		<b>Prepared By:</b>	Auditor
		<b>Reviewed By:</b>	Reviewer
Licensee : Kelowna Minor Hockey Association		Licence #: 56757	
Org #: 102892	Char #: 7657	Licence Period: August 30, 2013 – May 31, 2014	
Inspection Event Date: November 9, 2013			
Type of Review: Event Review			
Type of Gaming Access: Licensed Gaming – Registered Raffle			
Sector: Sport			
<b>Gaming Activity:</b>			
Revenue		\$	
Total sales			
GST recovery			
Interest income			
<b>Total Gross Revenue</b>		\$	s21
<b>Prize Costs</b>			
Cash prizes		\$	
Cost of merchandise prizes			
<b>Total Cost of Prizes</b>		\$	
<b>Net Proceeds</b>		\$	5,090.00

### **Audit Findings**

During the period reviewed, our audit work relative to the conduct and management of the Registered Ticket Raffle established the following instances of non-compliance:

1. The organization was unable to provide the auditor a list by tickets numbers for all sold tickets or a list by ticket number by all voided/spoiled tickets when requested at the event. The licensee did follow up after the event with an email that included the event reports. Section 9.1 of the *Standard Procedures for Ticket Raffles* states, "Your organization must be able to account for all tickets, whether sold or unsold." It is noted with the electronic 50/50 ticket system there are no "unsold" tickets.
2. The organization was not saving information to an external source in the event of hardware or process failure. It is Gaming Policy Enforcement Branch's requirement that all information related to the gaming event is retained for five years.
3. The organization's display unit at the front desk sales area did not have the standard text box and did not include all mandatory text. Section 5.2 of the *Standard Procedures for Ticket Raffles* includes a table that lists mandatory statements required in the standard text box, including

- “Problem gambling Help Line: 1-888-795-6111” [www.bcresponsiblegambling.ca](http://www.bcresponsiblegambling.ca)

The videotron did not include the standard text box and did not include all mandatory text:

- “Problem gambling Help Line: 1-888-795-6111” [www.bcresponsiblegambling.ca](http://www.bcresponsiblegambling.ca)
- 19+

The organization’s two billboards did not include the Rules of Play.

Although the organization was not directly responsible for the e-mail ads for the 50/50 electronic event sent to annual ticket holders or the posted desk stand up cards, as the Kelowna Rockets provided these, the ads were missing the appropriate and mandatory text boxes and statements. Due to the fact that these advertisements have a compelling presence both prior to and at the event and public perception, it is recommended that these advertisements comply to Ticket Raffle Standards. Please ensure that in future, the Rockets receive approval to advertise the organization’s event and ensure prior to release that all advertisements contain the mandatory text boxes and statements.

4. A weakness in the procedures for financial accountability regarding the safeguarding of assets and cash reconciliation procedures was identified. The organization only had one person counting the cash and no additional people verifying the amounts. The individual sellers did not count their floats or the amounts given to the cash counter. The prize amount was paid in cash; no secondary verification of amount and the prize winner did not count the cash (although he did “sign” for it). s15

s15

5. The draw was not held on the time specified by the gaming event licence. The gaming event licence specified the draw to be held at the end of the 2<sup>nd</sup> intermission; however, the draw did not commence until a few minutes into the 3<sup>rd</sup> period. The time is material as it effects the time necessary to ensure that the announcement is made in time for a 2<sup>nd</sup> draw to take place if necessary. The *Standard Procedures for Ticket Raffles* states, in part, “Draws may only be held on the locations, dates and times specified in the gaming event licence or approved amendment.”

The winning ticket from the draw was not displayed to the ticket purchasers for a reasonable amount of time for players to verify. Also the main selling booths advertise the prize amount (50% of gross revenues) as it increases whereas the large overhead screen (Videotron) advertises the total amount of sales and not 50% representing the prize amount. *The Auditor did not directly observe these two issues at the event, but received information after the event regarding the non-reasonable amount of time the winning ticket was displayed and the conflicting prize values.* Ticket numbers are not displayed in any sequential order on the tickets, and as a result it would be reasonable to allow sufficient time for players to validate their ticket for the winning number. Also the advertising on the selling stations and Videotrons should be consistently advertising the same figure.

### Recommendations for Compliance Enhancement

Based on our findings, we recommend that the organization implement the following corrective actions:

1. Ensure the Licensee is able to provide gaming records on request that include verifiable ticket inventory records specified under section 9.1 of the *Standard Procedures for Ticket Raffles*.
2. Ensure that a process is in place to retain all event information for five years that addresses the possibility of hardware failure.
3. Ensure that all advertisements include the Standard text box and the mandatory statements required inside and outside of the standard text box in accordance with section 5.2 of the *Standard Procedures for Ticket Raffles*. In future ensure 3<sup>rd</sup> party advertising by the Kelowna Rockets are approved by the licensee and complies to the above section.
4. Ensure adequate cash internal controls and safeguarding of assets. There should always be two individuals involved with cash counts and verification. Ensure that individual sellers count and sign for their float, and that the amounts given to the cash counter for each cash drop is counted by one person and verified by a second person. It would be more appropriate and secure for prize winners to be paid by cheque.

s15

s15

5. Ensure that draws are held on the locations, dates and times specified by the gaming event licence or have the licence amended to accurately reflect the actual timing of the draw. The organization was informed of the issue concerning the amount of time the winning ticket was displayed on the Videotron on November 19th, 2013 and at the next event, held November 20th the organization ensured that the winning ticket number was displayed for a reasonable time. The organization has corrected this finding and the videotron and the display unit display the same prize values.

### Organization Comments

The organization responded with an e-mail dated January 15, 2014 in which they committed to addressing all issues raised during the course of the audit. A copy of the letter is attached.

**From:** KMHA Admin [mailto:admin@kelmha.com]  
**Sent:** Wednesday, January 15, 2014 3:38 PM  
**To:** McCulloch, Jo-Ann FIN:EX  
**Cc:** chad.biafore@colliers.com  
**Subject:** COMPLIANCE AUDIT License #56757

Hello Jo-Ann,

As per your request for comments re: the audit conducted by you under Gaming Event License #56757, please see below:

1. At the end of every event the gaming reports are downloaded to a memory stick, this includes the ticket inventory records.
2. The information on the memory stick is also downloaded to Kelowna Minor Hockey Association's computer as a back-up.
3. All advertising will include the Standard text box and the mandatory statements required in accordance with section 5.2 of the Standard Procedures for Ticket Raffles. Kelowna Rockets have been made aware that any advertising they do is to be approved by us and must comply with section 5.2.
4. We will now ensure that two members are involved in counting the cash. The individual sellers sheet now has a line for the sellers signature confirming the amount of the float. The prize will now be given to the winner in the form of a cheque.

s15

s15

5. The gaming event license has been amended to reflect the actual timing of the draw.

If there is anything else we can do please let us know.

Thank you,

Leonie Popoff  
Executive Director  
Kelowna Minor Hockey



*Know your limit, play within it.*

January 16, 2014

CLIFF #: 333814

ORG # 102892

CHAR#: 7657

Chad Biafore  
Kelowna Minor Hockey Association  
1420 Ellis Street  
Kelowna BC V1Y 2A5

VIA E-Mail: [Chad.Biafore@colliers.com](mailto:Chad.Biafore@colliers.com)

Dear President Biafore:

We have completed the compliance audit of your organization's gaming event held under Registered Ticket Raffle licence #56757 on November 9, 2013. A copy of the final audit report is attached for your information. Your response to the draft report has been included in the file.

While instances of non-compliance identified in the audit report may jeopardize ongoing eligibility for gaming access, eligibility is determined solely by the Licensing and Grants Division.

Please contact me if you have any questions regarding the compliance audit report. Thank you for your cooperation.

Gaming regulation, procedures, conditions, documents and application forms are available at <http://www.gaming.gov.bc.ca>.

Sincerely,

Jo-Ann McCulloch  
Charitable Gaming Auditor  
Gaming Policy and Enforcement Branch  
Know your limit, Play within it.  
Telephone: 250-861-7545 Email: [joann.mcculloch@gov.bc.ca](mailto:joann.mcculloch@gov.bc.ca)  
Enclosure  
Leonie Popoff, Ex. Director



**From:** KELOWNA MINOR HOCKEY [mailto:admin@kelmha.com]  
**Sent:** Friday, March 23, 2012 2:20 PM  
**To:** McCulloch, Jo-Ann SG:EX  
**Cc:** 'Marilyn Hedman'; 'Don Evans'  
**Subject:** FW: GAMING AUDIT REPORT

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Jo-Ann:

Further to your correspondence dated March 14, 2012 Kelowna Minor Hockey has initiated the following corrections re your gaming audit performed on Feb 18, 2012:

1. The winners list did not contain the time of the draw – We do agree that this wasn't stated on the winner's list and have put a plan in place to ensure that this is included going forward. We understand it's relevance to the reporting. Our event Manager, Don Evans, has been instructed to clearly state the time of the draw on each winners list.
2. Organization did not retain the winning bearer tickets – We do agree that this wasn't being done prior to this audit. We have instructed Don Evans the event Manager to retain the bearer winning ticket and attach it with the drawn ticket to the winner's list.
3. At the time of the draw neither of the two signatories of the winner's list witnessed the draw and also that one of these needs to be a board member – We do agree that this wasn't being done prior to this audit. We have notified all board members that supervise this draw that they need to be in attendance for the drawing of the ticket in order to sign off on the winner's list. We have also instructed Don Evans to ensure that there is a second witness to the draw that will also sign the winners list.

Thanks very much for your continued support of Kelowna Minor Hockey!!

Leonie Popoff, PRESIDENT

**Kelowna Minor Hockey Association**  
**Telephone: 250-861-5677**  
**Fax: 250-861-5358**  
**E-Mail: admin@kelmha.com**

<b>Gaming Policy and Enforcement Branch</b> <b>Charitable Gaming Audit and Compliance</b> <b>FINAL REPORT OF COMPLIANCE AUDIT FINDINGS</b> <b>REGISTERED RAFFLE</b>		Date:	January 14, 2014
		Prepared By:	Auditor
		Reviewed By:	Reviewer
Licensee : Kelowna Minor Hockey Association		Licence #: 46445	
Org #: 102892	Char #: 7246	Licence Period: September 1, 2012 to May 31, 2013	
Type of Review: Compliance Audit			
Type of Gaming Access: Licensed Gaming – Registered Raffle			
Sector: Arts, Culture and Sports			
<b>Gross Revenue</b>			
Total sales	\$		\$
GST recovery			
Interest income			
<b>Total Gross Revenue</b>	\$		\$
<b>Prize Costs</b>			
Cash prizes	\$		\$
Cost of merchandise prizes			
<b>Total Cost of Prizes</b>	\$		\$
Donated prizes			
<b>Event-Related Expenses</b>			
Advertising costs		s21	s21
Wages			
Facility rental related to the gaming event	\$		\$
Contract fees for gaming services providers	\$		\$
Printing costs	\$		\$
Postage and mailing costs			
Miscellaneous supplies for the gaming event	\$		\$
Bank charges	\$		\$
Other (Honoraria/Commission)			
Cash (over)/short	\$		\$
<b>Total Event-Related Expenses</b>	\$		\$
Expenses as a percentage of gross revenue		22.09%	23.62%
<b>Net Gaming Proceeds</b>	\$	93,048.02	\$ 87,960.18

*This report is the property of the Audit and Compliance Division of Gaming Policy and Enforcement Branch and is not intended for use or circulation beyond specified recipients without the permission of the Director of Audit and Compliance, Gaming Policy and Enforcement Branch. The audit is limited to the evaluation of compliance with Branch policies and procedures and the findings express no opinion on the financial statements. The findings in our final report may set forth instances of non-compliance with the Gaming Control Act, Regulation, and/or other Branch policy documents. While instances of non-compliance may jeopardize ongoing eligibility for gaming access, eligibility is determined solely by the Licensing and Grants Division, which will receive a copy of this report.*

## **Audit Findings**

During the period reviewed, our audit work relative to the conduct and management of the Registered Ticket Raffle established the following instances of non-compliance and all discrepancies pertaining to advertising and marketing media (regardless of materiality):

1. The organization's Gaming Event Revenue report was completed incorrectly, specifically the ticket printing charges in the amount of \$ 521 were not included in the event expenses. The Gaming Event Revenue Report is required to document the organization's complete and accurate licensed gaming event revenues and expenses.
2. The organization did not provide a clear audit trail to support its 50/50 event shortages/overages; the individual control sheets did not always calculate the accurate cash over/short. Cash overages/shortages should be calculated as the variance between the "actual" cash count (collected as per cash drop sheets) and the ticket inventory count. The difference between the Auditor's figures and organization's figures for the year was immaterial the auditor accepted the organization's figures.
3. The organization has not submitted the Gaming Event Revenue Report(s) for License #52700; #38570; # 32082 and #22311. This is an on-going issue as these reports have been requested to be submitted several times in the past. Section 29(d) of the *Conditions for a Class A and Class B Gaming Event Licence* states, "... all licensees that could potentially generate more than \$20,000 in gross gaming revenue annually, or that have an established gaming account, must submit a Gaming Event Revenue Report within 90 days after the expiry of the event." Section 24 of the *Conditions for a Class D Event Licence* states, "...submit a Gaming Event Revenue Report within 90 days after the expiry of the event."
4. The list of winners did not state the time of the draw. Section 12.3 of the *Standard Procedures for Ticket Raffles* states, in part, "At the time of the draws, a list of winners must be completed, signed and witnessed by at least two volunteers, at least one of which is an officer, from your organization. The list must contain the: date and time of the draw; record of each ticket stub or counterfoil drawn; ticket serial number; and name, address and telephone number of the prizewinner."

## **Recommendations for Compliance Enhancement**

Based on our findings, we recommend that the organization implement the following corrective actions:

1. Ensure that the Gaming Event Revenue Report is completed fully and accurately. The organization is to resubmit an amended Gaming Event Revenue Report to Licensing and Grants Division within 30 days of the final audit report.
2. Ensure that Cash overages/shortages are calculated as the variance between the "actual" cash count (collected as per cash drop sheets) and the ticket inventory count.

3. Submit all outstanding reports to the auditor within 60 days after the final report.
4. Ensure that at the time of the draw, a list of winners is completed, signed and witnessed by at least two volunteers, at least one of which is an officer, from your organization. The list must contain: the date and time of the draw; a record of each ticket stub or counterfoil drawn; the ticket serial number; and the name, address and telephone number of the prize winner.

### **Organization Comments**

The organization responded with an email dated January 10, 2014 in which they indicated an understanding of the issues. They committed to the implementation of the audit recommendations; however, regarding issue # 3 , the organization's was unable to comply as the missing GERR's were from licensed events taken out by individual team not the organization itself. The organization has instituted internal controls to help ensure in future that individual teams do not take out licences in the organization's name. A copy of the e-mail is attached.



*Know your limit, play within it.*

January 13, 2014

CLIFF #: 333773

ORG # 102892

CHAR#: 7246

Chad Biafore  
Kelowna Minor Hockey Association  
1420 Ellis Street  
Kelowna BC V1Y 2A5

VIA E-Mail: [Chad.Biafore@colliers.com](mailto:Chad.Biafore@colliers.com)

Dear President Biafore:

We have completed the compliance audit on the conduct and management of your organization's Registered Ticket Raffle licence #46445 for the licence period September 1 2012 – May 31, 2013. A copy of the final audit report is attached for your information. Your response to the draft report has been included in the file.

While instances of non-compliance identified in the audit report may jeopardize ongoing eligibility for gaming access, eligibility is determined solely by the Licensing and Grants Division.

Please contact me if you have any questions regarding the compliance audit report. Thank you for your cooperation.

Gaming regulation, procedures, conditions, documents and application forms are available at <http://www.gaming.gov.bc.ca>.

Sincerely,

Jo-Ann McCulloch  
Charitable Gaming Auditor  
Gaming Policy and Enforcement Branch  
Know your limit, Play within it.  
Telephone: 250-861-7545 Email: [joann.mcculloch@gov.bc.ca](mailto:joann.mcculloch@gov.bc.ca)  
Enclosure  
Leonie Popoff, Ex. Director

**From:** KMHA Admin [mailto:admin@kelmha.com]  
**Sent:** Friday, January 10, 2014 12:38 PM  
**To:** McCulloch, Jo-Ann FIN:EX  
**Cc:** s22  
**Subject:** COMPLIANCE AUDIT

Good Afternoon Jo-Ann,

As per your request for comments re: the audit conducted by you under Gaming Event License #46445, please see below:

1. Our Executive Director, Leonie Popoff, has instructed our accountant to prepare an amended Gaming Event Revenue Report with the specific instruction to include the ticket printing charges in the amount of \$ s21 in the event expenses. This document will be forwarded to the Licensing and Grants Division shortly.
2. We have now switched to electronic 50/50 so this is no longer an issue as this is calculated by the system automatically.
3. Kelowna Minor Hockey did not apply for the Class D Event Licenses #376271, #52700, #38570, #32082 and #22311, these were applied for by individuals within our organization for various events, however the protocol is to apply in the name of individual teams not in the organization's name. This has been spelled out in our manager's binders and also our tournament binders. Our Executive Director, Leonie Popoff, has contacted the individuals named on these Licenses as "Contact Person" and instructed them to contact the Licensing and Grants Division for Gaming to ensure the proper reports are submitted.
4. We will ensure that the time of the draw is noted when the list of winner's is completed. This document is signed and witnessed by two witnesses, one of which is an officer from our organization. We will ensure the list contains: the date and time of the draw; a record of each ticket stub or counterfoil drawn; the ticket serial number; and the name, address and telephone number of the prize winner.

If there is anything else we can do please let us know. I am looking forward to lunch with you next week.

Sincerely,

Chad Biafore, President  
Kelowna Minor Hockey Association

<b>Gaming Policy and Enforcement Branch</b> <b>Charitable Gaming Audit and Compliance</b> <b>FINAL REPORT OF COMPLIANCE AUDIT</b> <b>FINDINGS</b> <b>GAMING EVENT REVIEW</b>		<b>Date:</b>	April 2, 2012		
		<b>Prepared By:</b>	Auditor		
		<b>Reviewed By:</b>	Reviewer		
<b>Licensee: Kelowna Minor Hockey Association</b>					
<b>Org #: 102892</b>	<b>Char #: 6820</b>	<b>Date of Review: February 18, 2012</b>			
<b>Type of Review: Event Review</b>		<b>License #: 36271</b>			
<b>Type of Gaming Access: Class A Registered Raffle Percentage Draw</b>					
<b>Sector: Human and Social Services</b>					

Gross Sales	\$	
Total Cost of Prizes	\$	s21
Cash Short	\$	
Total Net of Prizes	\$	3,382.00

### **Audit Findings**

For the date reviewed, we identified the following instances of non-compliance:

1. The Winner's List did not contain the time of the draw. Section 12.3 of the *Standard Procedures for Ticket Raffles* states in part "A winner's list must be completed and the list must contain the date and time of the draw."
2. The organization did not retain the winning bearer tickets except for the date of this event. Section 9.1 of the *Standard Procedures for Ticket Raffles* states "Bearer tickets and stubs need not be retained, **except** for the winning ticket."
3. At the time of the draw, neither of the two signatories of the winner's list **witnessed** the draw. Section 12.3 of the *Standard Procedures for Ticket Raffles* states "at the time of the draw, a list of winners must be completed, signed and witnessed by at least two volunteers, at least one of whom is a board member".

### **Recommendations for Compliance Enhancement**

Based on our findings, we recommend that the organization implement the following corrective actions:

1. Ensure that the Winner's list contain the time of the draw and all other required information in Section 12.3 of the *Standard Procedures for Ticket Raffles*.
2. Ensure that the winning ticket is kept for two years or until the branch has audited that particular raffle.
3. Ensure that both signatories of the winner's list observe (witness) the draw.

### **Organization Comments**

The organization responded with an email dated March 23, 2012 in which they committed to addressing all issues raised during the course of the audit. A copy of the email is attached.



**From:** KELOWNA MINOR HOCKEY [mailto:admin@kelmha.com]  
**Sent:** Friday, March 23, 2012 2:20 PM  
**To:** McCulloch, Jo-Ann SG:EX  
**Cc:** 'Marilyn Hedman'; 'Don Evans'  
**Subject:** FW: GAMING AUDIT REPORT

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Jo-Ann:

Further to your correspondence dated March 14, 2012 Kelowna Minor Hockey has initiated the following corrections re your gaming audit performed on Feb 18, 2012:

1. The winners list did not contain the time of the draw -- We do agree that this wasn't stated on the winner's list and have put a plan in place to ensure that this is included going forward. We understand it's relevance to the reporting. Our event Manager, Don Evans, has been instructed to clearly state the time of the draw on each winners list.
2. Organization did not retain the winning bearer tickets -- We do agree that this wasn't being done prior to this audit. We have instructed Don Evans the event Manager to retain the bearer winning ticket and attach it with the drawn ticket to the winner's list.
3. At the time of the draw neither of the two signatories of the winner's list witnessed the draw and also that one of these needs to be a board member -- We do agree that this wasn't being done prior to this audit. We have notified all board members that supervise this draw that they need to be in attendance for the drawing of the ticket in order to sign off on the winner's list. We have also instructed Don Evans to ensure that there is a second witness to the draw that will also sign the winners list.

Thanks very much for your continued support of Kelowna Minor Hockey!!

Leonie Popoff, PRESIDENT

Kelowna Minor Hockey Association  
Telephone: 250-861-5677  
Fax: 250-861-5358  
E-Mail: admin@kelmha.com