

**From:** [Elder, Kathy A MEM:EX](#)  
**To:** [Woodworth, Doug MEM:EX](#)  
**Subject:** FW: BC Lions Football CFG  
**Date:** Friday, June 29, 2012 12:37:56 PM

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**From:** Woodworth, Doug MEM:EX  
**Sent:** Thursday, June 7, 2012 1:09 PM  
**To:** Cowland, Ursula MEM:EX  
**Cc:** Elder, Kathy A MEM:EX  
**Subject:** BC Lions Football CFG

Re: registered 50/50 draws at BC Lions football games.

The BC Lions Football CFG group is requesting approval to employ this part of our Standard Procedures for Ticket Raffles:

When pre-approved by the branch, additional tickets are drawn at the original draw location during another licensed draw on another date within a 12-month period. This could be a "bonus" draw at which the unclaimed prize(s) are added to the prize of another, similar draw conducted when the same purchasers might be present. Approval will be considered only in cases where time restrictions due to the event being televised prevent a re-draw after the first draw. (For example, at televised hockey games, 50/50 draws in the arena must be announced during a single commercial break. There is not enough time during that break to conduct and announce a re-draw, so a re-draw must be held at a subsequent game.)

Their rationale is that, like the Canucks For Kids Fund, they do the draws during televised games. They are also requesting approval to allow the winners 10 days to claim their prize. The Canucks for Kids Fund currently allow winners 60 days to claim their prize.

Kathy, Anna and I had a brief discussion and can't find when or where approval was given for the Canucks to allow 60 days for the winner to claim their prize. Cheryl Mitchell claims they had our approval to do so. They have had this "60 day" policy in place for many years.

Your thoughts?

Doug Woodworth

Licensing Analyst

Gaming Policy & Enforcement Branch

**From:** Fraser Cowan, Sandy MEM:EX  
**To:** Elder, Kathy A MEM:EX; Lefler, Stephen C MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: BC Lions Football, Org #117946  
**Date:** Tuesday, August 21, 2012 4:11:40 PM

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Appreciate it Kathy.

Sandy

Sandy Fraser Cowan, CGA  
Senior Charitable Auditor  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
250-356-1353

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**From:** Elder, Kathy A MEM:EX  
**Sent:** Tuesday, August 21, 2012 4:07 PM  
**To:** Fraser Cowan, Sandy MEM:EX; Lefler, Stephen C MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: BC Lions Football, Org #117946

Sandy

I'll ask Doug to get you the info tomorrow – Doug issued their license and we reviewed the contract here.

I'm not sure they are using the 50/50 central equipment yet – it may still be in the works

Thanks

Kathy

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**From:** Fraser Cowan, Sandy MEM:EX  
**Sent:** Tuesday, August 21, 2012 3:56 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** Elder, Kathy A MEM:EX  
**Subject:** BC Lions Football, Org #117946

Steve and Kathy:

Sorry it has taken a bit of time to get you both this information, as I have been in meetings all day. This organization had their past event inspection on December 21, 2011 conducted by Jean Gimena in the Burnaby office. This was only one of the 50/50 ticket raffle events inspected on the date of November 5, 2011.

Jean has been assigned this file again on her 2012/2013 audit plan to complete a ticket raffle compliance report (sales report-this report is more in depth than just the last year's inspection it involves not only an inspection but reviewing their dollar sales for the entire licence period and compare to their Gaming Event Revenue Report) and a Use of Proceeds audit but there has been no activity on this file as yet. The current licence is from June 13/12-November 25/12 for home games only for the BC Lions (last home game is Nov.3/12).

Steve, can you confirm when BC Lions started using the 50/50 Central equipment, it does not appear that this was in place at Jean's past event inspection in November 2011. Let me know if you need anymore information.

Thanks,  
Sandy

Sandy Fraser Cowan, CGA  
Senior Charitable Auditor  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
250-356-1353

**From:** Elder, Kathy A MEM:EX  
**To:** Atlas, Punam MEM:EX; Denbow, Barb MEM:EX; Doolan, Sherine MEM:EX; Philip, Teresa MEM:EX; Robertson, Ray R MEM:EX; Sangha, Tia MEM:EX; Woodworth, Doug MEM:EX  
**Subject:** fyl -  
**Date:** Wednesday, November 7, 2012 11:17:36 AM

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<http://www.vancourier.com/life/problems+Lions/7506886/story.html>

**Kathy Elder**  
Director, Licensing  
Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
Phone: (250) 356-6479  
Fax: (250) 356-8149





*Know your limit, play within it.*

November 13, 2012

Log #486370

Jamie Taras  
BC Lions Football Club Inc.  
10605 City Pathersy  
Surrey BC  
jtaras@bclions.com

Dear Jamie Taras:

This letter is intended as an update regarding the use of electronic 50/50 systems for charitable fundraising in British Columbia. As you are aware, because of the difficulties experienced by all charities using this relatively new technology, the Gaming Policy and Enforcement Branch (GPEB) has suspended its use at present. Some of the technological equipment has already undergone the initial technical audit by an independent test laboratory (GLI), and more equipment is about to do so. The audit is paid for by the companies in question, and is handled through a contract between the company and GLI.

Please note that until the systems can be operated without error, the technology cannot be approved for use. If the technology passes the testing, GPEB will start the process of determining its use by charities in conjunction with a proper operating environment. This will not be immediate, however, because the issues identified with the use of the technology were not solely technical. There were concerns related to the facilities in which the charities are operating, and also with operator training. These issues will have to be sorted out before charities can resume the use of the technology to conduct their fundraising.

Additionally, the charities using the technology will have new licensing conditions, which will be specifically developed for this technological tool. Charities will need to meet these conditions before they will be permitted to use the electronic systems, and once they meet those conditions, they may begin using the technology to conduct their 50/50 raffles. Special attention will need to be paid to the conditions of these licenses, which will address the challenges which have arisen to date.

Please note that the manual system using paper tickets can continue in the interim. Charities are still able to conduct draws using the coils of tickets that they have used in the past, and are still able to raise funds. The suspension refers only to the electronic technology, not the draws themselves.

.../2

I understand the challenges that suspending the use of the technology raises for both companies and charities, and look forward to their resolution. Please do not hesitate to contact us if you have any questions or concerns.

Sincerely,



for

Douglas S. Scott  
Assistant Deputy Minister

## **Dickson, Brandy MEM:EX**

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**From:** Gimena, Jean MEM:EX  
**Sent:** Monday, January 21, 2013 2:10 PM  
**To:** 'Jamie Taras'; 'Carol Longmuir'  
**Cc:** Fitzgerald, Anna MEM:EX  
**Subject:** BC Lions Oct 19 2012 Event Audit - Final Report  
**Attachments:** BC Lions 2012 Char 7171 Oct 19 Final Letter (LM) Feb 2012 - Event Review.pdf; BC Lions 2012 Event No 2 Char 7171 Inspection Report of Compliance Audit Findings Final.pdf; BC Lions 2012 Char 7171 Oct 19th game response final.pdf

Jamie and Carol,

Attached are my final audit report for the Oct 19<sup>th</sup> event, along with your response and a transmittal letter.

Thank you for your cooperation in this regard. No further response is required of you at this time.

Cheers,

Jean

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)

**From:** Elder, Kathy A MEM:EX  
**To:** Cheryl Mitchell; Woodworth, Doug MEM:EX  
**Subject:** RE: Canucks 5050 electronic system question  
**Date:** Tuesday, February 22, 2011 1:25:00 PM

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The determination on whether they need to be registered or not is based on the "service" they are actually providing.

With 50/50 Central – they were providing equipment that was essentially assisting with ticket sales.

It was not assisting with determining the winner or running the event.

Sometimes there is a fine line with respect to which services require registration – however if this group is offering a service similar to 50/50 Central – equipment that assist with ticket sales (printing tickets) and then recording current jackpot in a fashion that others can see it – this would not need registration.

I will send this note on – and let you know if anyone would like a demonstration.

If not – then we may ask you to submit a written description for our review.

Thanks

Kathy

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**From:** Cheryl Mitchell [mailto:[s.22](#)]  
**Sent:** Tuesday, February 22, 2011 12:58 PM  
**To:** Elder, Kathy A HSD:EX; Woodworth, Doug HSD:EX  
**Subject:** RE: Canucks 5050 electronic system question

It is different technology because it is cellular not wireless – the wireless doesn't provide adequate covers. This is a different group than met with the registration folks. My understanding was that they didn't need to be registered. Please clarify.

Thank you!

C.

Cheryl Mitchell

[s.22](#)

C. [s.22](#)

[s.22](#)

[s.22](#)

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**From:** Elder, Kathy A HSD:EX [mailto:[Kathy.Elder@gov.bc.ca](mailto:Kathy.Elder@gov.bc.ca)]  
**Sent:** Tuesday, February 22, 2011 12:16 PM  
**To:** Cheryl Mitchell; Woodworth, Doug HSD:EX  
**Subject:** RE: Canucks 5050 electronic system question

Hi Cheryl,

If the system is the same as it was last year – there is no problem and it does not need to be registered.  
Sometimes they are updated or changed though, so I will check in with our registration group and see if anyone there is interested in seeing the system again in April.  
Thanks for the heads up,  
Kathy

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**From:** Cheryl Mitchell [mailto:[s.22](#)]  
**Sent:** Tuesday, February 22, 2011 8:32 AM  
**To:** Elder, Kathy A HSD:EX; Woodworth, Doug HSD:EX  
**Subject:** Canucks 5050 electronic system question

Good morning! Hope that you are both very well.

I wanted to doublecheck with you both on the electronic 5050 system - The Canucks for Kids Fund is moving to that system for next season. In our last conversation in Victoria you had said that we didn't require any additional approval as it was a delivery method. I wanted to confirm this. We are having a demo of the system at the end of March so if any of your folks are interested in seeing this in action they should let me know and we can show it to them during regular work hours on April 1<sup>st</sup> or 4<sup>th</sup>.

Let me know your thoughts.

C.

Cheryl Mitchell

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## Dickson, Brandy EMNG:EX

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**From:** Cheryl Mitchell <s.22  
**Sent:** Monday, November 21, 2011 3:04 PM  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** Canucks for Kids Fund Volunteer Training Notes  
**Attachments:** Training 11.15.11.docx

Hi Tanya,

Here is the training overview for our volunteers. Please note that we are continually revising this as we get used to the system and how to best train the volunteers. Talk to you soon.

Cheryl Mitchell

# Program 50/50 VOLUNTEER TRAINING

(updated 11.01.11)

Welcome to the CFKF 50/50 Program at Rogers Arena!

## PROGRAM OVERVIEW

### Program history

- Since it began in 1994, the 50/50 Program has sold **over \$30 million** in tickets.
- Charitable recipients last year included **Canuck Place Children's Hospice, BC Children's Hospital, Canucks Autism Network** and several other small charities.
- We couldn't have had this tremendous impact without volunteers like you, bringing energy and passion when you sell these tickets!
- **THANK YOU FOR BEING HERE TONIGHT!** We are so grateful for your support.

### The 50/50 concept

Here is an overview of how our 50/50 lottery works:

- Here at the Vancouver Canucks, 50/50 ticket sales are now electronic. You will sell tickets using a tablet and a portable hip printer.
  - When you make a sale, you will print out the buyer's ticket numbers on your hip printer.
  - Back in the 50/50 office, a corresponding ticket for each number is printed into the draw bin.
- Before the end of the game, we will pull a ticket from the draw bin. The winning ticket number and prize will be announced during the third period.
- The winner will receive 50% of the money we raise tonight.
- The other 50% will go to the **Canucks for Kids Fund**, the charitable fundraising arm of the Vancouver Canucks.

## THE TABLETS

- Everyone can now go collect a matching printer and tablet. **Please do not touch anything on the tablet screen yet.** We are going to move through the training together.

### *Distribute tablets & printers*

**Shoulder strap:** For the printer, you have the option of using a belt clip instead of a shoulder strap. If you'd like to switch, let us know after training.

### Logging in

- Your tablet and printer have already been turned on and set up. Before you can start selling tickets however, you will need to **login** to your tablet.
- Right now, our tablets should all be displaying the **Login Screen**.
- We've assigned you each your own Login/Password code.  
[DEMO: *Login to the training tablet. Give vols their Login/Password code*]
- Everybody **login to your tablets**.

## HOW TO SELL

For each sale you make, you will work your way through **3 screens** on the tablet:

### The Sales Confirmation Screen

- You begin here by selecting the number of tickets the buyer orders.
- Buyers can choose between 3 different ticket bundles: **3 tickets for \$5, 7 for \$10, or 18 for \$20.**
- You can select multiple bundles of tickets on this screen, up to a maximum order of **\$100.**
- Let's all make a sale for **3 tickets for \$5.** On the screen, press the text **"3 Tickets for \$5".**
- Your screen should now show the quantity ordered (**1 for 1 set of 3 for \$5**) and the total cost of the purchase.
  - Always check the quantity number in case you accidentally ordered extra sets of tickets (the tablet buttons are very sensitive).
- At the bottom of the screen you have 2 choices:
  - a) **Reset**
  - b) **Confirm Sale**
- Let's choose **Confirm Sale.**

### The Print Tickets Screen

- This is where you:
  - a) re-confirm the sale
  - b) collect the buyer's money
  - c) print the buyer's ticket
- At the bottom of the screen, you have 2 choices again:
  - a) **CANCEL** – This will take you back to the Sales Confirmation Screen.
  - b) **Print Ticket** – When you press this, the buyer's ticket will print from your hip printer.
- Very important to remember:  
**You must take in the money and give the buyer his/her change BEFORE you print the ticket. Once you have printed the ticket, you cannot cancel the transaction.**
- I will print my ticket out first and show you how to rip it off the printer. [DEMO: *Trainer prints ticket and rips it from the printer*]
- Now everyone hit **Print Ticket.** Go ahead and rip the ticket.
  - For one 3 for \$5 sale, the buyer gets a single ticket with 3 different numbers on it.
- The ticket also lists important draw information for buyers. Winners have **60 days** to claim their prize.

### The "Print to Drum" Screen

- Now you are on the final screen. At this point you only have 2 choices:
  - a) **Reprint** – Use this button if your printer has not printed the buyer's ticket yet, or if the ticket was damaged when it printed (eg. a paper jam).
    - **Impt:** When you press Reprint, the printer issues **new ticket numbers.** You are not able to print duplicates of the same ticket.
    - Please discard any damaged tickets that you replace.
  - b) **Print to Drum** – When you press this, you send a signal to the draw bin printers in the 50/50 office. For each of the numbers on the buyer's ticket, a **separate individual ticket** is printed into the draw bin (the drum).
    - For this 3/\$5 sale, 3 individual tickets will print into the drum.

### **The most important thing to remember:**

***Make sure the buyer's ticket has printed successfully BEFORE you press the "Print to Drum" button.***

- Once you hit "Print to Drum", you will be taken back to the Sales Confirmation Screen and you will NOT be able to reprint the ticket.
- Everyone go ahead and press **Print to Drum.**

### VOID TICKETS



- A **void ticket** is a ticket that you have printed and sent to the drum but that you have not sold (eg. the buyer changes his/her mind after you've printed the ticket).
- You can sell a void ticket to another buyer. Since the numbers on the ticket have been printed into the drum, it is completely valid.
- **Void tickets have monetary value** so please treat them very carefully.
- If you do not sell a void ticket, you **MUST** keep it in a safe place until staff collect it from you.

### **Auditing of ticket sales**

- Being a multi-million dollar charity, we have to be extremely accountable for all the money we bring in.
- We audit everything that we do: for each seller, our system reconciles the number of attempted sales, cancelled sales and reprinted tickets, the number of tickets sent to the drum and the cash value of sales.
- It is important that your tablet sales and the money you take in balance at the end of the night, so **please take your time** as you sell.

## **PRACTICE**

- Let's sell **three sets of 7 tickets for \$10**. Now hit the **Reset** button and just sell **two sets of 7/\$10**.
  - Hit **Confirm Sale**. Now you're on the Print Tickets Screen. You go to confirm with the client, and they decide not to go ahead with their order - so you hit **Cancel**.
  - You're back on the Sales Confirmation Screen. Now select **one set of 7/\$10**. Hit **Confirm Sale**.
  - You're on the Print Tickets Screen again. Make sure the client pays you before continuing. Hit **Print Ticket**.
  - **Check your printer** to make sure the ticket prints.
  - Let's pretend the printer jams and no ticket prints. Hit **Reprint**.
  - Check your printer again. This time, the ticket prints successfully. Rip off the ticket and hand it to the client.
  - Now hit **Print to Drum**.
  - Right now we have set up a "**practice game**" which will end around 5:35pm. Everybody practice making a few sales and then we'll come back as a group to finish training.
- Give the volunteers a few minutes to practice making sales.*

## **MORE TABLET INFORMATION**

### **Jackpot & prize totals**

- As you sell tickets tonight, your tablet will display the **jackpot total** as it rises with sales. It will also show the winner's **prize** (50% of the jackpot).
- The scrolling jackpot will also appear on the in-game jumbotron and on community boards around the building.

### **Instant messages**

- The 50/50 office can send instant messages to your tablets. Any message we send appears on all the tablets at once.
- We use this to send sellers important updates and reminders - so please make sure to read all messages you receive.

**The CFKF logo** (upper left corner)

- Press the logo. The screen that appears gives an overview of the Canucks for Kids Fund charity.
- Hit the **Home** button to go back.

### The Rhino logo (upper right corner)

- Press the logo. There are 3 button options on the Rhino screen:
  - 1. Seller Needs Attention**
    - If you need any kind of assistance, press this button. In the 50/50 office, we'll receive a message saying "[Seller's name] needs attention".
    - Staff will come to meet you - please stay in your assigned location while you wait so we know where to find you!
    - Staff will also be walking around checking on sellers throughout the evening.
  - 2. Message Received**
    - Only press this button if we send out a message with your NAME on it specifically. If we send out a general message, there is no need to press it.
  - 3. Test Print**
    - The Test Print button lets you check that your tablet and printer are working properly.
    - We ask sellers to run a Test Print after they login to their tablets, and whenever we change the battery or paper roll on their printers.
- Hit **Home** to go back.

### The "cache" of tickets

- The number in the bottom right corner of your screen is called the "cache" of tickets. This number should normally be 0.
- At some point while you're selling, your cache might rise above 0. The jackpot and prize on your tablet will also appear to have stopped growing.
  - This occurs when the system connecting your tablet to the draw bin printers is temporarily offline.
  - You can still sell tickets, but they will stay stored on your tablet while waiting to be printed into the drum.
  - As soon as the system gets back online, your tablet will send off those tickets to the drum and your cache will return to 0.
- If your cache does not return to 0 and continues to rise, press "**Seller Needs Attention**" – it is very important that we get your tablet back online.

## THE PRINTER

- **Printer battery:** To the right of the screen, the bottom icon lights up when your battery is low.
  - The panel screen also displays the current battery level.
- **Printer paper:** On the top of the printer, a small square window tracks your paper level.
  - The window starts off fully green with a full paper roll. It slowly scrolls from green to red as the paper roll runs down.
- **Please keep an eye on your battery and paper levels.** If your battery runs low or your paper window turns fully red, press "**Seller Needs Attention**".
- Always give your printer a few seconds to print a ticket – don't immediately press Reprint.
- Be gentle with your tablet! Don't press a button 20 times trying to get it to work - if something isn't responding, notify staff.

Any questions related to the tablets or ticket selling?

## **LOGISTICS + FLOW**

### **The Live Game**

- We have deactivated your tablets to reset them for the “live game” (the jackpot/prize will reset to 0).
- We will let you know when the “live game” activates. Once it begins, you will need to **login** again.
- **IMPT:** Once the “live game” begins, you can only make live (real) sales.

### **Where you sell**

- All volunteers are assigned a specific selling location at the end of training. Most of the locations are in the concourse on the 100 or 300 level.
- **Please stay in the location that we assign you.** We’ve tested this system and it is important to stay where we place you!
- **Stands:**
  - **GROUP:** Please do not sell in the stands inside the bowl – other sellers have been assigned to sell there.
  - **INDIVIDUALS:** Some of you may be assigned in the stands during the game. We will explain this later.

### **Selling + Return Times**

1. **Pre-game:** From the time the doors open **until your section is clear** – usually at least 5 minutes into the 1<sup>st</sup> period.

#### **1<sup>st</sup> period break:**

- a) If you have been assigned **stands**, you will be selling in the bowl during the period (we’ll explain this later).
- b) If you’ve only been assigned to the concourse (**no stands**):
  - After your section is clear, you can watch the game on the TV screens in the concourse. **Please do not enter the bowl to watch the game.**
  - Please stay in your location and be ready to sell to people as they come out of their seats.
    - We have fewer sellers stationed on the concourse during periods, so it is important to have them dispersed around the building.

#### **2. 1<sup>st</sup> period intermission (about 20 minutes long)**

- Please begin selling when there are 5 minutes left in the 1<sup>st</sup> period (this is when the concourse starts to fill).

#### **GROUP return time: beginning of the 2<sup>nd</sup> period**

- As soon your selling time ends, please return to the 50/50 table at **Section 101**.

#### **INDIVIDUALS return time: end of the 2<sup>nd</sup> intermission**

(Repeat the same process for the 2<sup>nd</sup> period and 2<sup>nd</sup> intermission.)

- As soon your selling time ends, please return to the 50/50 table at **Section 101**.
- **IMPT:** Please monitor your cache closely in the 2<sup>nd</sup> intermission – if it rises above 0, **please stop selling early and return immediately to Section 101**.

### **Steps after you finish selling**

- On your seller help card, we’ve outlined exactly what you’ll be asked to do when you return to Section 101.

- Please take a moment to read through these steps when you take your selling break.

## **RULES, BENEFITS + SELLING**

### **Buyer Restrictions**

The following people are **not permitted** to purchase 50/50 tickets while here tonight:

1. **Any person under the age of 19** – unless he/she is clearly accompanied by an adult
2. 50/50 volunteers (you!)
3. 50/50 staff
4. Upper management within the Canucks organization and CFKF board members.

### **Notes on Cash**

- We cannot accept debit/credit card payments – only cash.
- We do not give exchange on US money, and we sell at par (\$20 US = \$20 Canadian).
- We do not accept any US \$100 bills **or** \$50 US bills.
- You do not have a float when you begin selling (bank machine syndrome + solution).
- Use your apron to store your money – one pocket for \$5/\$10 bills + coins, another pocket for higher bills.

### **Rules for 50/50 Volunteers**

- **Alcohol** – our policy is no drinking while volunteering. This is very important. However, once you have finished volunteering and have returned everything to us, you are welcome to have a drink or two should you choose.
- Please **do not linger in the River Rock Club** - during breaks you may not sit in that area. You may however walk through the area with your 50/50 shirt on to get around the building more quickly.
- Please **do not exit Roger's Arena** at any point while volunteering.
- Generally, we ask that you please be courteous and respectful toward other volunteers, Rogers Arena staff and game attendees.

### **Our Thank You – Benefits to you**

- **50% concession discount** – food & non-alcoholic drinks
  - Please line up at the far left-hand cashier of any food outlet with your 50/50 shirt on.
  - **INDIVIDUALS:** Please make sure to eat during the 1<sup>st</sup> or 2<sup>nd</sup> period. If you have stands, take a break from selling to eat in the concourse.
- **Tickets to watch the game** after you finish selling and hand in your money + all your gear.
- **Individual Volunteer Program.**

GROUP: If you love your experience here tonight and would like to come back on your own, you can take a business card or leave us your contact details when you sign out tonight.

### **Best Selling Tips!**

- Stand in the middle of the concourse where you are most visible.
- Smile and make eye contact!
- Talk to everyone who walks by you.

### **Selling Schpiel**

- When people first come into the building, we are looking to build excitement for the draw so we have a schpiel that we call out:  
***"Get your 50/50 tickets here! 3 for \$5, 7 for \$10 or 18 for \$20. Tonight's estimated prize is over \$ \_\_\_\_\_. Help support the Canucks For Kids Fund!"***

- Remember that the words **jackpot** and **prize** refer to different amounts – the prize is 50% of the jackpot. You can also call the prize the **take-home prize**.

## **SELLING LOCATIONS**

- We will now give you your selling location. Please remember the location number you are given.
- Staff will help you login for the live game. We'll then help you get to your location and answer any other questions you have.

**Have a great evening! Remember if you have any questions please ask!  
We are always in the 50/50 office and at Section 101!**

**From:** Cheryl Mitchell  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Point of sale tickets  
**Date:** Friday, January 6, 2012 2:42:19 PM

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Hi Tanya,

My day has slipped away from me. Let's talk next Friday if that works for you – s.22  
s.22

For the audit – January sounds busy – how about February 15<sup>th</sup> which is a Wednesday night?

C.

Cheryl Mitchell

s.22

s.22

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**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** January-04-12 4:16 PM  
**To:** 's.22  
**Subject:** RE: Point of sale tickets

No problem cheryl anytime! We also still need to figure out which night Blanca and I will come out to a game. Any preferences for you? I just know that January is a busy month.

Do you want to call me tomorrow – I will be working at home?>s.22

☺ Tanya

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
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*Know your limit, play within it.*



Think about it.

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**From:** s.22 [mailto:s.22]  
**Sent:** Wednesday, January 4, 2012 2:30 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** Point of sale tickets

Tanya, I was wondering if you had some time for a call/coffee to talk about ticket lotteries primarily ticket processing and point of sale. Sometime this week or the week of the 16th.

Thank you. C

Sent on the TELUS Mobility network with BlackBerry

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**From:** Sara Klassen  
**To:** Cheryl Mitchell; Scaiano, Tanya C MEM:EX  
**Subject:** RE: file request - canucks for kids  
**Date:** Monday, January 9, 2012 1:44:26 PM  
**Attachments:** [Gaming Account Summary 09-10.pdf](#)  
[GASR community benefit F10.xlsx](#)  
[Gaming Account Summary Olympics 09-10.pdf](#)

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Hi Tanya, please find attached copies of our GASRs for 2010. I'll be applying for a class B licence this week so I just wanted to make sure that you had these so that there shouldn't be any problems approving our B application.  
Thank you

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**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Thursday, December 29, 2011 11:33 AM  
**To:** 'Scaiano, Tanya C SG:EX'  
**Cc:** Sara Klassen  
**Subject:** RE: file request - canucks for kids

Tanya,

That is confusing to me as well as I know that Sara has filed them and we wouldn't have been able to get a license if Doug Woodworth didn't see them on record.<sup>s.22</sup> so let's go over this all next week if that works for you.

Happy New Year!

Cheryl.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

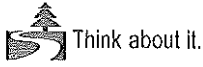
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**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** December-29-11 11:28 AM  
**To:** <sup>s.22</sup>  
**Subject:** FW: file request - canucks for kids

Hi Cheryl – please see below – Victoria does not have your 2009/2010 GASR on file and/or the Olympics GASR? This does not make sense - ?? Is it possible for you to re-send me a copy?? Thanks!!

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



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**From:** Cashmore, Susan SG:EX  
**Sent:** Thursday, December 29, 2011 10:42 AM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Elder, Kathy A SG:EX  
**Subject:** RE: file request - canucks for kids

Hi Tanya,

The GERR you wanted is attached.

There is no 2009-10 GASR on file and nothing in GOS to indicate we ever received it. In case they need to revise how they are reporting, I have attached three GASRs with 2011 end dates, plus the 2008-09 GASR just for reference. There are no press releases or invoices on file.

Let me know if you need anything else.

Regards,

*Susan Cashmore*  
Supervisor, Administrative Services  
Licensing & Grants Division

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**From:** Scaiano, Tanya C SG:EX  
**Sent:** Thursday, December 29, 2011 9:05 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** RE: file request - canucks for kids

Basically I am looking for their GASR for 2009-2010 fiscal year, and the GERR from the Olympics (Feb 2010) licence, and any backup/reconciliations they may have sent along with those documents. Also would need any press releases/ invoices on file.

Thanks very much and yes I do not need all the new file information, just this old info.

Let me know if that can be pulled out and scanned.

Happy New years to you all and thanks very much!

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267



[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

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**From:** Elder, Kathy A SG:EX  
**Sent:** Wednesday, December 28, 2011 2:35 PM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** file request - canucks for kids

Hi Tanya,

I understand you requested this file – Doug is currently reviewing an application for them so I'm hesitant to send it over right now.

If there is information you are looking for – we could scan and e-mail to you (we would probably do this for the last year or two of info on the file.

Let me know

Thanks

Kathy

**Kathy Elder**  
Director, Licensing  
Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
Phone: (250) 356-6479  
Fax: (250) 356-8149



# Gaming Account Summary Report

## Gaming Policy and Enforcement Branch – Licensing and Grants Division

**Mail:** PO Box 9310, Stn Prov Govt, Victoria, BC V8W 9N1  
**Courier:** 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
**Phone:** (250) 387-5311 | **Web:** www.pssg.gov.bc.ca/gaming/

L&G File#: (for your organization)

103204

### BEFORE YOU START

Use this form to report all deposits to, and all disbursements from, your organization's Gaming Account(s) during your fiscal year.

- Organizations must submit this form within 90 days of their fiscal year-end.
- Use the latest version of this form, available at: [www.pssg.gov.bc.ca/gaming/grants/forms-guidelines.htm](http://www.pssg.gov.bc.ca/gaming/grants/forms-guidelines.htm)
- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 356-8149.

Report completed on:  
(DD-Mon-YYYY)

15-Sep-2010

Report for your fiscal year  
ending on: (DD-Mon-YYYY)

31-Jul-2010

### SECTION 1 – ORGANIZATION INFORMATION

PLEASE PRINT CLEARLY

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)

Canucks For Kids Fund

Organization mailing address: Unit, Street, and/or PO Box

800 Griffiths Way

City

Vancouver

Postal Code

V6B 6G1

### SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT

\$ s.21

1

Opening balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

### SECTION 3 – GAMING REVENUE

Gaming grant revenue: (indicate the amount received under each of the following grant categories)

Community Gaming Grant revenue: (include Direct Access and/or Bingo Affiliation funds here)	\$	2
PAC / DPAC Grant revenue: (Parent Advisory Councils and District Parent Advisory Councils)	\$	3
Playground Grant revenue:	\$	4
Major Capital Project Grant revenue:	\$	5
Other grant revenue: (provide short description)	\$	6

Gross revenue from all gaming event licences:

(attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)

Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
17840	A	01-Sep-2009	30-Jun-2010	\$ s.21	7
21280	B	17-Jan-2010	01-Jan-2010	\$	8
19093	B	22-Oct-2009	22-Oct-2009	\$	9
20050	B	18-Nov-2009	16-Nov-2009	\$	10
				\$	11
				\$	12
				\$	13

Other gaming revenue: (attach an additional sheet if necessary)

GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:	\$ s.21	14
Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)		
	\$	15
	\$	16
	\$	17

Total gaming revenue: (add lines 2 to 17)

>>> \$ s.21

18

**SECTION 4 – PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

<b>Independent bingo prize costs:</b> (total cost of all independent bingo gaming event licence prizes)	\$		19
<b>Ticket raffle prize costs:</b> (total cost of all ticket raffle gaming event licence prizes)	\$	s.21	20
<b>Other prize costs:</b> (specify licence type)	\$		21
<b>Total prize costs:</b> (add lines 19 to 21)	>>>	\$	22
<b>Expenses for licensed gaming events:</b> (Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)			
<b>Independent bingo expenses:</b> (total expenses for all independent bingo gaming event licences)	\$		23
<b>Ticket raffle expenses:</b> (total expenses for all ticket raffle gaming event licences)	\$	s.21	24
<b>Other gaming event expenses:</b> (specify licence type)	\$		25
<b>Total gaming event expenses:</b> (add lines 23 to 25)	>>>	\$	26

**SECTION 5 – NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

<b>Net gaming proceeds:</b> (subtract lines 22 and 26 from line 18)	>>>	\$	s.21	27
<b>Total gaming revenue available for disbursement:</b> (add lines 1 and 27)	>>>	\$		28
<b>Gaming fund disbursements:</b> (attach an additional sheet if necessary – Itemize how gaming funds were disbursed – Identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)				
<b>Date:</b> (DD-Mon-YYYY)	<b>Cheque, EFT, or Reference #:</b>	<b>Disbursed to:</b>	<b>Purpose:</b>	<b>Amount:</b>
26-Nov-2009	CHQ# 1377	Adoptive Family Association		\$ 6,593.45 29
11-Jun-2010	CHQ# 1506	BCCH - BC Children's Hospital		\$ 150,000.00 30
11-Jun-2010	CHQ# 1507	Canucks Autism Network		\$ 518,344.00 31
11-Jun-2010	CHQ# 1508	Family Services of Greater Vancouver		\$ 15,000.00 32
11-Jun-2010	CHQ# 1509	YWCA Program Centre		\$ 10,000.00 33
28-Jul-2010	CHQ# 1514	Canuck Place		\$ 81,176.00 34
				\$ 35
				\$ 36
				\$ 37
				\$ 38
				\$ 39
				\$ 40
				\$ 41
				\$ 42
				\$ 43
				\$ 44
				\$ 45
<b>Total gaming fund disbursements:</b> (add lines 29 to 45)	>>>	\$	781,113.45	46

**SECTION 6 – CLOSING BALANCE** (subtract line 46 from line 28)

\$ s.21 47

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.

**SECTION 7 – GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

Financial Institution name: (the name of your bank, credit union, etc.) HSBC Bank Canada			
Financial Institution address: Unit, Street, and/or PO Box 885 West Georgia Street		City Vancouver	Postal Code V6C 3G1
Account information and balances: (attach an additional sheet if necessary)			
Account type:	Account number:	Balance:	
Gaming Account at fiscal year-end:	552998-002	\$ s.21	48
Term deposit(s): (gaming funds only)		\$	49
GIC(s): (gaming funds only)		\$	50
Other: (short description):		\$	51
Total of account balances: (add lines 48 to 51 – this total must agree with line 47)		>>> \$	52

**SECTION 8 – COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).

Total percentage retained: (gaming event licence)	15.0 %	Gaming event licence number:	17840
Total percentage retained: (community gaming grant)	%	Community gaming grant application number:	

**SECTION 9 – COMMUNITY BENEFIT**

**Briefly describe how the broader community benefited from your organization's gaming grant funded programs:**

(Limit your description to 200 words – this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)

**SECTION 10 – CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report.

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer – both must sign this form)						
1	Position: (with the organization) Vice President		First name: Victor		Last name: DeBonis	
	Address: Unit and Street 800 Griffiths Way		City Vancouver		Province BC	Postal Code V6B 6G1
	Business phone number: (XXX) XXX-XXXX (604) 899-7458		Ext:	Home phone number: (XXX) XXX-XXXX		Cell phone number: (XXX) XXX-XXXX
	E-mail address: (provide a valid e-mail address) victor.debonis@canucks.com		Signature: X		Date signed: (DD-Mon-YYYY)	
2	Position: (with the organization) Treasurer		First name: Jamie		Last name: Pitblado	
	Address: Unit and Street 8th Floor, 200 Granville		City Vancouver		Province BC	Postal Code V6C 3N3
	Business phone number: (XXX) XXX-XXXX (604) 605-2316		Ext:	Home phone number: (XXX) XXX-XXXX		Cell phone number: (XXX) XXX-XXXX
	E-mail address: (provide a valid e-mail address) jpitblado@sunprovince.com		Signature: X		Date signed: (DD-Mon-YYYY)	
Report prepared by: (if the report was prepared by one of the people above, include only their name below)						
3	Position: (with the organization) Accountant		First name: Wendy		Last name: Jovanov	
	Address: Unit and Street 800 Griffiths Way		City Vancouver		Province BC	Postal Code V6B 6G1
	Business phone number: (XXX) XXX-XXXX (604) 899-7644		Ext:	Home phone number: (XXX) XXX-XXXX		Cell phone number: (XXX) XXX-XXXX
	E-mail address: (provide a valid e-mail address) wendy.jovanov@canucks.com		Signature: X		Date signed: (DD-Mon-YYYY)	

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Victoria.



# Gaming Account Summary Report

## Gaming Policy and Enforcement Branch – Licensing and Grants Division

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**Courier:** 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
**Phone:** (250) 387-5311 | **Web:** [www.pssg.gov.bc.ca/gaming/](http://www.pssg.gov.bc.ca/gaming/)

L&G File#: (for your organization)

103204

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- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 356-8149.

Report completed on:  
(DD-Mon-YYYY)

15-Sep-2010

Report for your fiscal year  
ending on: (DD-Mon-YYYY)

31-Jul-2010

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PLEASE PRINT CLEARLY

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)

Canucks for Kids Fund

Organization mailing address: Unit, Street, and/or PO Box

800 Griffiths Way

City

Vancouver

Postal Code

V6B 6G1

### SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT

\$ 0.00 1

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Playground Grant revenue:	\$	4
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Other grant revenue: (provide short description)	\$	6

Gross revenue from all gaming event licences:

(attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)

Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
20410	A	12-Feb-2010	28-Feb-2010	\$ s.21	7
				\$	8
				\$	9
				\$	10
				\$	11
				\$	12
				\$	13

Other gaming revenue: (attach an additional sheet if necessary)

GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:	\$	14
Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)		
	\$	15
	\$	16
	\$	17

Total gaming revenue: (add lines 2 to 17)

>>> \$ s.21 18

**SECTION 4 – PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

<b>Independent bingo prize costs:</b> (total cost of all independent bingo gaming event licence prizes)	\$	19
<b>Ticket raffle prize costs:</b> (total cost of all ticket raffle gaming event licence prizes)	\$ s.21	20
<b>Other prize costs:</b> (specify licence type)	\$	21
<b>Total prize costs:</b> (add lines 19 to 21)	>>> \$	22

**Expenses for licensed gaming events:**

(Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)

<b>Independent bingo expenses:</b> (total expenses for all independent bingo gaming event licences)	\$	23
<b>Ticket raffle expenses:</b> (total expenses for all ticket raffle gaming event licences)	\$ s.21	24
<b>Other gaming event expenses:</b> (specify licence type)	\$	25
<b>Total gaming event expenses:</b> (add lines 23 to 25)	>>> \$	26

**SECTION 5 – NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

<b>Net gaming proceeds:</b> (subtract lines 22 and 26 from line 18)	>>> \$ s.21	27
<b>Total gaming revenue available for disbursement:</b> (add lines 1 and 27)	>>> \$	28

**Gaming fund disbursements:**

(attach an additional sheet if necessary – itemize how gaming funds were disbursed – identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)

Date: (DD-Mon-YYYY)	Cheque, EFT, or Reference #:	Disbursed to:	Purpose:	Amount:	
				\$	29
				\$	30
				\$	31
				\$	32
				\$	33
				\$	34
				\$	35
				\$	36
				\$	37
				\$	38
				\$	39
				\$	40
				\$	41
				\$	42
				\$	43
				\$	44
				\$	45
<b>Total gaming fund disbursements:</b> (add lines 29 to 45)				>>> \$	0.00 46

**SECTION 6 – CLOSING BALANCE** (subtract line 46 from line 28)

\$ s.21 47

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.



**SECTION 7 – GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

<b>Financial Institution name:</b> (the name of your bank, credit union, etc.)			
HSBC Bank Canada			
<b>Financial Institution address:</b> Unit, Street, and/or PO Box		<b>City</b>	<b>Postal Code</b>
885 West Georgia Street		Vancouver	V6C 3G1
<b>Account information and balances:</b> (attach an additional sheet if necessary)			
<b>Account type:</b>	<b>Account number:</b>	<b>Balance:</b>	
Gaming Account at fiscal year-end:	552998-003	\$ s.21	48
Term deposit(s): (gaming funds only)		\$	49
GIC(s): (gaming funds only)		\$	50
Other: (short description):		\$	51
<b>Total of account balances:</b> (add lines 48 to 51 – this total must agree with line 47)		>>> \$	52

**SECTION 8 – COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).

<b>Total percentage retained:</b> (gaming event licence)	15.0 %	<b>Gaming event licence number:</b>	20410
<b>Total percentage retained:</b> (community gaming grant)	%	<b>Community gaming grant application number:</b>	

**SECTION 9 – COMMUNITY BENEFIT**

**Briefly describe how the broader community benefited from your organization's gaming grant funded programs:**

(Limit your description to 200 words – this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)



**SECTION 10 – CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report.

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer – both must sign this form)					
<b>1</b>	<b>Position: (with the organization)</b> Vice President	<b>First name:</b> Victor	<b>Last name:</b> DeBonis		
	<b>Address: Unit and Street</b> 800 Griffiths Way	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6B 6G1	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 899-7458	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> victor.debonis@canucks.com	<b>Signature:</b> X		<b>Date signed: (DD-Mon-YYYY)</b>	
<b>2</b>	<b>Position: (with the organization)</b> Treasurer	<b>First name:</b> Jamie	<b>Last name:</b> Pitblado		
	<b>Address: Unit and Street</b> 8th Floor, 200 Granville Street	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6C 3N3	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 605-2316	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> jpitblado@sunprovince.com	<b>Signature:</b> X		<b>Date signed: (DD-Mon-YYYY)</b>	
<b>Report prepared by: (if the report was prepared by one of the people above, include only their name below)</b>					
<b>3</b>	<b>Position: (with the organization)</b> Accountant	<b>First name:</b> Wendy	<b>Last name:</b> Jovanov		
	<b>Address: Unit and Street</b> 800 Griffiths Way	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6B 6G1	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 899-7644	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> wendy.jovanov@canucks.com	<b>Signature:</b> X		<b>Date signed: (DD-Mon-YYYY)</b>	

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Victoria.

Canucks for Kids Fund

GASR Community Benefit 2009/2010

Charity	Amount	Who/What it Supports	Use of Funds
Canucks Autism Network	\$518,344	Provides innovative, quality year-round programming for individuals with Autism Spectrum Disorder and their families.	We CAN Be Friends is an innovative, articulate, curriculum based program for elementary school children. It's goal is to encourage friendship, empathy and inclusion among children with Autism Spectrum Disorder (ASD) and their neurotypical peers. Interactive lesson plans, videos, sensory lab experiences, and literature exploration are the foundation of the program which is complemented by a resource collection that is gifted to the school.
Canuck Place	\$81,176	children with progressive, life-limiting illness	Canuck Place Children's Hospice is North America's first freestanding children's hospice and is celebrating its 12th year of providing comprehensive family-centred care for children with progressive, life-limiting illnesses.
BC Children's Hospital Foundation	\$150,000	Childhood Diabetes Research	Support two initiatives: Canucks for Kids Fellowship in Childhood Diabetes Research in Childhood Diabetes (one-year salary support and expenses for an MD or PhD trainee) and a Canucks Diabetes Research Catalyst grant.
Adoptive Families Association	\$6,593	To promote and support adoption.	Interactive Tween/Teen Adoption Website . The focus of this project is the adoption of teens. Teens are perhaps the most vulnerable of the children waiting for adoption. When a child reaches 6 years, the chance of adoption falls rapidly with each year. The Tween/Teen website will provide an important and currently absent resource for the thousands of tweens and teens in BC who are either in government care, are adopted, or are in the transition phase of their adoption process.
Family Services of Greater Vancouver	\$15,000	Provides crucial social services for children, youth and families. Provides specialized programs for children affected by family violence.	Respect, Safety and Violence Prevention (RSVP) Program. An outreach violence prevention program for at-risk children at Vancouver schools. Fosters the development of healthy relationship skills for vulnerable students and reduce their risk of becoming involved in abusive relationships.
YWCA Vancouver	\$10,000	Mission is to touch lives and build better futures for children, youth and women through advocacy and integrated services that foster economic independence, wellness and equal opportunities.	YWCA Crabtree Corner Early Learning and Care Centre. This is a short term, drop-in child care centre located in the Downtown Eastside of Vancouver. Women can access up to 72 hours per month of free child care. Up to 25 children from ages 6 weeks to 6 years attend the child care each day.

\$781,113

**From:** Sara Klassen  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Canucks for Kids 2011 Notice Letter (LM) - UOP  
**Date:** Tuesday, January 10, 2012 8:50:16 AM  
**Attachments:** [bank statements Dec 2009 to July 2010.pdf](#)  
[bank statements Dec 2009 to Oct 2011 OLYMPIC ACCT.pdf](#)  
[Olympic 50-50 Ticket Winners.xls](#)  
[Canada Ticket Olympics.pdf](#)

---

Hi Tanya,

Please find attached...

2. additional bank statements for our regular gaming account and our Olympic gaming account
3. Olympic revenue figures (see all 4 tabs)
4. invoice for tickets for Olympics

Still working on the pre audit questionnaire.

Thanks

Sara

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** Wednesday, December 28, 2011 9:38 AM  
**To:** Sara Klassen; 's.22  
**Subject:** RE: Canucks for Kids 2011 Notice Letter (LM) - UOP

Hi you two – hope you both had wonderful Christmas and New Year's.

I failed to get a few things from you (sorry!!)

I had a brief meeting with Anna and we decided that we would do two separate UOP audits on the gaming funds for the "Olympic" period as one audit, and the 10/11 fiscal year games as the other audit. So I have completed the GERR audit and the UOP audit on the regular season, but will need to go further back with the bank statements.

Furthermore, I failed to ask you to fill out the Pre-audit questionnaire. Sorry. !!

Anyway, please send me the following:

1. Filled out pre audit questionnaire (attached)
2. Bank statements from December 1, 2009 to July 31/2010 (covers Olympic period and will tie into next audit period)
3. Final figures from Olympic sales (to show gross amount of sales / and payouts etc. to winners)
4. If still available, invoices for tickets for Olympics.
5. News Releases/ thank you letters that you have available to all your organizations to whom you donated

Thanks to both of you. Both these UOP's are a huge undertaking and I thank you very much for all your assistance.



**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Scaiano, Tanya C SG:EX  
**Sent:** Tuesday, November 22, 2011 3:10 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** FW: Canucks for Kids 2011 Notice Letter (LM) - UOP

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
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*Know your limit, play within it.*



Think about it.

---

**From:** Sara Klassen [mailto:Sara.Klassen@canucks.com]  
**Sent:** Tuesday, November 22, 2011 3:08 PM  
**To:** Scaiano, Tanya C SG:EX; 'Cheryl Mitchell'  
**Subject:** RE: Canucks for Kids 2011 Notice Letter (LM) - UOP

Hi Tanya, for #6 I think you will have everything you need in my last email I attached the bank statements and general ledger sorted into (deposits, winners, expenses etc.) which match up with the Gaming Event Revenue Report. If you need anything else, please let me know.  
Thank you

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** Tuesday, November 22, 2011 2:58 PM  
**To:** 'Cheryl Mitchell'; Sara Klassen  
**Subject:** RE: Canucks for Kids 2011 Notice Letter (LM) - UOP

Hi Cheryl and Sara

I trust you are doing well.

#9 and #15 are not applicable. If you do have press releases announcing your funds going to another org, those would be great to have.

#6 would basically be a way to show how you came up with the numbers on your gaming event revenue report.

So I would need all the bank statements and general ledger from the period I am auditing, so I can verify all the ticket sales going into bank, prizes being paid back out, and any other raffle related expenses and/or interest paid to the gaming account, to cross reference to your general ledger, which will agree with the Gaming Event Revenue Report.

Also, amounts deposited to bank may differ from "prize amount" posted on the site, so would need actual amounts to conduct the level of analysis I need to.

Hope this makes sense.

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch

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Think about it.

---

**From:** Cheryl Mitchell [mailto:[s.22](#)]

**Sent:** Tuesday, November 22, 2011 11:42 AM

**To:** 'Sara Klassen'; Scaiano, Tanya C SG:EX

**Subject:** RE: Canucks for Kids 2011 Notice Letter (LM) - UOP

Hi Tanya I had a question about #6 and #9 and #15.

#9 asks for "Record of in-kind support, if applicable (e.g. volunteer hours, donated labour, equipment, services and materials)". I don't think this is applicable to us – is there anything you want me to send?

#6 asks for "Gaming event revenue reconciliations, if applicable (e.g. ticket raffles) (reconcile to bank/g/I)". Again I am not sure what we can send you for this item.

#15 asks for "Copies of brochures, pamphlets, newsletters that mention programs funded with gaming". We have the website and the occasional press release. Is there anything else I can get you for this one.

Thank you.

C.

Cheryl Mitchell

[s.22](#)

[s.22](#)

**From:** [Elder, Kathy A MEM:EX](#)  
**To:** [Woodworth, Doug MEM:EX](#)  
**Subject:** FW: Canucks for Kids Fund Ticket Raffle Application with Percentage Prize  
**Date:** Thursday, January 12, 2012 9:49:34 AM

---

Can you please gather the request/application from this group relating to the 50/50.  
As we have approval but have not added it to the policy work – I would like to see what the details are for her request.

Thanks

K

---

**From:** Cheryl Mitchell [mailto:[s.22](#)]  
**Sent:** Monday, December 19, 2011 9:49 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Woodworth, Doug SG:EX  
**Subject:** RE: Canucks for Kids Fund Ticket Raffle Application with Percentage Prize

Hi Kathy,

[s.22](#) I was wondering where we are at with our proposal?

C.

Cheryl Mitchell

[s.22](#)

[s.22](#)

---

**From:** Elder, Kathy A SG:EX [mailto:[Kathy.Elder@gov.bc.ca](mailto:Kathy.Elder@gov.bc.ca)]  
**Sent:** November-22-11 8:41 AM  
**To:** Cheryl Mitchell  
**Cc:** Woodworth, Doug SG:EX  
**Subject:** RE: Canucks for Kids Fund Ticket Raffle Application with Percentage Prize

Hi Cheryl,

Thank you for submitting the application – I do believe this is the best way.

I have forwarded my policy note to the executive – they have had an initial review and have asked me to make some modifications.

I am doing that this week. [s.22](#) however I expect to meet in December with our executive and hopefully will have a final decision.  
I believe this time frame should work for you.

If the final decision is not in favour of this type of scheme, then we would deny the application (which would then enable you to request a reconsideration of that decision).

I hope this helps,

Thanks

Kathy

---

**From:** Cheryl Mitchell [mailto:[s.22](#)]

**Sent:** Thursday, November 10, 2011 7:44 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Woodworth, Doug SG:EX  
**Subject:** Canucks for Kids Fund Ticket Raffle Application with Percentage Prize

Hi Kathy,

We have submitted the license for the extended percentage raffle that we have been discussing. I spoke with Barb in your office yesterday. This application was based on our discussions about this format and the idea that our submission of a license application may expedite the decision-making process.

As you know the concept is to have a ticket raffle where the grand prize is a percentage draw (50:50). In past emails I had mentioned that I wasn't sure if the best application format was to do an amendment to the structure of a percentage raffle (allow for more days) or an amendment to the ticket raffle (allow for a percentage prize). After reviewing the guidelines and standard procedures it seemed that less 'amending' was required if I used the ticket raffle format. As well it seems that if we can make this work that it would simply be a change to the wording on prizes for at both the A license and B license levels.

We are applying for an A license and our format is to do a month long raffle (although the option should be left to be 4 months like a regular ticket raffle – we only want to do 1 month). The grand prize is 50% of the total tickets sold. We have three early bird prizes and second and third prize. These are all unique Canucks experiences – such as going on a road trip with the team.

This solution requires very few changes to your guidelines and standard procedures except to the options for prizes. As well I think that there is an obligation for any charity doing this 'new' type of raffle to keep a track of where the prize is and provide updates on the pot total which would require an amendment to the marketing of this raffle. Other than these two items then the process and controls would remain the same as for any ticket raffle.

This solution that is much less risky for charities, provides a fun and interesting way for British Columbians to participate in charitable gaming and meets the strict requirements related to procedures and controls as outlined by the gaming branch. In addition to these points, there is precedent with the payroll draws which have a similar prize structure and the amendments required to the guidelines and standard procedures are minimal. Finally this format would benefit charities not only at the class A license level but also at class B for employee groups and other smaller charities. Running a ticket raffle that allows for the prize to be a percentage draw is very beneficial to all parties involved.

The application is now on Kathy's desk. I have attached our marketing plan for your reference. Sara Klassen (Arychuck) will be sending along our other attachments required for the license submission later this week.

Our hope is to launch this on February 2, 2012. What do we need to do to move this forward? Should you not be able to grant us a license how do we initiate a formal review and enter into a

discussion with the gaming branch.

Cheryl

Cheryl Mitchell

s.22

s.22



**From:** [Cheryl Mitchell](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Cc:** [Elder, Kathy A](#) MEM:EX  
**Subject:** Amendment to Canucks Superskills Date  
**Date:** Monday, January 16, 2012 10:40:24 AM  
**Attachments:** [GAMING BC.pdf](#)  
**Importance:** High

---

Hi Doug - I had an error in my email - the date is January 22nd, 2012 not June 22nd. Could you please make the adjustment. My error!

Thank you.

C.

Cheryl Mitchell

s.22

s.22



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COLUMBIA**

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## Gaming Event Licence

Gaming Event: Class A - Raffle Licence - Percentage Draw, Licence # 35972  
Licence Period: 01-Sep-2011 - 30-Jun-2012  
Issue Date: 16-Jan-2012  
L+G File No: 103204

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 969231 to:

Canucks for Kids Fund  
800 Griffiths Way  
Vancouver BC  
V6B 6G1

Event Contact: Cheryl Mitchell, [s.22](#)

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 - 30-Jun-2012  
Total value of all prizes: 50% of total sales  
Ticket price(s): 1098000 tickets, 3 for \$5.00; 5124000 tickets, 7 for \$10.00;  
7999992 tickets, 18 for \$20.00



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

- All preseason, regular season and playoff home games for the Vancouver Canucks.  
Time of Draws - during the 3rd period of all Vancouver Canucks home games. Plus  
Canucks Superskill event, June 22, 2012, from 12:00 Noon to 2:30 PM. Location of  
draws - Rogers Arena, 800 Griffiths Way, Vancouver, BC V6B 6G1.,

This licence is subject to the following conditions:

- Amended Jan 16/12: Add Canucks Superskill event to draw schedule.

**From:** Cheryl Mitchell  
**To:** Woodworth, Doug MEM:EX  
**Cc:** Elder, Kathy A MEM:EX  
**Subject:** Update to Canucks for Kids Fund 50:50 license  
**Date:** Monday, January 16, 2012 12:12:07 AM

---

Hi Doug,

Can you please add the Canucks Superskills date to our A license. We did this last year. The event is on the 22<sup>nd</sup> of June at the same address as the other events. The event starts at 12:00 noon and the draw is at 2:30 pm.

Thank you!

C.

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: 50:50 Lottery Format  
**Date:** Wednesday, January 25, 2012 3:45:32 PM

---

Any time tomorrow morning works for me.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A SG:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** January-25-12 3:30 PM  
**To:** Cheryl Mitchell  
**Cc:** Woodworth, Doug SG:EX  
**Subject:** RE: 50:50 Lottery Format

Hi Cheryl

Yes – we do have an update.

Are you available for a call tomorrow morning?

Let me know what time works best – as there are some details we should work through

Thanks

Kathy

---

**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Wednesday, January 25, 2012 11:54 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Woodworth, Doug SG:EX  
**Subject:** 50:50 Lottery Format

Hi Kathy,

I was wondering how things went with your presentation to Executive on the idea of the extended 50:50 concept?

C.

Cheryl Mitchell

s.22

s.22

**From:** [Elder, Kathy A MEM:EX](#)  
**To:** [Cheryl Mitchell](#)  
**Cc:** [Woodworth, Doug MEM:EX](#)  
**Subject:** RE: questions on provincial 50:50.  
**Date:** Monday, January 30, 2012 11:03:58 AM

---

Hi Cheryl

I will address your questions as you presented them!

1. The limit on the number of tickets sold will be that which is stated on the license application and subsequently the license. Therefore, if you choose to make a statement on the odds, it would be based on maximum number of tickets available for sale and likely a further statement that says "actual odds may vary based on number of tickets sold)
2. The basis for requiring two licenses comes from the criminal code and our understanding of "lottery scheme." Based on our understanding – each lottery scheme requires its own license. If you do not want to include the option that they purchase separately, that's fine but two licenses would be required. Provided that each purchaser does not have a choice and they are entered into both draws, you could have one ticket, and that ticket would state both license numbers.
3. Regarding ticket numbers - you would need to print or be ready to print – up to the maximum on your license. There is not really the possibility of unlimited tickets. If you have multiple price categories – you will have to state maximum's for each category.

Hope this helps – as I mentioned previously – given that this is new in BC – we will be requiring all marketing materials to be pre-approved by audit.

Thanks

Kathy

---

**From:** Cheryl Mitchell [[mailto:s.22](#)]  
**Sent:** Monday, January 30, 2012 7:46 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Woodworth, Doug SG:EX  
**Subject:** questions on provincial 50:50.

A couple of more questions...

1. I am assuming that there will be no limit on the number of tickets sold in keeping with the spirit of 50:50 which is to allow the 'pot' to build. If this is the case are there any requirements regarding how to talk about odds – my assumption is that 'odds' are not part of the marketing or conversation on this type of lottery.
2. We would definitely have secondary prizes. If we know for certain that every ticket purchased will be eligible to win early and secondary prizes then I am not sure of the reason to have a second license for these other prizes as I can't see how it protects the public, the charity or does anything but add paperwork. It makes sense if a purchaser has an 'option' but we would be including this in the price of the ticket. Please advise on your thoughts on this – if we need a 'separate license' could we use the same tickets?
3. Are there any unique considerations for ticket numbering given that there are possibly

unlimited tickets and we will have multiple price categories.

Thank you!

Cheryl Mitchell

s.22

s.22

## Dickson, Brandy EMNG:EX

---

**From:** Scaiano, Tanya C MEM:EX  
**Sent:** Thursday, February 16, 2012 10:22 AM  
**To:** Fitzgerald, Anna MEM:EX; Desrochers, Blanca MEM:EX  
**Subject:** FW: audit - february 15, 2012  
**Attachments:** Canucks for Kids Fund Operations Description - February 2012.xls

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Found it -- it was buried in my junk

### Tanya Scaiano, Charitable Gaming Auditor

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Cheryl Mitchell [mailto:[s.22](mailto:s.22)]  
**Sent:** Tuesday, February 14, 2012 12:51 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** RE: audit - february 15, 2012

Here it is. For the final tab that says 'manuals' I will get those pdfed for you to attach. They are at Rogers so I will send them to you post-game. I changed the financial controls category to checklists as the financial piece is covered elsewhere. The other two documents are my contract and the training.

Please note that the attached document is a draft and may need to be 'tidied up' a bit.

See you tomorrow.

Cheryl Mitchell

[s.22](mailto:s.22)

[s.22](mailto:s.22)

---

**From:** Scaiano, Tanya C SG:EX [mailto:[Tanya.Scaiano@gov.bc.ca](mailto:Tanya.Scaiano@gov.bc.ca)]  
**Sent:** February-14-12 11:22 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: audit - february 15, 2012

Thank you!! Happy V-day!

### Tanya Scaiano, Charitable Gaming Auditor

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
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*Know your limit, play within it.*



Think about it.

---

**From:** Cheryl Mitchell [mailto:[s.22](mailto:s.22)]  
**Sent:** Tuesday, February 14, 2012 11:07 AM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** audit - february 15, 2012

Hi,

For Wednesday – you are welcome to come as early as you would like – if you want to ‘try’ the system you may want to come at 4:30 as we will have a training game set up. I will meet you at Gate 9 – employee entrance – where we usually meet. Just call me on my cell when you arrive.

I will have that document to you by the end of today.

C.

Cheryl Mitchell

[s.22](mailto:s.22)

[s.22](mailto:s.22)

---

**From:** Scaiano, Tanya C SG:EX [mailto:[Tanya.Scaiano@gov.bc.ca](mailto:Tanya.Scaiano@gov.bc.ca)]  
**Sent:** February-13-12 1:42 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Point of sale tickets

Cheryl what time should we be there do you think on Wednesday??

Also – have you looked at the electronic form – that we sent you? We can review it before we come, which will make it an easier process for us. Thanks Cheryl!

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
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[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

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Think about it.

---

**From:** Cheryl Mitchell [mailto:[s.22](mailto:s.22)]  
**Sent:** Friday, January 6, 2012 2:42 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** RE: Point of sale tickets

Hi Tanya,

My day has slipped away from me. Let's talk next Friday if that works for you – s.22

For the audit – January sounds busy – how about February 15<sup>th</sup> which is a Wednesday night?

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]

**Sent:** January-04-12 4:16 PM

**To:** 's.22

**Subject:** RE: Point of sale tickets

No problem cheryl anytime! We also still need to figure out which night Blanca and I will come out to a game. Any preferences for you? I just know that January is a busy month.

Do you want to call me tomorrow – I will be working at home?>s.22

. ☺ Tanya

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General

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*Know your limit, play within it.*



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---

**From:** s.22 [mailto:s.22

**Sent:** Wednesday, January 4, 2012 2:30 PM

**To:** Scaiano, Tanya C SG:EX

**Subject:** Point of sale tickets

Tanya, I was wondering if you had some time for a call/coffee to talk about ticket lotteries primarily ticket processing and point of sale. Sometime this week or the week of the 16th. Thank you. C  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Scaiano, Tanya C SG:EX" <Tanya.Scaiano@gov.bc.ca>

**Date:** Thu, 29 Dec 2011 11:34:28 -0800

**To:** 'Cheryl Mitchell'<s.22

**Subject:** RE: file request - canucks for kids

Trust me – this won't be the first time one has been lost – it's not a biggy – just wanted to ask you first. Sorry about the hassle. ☹

I have never actually physically seen the file room in Victoria but I do remember at Ministry of Health they were HUGE and stuff easily misfiled.

And/or someone could have put in an earlier volume of your file. Sucks to be over here so I can't search for it.

**Tanya Scaiano, Charitable Gaming Auditor**

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---

**From:** Cheryl Mitchell [mailto:[s.22](mailto:s.22)]  
**Sent:** Thursday, December 29, 2011 11:33 AM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** 'Sara Klassen'  
**Subject:** RE: file request - canucks for kids

Tanya,

That is confusing to me as well as I know that Sara has filed them and we wouldn't have been able to get a license if Doug Woodworth didn't see them on record.[s.22](mailto:s.22) so let's go over this all next week if that works for you.

Happy New Year!

Cheryl.

Cheryl Mitchell

[s.22](mailto:s.22)

[s.22](mailto:s.22)

---

**From:** Scaiano, Tanya C SG:EX [mailto:[Tanya.Scaiano@gov.bc.ca](mailto:Tanya.Scaiano@gov.bc.ca)]  
**Sent:** December-29-11 11:28 AM  
**To:** [s.22](mailto:s.22)  
**Subject:** FW: file request - canucks for kids

Hi Cheryl – please see below – Victoria does not have your 2009/2010 GASR on file and/or the Olympics GASR? This does not make sense - ?? Is it possible for you to re-send me a copy?? Thanks!!

**Tanya Scaiano, Charitable Gaming Auditor**

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Think about it.

---

**From:** Cashmore, Susan SG:EX  
**Sent:** Thursday, December 29, 2011 10:42 AM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Elder, Kathy A SG:EX  
**Subject:** RE: file request - canucks for kids

Hi Tanya,

The GERR you wanted is attached.

There is no 2009-10 GASR on file and nothing in GOS to indicate we ever received it. In case they need to revise how they are reporting, I have attached three GASRs with 2011 end dates, plus the 2008-09 GASR just for reference. There are no press releases or invoices on file.

Let me know if you need anything else.

Regards,

*Susan Cashmore*  
Supervisor, Administrative Services  
Licensing & Grants Division

---

**From:** Scaiano, Tanya C SG:EX  
**Sent:** Thursday, December 29, 2011 9:05 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** RE: file request - canucks for kids

Basically I am looking for their GASR for 2009-2010 fiscal year, and the GERR from the Olympics (Feb 2010) licence, and any backup/reconciliations they may have sent along with those documents. Also would need any press releases/ invoices on file.

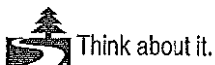
Thanks very much and yes I do not need all the new file information, just this old info.

Let me know if that can be pulled out and scanned.

Happy New years to you all and thanks very much!

**Tanya Scaiano, Charitable Gaming Auditor**  
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*Know your limit, play within it.*



---

**From:** Elder, Kathy A SG:EX  
**Sent:** Wednesday, December 28, 2011 2:35 PM  
**To:** Scalano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** file request - Canucks for kids

Hi Tanya,

I understand you requested this file – Doug is currently reviewing an application for them so I'm hesitant to send it over right now. If there is information you are looking for – we could scan and e-mail to you (we would probably do this for the last year or two of info on the file.

Let me know

Thanks

Kathy

**Kathy Elder**

Director, Licensing

Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General

Phone: (250) 356-6479

Fax: (250) 356-8149

**PNE**  
**Permanent File Notes**

<u><b>PNE Manuals</b></u>
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	Comments
Operational Checklists	
Training Script Read to Volunteers Prior to each game	
Contract with Service Provider	

**From:** Cheryl Mitchell  
**To:** Scalano, Tanya C MEM:EX  
**Subject:** RE: audit - february 15, 2012  
**Date:** Thursday, February 16, 2012 3:39:57 PM

---

Thanks Tanya, we will certainly keep in touch. I am hoping we can have a coffee in the next couple of weeks to talk about raffles in general. Then we can have a proper visit!

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** February-16-12 11:18 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: audit - february 15, 2012

Sorry – Cheryl!!! Found this buried in my junk box.  
Have forwarded it to Anna and Blanca.

Thanks again for all your patience with me over the years! It was great to get to know you!

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Tuesday, February 14, 2012 12:51 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** RE: audit - february 15, 2012

Here it is. For the final tab that says 'manuals' I will get those pdfed for you to attach. They are at Rogers so I will send them to you post-game. I changed the financial controls category to checklists as the financial piece is covered elsewhere. The other two documents are my contract and the training.

Please note that the attached document is a draft and may need to be 'tidied up' a bit.

See you tomorrow.

Cheryl Mitchell

s.22

s.22

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** February-14-12 11:22 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: audit - february 15, 2012

Thank you!! Happy V-day!

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
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[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Tuesday, February 14, 2012 11:07 AM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** audit - february 15, 2012

Hi,

For Wednesday – you are welcome to come as early as you would like – if you want to ‘try’ the system you may want to come at 4:30 as we will have a training game set up. I will meet you at Gate 9 – employee entrance – where we usually meet. Just call me on my cell when you arrive.

I will have that document to you by the end of today.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** February-13-12 1:42 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Point of sale tickets



Cheryl what time should we be there do you think on Wednesday??

Also – have you looked at the electronic form – that we sent you? We can review it before we come, which will make it an easier process for us. Thanks Cheryl!

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
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[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Cheryl Mitchell [mailto:[s.22](mailto:cheryl.mitchell@gov.bc.ca)]  
**Sent:** Friday, January 6, 2012 2:42 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** RE: Point of sale tickets

Hi Tanya,

My day has slipped away from me. Let's talk next Friday if that works for you – [s.22](#)

For the audit – January sounds busy – how about February 15<sup>th</sup> which is a Wednesday night?

C.

Cheryl Mitchell

[s.22](#)

[s.22](#)

---

**From:** Scaiano, Tanya C SG:EX [mailto:[Tanya.Scaiano@gov.bc.ca](mailto:Tanya.Scaiano@gov.bc.ca)]  
**Sent:** January-04-12 4:16 PM  
**To:** [s.22](#)  
**Subject:** RE: Point of sale tickets

No problem Cheryl anytime! We also still need to figure out which night Blanca and I will come out to a game. Any preferences for you? I just know that January is a busy month.

Do you want to call me tomorrow – I will be working at home?> [s.22](#)

☺ Tanya

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7

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*Know your limit, play within it.*



Think about it.

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**From:** s.22 [mailto:s.22]  
**Sent:** Wednesday, January 4, 2012 2:30 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** Point of sale tickets

Tanya, I was wondering if you had some time for a call/coffee to talk about ticket lotteries primarily ticket processing and point of sale. Sometime this week or the week of the 16th. Thank you. C  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Scaiano, Tanya C SG:EX" <Tanya.Scaiano@gov.bc.ca>  
**Date:** Thu, 29 Dec 2011 11:34:28 -0800  
**To:** 'Cheryl Mitchell' <s.22>  
**Subject:** RE: file request - canucks for kids

Trust me – this won't be the first time one has been lost – it's not a biggy – just wanted to ask you first. Sorry about the hassle. ☺

I have never actually physically seen the file room in Victoria but I do remember at Ministry of Health they were HUGE and stuff easily misfiled.

And/or someone could have put in an earlier volume of your file. Sucks to be over here so I can't search for it.

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Thursday, December 29, 2011 11:33 AM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** 'Sara Klassen'  
**Subject:** RE: file request - canucks for kids

Tanya,

That is confusing to me as well as I know that Sara has filed them and we wouldn't have been able to get a license if Doug Woodworth didn't see them on record. s.22 so let's go over this all next week if that works for you.

Happy New Year!

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Scaiano, Tanya C SG:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** December-29-11 11:28 AM  
**To:** 's.22'  
**Subject:** FW: file request - canucks for kids

Hi Cheryl – please see below – Victoria does not have your 2009/2010 GASR on file and/or the Olympics GASR? This does not make sense - ?? Is it possible for you to re-send me a copy?? Thanks!!

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Cashmore, Susan SG:EX  
**Sent:** Thursday, December 29, 2011 10:42 AM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Elder, Kathy A SG:EX  
**Subject:** RE: file request - canucks for kids

Hi Tanya,

The GERR you wanted is attached.

There is no 2009-10 GASR on file and nothing in GOS to indicate we ever received it. In case they need to revise how they are reporting, I have attached three GASRs with 2011 end dates, plus the 2008-09 GASR just for reference. There are no press releases or invoices on file.

Let me know if you need anything else.

Regards,

*Susan Cashmore*

*Supervisor, Administrative Services  
Licensing & Grants Division*

---

**From:** Scaiano, Tanya C SG:EX  
**Sent:** Thursday, December 29, 2011 9:05 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** RE: file request - canucks for kids

Basically I am looking for their GASR for 2009-2010 fiscal year, and the GERR from the Olympics (Feb 2010) licence, and any backup/reconciliations they may have sent along with those documents. Also would need any press releases/ invoices on file.

Thanks very much and yes I do not need all the new file information, just this old info.

Let me know if that can be pulled out and scanned.

Happy New years to you all and thanks very much!

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Elder, Kathy A SG:EX  
**Sent:** Wednesday, December 28, 2011 2:35 PM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** file request - canucks for kids

Hi Tanya,

I understand you requested this file -- Doug is currently reviewing an application for them so I'm hesitant to send

it over right now.

If there is information you are looking for – we could scan and e-mail to you (we would probably do this for the last year or two of info on the file.

Let me know

Thanks

Kathy

**Kathy Elder**

Director, Licensing

Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General

Phone: (250) 356-6479

Fax: (250) 356-8149

**From:** [Cheryl Mitchell](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Cc:** [Elder, Kathy A](#) MEM:EX  
**Subject:** Canucks 50:50 Electronic Service Provider Contract  
**Date:** Friday, March 30, 2012 1:28:24 PM  
**Attachments:** [Scan001.PDF](#)

---

Doug,

Here is our contract with the service provider. Again I apologize for forgetting to send you this.

In terms of the license what do I need to do to re-submit the license for the provincial 50:50 (we are doing it in September/October) - or can I just send you new dates and a then send in a revised marketing plan? Also how do I submit for the (2)licenses - one for the 50:50 component and one for the prize component?

C.

Cheryl Mitchell

s.22

s.22

Pages 52 through 58 redacted for the following reasons:

-----

s.21

**From:** Desrochers, Blanca MEM:EX  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** FW: Canucks for Kids - Org 103204 - Char 6845  
**Date:** Thursday, May 3, 2012 4:23:12 PM

---

---

**From:** Desrochers, Blanca MEM:EX  
**Sent:** Thursday, May 3, 2012 4:19 PM  
**To:** 's.22  
**Subject:** Canucks for Kids - Org 103204 - Char 6845

Cheryl,

In addition to my previous email...I want to make sure I am not misquoting you. Please see note what I entered in my working papers regarding raffle equipment:

“Per observation on Feb 15/12: all draw equipment appeared to be in working order. Although printers at back office jammed, it was explained to the Auditors present (Tanya, Blanca) and to Anna Fitzgerald, that any counterfoil that is not printed due to a jam, is kept in a memory and sent to another printer and that System Provider (Bump 50/50) is available 24/7 and contactable any time during the event to solve any problems that may arise with the raffle’s software or the equipment. Per March 28/12 meeting with Cheryl (Service Provider), she confirmed that there are no concerns regarding functioning of draw equipment, including back office printers, tablets and sellers printers.”

Correct?

Thank you!

*Blanca C. Desrochers, CGA*

*Auditor, Charitable Gaming and Compliance*

*Gaming Policy and Enforcement Branch*

*220-4370 Dominion Street*

*Burnaby, BC V5G 4L7*

*Phone: 604-660-3470*

*Fax: 604-660-0267*

*Know your limit, play within it.*

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>



**From:** Fitzgerald, Anna MEM:EX  
**To:** s.22  
**Subject:** Re: GPEB audit  
**Date:** Saturday, June 16, 2012 9:31:22 AM

---

Cheryl

s.22

We will contact you when you are back.

Keep safe.

Regards

Anna

Sent from my iPhone

On 2012-06-16, at 5:34 AM, "s.22

<s.22

wrote:

>> Hi Anna,

>

> s.22

> love to set up a meeting with Dickson. s.22 I would  
> now the 5050 room is fully dismantled for renovations to Rogers Arena. We and right  
> will be resetting this up mid to late August. I will know more when I am  
> back and will get in touch in July to set up a time.

>

> Warm regards

>

> Cheryl.

>

>

>

> Hello Cheryl,

>> I hope you are well and I catch you s.22

>> I would like to arrange a time in the next couple of months that is

>> convenient to all for Dickson, one of our auditors who has a specialty in

>> IT to come in and document your new system and test the controls

>> I have been in contact with BUMP 50/50 and have referred them to our

>> Registration Division.

>> If you are still around next week would it be possible to have a chat

>> then. Please do let me know when you are free.

>> Regards,

>> Anna

>>

>>

>> Anna Fitzgerald, CA, CIA

>> Director, Charitable Gaming

>> Audit and Compliance

>> Gaming Policy and Enforcement Branch

>> 604-660-0269

>> Know your limit, play within it.

>>

>>

>>

>>

>>

>

**From:** [Fitzgerald, Anna MEM:EX](#)  
**To:** [s.22](#)  
**Subject:** RE: Canucks 50:50 technology developers  
**Date:** Wednesday, August 1, 2012 1:18:00 PM

---

Cheryl,  
If you could come to the office for 10.00 on Friday that would be great.  
Regards,  
Anna

*Anna Fitzgerald, CA, CIA  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
Know your limit, play within it.*

---

**From:** [s.22](#) [mailto:[s.22](#)]  
**Sent:** Wednesday, August 1, 2012 1:12 PM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** Re: Canucks 50:50 technology developers

Hi Anna. [s.22](#) Did you want to meet for coffee at 9 or 10? If so how about Waves on Broadway and Spruce which is one block west of Oak and Broadway. Otherwise I will meet you at your office at 10. Cheryl  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Fitzgerald, Anna MEM:EX" <Anna.Fitzgerald@gov.bc.ca>  
**Date:** Wed, 1 Aug 2012 11:17:02 -0700  
**To:** Fitzgerald, Anna MEM:EX<Anna.Fitzgerald@gov.bc.ca>; 'Cheryl Mitchell'<[s.22](#)>  
**Subject:** RE: Canucks 50:50 technology developers

Cheryl,  
If you are still on the [s.22](#) would it be more convenient for you to meet for coffee on Friday morning somewhere local?  
Anna

---

**From:** Fitzgerald, Anna MEM:EX  
**Sent:** Tuesday, July 31, 2012 5:03 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Canucks 50:50 technology developers

Cheryl,  
Friday would work well. Any time between 10 and 3. What would work for you?

Anna

---

**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Tuesday, July 31, 2012 4:54 PM  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Desrochers, Blanca MEM:EX; Lin, Dickson MEM:EX  
**Subject:** RE: Canucks 50:50 technology developers

Anna,

Hello. s.22

IN regards to the audit we can certainly set up a meeting. Perhaps you and I could speak this week and you could give me a sense of what this looks like and then I can decide who needs to be there. In regards to Dickson Lin, he is most certainly welcome to speak with Rycom/BUMP 5050 about the system. At the present time because of construction in Rogers Arena, our office and our entire system is dismantled and in storage. This will not be re-setup until September. That said, Rycoms and BUMP 50:50 have the data all backed up and can work through that with you.

I am available on Thursday or Friday to either talk by phone or I can pop by your office. Do you have any time on those days?

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Fitzgerald, Anna MEM:EX [mailto:Anna.Fitzgerald@gov.bc.ca]  
**Sent:** July-31-12 4:36 PM  
**To:** 'Cheryl Mitchell'  
**Cc:** Desrochers, Blanca MEM:EX; Lin, Dickson MEM:EX  
**Subject:** RE: Canucks 50:50 technology developers

Hello Cheryl,

s.22

As per our conversation before you left we would like to get as much of the review around BUMP 50/50 done before the new season commences. I think it would be beneficial if my team met with you and whom ever you think should be included to talk about how the audit will look, timing and scope. Blanca has kindly agreed to organize a date and time convenient to all.

In the meantime would it be acceptable with your organization if Dickson Lin, our IT auditor, starts dialogue and requests information from Rycom/BUMP 50 50 about the system, how it works and the controls in place?

We are looking forward to working with you and your organization again.

Regards,  
Anna

*Anna Fitzgerald, CA, CIA*  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
*Know your limit, play within it.*

---

**From:** Cheryl Mitchell s.22  
**Sent:** Saturday, April 21, 2012 11:50 AM  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Desrochers, Blanca MEM:EX  
**Subject:** Canucks 50:50 technology developers

Hi Anna,

Hope you are enjoying the sun we are at long last receiving! As we discussed BUMP ([www.bumpworldwide.com](http://www.bumpworldwide.com)) has a partnership with Rycom ([www.rycom.ca](http://www.rycom.ca)). One of these reasons that the Canucks chose to go with BUMP is based on the strength of their technology partner.

The best person for you to speak with there is Demitrius Marshall. His email is [Demitrius.Marshall@rycom.ca](mailto:Demitrius.Marshall@rycom.ca). He is the vice-president and has an amazing ability to talk technology in a way that is understandable to non-technology people (me) – something I have very much appreciated. Their office number in Toronto is 1-877-927-9266. Demitrius is expecting to hear from you at your convenience.

AS well, the owner of BUMP 50:50 is Dan Tanenbaum who is also wonderful to talk with although he would pass you onto Demitrius for the highly technical questions. His email is [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com) and he can be reached at s.22

If you need anything else from me please email me/call me.

Cheryl.

Cheryl Mitchell

s.22

s.22

**From:** Fitzgerald, Anna MEM:EX  
**To:** s.22  
**Subject:** Re: Incident report  
**Date:** Thursday, August 16, 2012 11:04:06 AM

---

Wonderful :) thank you

Sent from my iPhone

On 2012-08-16, at 11:03 AM, "s.22" <s.22> wrote:

> Hi Anna, I will get that right over to you. Sorry about the delay. C  
> Sent on the TELUS Mobility network with BlackBerry  
>  
> -----Original Message-----  
> From: "Fitzgerald, Anna MEM:EX" <Anna.Fitzgerald@gov.bc.ca>  
> Date: Thu, 16 Aug 2012 10:21:05  
> To: Fitzgerald, Anna MEM:EX<Anna.Fitzgerald@gov.bc.ca>  
> Cc: Cheryl Mitchell<s.22>  
> Subject: Incident report  
>  
> Cheryl  
> Please do send the incident report ASAP. It is a requirement of the license and so the next license  
won't get processed until it is complete.  
>  
> Please don't hesitate to give me a call if you want to clarify.  
>  
> Regards  
> Anna  
>  
> Sent from my iPhone  
>  
> On 2012-08-09, at 10:16 AM, "Fitzgerald, Anna MEM:EX"  
> <Anna.Fitzgerald@gov.bc.ca<<mailto:Anna.Fitzgerald@gov.bc.ca>>> wrote:  
>  
> Thank you Cheryl. When you get a chance could you please send me details about the issue with the  
cellular network that you experienced with the last game.  
>  
> s.22  
> Regards  
> Anna  
>  
> Sent from my iPhone  
>  
> On 2012-08-09, at 9:44 AM, "Cheryl Mitchell"  
> <s.22<<mailto:s.22>>> wrote:  
>  
> Hi Anna,  
>  
> Thank you for the meeting. I have forwarded this to BUMP and they have begun work. I am not sure  
if they can have it all done by the 17th but we will have at least some of it!  
>  
> C.  
>  
> Cheryl Mitchell  
> s.22  
> s.22  
>

> From: Fitzgerald, Anna MEM:EX [<mailto:Anna.Fitzgerald@gov.bc.ca>]  
> Sent: August-03-12 4:33 PM  
> To: 's.22' <mailto:s.22>  
> Cc: Desrochers, Blanca MEM:EX; Lin, Dickson MEM:EX  
> Subject: RE: Canucks: Proposed Document Request  
>  
>  
>  
> Hello Cheryl ,  
> Thank you for meeting with us today. As discussed, we would be grateful if you could arrange for us to be provided with documentation related to the Bump 5050 application used for the Canucks for Kids Fund. Below is our list of objectives, and the possible corresponding documents which a may be address the objectives. Please arrange to send the documents to Dickson Lin and/or direct us to the persons who may be able to help.  
>  
> We would be grateful if you could arrange for us to receive the information by August 17, 2012  
>  
>  
>  
> Regards,  
> Anna Fitzgerald  
>  
> Anna Fitzgerald, CA, CIA  
> Director, Charitable Gaming  
> Audit and Compliance  
> Gaming Policy and Enforcement Branch  
> 604-660-0269  
> Know your limit, play within it.  
>  
>  
>

**From:** Cheryl Mitchell  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Desrochers, Blanca MEM:EX  
**Subject:** Canucks for Kids Fund Audit Report  
**Date:** Tuesday, August 28, 2012 10:32:14 AM  
**Attachments:** Technology Audit Report 08.23.12.pdf  
**Importance:** High

---

Hi Anna,

s.22 Here is the audit report completed in full as requested. Please note that the 'reports' I refer to are standard reports on our system and Blanca should have 'copies' of most of them from the game she audited. There are a couple of reports that are just too long to print. I could bring in my laptop and we could log in to the system so I can show you and Dickson these longer reports.

Please note that this attachment needs to be printed in colour so that the appendices make sense.

Let me know if there is anything else you need from me.

C.

Cheryl Mitchell

s.22

s.22

-----Original Message-----

From: Fitzgerald, Anna MEM:EX [<mailto:Anna.Fitzgerald@gov.bc.ca>]  
Sent: Tuesday, August 21, 2012 8:41 AM  
To: Cheryl Mitchell  
Subject: Out of Office: Incident report - CONFIDENTIAL

Hello, s.22 Please contact Sandy Fraser Cowan at  
Sandy.FraserCowan@gov.bc.ca or 250 356 1353 if you need assistance. Regards, Anna Fitzgerald.

**From:** Cheryl Mitchell  
**To:** Scalano, Tanya C MEM:EX  
**Cc:** Sara Anychuk  
**Subject:** Canucks for Kids Fund Followup to Audit  
**Date:** Monday, November 7, 2011 10:05:14 AM

---

Hi Tanya,

Thank you for your thoroughness with our audit and for answering all of our questions. I wanted to summarize where we are at.

1. I am mailing you the game package from April 26, 2011 – what address should I mail it to?
2. I am emailing you a copy of our current volunteer training to add to our permanent file.
3. You are sending us a checklist of items that you need for the Use of Proceeds audit and then we can put that together and send off to you (bank statements, cancelled cheques, invoices etc.)

Let me know if I have missed anything.

C.

Cheryl Mitchell

s.22

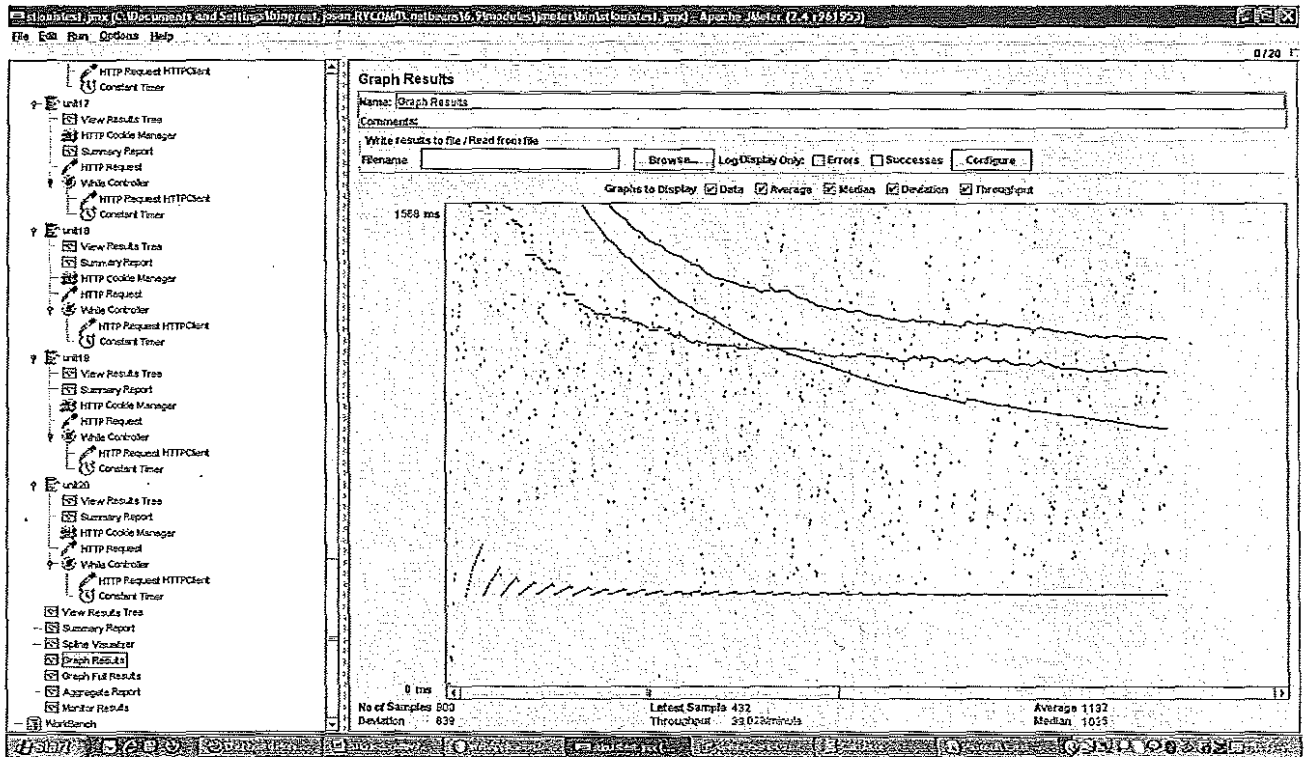
s.22



### Technology Audit Responses 08.23.12

Item	Objectives	Document Request	Response
1	System testing was comprehensive	Documentation showing test performed, by whom and the results (load, data transmission, data integrity, reporting accuracy, reconciliation, error handling etc).	<ul style="list-style-type: none"> <li>Rycom's Stress test results summary ( Attachment 1.0)</li> </ul>
2	The printers can produce the total volume of tickets within allotted timeframe	Printer speed specifications	<ul style="list-style-type: none"> <li>Sales POD Printers are at 4in/min,</li> <li>Foundation printers are at 6in/min</li> <li>Print speeds confirmed in lab,</li> <li>Design used print speed of sales POD multiplied by number of Sales agents,</li> <li>s.21</li> </ul>
3	There are sufficient error handling safeguards in place (e.g. paper jam, out of paper, communication errors, out of ink etc)	Test results of scenarios by 3 <sup>rd</sup> party facilities	<ul style="list-style-type: none"> <li>1 year of successful operating experience with no problems in any of these areas.</li> <li>Foundation printer is constant visual inspection of printer operation during game time,</li> <li>Ability to reprint in the event of paper Jam, based on last ticket number to cause Jam,</li> </ul>
4	Reprint history to hip printer can be audited	Ask for reprint to hip printer logs/audit trail	<ul style="list-style-type: none"> <li>Ticket Reconciliation report identifies if ticket is re-printed,</li> <li>Ticket Report will identify any reprints at the Sales POD (hip printer),</li> <li>Also we can pull from the Bump 5050 message logs for forensic analysis</li> </ul>
5	Reprint history to drum can be audited	Ask for reprint to drum logs/audit trail	<ul style="list-style-type: none"> <li>Bump 5050 Message log shows all drum reprints</li> <li>Message log is vaulted and available for inspection for 1 year or however the business requirement mandates</li> </ul>
6	Reprint commands to drum can only be issued by authorized personnel only (within the draw room?)	Access matrix of who can issue reprint to drum commands	<ul style="list-style-type: none"> <li>Game is managed by Administrative Bump 5050 utility</li> <li>The administrator approves all and any access and privileges,</li> <li>Administrative access is also restricted by network firewall for remote access</li> <li>BUMP IT support team is an authorized staff member who accesses the system only at the request of the Canucks for Kids Fund 5050 team.</li> <li>Reprint requests are minimal – either no requests or less than 5 per game.</li> </ul>

			<p>part of our strategic analysis.</p> <ul style="list-style-type: none"><li>Year 1 focussed primarily on security operations. We anticipate looking at more strategic analysis for year 2.</li></ul>
--	--	--	---



- The BLUE line in the graph displays the average time taken by samples to get the response.
  - Average for test: 1132 ms
- The GREEN line in the graph shows us the throughput or the number of samples per unit of time.
  - Throughput for test: 39.029/min
- The PURPLE line shows the MEDIAN which is the midway value for the times returned (response returned from the server).
  - Median for test: 1025
- The RED line states the Population standard deviation which stated the deviation in response times for samples (average variation in response times from the server)..
  - Deviation for test: 839

#### AUGUST, 2011 MORNING TEST 2

UNITS:	20
Duration of test:	10 minutes
Total tickets sent:	39004
Total sets sent:	5572

Total tickets as on dashboard:	39004
Total tickets in stats queue:	39004
Total gross:	s.21

Missing Tickets:

Page 71 redacted for the following reason:

-----  
s.21

**From:** Lin, Dickson MEM:EX  
**To:** Fitzgerald, Anna MEM:EX; Desrochers, Blanca MEM:EX  
**Cc:** Fraser Cowan, Sandy MEM:EX; s.22 Cheryl Mitchell  
**Subject:** Bump 50:50 IT Audit Responses  
**Date:** Tuesday, August 28, 2012 11:45:28 AM  
**Attachments:** Technology Audit Report 08.23.12.pdf

---

Hello All,

Attached is Cheryl's responses for Bump 50:50

*Dickson Lin, CISA, CIA*  
Commercial Gaming Auditor  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC  
V5G 4L7  
604-775-1128 office

s.15, s.17

dickson.lin@gov.bc.ca

*Know your limit, play within it*



Please consider the environment before printing.

Not Responsive

Pages 73 through 74 redacted for the following reasons:

-----

Not Responsive

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Canucks for Kids Fund 5050 Concern  
**Date:** Tuesday, September 4, 2012 8:53:28 AM

---

Kathy,

I haven't yet spoken to Anna as I want to give her some time to get into her office before I start pestering her! I was wondering about a few things.

1. Are we primarily dealing with your office, Anna's office or the people who license the service providers? If it is the latter, who do we talk to there?
2. Is this something that the Canucks for Kids Fund resolves or does BUMP need to resolve it and if so who do they talk to?
3. I am personally concerned that this does not have a negative impact on the charities and that we are all sensitive as to how we explain why we can't use technology. Hopefully in our collaborations over the next coming weeks we can all speak about this.

Thank you for this.

Cheryl.

Cheryl Mitchell

s.22

s.22

## Dickson, Brandy EMNG:EX

---

**From:** Cheryl Mitchell <s.22  
**Sent:** Tuesday, September 4, 2012 10:01 AM  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Lefler, Stephen C MEM:EX; Fitzgerald, Anna MEM:EX  
**Subject:** Canucks for Kids Fund 5050 Document Request  
**Attachments:** Game Incident Report 04.22.12.pdf; Bump\_Incident\_Findings\_April 22\_Final.pdf; Technology Audit Report 08.23.12.pdf

**Importance:** High

Kathy & Stephen,

Thank you for our call this morning – that was very helpful.

Here are the documents.

1. The incident report that I recently sent to Anna Fitzgerald and Dickson Lin (Game Incident Report 04.22.12)
2. IT information that was compiled by the Canucks and BUMP/Rycom as requested by Dickson Lin (Technology Audit Report 08.23.12)
3. Powerpoint from BUMP 50:50 and Rycom as a followup to the incident (BUMP Incident Findings April 22 Final)

We are very happy to have a meeting here in Vancouver or do a conference call. Let me know what works best and I will coordinate. Again, we will work with you to do whatever you need to move forward.

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Tuesday, September 04, 2012 9:45 AM  
**To:** Cheryl Mitchell  
**Cc:** Lefler, Stephen C MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050

Hi Cheryl

The license number for this year will be 46728.

Thanks

Kathy

---

**From:** Cheryl Mitchell s.22  
**Sent:** Tuesday, September 4, 2012 8:48 AM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050

Hi Kathy,

Hope you had a great long weekend. We haven't seen the later yet.



1. If you have a copy of it could you please send it to me so we can start working on a resolution from our end.
2. Could you please send me our license number as I have to order paper tickets today to have them ready for the 24<sup>th</sup>.

Thank you!

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]

**Sent:** Thursday, August 30, 2012 10:00 AM

**To:** s.22

**Subject:** RE: Canucks for Kids Fund 5050

Thanks

K

---

**From:** s.22 [mailto:s.22]

**Sent:** Thursday, August 30, 2012 9:52 AM

**To:** Elder, Kathy A MEM:EX

**Subject:** Re: Canucks for Kids Fund 5050

I am an individual gaming worker on contract. s.22  
not gaming.

for my main work which is

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Elder, Kathy A MEM:EX" <Kathy.Elder@gov.bc.ca>

**Date:** Thu, 30 Aug 2012 09:36:26 -0700

**To:** Cheryl Mitchell<s.22

**Subject:** RE: Canucks for Kids Fund 5050

Cheryl,

No problem.

One question - s.22

- and I can't remember,

Are you individually on contract with the Canucks for Kids Foundation, or is the contract with s.22  
you on the board/organization.

or are

Thanks

Kathy

---

**From:** Cheryl Mitchell s.22

**Sent:** Wednesday, August 29, 2012 6:18 PM

**To:** Elder, Kathy A MEM:EX

**Subject:** Canucks for Kids Fund 5050

Hi Kathy,

Thank you for giving me the heads up today. I really appreciated that as it gives me time to think about how to best move forward. We will do whatever we can at this end to work with the gaming branch to ensure that everyone is confident and comfortable with the technology. At the end of the day we all want the same things: integrity of

operations to protect the public and the charity. I have already spoken with the Canucks and with BUMP 5050. As soon as we get the letter we will draft a response and set up a meeting to work on a solution.

Again, thanks for the call today.

C.

Cheryl Mitchell

s.22

s.22

**Canucks for Kids Fund 50:50 Program  
Game Incident Report – April 22, 2012  
Canucks vs. LA Kings – Playoffs Game 5.  
Prepared by: Cheryl Mitchell**

**Summary**

From the beginning of this event, the tablets started to cache their tickets (function in offline mode which means continue to sell and print tickets but not send the tickets to the back printer). The caching function is a backup function to protect data. We occasionally see caching; however, it typically lasts for 5 minutes during peak usage times and then resolves itself quickly. The anomaly for this game is that the caching began earlier in the game and was not resolving. In our conversations with the BUMP technology support team, we were assured that the situation would resolve itself and to not be concerned. As the game progressed, the tickets continued to cache in the tablets. The backroom printers were printing tickets into the drum, but at a much slower rate than normal.

Our operational plan for this situation was that we would call back the sellers and have them download the tablets on the wireless system or the wired system and then continue with the draw. In this situation, we were being told that the resolution was near, and so we continued to sell tickets. As we approached the end of the second period, the tablets uncached; however, we did not notice an increase in printing in the back. The technology team let us know that there were no tickets in the queue, which was unusual as the amount of tickets in the bin did not appear to match the volume of ticket sales. The bin appeared 80% full as compared to what we would have expected.

The game was coming to a close, the printers completed their printing, and the dollar values in the system looked accurate. We were concerned about the number of tickets in the draw bin; however, in conversations with the technology support team, it appeared at that time that some of the tickets destined for the backroom printers were lost. The option to delay the draw would not have changed the outcome, so we went ahead and did the draw.

**Analysis**

The BUMP team, in conjunction with the Canucks IT department and Rogers, did extensive analysis for two months following this situation and came to the following understanding. It appears that the Rogers cellular network was sporadic during the first part of the game. This was a unique situation as Rogers had been doing some work on the cellular system in the downtown Vancouver core that day. The tablets/system functioned correctly in terms of recording sales and ensuring accuracy. What was apparent is that as each tablet continuously tried to connect to the cellular network and release its ticket data, when the cellular network dropped, the tablet maintained its ticket database. Based on the testing that day, the signal was inconsistent for the first part of the event. Typically the cellular network may drop for a moment, but then returns to a consistent signal. As sales increased, the local (tablet) ticket database grew; and this caused abnormal high data sizes to attempt to be sent to the backend. This dynamic resulted in lost tickets to the backend printers.

**Solution**

There are both technical and operational solutions:

1. In the event that tickets are caching on the tablets, the sellers must made aware of this condition and return to the sales office to have the tickets released through the backup wifi connection that was installed. This must happen in the first period to ensure that there is enough time to accurately

do the draw. In the future we would also delay the draw until the tickets could be downloaded from the tablets. There is a manual third backup system in place that can retrieve data/ticket numbers from the tablets. This operational component will be written up full and added to both staff and seller training. The change in operations is that the uncaching on the backup system will be independent of the technology system - it will be based on time in the game, not our analysis of system functioning. If the tablets are cached at the beginning of the first period, all sellers will return to uncache their tablets, no matter what is happening with the technology resolution.

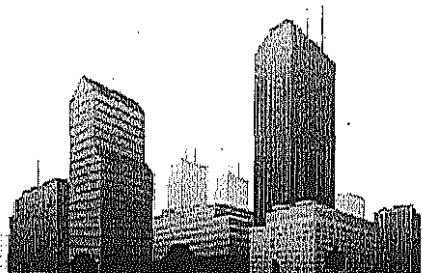
2. Rogers has the ability to give certain types of signals preference in the system. We are looking at establishing this for the tablets.
3. The following code changes had been initiated in the program to limit the packet size that is sent out to the server in the event that data is cached:
  - Tablet end - throttle data that is sent to the server by imposing limits to the packet size that is sent.
  - Back end - put constraints in place to prevent data loss when the tablets are in off-line mode (caching).

Overall this system ran smoothly throughout the season. We are confident moving forward that, from both a technical and operational standpoint, we can continue to operate the 50:50 program with integrity and confidence.

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**RYCOM**  
building connections.



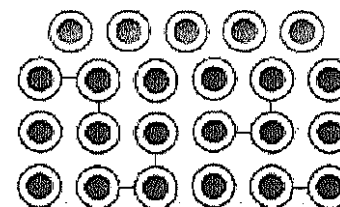
#### Telecom Property Management

RYCOM TPM is Canada's leader in providing telecom infrastructure management and design services to clients across the country. ▶



#### Mobile Solutions

Octane connects brands with consumers through a modular cloud-based service platform. ▶



#### Managed Services

Discover the RYCOM TXN payment transaction network and our complete suite of network and managed services. ▶

## April 22 "Bump 5050" Incident

6/1/2012 Private & Confidential

1

# April 22 2012 Incident Background

6/1/2012 Private & Confidential

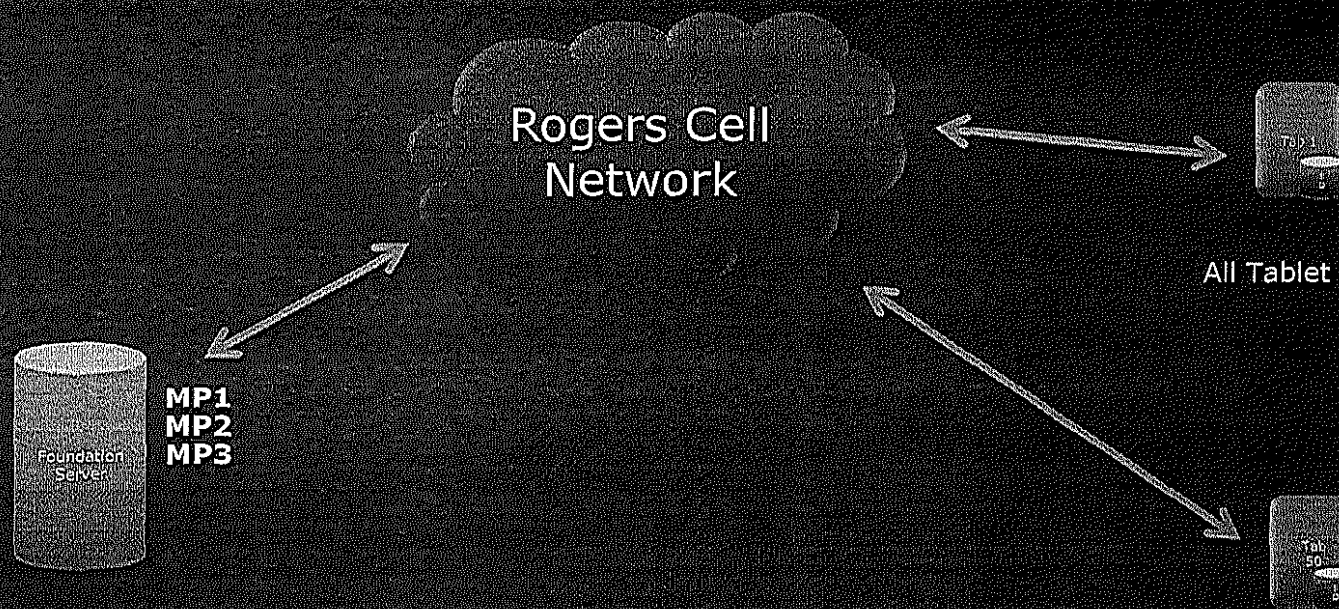
2

# Incident Approach

- GAP caused by either MNO, BUMP 5050 or both
  - GAP 15:09 to 16:40 PST
- GAP analysis
  - March 8<sup>th</sup> game review (Normalization)
  - 3 Stages defined Pre/Post & GAP
  - 100K + logs to compare including external requests, tablet requests, and database "inserts" and system
- Finding Summary
- Recommendations

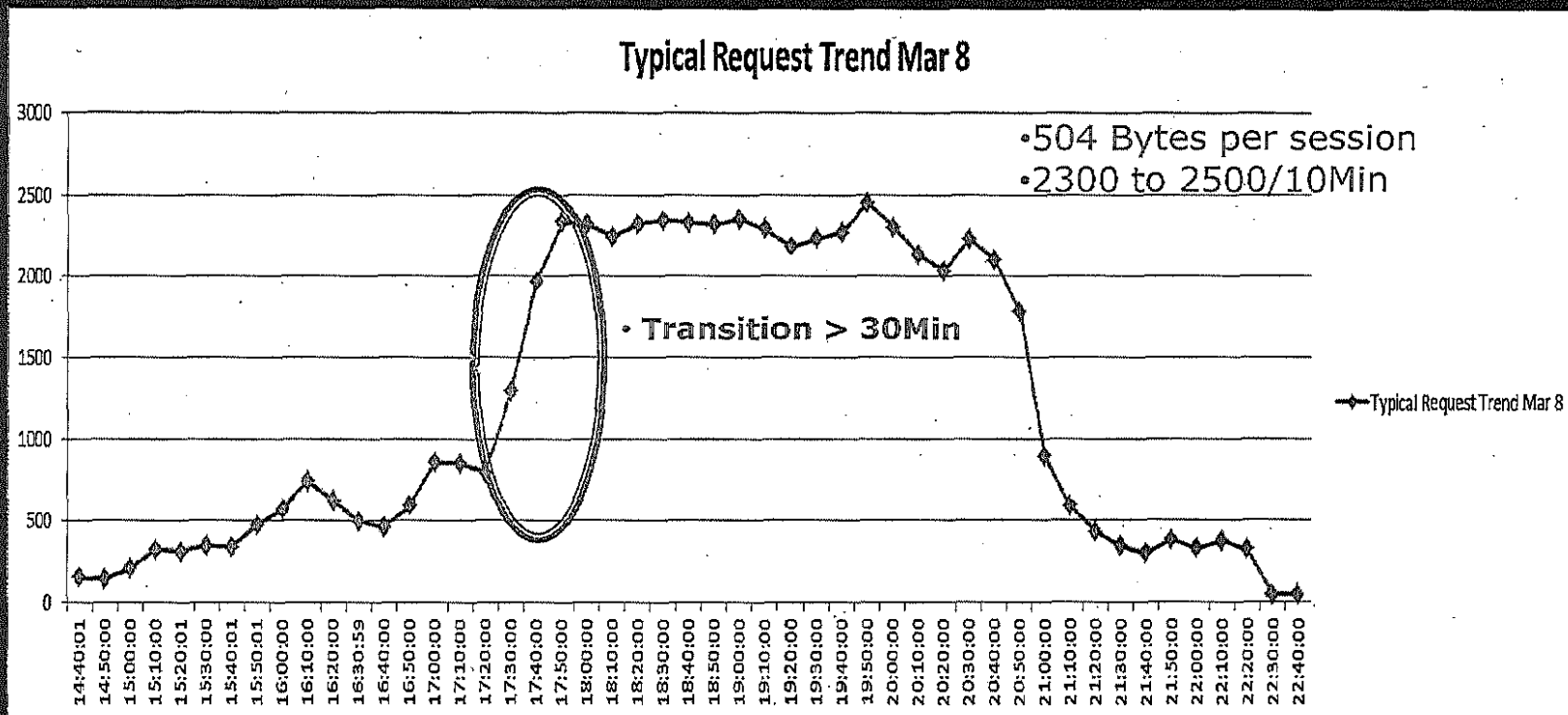


# Measuring Points for April 22



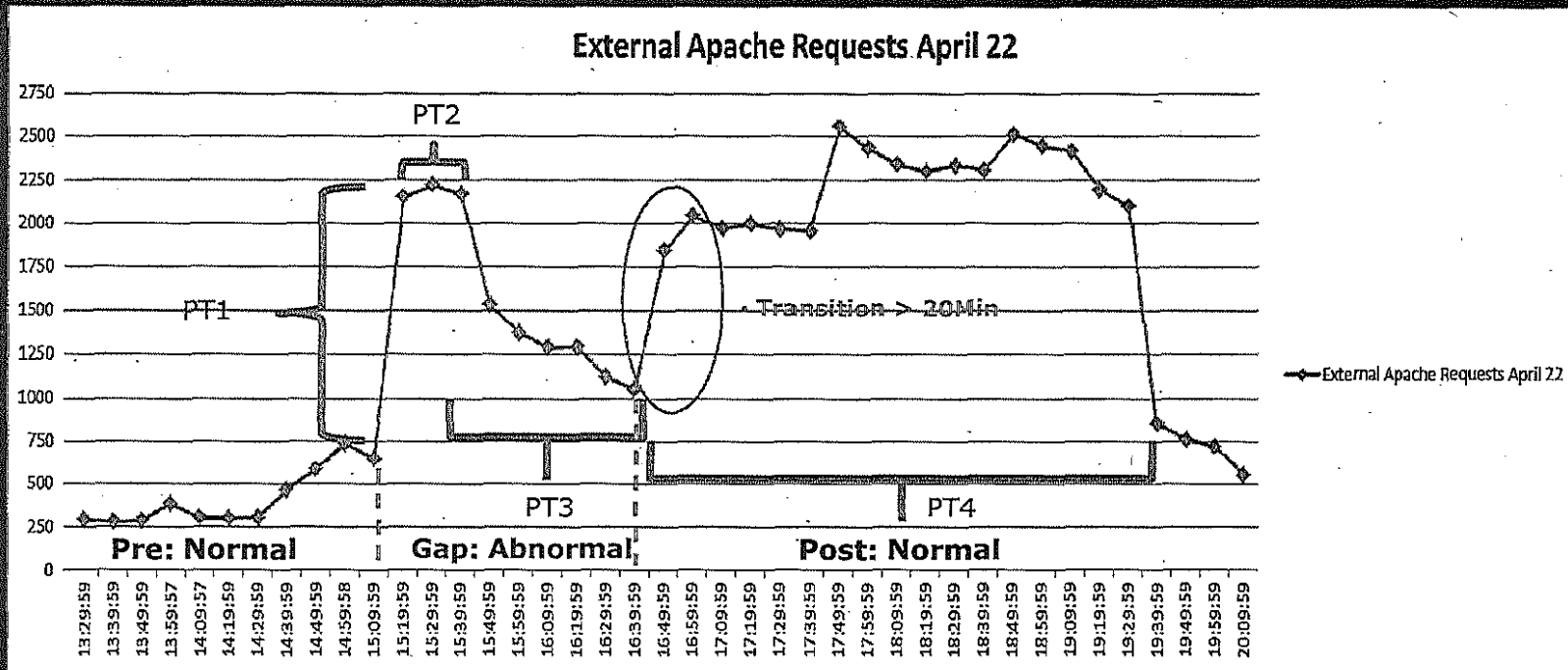


# Normalization Trend



- Typical game requests – gradual increase, plateau, fall-off
- External requests based on Apache vlog.

# MP1 Incident Data- External Apache Requests



## Event Behavior 15:09 to 16:39 PST

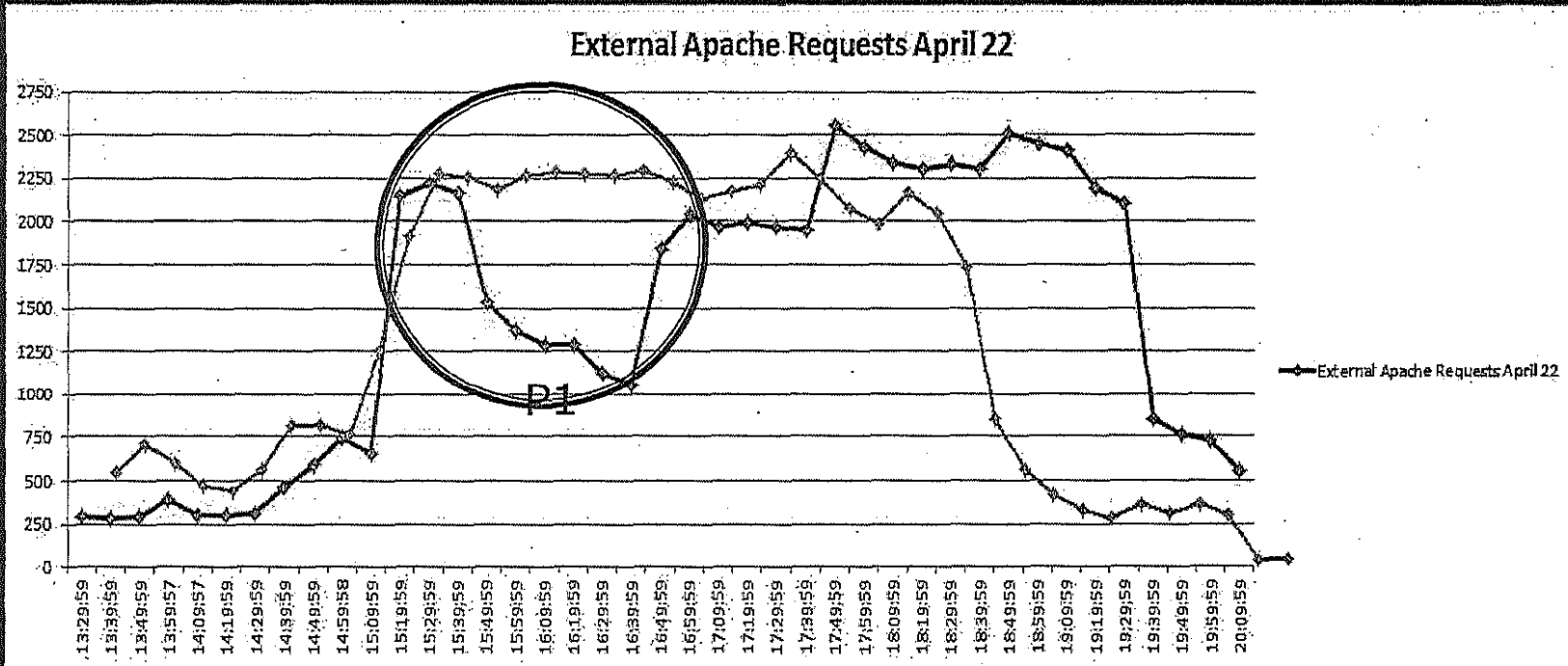
PT1 : The dramatic increase in (transition < 5 Min) request is indicative of repeated failed connections.

PT2 : The data shows that the server tries to sustain the requested load, but the requests were not fully completed, which in turn made the tablets store more data increasing packet size.

PT3 : Indicates the thread locking up and refusing connection due to increase in packet size.

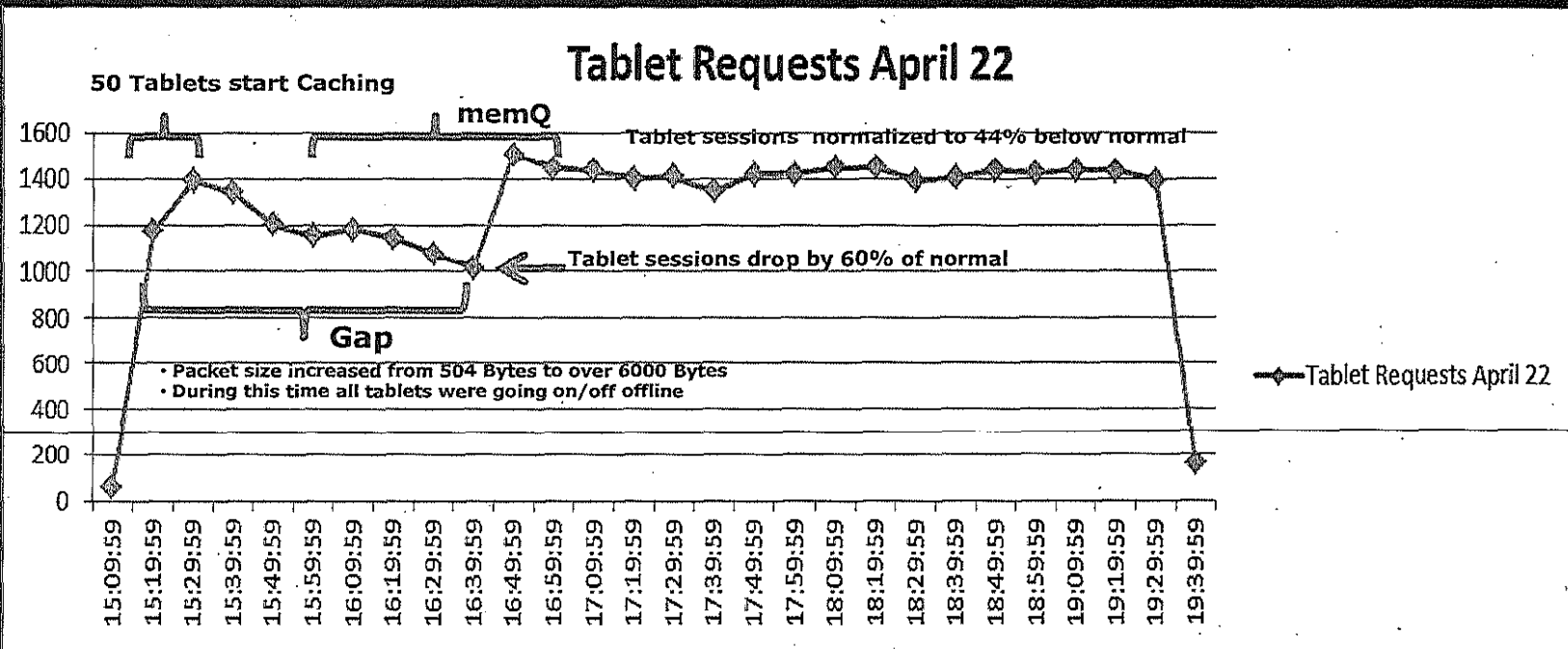
PT4 : Tablets back on air continuously off loading remaining data, back to normal.

# Combined April 22 & March 8



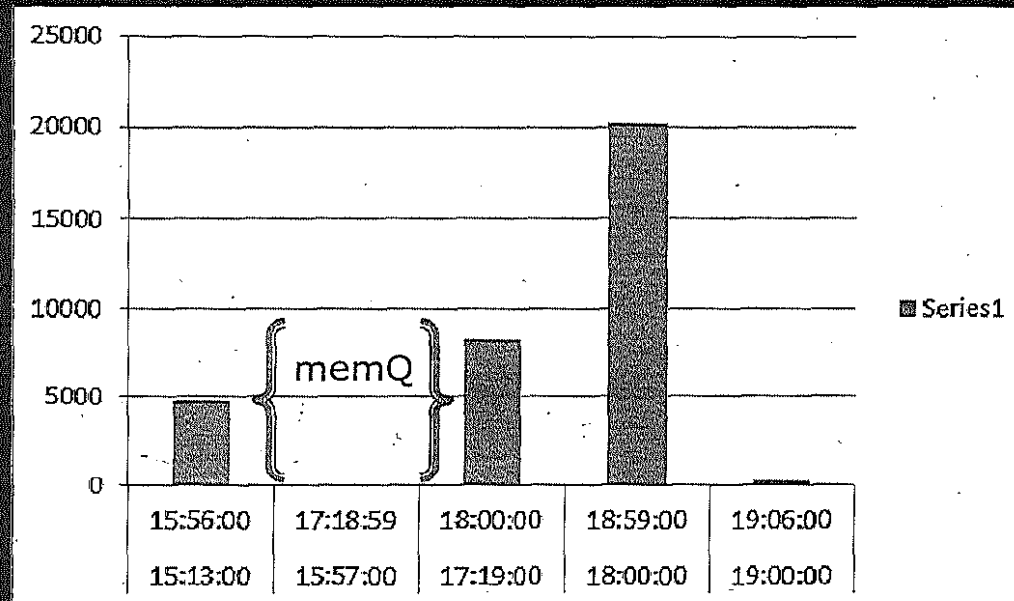
P1: The dip in thread count for the April 22 games vs the March 8 games is caused by the increase in memQ processing time required for a larger payload.

# MP2 Incident Data – Sessions Requests



- 15:09 PST the server was stressed by huge load
  - 50 tablets sending 6000 Bytes sessions
- Tablet requests sessions decrease between 15:30pm and 16:39pm
  - Due to quick growing byte size of 6000 Bytes/tablet
- 16:39 to 19:29 PST Linux load management normalizes and Tablets delivery of ticket data and volume is steady at 6000 bytes/tablet at 1500 sessions/10 min

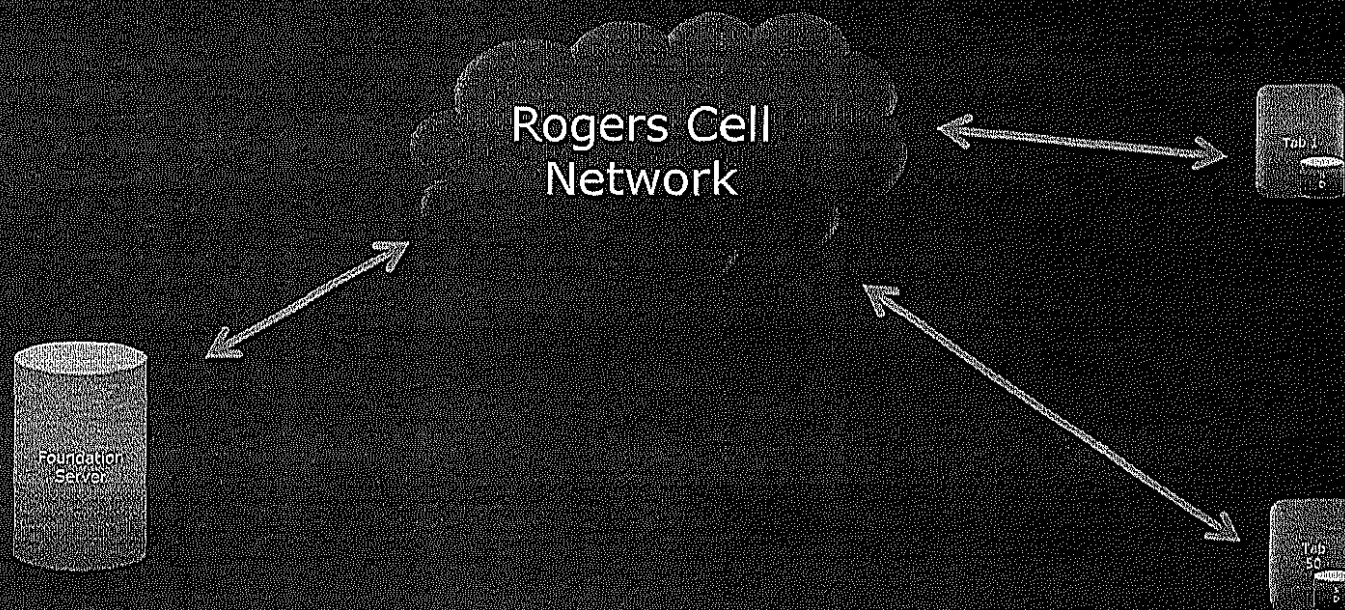
# MP3 Database Writes



- Database inserts for tickets stops from 15:57 and recovers approx 1 hour 15 minutes later
  - Compared against a normal game March 8 in 75 minutes over "25,000" inserts expected
  - Accounting for load flood 27,000 tickets not inserted into dB is caused by a known condition memQ
  - Indication memQ not writing to database
  - The trigger for this condition is frequent tablet to foundation communication interruptions during this period as shown on page 8,
- memQ is a known condition of Linux and many other similar systems
  - The solution is to design precautionary safeguards for critical data
  - Bump Solution is SD memory back-up on Tablet**



# April 22 2012 Tablet Data Recovery



- Tablet Data recovery April 22, 2012
  - Tickets sold by denomination equaled the total pot size
  - Cash collected and remitted represented a couple of hundreds of dollars discrepancy from tablet data recovery
    - Collection/remittance issue

# Summary

- 75 minutes of common outage is unexplainable
  - MNO data un-available to confirm or deny data throughput availability in same period
  - Bump server hardware was normal during the April 22 2012 Game
  - Bump tablet hardware was normal during the April 22 2012 Game
  - Bump application behaved within its specific design parameters ( normal dB load)
  - 50 Tablets all cached during this period,
  - Failure during this period causing a cascade load effect on Bump system
    - 1200% increase in packet size,
    - 44% decreases in sessions
    - 100% of the 256 threads occupied
  - Linux & MySQL behaved as follows:
    - Normal load: no issue
    - Server load : behaved as industry experience identifies memory leaks
  - Memory leak is causing write failures of tickets to database
    - This occurs under severe load conditions
    - This condition was created when all 50 tablets went off the air for 75 minutes and a tablet based backlog of data created out of spec load condition on the foundation server
    - Known problem with Linux and common with other dB and OS's
    - Bump has built in design work around with SD memory on tablet , which preserved the integrity of the data and provided the needed mission critical back-up.

# Recommendation

- Bump 5050
  - Develop load throttling at tablet level not to permit by sizes beyond 600 bytes per session
    - If April 22 condition occurs again this will minimize load on server but shorten the selling time, due to print backlog,
  - Develop a "POD Alert", meaning if the foundation server has not herd from
    - All active PODS in 5, 10, 15 minutes initiate operational protocol intervention
    - Local POD alert
    - 25 %, 50% of all active PODS in 5, 10, 15 minutes initiate operational protocol intervention
- Vancouver
  - Re-design the game time operational intervention process to:
    - Cycle PODS to foundation room to clear their Cache every 10 to 15 minutes
    - Add Wifi upload locations on each level middle of the real-estate plate for POD upload
- MNO
  - Provide online management visibility of each POD account,
  - Look at VPN type priority on their network for each POD account



**From:** Cheryl Mitchell  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** Canucks 5050 program next steps  
**Date:** Tuesday, September 4, 2012 9:18:39 AM  
**Importance:** High

---

Hi Anna,

s.22

Sorry to bother you on your first day back. I spoke with Kathy Elder last week about the situation with technology and the 'hold/stop' on using the BUMP system. Understandably we are very concerned and want to resolve as soon as possible. I am hoping that you can meet with me today or tomorrow. I am available at your convenience. We are anxious to get started on whatever you need us or BUMP to do. The sooner the better so we can get moving towards a resolution to the situation.

Thank you. Let me know what timing works best for you.

Cheryl.

Cheryl Mitchell

s.22

s.22

-----Original Message-----

From: Fitzgerald, Anna MEM:EX [mailto:Anna.Fitzgerald@gov.bc.ca]

Sent: Thursday, August 16, 2012 11:03 AM

To: s.22

Subject: Re: Incident report

Wonderful :) thank you

Sent from my iPhone

On 2012-08-16, at 11:03 AM, "s.22

<s.22 wrote:

> Hi Anna, I will get that right over to you. Sorry about the delay. C

> Sent on the TELUS Mobility network with BlackBerry

>

> -----Original Message-----

> From: "Fitzgerald, Anna MEM:EX" <Anna.Fitzgerald@gov.bc.ca>

> Date: Thu, 16 Aug 2012 10:21:05

> To: Fitzgerald, Anna MEM:EX<Anna.Fitzgerald@gov.bc.ca>

> Cc: Cheryl Mitchell<s.22

> Subject: Incident report

>

> Cheryl

> Please do send the incident report ASAP. It is a requirement of the license and so the next license won't get processed until it is complete.

>

> Please don't hesitate to give me a call if you want to clarify.

>

> Regards

> Anna

>

> Sent from my iPhone

>

> On 2012-08-09, at 10:16 AM, "Fitzgerald, Anna MEM:EX"  
 <Anna.Fitzgerald@gov.bc.ca<<mailto:Anna.Fitzgerald@gov.bc.ca>>> wrote:  
 >  
 > Thank you Cheryl. When you get a chance could you please send me details  
 about the issue with the cellular network that you experienced with the last  
 game.  
 >  
 > s.22  
 > Regards  
 > Anna  
 >  
 > Sent from my iPhone  
 >  
 > On 2012-08-09, at 9:44 AM, "Cheryl Mitchell"  
 <s.22> >> wrote:  
 >  
 > Hi Anna,  
 >  
 > Thank you for the meeting. I have forwarded this to BUMP and they have  
 begun work. I am not sure if they can have it all done by the 17th but we  
 will have at least some of it!  
 >  
 > C.  
 >  
 > Cheryl Mitchell  
 > s.22 <http://solutions.com>>  
 > s.22  
 >  
 > From: Fitzgerald, Anna MEM:EX [<mailto:Anna.Fitzgerald@gov.bc.ca>]  
 > Sent: August-03-12 4:33 PM  
 > To: 's.22'  
 > Cc: Desrochers, Blanca MEM:EX; Lin, Dickson MEM:EX  
 > Subject: RE: Canucks: Proposed Document Request  
 >  
 >  
 >  
 > Hello Cheryl ,  
 > Thank you for meeting with us today. As discussed, we would be grateful  
 if you could arrange for us to be provided with documentation related to the  
 Bump 5050 application used for the Canucks for Kids Fund. Below is our list  
 of objectives, and the possible corresponding documents which a may be  
 address the objectives. Please arrange to send the documents to Dickson Lin  
 and/or direct us to the persons who may be able to help.  
 >  
 > We would be grateful if you could arrange for us to receive the  
 > information by August 17, 2012  
 >  
 >  
 >  
 > Regards,  
 > Anna Fitzgerald  
 >  
 > Anna Fitzgerald, CA, CIA  
 > Director, Charitable Gaming  
 > Audit and Compliance  
 > Gaming Policy and Enforcement Branch  
 > 604-660-0269  
 > Know your limit, play within it.  
 >  
 >

**From:** Lefler, Stephen C MEM:EX  
**To:** "Cheryl Mitchell"  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request  
**Date:** Wednesday, September 5, 2012 12:34:00 PM

---

Hi Cheryl. I left you a voicemail but wanted to follow up with an email. We are coming to Vancouver this Friday and would like to set up a meeting with yourself and the vendor. At this point I am not sure who we should be speaking to, Bump5050 or Rycom. Please let me know when you are available. We will be overnighting so even late afternoon will be OK. Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. **s.15, s.17**  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\* "THIRD PARTY RULE" - This information must not be shared or disseminated without the authority of the sender. This communication may contain privileged or confidential information. If you have received this message in error or are not the named recipient, please immediately notify the sender and delete the message from your mailbox and trash without copying or disclosing it.\*\*\*

\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** Cheryl Mitchell [mailto:**s.22**]  
**Sent:** Tuesday, September 4, 2012 10:01 AM  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Lefler, Stephen C MEM:EX; Fitzgerald, Anna MEM:EX  
**Subject:** Canucks for Kids Fund 5050 Document Request  
**Importance:** High

Kathy & Stephen,

Thank you for our call this morning – that was very helpful.

Here are the documents.

1. The incident report that I recently sent to Anna Fitzgerald and Dickson Lin (Game Incident Report 04.22.12)
2. IT information that was compiled by the Canucks and BUMP/Rycom as requested by Dickson Lin (Technology Audit Report 08.23.12)
3. Powerpoint from BUMP 50:50 and Rycom as a followup to the incident (BUMP Incident Findings April 22 Final)

We are very happy to have a meeting here in Vancouver or do a conference call. Let me know what works best and I will coordinate. Again, we will work with you to do whatever you need to move forward.

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Tuesday, September 04, 2012 9:45 AM  
**To:** Cheryl Mitchell  
**Cc:** Lefler, Stephen C MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050

Hi Cheryl

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Thanks

Kathy

---

**From:** Cheryl Mitchell s.22  
**Sent:** Tuesday, September 4, 2012 8:48 AM  
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**Subject:** RE: Canucks for Kids Fund 5050

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1. If you have a copy of it could you please send it to me so we can start working on a resolution from our end.
2. Could you please send me our license number as I have to order paper tickets today to have them ready for the 24<sup>th</sup>.

Thank you!

Cheryl Mitchell

s.22

s.22

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**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Thursday, August 30, 2012 10:00 AM  
**To:** s.22  
**Subject:** RE: Canucks for Kids Fund 5050

Thanks

K

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**Sent:** Thursday, August 30, 2012 9:52 AM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Re: Canucks for Kids Fund 5050

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main work which is not gaming.  
Sent on the TELUS Mobility network with BlackBerry

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**Date:** Thu, 30 Aug 2012 09:36:26 -0700  
**To:** Cheryl Mitchell<s.22  
**Subject:** RE: Canucks for Kids Fund 5050

Cheryl,  
No problem.  
One question -s.22 - and I can't remember,  
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Kathy

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**Subject:** Canucks for Kids Fund 5050

Hi Kathy,

Thank you for giving me the heads up today. I really appreciated that as it gives me time to think about how to best move forward. We will do whatever we can at this end to work with the gaming branch to ensure that everyone is confident and comfortable with the technology. At the end of the day we all want the same things: integrity of operations to protect the public and the charity. I have already spoken with the Canucks and with BUMP 5050. As soon as we get the letter we will draft a response and set up a meeting to work on a solution.

Again, thanks for the call today.

C.

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request  
**Date:** Wednesday, September 5, 2012 4:25:12 PM

---

Steve,

Hi we are all set up for 12:00 – 2:00 pm our time on Friday. The BUMP/Rycom team will be on conference call with us. The meeting is at the Canucks at Rogers Arena. You can go to Gate 16 and I will meet you there.

I will have the manual to you by tomorrow.

In the meantime if you need anything please email me or call me at s.22

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** Wednesday, September 05, 2012 1:55 PM  
**To:** 'Cheryl Mitchell'  
**Cc:** 'Daniel Tanenbaum'  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Thanks Cheryl

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

**From:** Cheryl Mitchell ] s.22  
**Sent:** Wednesday, September 5, 2012 1:10 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** 'Daniel Tanenbaum'  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Steve,

While that works for us, it may be a challenging for Dan's Toronto team. Dan's direct cell phone number is s.22 and his email is [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com). I have copied him on this email.

Another option for timing is that you come over to Vancouver on Friday and we conference call in Dan and his IT team. We can meet with the Canuck IT Director's office if that works for you.

Our 50:50 room will be set up next week but we could go online to see reports and use the tablets – we just wouldn't be able to see the back printers in action until next week. That may be 'step 2' after this meeting/call.

Thank you for moving quickly to resolve this.

Cheryl.

Cheryl Mitchell

s.22

s.22

**From:** [Cheryl Mitchell](#)  
**To:** [Lefler, Stephen C](#) MEM:EX  
**Cc:** [Fitzgerald, Anna](#) MEM:EX  
**Subject:** BUMP 5050 operataion manual and pod setup manual  
**Date:** Wednesday, September 5, 2012 8:19:08 PM  
**Attachments:** [Bump5050 User Manual \(V2.3\).pdf](#)  
[Preparing the Pod to Sell Tickets OS October 2011.docx](#)

---

Steve,

Here is our original user manual. There have been some updates since that time but it is basically the same. I anticipate that we will receive an updated one for this season although it is unnecessary at this point.

As well I have attached a copy of the tablet setup that we were given that formed the basis of our training documents.

Throughout the season we were also sent many different updates including FAQs which provided written updates to commonly asked questions.

All of this was integrated into our training and operation strategies.

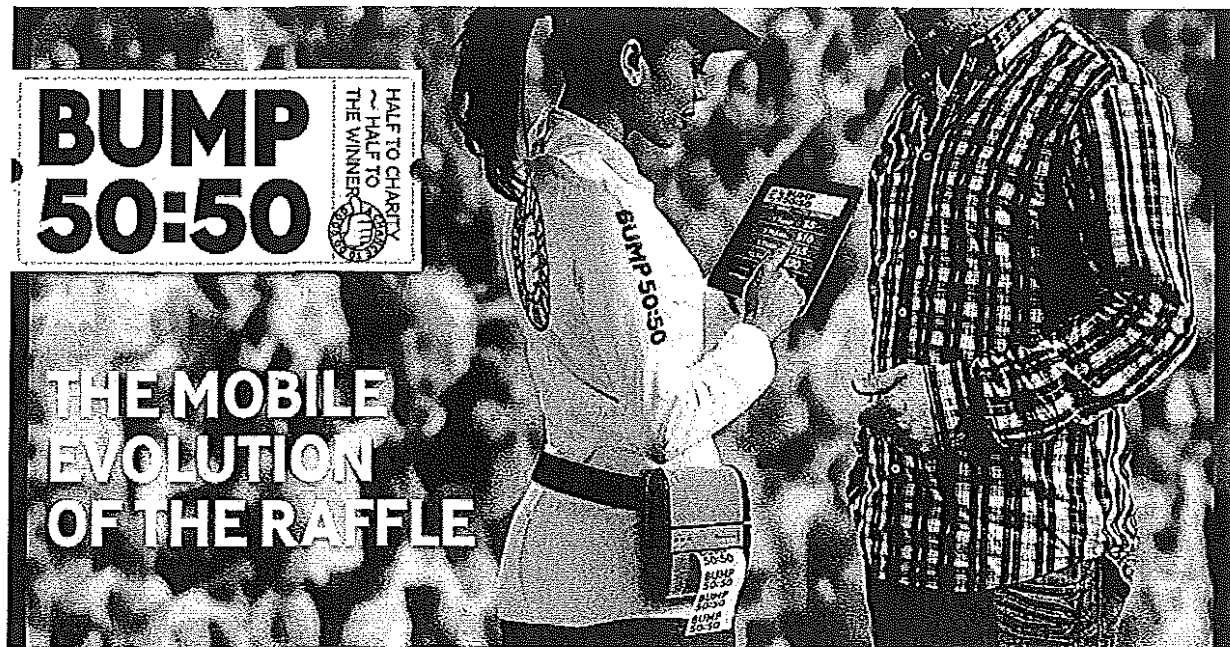
C.

Cheryl Mitchell

s.22

s.22





## Bump 50:50 Electronic Raffle Solutions

### Users Manual

This guide provides instructions to the raffle or draw manager on how to optimally set up, operate and take down the system after a game or event.

Bump Worldwide Inc.  
2 Berkeley Street, Suite 304

s.22

[info@bump5050.com](mailto:info@bump5050.com)

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# Bump 50:50 Electronic Raffle Solution

## Users Manual

### What it is:

Bump Worldwide Inc. ("Bump") is a charitable services company that utilizes proprietary technology to offer an electronic means to conduct a traditional 50/50 raffle. This solution is called the Bump 50:50 Electronic Raffle Solution (the "Solution"). The benefit of the Solution is to provide the conductor of a raffle with reporting and analytics in terms of the activities of individual ticket sellers and the conduct of the entire draw as a whole. This guide provides instructions to the raffle or draw manager on how to optimally set up, operate and take down the system after a game or event.



### Components of the Bump 50:50 Electronic Raffle Solution:

The following components make up the hardware and other equipment that are required to operate the Solution and conduct a raffle. The turnkey solution is broken down in two categories: Seller Units ("Pods") and System Components ("Back-end").

#### Seller Unit ("Pod") Components

Each ticket seller will be outfitted with an identical Pod of equipment that they will use to sell tickets to the patrons of the client venue. Depending on your needs there may be anywhere from 2 to 50 seller units. These seller units consist of the following equipment:

- 1 Tablet (Samsung Galaxy Tab 7") and protective carrying case
- 1 Printek Mobile Printer with shoulder strap

#### System Components ("Back-end")

The following components are what make up the back-end system:

- 12 iThaca iTherm 280 printers with additional spacers to handle the shorter than normal paper rolls. These printers automatically print the individual ticket numbers that are fed into the raffle drum for the draw.
- 1 Server with a 64 bit processor to act as an application server to host the Solution on-site as well as a print server to process and queue ticket print requests for the Back-end printers coming from the ticket sellers.

- 1 Raffle drum to hold the individual tickets and allow you to conduct the draw itself.
- 1 Printer stand to carry all the Back-end printers and arrange them all in such a way that they are able to simply drop their printed tickets directly into the raffle drum.

## SECTION 1: PRE-GAME SET-UP

In this section, the raffle manager will learn how to set-up an event on the system as well as all the other preliminary steps that need to be taken before the game or event begins.

### 1.1: Wake up the Computer

1. Log on to the computer that acts as the application and print server. Have your userid and password ready for this screen...  
NOTE: If you are logged in to the Manager Section you need to log out to access the Admin Section.



2. Log into the Admin Section using the username, **admin**, and it's currently assigned password. Once logged into the Admin Section you will see the following screen:



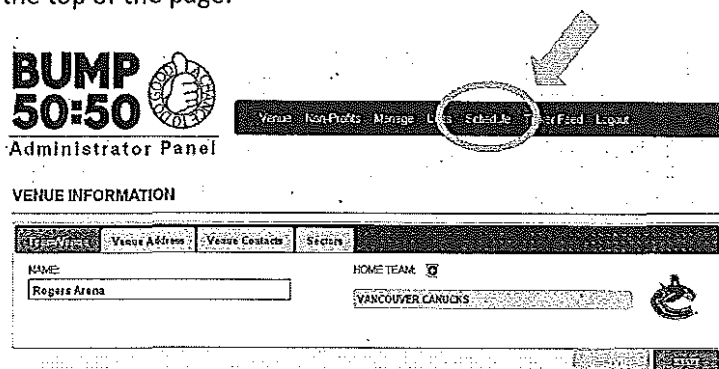
#### VENUE INFORMATION


Team Name	Venue Address	Venue Contact	Section
NAME	HOME TEAM:		
Rogers Arena	VANCOUVER CANUCKS		

## 1.2: Setting up a Game or Event:

If the day's game or event has not previously been scheduled on the system, the raffle manager will need to set it up themselves. This could also be the case if the venue wishes to use the Solution at an event that wasn't previously scheduled. The ability to schedule event is contained in the Admin Section of the Solution. By taking the following steps the raffle manager can easily and quickly set up an event:

1. To create a new game or event, click on [Schedule] contained in the main navigation bar at the top of the page.




**BUMP 50:50**   
Administrator Panel

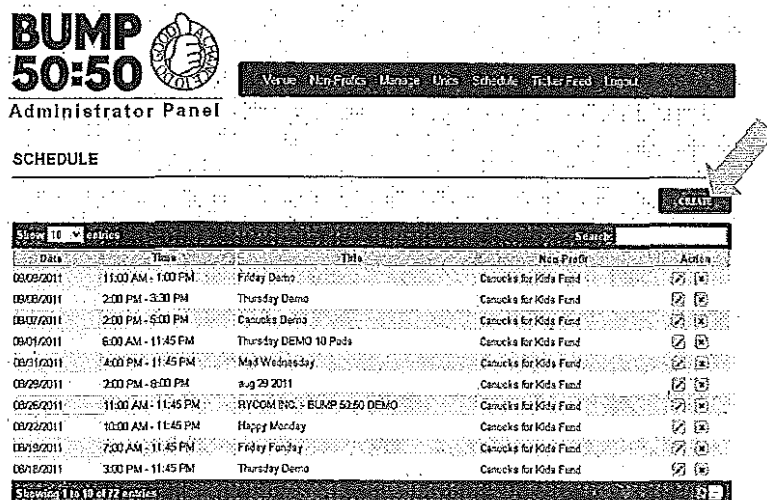
Venue Non-Profit Manage Users **Schedule** Ticket Feed Logout


**VENUE INFORMATION**

**VENUE ADDRESS** **VENUE CONTACTS** **SECTION**

NAME:  HOME TEAM: ☒ 

2. Next click on [CREATE] which you will find on the right hand side of the screen within the [Schedule] section.



**BUMP 50:50**   
Administrator Panel

Venue Non-Profit Manage Users **Schedule** Ticket Feed Logout

**SCHEDULE**

Show 10 entries Search

Date	Time	Title	Non-Profit	Action
08/08/2011	11:00 AM - 1:00 PM	Friday Demo	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/08/2011	2:00 PM - 3:30 PM	Thursday Demo	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/07/2011	2:00 PM - 5:00 PM	Canucks Demo	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/01/2011	6:00 AM - 11:45 PM	Thursday DEMO 10 Pods	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/01/2011	4:00 PM - 11:45 PM	Mad Wednesday	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/29/2011	2:00 PM - 6:00 PM	aug 29 2011	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/25/2011	11:00 AM - 11:45 PM	RYCOOM INC. - BUMP 50:50 DEMO	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/22/2011	10:00 AM - 11:45 PM	Happy Monday	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/19/2011	7:00 AM - 11:45 PM	Friday Fun Day	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>
08/18/2011	3:00 PM - 11:45 PM	Thursday Demo	Canucks for Kids Fund	<input checked="" type="checkbox"/> <input type="checkbox"/>

Showing 1 to 10 of 72 entries

3. Clicking on [CREATE] should take you to the following screen:

The screenshot shows the 'BUMP 50:50' logo with a circular icon containing a hand. Below the logo is the text 'Administrator Panel'. A navigation bar contains links: 'Venue', 'Non-Profit', 'Manage Units', 'Schedule', 'Team Feed', and 'Logout'. The main section is titled 'EVENT' with a 'BACK' button. The form includes the following fields:

- TITLE:** A text input field.
- 1-ST TEAM:** A dropdown menu with 'Vancouver Canucks' selected. Below it is the text 'All Teams / Home Teams'.
- 2ND TEAM:** A dropdown menu with '- Select one -' selected. Below it is the text 'All Teams / Home Teams'.
- DATE:** A text input field.
- START TIME:** A text input field.
- END TIME:** A text input field.
- NON-PROFIT:** A dropdown menu with '- Select one -' selected.

At the bottom right, there are two buttons: 'SUBMIT' and 'CANCEL'.

- Enter a Title for the Event. TIP: Use a combination of the event date and the visiting team for easy reference at a later date (e.g. Sept 20, 2011, Calgary Flames).
- Choose the visiting team on the 2<sup>ND</sup> TEAM dropdown menu.

2-ND TEAM:

The screenshot shows a dropdown menu for the '2-ND TEAM' field. The menu is open, displaying the following options: 'Los Angeles Kings', 'Florida Panthers', 'Los Angeles Kings', and 'Minnesota Wild'. An arrow points to the 'Los Angeles Kings' option, which is highlighted.

- Set the date, start time and end time of the event/game. TIP: Set the start time an hour or two before the official game start and the end time an hour or two after the estimated game end.
- Under Non-Profit dropdown menu, select the Canucks for Kids Fund.

NON-PROFIT:

The screenshot shows a dropdown menu for the 'NON-PROFIT' field. The menu is open, displaying the following options: '- Select one -', '- Select one -', and 'Canucks for Kids Fund'. An arrow points to the 'Canucks for Kids Fund' option, which is highlighted.

- Click [SUBMIT] to finish the set up.
- Logout of the Admin section.

### 1.3: Setting Ticket Prices

Ticket pricing for an event must be set before the event start time so it is imperative that when you setup an event you make sure you add the ticket prices prior to the raffle start time.

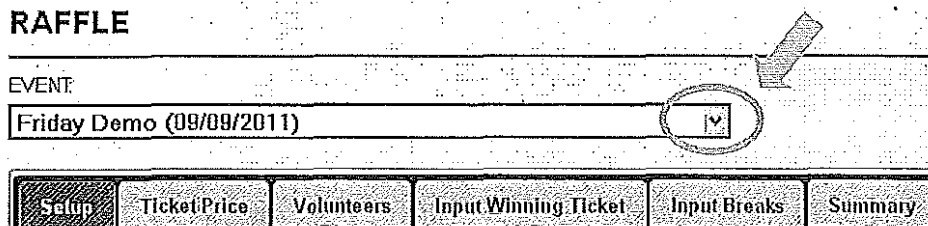
1. On the administrator panel, log into the Manager section with the userid, **manager**, and it's currently assigned password. NOTE: If you are logged in to the Administrator Section you need to log out to access the Manager Section.



2. Click on [Raffle], contained in the main navigation bar at the top of the page.



3. Click on the drop down menu for EVENT and choose the game that had been previously created.



4. Click on [Ticket Price] and add pricing for the game or the event based on the charity's request.

A screenshot of the "Ticket Price" setup form. The "Ticket Price" tab is selected and highlighted. The form contains two columns of input fields. The left column is labeled "NUMBER OF TICKETS IN SET" and has input fields with values 3, 7, 18, and 0. The right column is labeled "PRICE PER SET" and has input fields with values 5, 10, 20, and 0. An arrow points to the "Ticket Price" tab. At the bottom right, there are "SAVE" and "RESET" buttons.

5. Click on [SUBMIT] to complete entering the ticket pricing.

#### 1.4: Assigning Sellers:

1. Click on [Volunteers] while in the Manager section.

**BUMP 50:50**

Dashboard | My Profile | Raffle | Reports | Critical Functions | Logout

**Manager Panel**

**RAFFLE**

EVENT  
Friday Demo II (09/09/2011)

Setup | Ticket Price | **Volunteers** | Input Winning Ticket | Input Breaks | Summary

ASSIGN

Show 10 entries

Volunteer	Cash Float	Actual Tickets	Actual Cash	Sectors	Action
No data available in table					

Showing 0 to 0 of 0 entries

2. Click on [ASSIGN].

**RAFFLE**

EVENT  
Friday Demo (09/09/2011)

Setup | Ticket Price | **Volunteers** | Input Winning Ticket | Input Breaks | Summary

ASSIGN

Show 10 entries

Volunteer	Cash Float	Actual Tickets	Actual Cash	Sectors	Action
-----------	------------	----------------	-------------	---------	--------

3. Select a VOLUNTEER on the dropdown menu of the next screen.

**ASSIGN VOLUNTEER TO SECTOR(S)** BACK

VOLUNTEER  
Canuck Volunteer 04

SECTOR  
- Select one -

CASH FLOAT

ACTUAL TICKETS RETURNED:

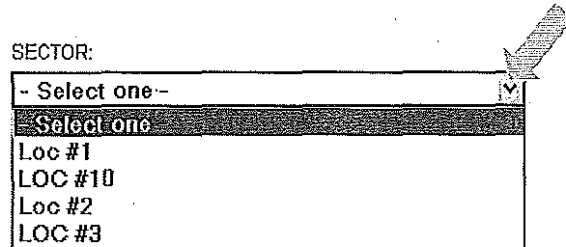
ACTUAL CASH RETURNED:

GO PRINT



- a. Select the SECTOR that the volunteer is assigned to from the dropdown menu.

SECTOR:



- Select one-  
Select one  
Loc #1  
LOC #10  
Loc #2  
LOC #3

- b. Enter the CASH FLOAT that they are carrying.

NOTE: Also on this screen, you will notice the fields ACTUAL TICKET RETURNED and ACTUAL CASH TENDERED. Make note of this because you will have to come back to this window when the volunteer returns at game's end with some void/returned tickets and cash from ticket sales.

- c. Click on [SUBMIT] to complete assigning volunteers.

## **SECTION 2 – PRE-GAME PROCEDURES**

A manager or administrator must be at the game/event well before sellers start selling tickets to ensure that all equipment has been checked to ensure that they are functional.

- ✓ Check that all devices are fully charged – Galaxy Tabs and Mobile Printers.
- ✓ Layout all seller units and ensure that all paired units are next to each other (Tablet C4KF-0033 is next to Mobile Printer C4KF-0033 etc.).
- ✓ Place a fully charged battery into the mobile printer.
- ✓ Check the roll of paper in the mobile printers... Replace the roll if necessary.
- ✓ Attach the shoulder straps to the mobile printers by connecting the clip on the strap with the knob on the bottom of the mobile printer.

Once everything has been laid out you are now ready to bring the Solution online.

## **SECTION 3 – BRINGING THE SOLUTION ONLINE**

### **Activating Units**

The manager should arrive well before the start of selling in order to bring the Solution and its individual components online because each seller unit will automatically be deactivated at the end of the previous game or event. The process of bringing each seller unit online is identical and it is important that the manager finishes bringing each seller unit online before moving on to the next.

There are 2 steps to bringing the Solution online.

1. Activating the units on the computer.
2. Switching on the seller units and ensuring that they are paired with each other.


### 3.1: Activating the units on the computer:

1. Log into the Admin Section using the username, **admin**, and it's currently assigned password. Once logged into the Admin Section you will see the following screen:

The screenshot shows the BUMP 50:50 Administrator Panel. At the top, there is a navigation bar with links: Venue, Team Points, Manage Units, Schedule, Ticket Feed, and Logout. Below this is the 'VENUE INFORMATION' section. It contains a 'NAME' field with 'Rogers Arena' and a 'HOME TEAM' dropdown menu set to 'VANCOUVER CANUCKS'. There is also a 'VIEW ADDRESS' button.

2. Click on [Units] on the main navigation at the top of the page. You will see a list of units and their status. Beside each unit there is a column called "Active." If that column shows "No" it is because the unit is not activated.

The screenshot shows the BUMP 50:50 Administrator Panel with the 'Units List' section. A red arrow points to the 'Units' link in the top navigation bar. The 'Units List' section has a 'Show ID' dropdown set to 'id' and a 'Search' field. Below is a table with columns: Unit Name, Registered, Active, and Action. The table contains one row with 'Unit Name' as 'Galarzi', 'Registered' as 'Yes', and 'Active' as 'No'. At the bottom, it says 'Showing 1 to 1 of 1 entries'.

3. Click on  to change the unit status.
4. Click [Yes] to confirm activation of the unit selected.

The screenshot shows a 'Change Device Status' dialog box. It asks 'Are you sure you want to ACTIVATE this unit?'. At the bottom, there are two buttons: 'Yes' and 'No'. A red arrow points to the 'Yes' button.


The status of the unit should now show as Active = Yes.

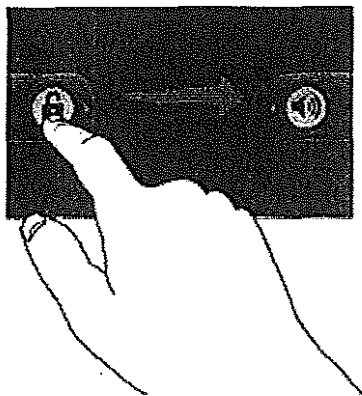
### 3.2: Switching on the seller units and ensuring that they are paired with each other:

There is a specific procedure to turning on the seller units that ensures the seller will be able to print tickets at all times. The procedure is identical for each individual seller unit. Below, you will find the step by step instructions on how to bring each seller unit online. Please follow these next steps carefully in order to ensure that the Pods function properly.

- ✓ Ensure that all the pieces of the seller units, "Pods" (paired tablet and mobile printer) are arranged in such ways that all paired units are next to each other.
- ✓ Pick up a Pod and go through the following instructions...



#### Switching the Tablet On...

1. Press and hold  (on the upper right side of the tablet) until the tablet switches on.
2. Sweep the lock icon to the right to unlock the tablet.



#### Enabling the Tablet's Mobile AP...

By default, the Mobile AP function is set to off after switching on the Tablet. The Mobile AP function needs to be active to allow the paired Printek Mobile Printer to connect to it. To enable the Mobile AP function, follow the following steps:

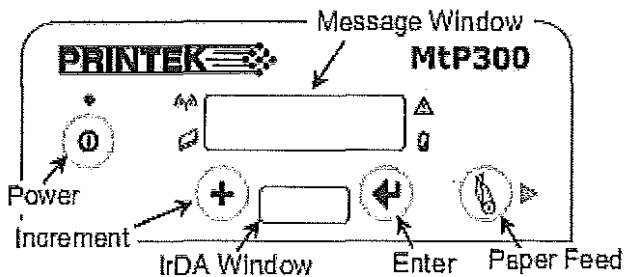
1. From the Home screen, tap  → **Settings** → **Wireless and network** → **Mobile AP**.
2. Tap **Mobile AP** to activate the feature (checkmark appears).
3. If Wi-Fi is activated, tap **Yes** to deactivate it.
4. Press  four times to bring the Tablet back to the main screen, where the Bump5050 icon is located.

The Mobile AP settings of the Tablet (Network SSID, Security, and Password) would have already been setup prior to releasing the Pod during a scheduled event.

Page

## Switching On the Printek Mobile Printer...

1. Press the **Power** button located on the front of the printer.



The printer will beep once and display printer status and battery status in the Message Window.

2. Confirm that the printer has connected to the Tablet/Mobile AP by going through the following steps:
  - a. Press and hold the **Enter** button until the printer beeps once then let the button go. The Green light on top of the Power button will blink and eventually print out the printer status.
  - b. Check that the Link Status is 'Connected.' The SSID should display the SSID of the Tablet/Mobile AP that it is connected to.

```

wl-info
Module Firmware Version: 1.40
Radio Firmware Version: 5.0.21.p1-210

Link Status: ✓ Connected
SSID: ✓ c4kf0033
MAC Address: 000B6B24018A
BSSID: 2013E05ACF00
Transmit Rate (Mb/s): 1
Signal Level (dBm): -68
Noise Level (dBm): -96
IP Address: 192.168.43.16
Subnet Mask: 255.255.255.0
Default Gateway: 192.168.43.1
Primary DNS: 0.0.0.0
Secondary DNS: 0.0.0.0
Up Time (Sec): 1878

wl-ssid
c4kf0033
wl-type
a
wl-security
wpa2-psk
wl-dhcp
0
wl-chan
0x08
wl-tunnel-port
0x1F67
  
```

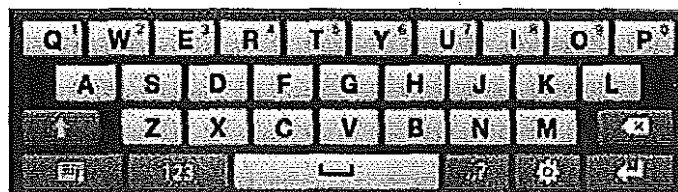
### Starting the Bump 50:50 application...

1. Press the Bump5050 icon.



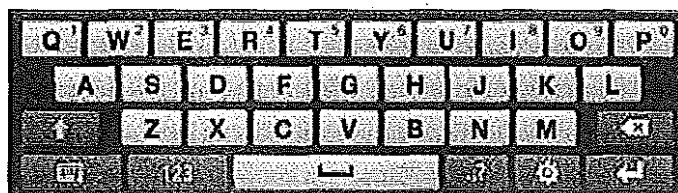
The Bump5050 icon is located on the lower left corner of the screen.

2. Logon to the application with your assigned Login ID and Password.
  - a. Tap on the area to the right of 'Login:', White box... A virtual keyboard will pop up from the bottom of the screen.




Enter your Login ID and press  to hide the virtual keyboard.

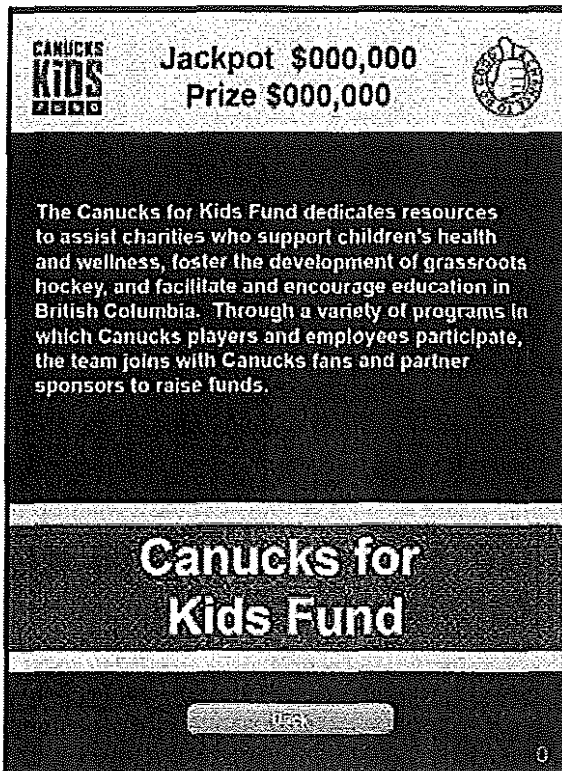
- b. Tap on the area to the right of 'Password:', White box... A virtual keyboard will pop up from the bottom of the screen.




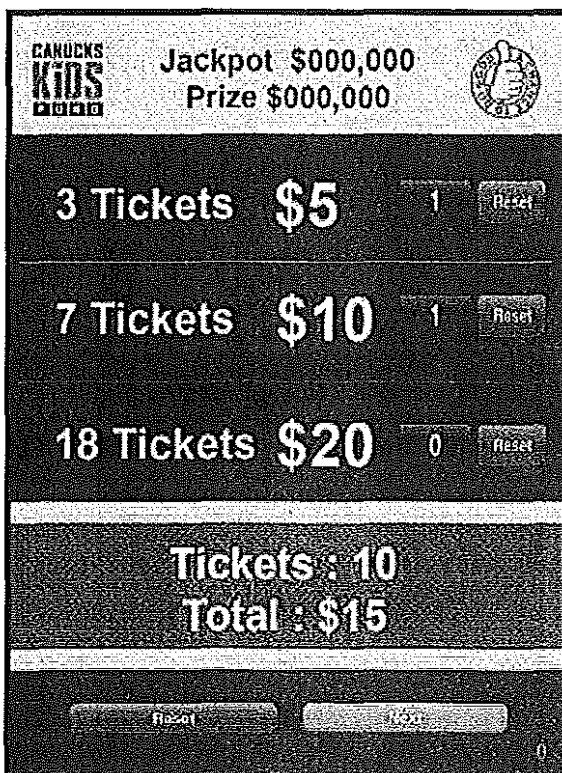
Enter your Password and press  to hide the virtual keyboard.

- c. Press , on the lower right corner of the screen, to bring you to the next screen, Charity Information Page.

3. The screen you are looking at will have a short introduction describing the Canucks for Kids Fund.



Pressing  will take you to the Ticket Price Options page.



The Pod is now ready to be used to sell tickets.

## **SECTION 4 – USING THE SOLUTION (SELLING TICKETS):**

### **4.1: Selling Procedures:**

With the Solution now online the first page visible to the seller on the Tablet will be the **ticket price option** page. On this page, the seller will select the desired number of tickets, by tapping on the appropriate option, for the patron (in this case a set of 3 numbers and a set of 7 numbers). The active areas for the different options are circled in yellow.

NOTE: Pressing the [Reset] button next to the ticket option will set the values of the selected option; only, back to 0. Pressing the [Reset] button on the bottom of the screen will reset all ticket options back to 0.

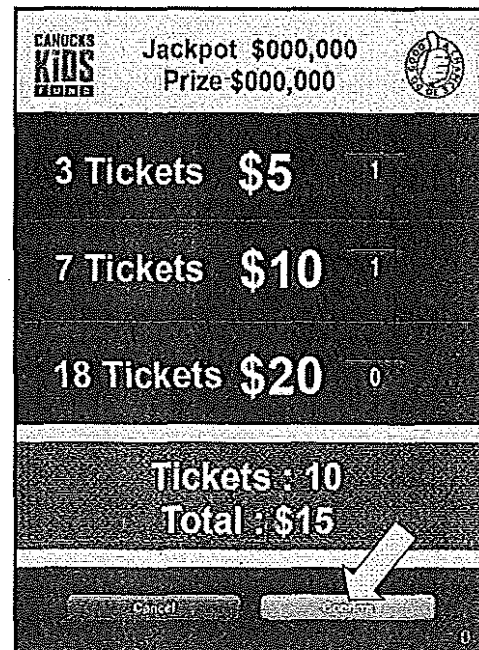
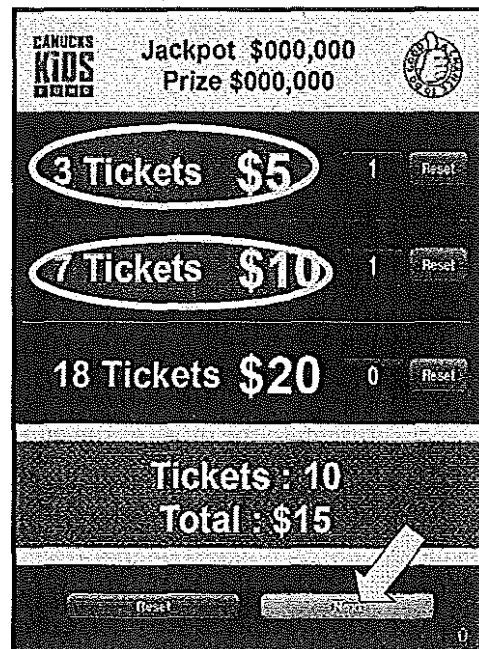
Press [Next] on the bottom of the screen to continue.

This screen is the **purchase confirmation** page. Show this screen to the patron so that they can confirm that you have selected the correct amount of tickets for them.

Once they agree and money has been exchanged, press the [Confirm] button to continue.

If they happen to disagree, press the [Cancel] button to end the transaction or repeat the transaction.

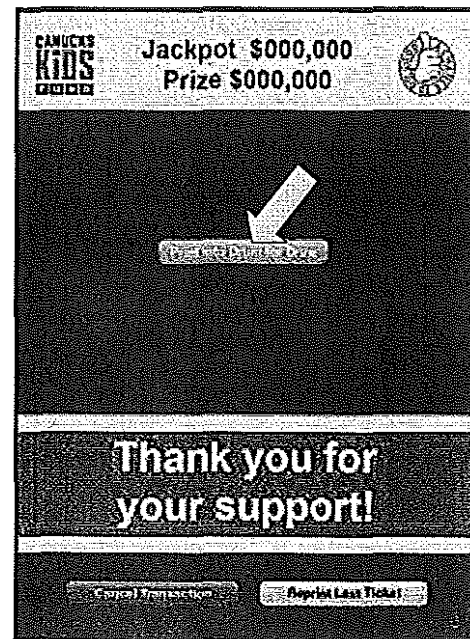
This will cause the Tablet to move on to the next screen and initiate the printing of the purchased tickets on your mobile printer.



This is the **thank you** page. Once the mobile printer has printed the patron's tickets successfully. Press the [Print into Drum for Draw] button to print the matching ticket numbers, at the back-end, which goes into the raffle tumbler for the draw.

If the tickets do not print successfully on the mobile printer, you have an option to press the [Reprint Last Ticket] button to attempt to print another set of tickets. Otherwise, there is also the option to [Cancel Transaction].


If for any reason a transaction is cancelled, please retrieve the ticket and keep it so that it can be returned to the office at the end of the game.



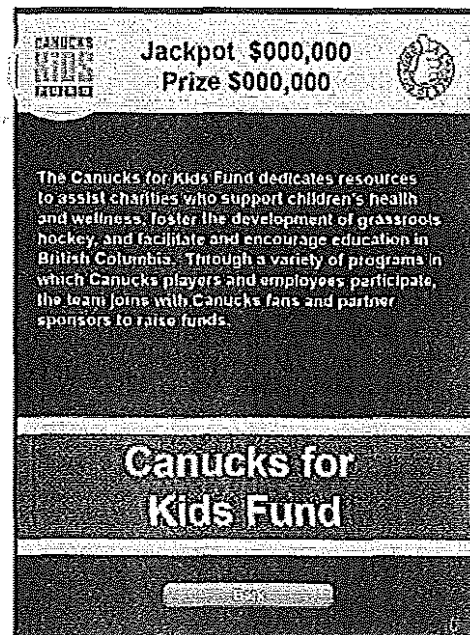
#### 4.2: Other Functions:

This is the **Charity Information** page.

While logged in to the Solution, from the **ticket price option** screen or the **purchase confirmation**

page, pressing on the  logo on the top of the screen will take you here, **charity information** page.

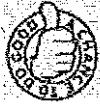
Pressing the [Back] button will take you back to the previous screen.





This is the **Utility** page.

While logged in to the Solution, from the **ticket price option** page or the **purchase confirmation**

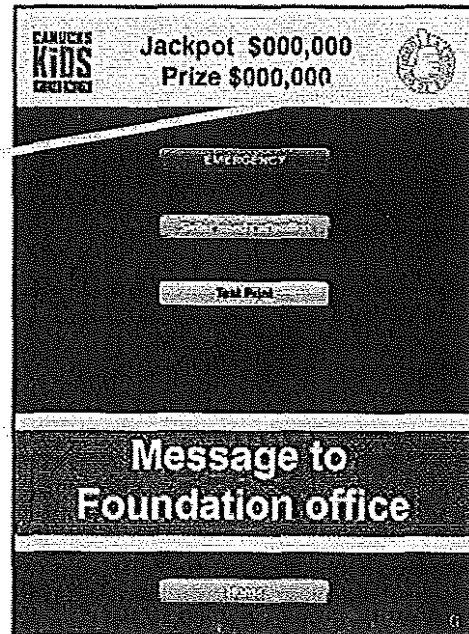
page, pressing on the  logo on the top of the screen will take you here, **utility** page.

From this page you will be able to send two types of canned messages to the manager:

- [EMERGENCY]
- [Seller needs attention]

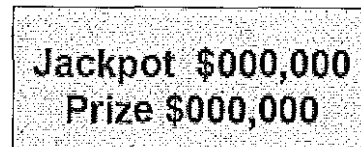
You will also, from this page, be able to test connectivity between the tablet and the mobile printer by pressing on the [Test Print] button.

Pressing the [Home] button will take you back to the previous screen.



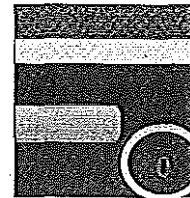
The **Totals** section.

On the top of the tablet screen, there is a section to display the **Jackpot** and the **Prize**. The jackpot is the total value of all the tickets sold and the prize is half of the jackpot, rounded down.



The **Cache** data section.

On the lower right of every page you will notice a small blurred number. This is the cache data section of the screen where each tablet keeps track of any transaction that has not yet been sent to the back-end server for processing.



Cache data could accumulate due to a number of reasons like slow response time from the server, slow communications, or loss of connectivity.

## **SECTION 5 – IN-GAME PROCEDURES**

### **5.1: In-game Procedures:**

#### **TIPS:**

It is important to be patient with the system and to not “button mash.” This means that if you have asked the Solution to perform an action, please be patient and wait for it to complete. Excessively pushing any of the buttons repeatedly will not help the system complete the requested task and may produce some undesirable results or error messages.

Showcase the equipment. Avoid hiding it by holding it close to your chest. People will be interested in the technology and it is an easy way to get people’s attention.

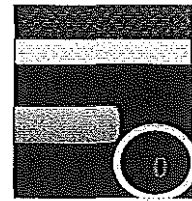
Throughout the game, have sellers periodically check that their tablets and mobile printers are adequately charged to ensure that they last until the end of the game. Also periodically check to ensure that there is an adequate supply of paper in the mobile printer.

Do not struggle with the equipment when you are in front of a customer. If you are having difficulties making or completing a sale, just deflect the customer to another seller and promptly return the pod equipment to the manager office to figure out the issues.

### **5.2: Close Down Procedures:**

1. Sellers drop off cash to the manager and place their pod units at the designated area. Each component should be plugged in with its charging cable. In the case of the mobile printer, the batteries should be pulled out and placed into an available slot in the 4 bay battery chargers after the mobile printer has been powered off.
2. Optional step - Reconnect the tablets to the **bumphome** network just in case there may be transactions left in the tablet’s cache memory. To do so, the manager should perform the following steps:
  - a. Press the [Applications] button at the bottom of the screen.
  - b. Press the [Settings] icon on the screen.
  - c. In the Settings screen, select [Wireless and network].
  - d. Select [Mobile AP].
  - e. Select [Mobile AP] once again, on the next screen, to turn it off. Check mark will disappear from the box.
  - f. At this point, the tablet should be reconnected to **bumphome**.
  - g. Ensure or wait for the number at the lower right of the Bump5050 screen to countdown to ‘0’ before going on to the next tablet.


The manual process of this step is to simply look at the lower right corner of the tablet's Bump5050 application screen and ensure that the number displayed is '0.' Perform this step if there is a number other than a '0.'



3. If not connected to **bumphome**, perform the following steps. Otherwise, go to the next step.

- a. Press the [Applications] button at the bottom of the screen.
- b. Press the [Settings] icon on the screen.
- c. In the Settings screen, select [Wireless and network].
- d. Select [Wi-Fi settings].
- e. Select [Wi-Fi], on the next screen, to turn on Wi-Fi. A check mark will appear in the box, next to the selection.
- f. In the Wi-Fi networks list, at the bottom of the screen, select **bumphome**.
- g. Enter the password in the password prompt.

Password: s.21

- h. Press the [Connect] button.
- i. The **bumphome** network selection should have a status of "Connected." Wi-Fi selection, now with the check mark in the box, should say "Connected to bumphome" underneath it.
- j. Press the  button to bring the Tablet back to the main screen, where the Bump5050 icon is located.

4. When the event on the server is officially ended, the system will allow you to enter the following seller information:

- ACTUAL TICKETS RETURNED
- ACTUAL CASH RETURNED

Perform the following steps in order to enter the above information:

- a. On the administrator panel, log into the Manager section with the userid, **manager**, and it's currently assigned password. NOTE: If you are logged in to the Administrator Section you need to log out to access the Manager Section.
- b. Click on [Raffle], contained in the main navigation bar at the top of the page.



- c. Click on the drop down menu for EVENT and choose the game that had been previously created.

## RAFFLE

EVENT

Friday Demo (09/09/2011)

Setup	Ticket Price	Volunteers	Input Winning Ticket	Input Breaks	Summary
-------	--------------	------------	----------------------	--------------	---------

- d. Click on [Volunteers] while in the Manager section.



Manager Panel

Dashboard | My Profit | Raffle | Reports | Global Functions | Logout

## RAFFLE

EVENT

Friday Demo II (09/09/2011)

Setup	Ticket Price	Volunteers	Input Winning Ticket	Input Breaks	Summary
-------	--------------	------------	----------------------	--------------	---------

ASSIGN

Show 10 entries

Search:

Volunteer	Cash Float	Actual Tickets	Actual Cash	Sectors	Action
No data available in table					

Showing 0 to 0 of 0 entries

- e. Select the volunteer that you would like to work with by pressing on the button to the right.

Show 10 entries

Search:

Volunteer	Cash Float	Actual Tickets	Actual Cash	Sectors	Action
Canuck Volunteer 01	50	0	10	Loc #1	

Showing 1 to 1 of 1 entries

- f. This next screen will allow you to enter ACTUAL TICKETS RETURNED and ACTUAL CASH RETURNED.

VOLUNTEER:

Canuck Volunteer 01

SECTOR:

Loc #1

CASH FLOAT:

50

ACTUAL TICKETS RETURNED:

0

ACTUAL CASH RETURNED:

0

SUBMIT

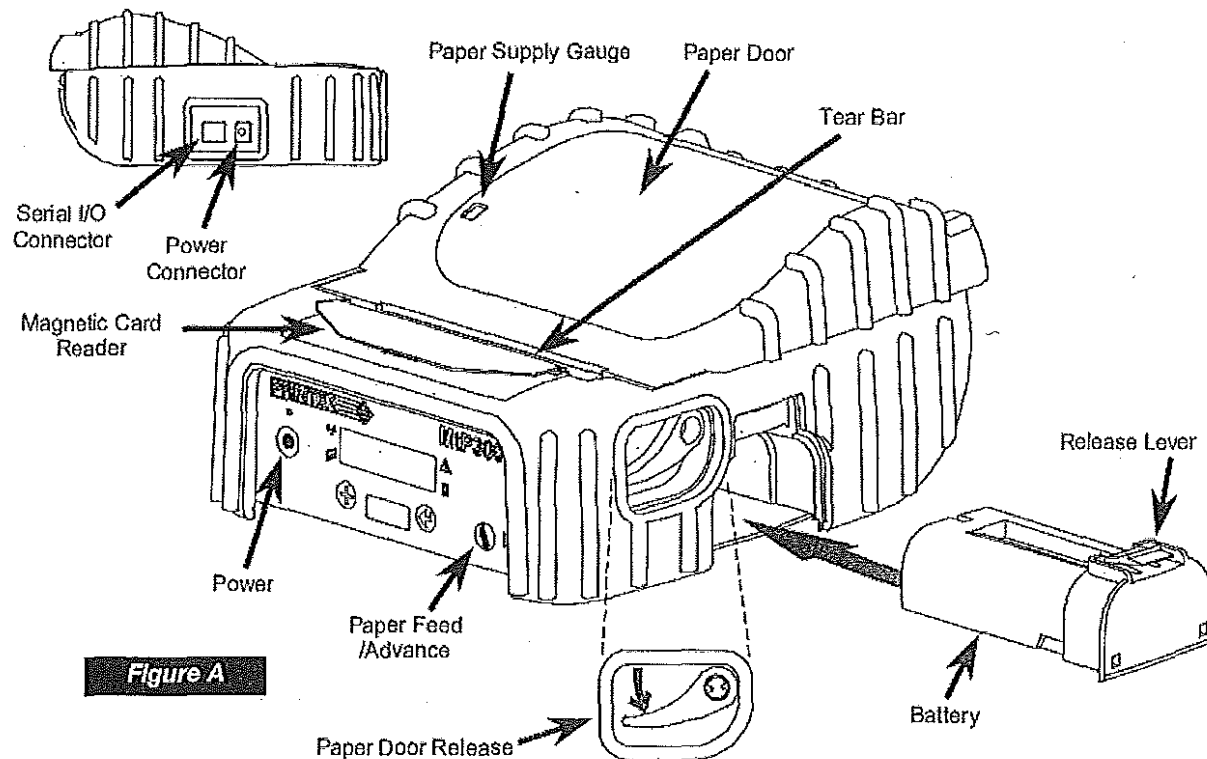
- g. Press [SUBMIT] and go on to the next volunteer until you are done.

## **SECTION 6 – POST-GAME PROCEDURES**

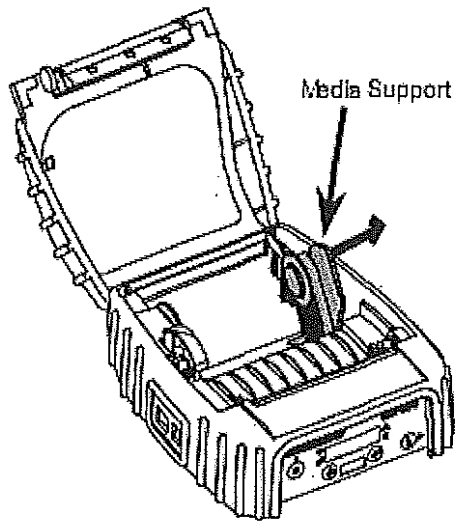
1. Once the back-end printers have finished printing all the tickets into the raffle tumbler you are now ready to do the draw.
2. If not already plugged into their respective chargers, plug the tablets into a charger and power the unit off. The off button is on the upper right side of the unit.
3. If not already plugged into a charger, power off the mobile printers and remove the battery. Place the battery into an available slot on any of the 4 bay battery charging units.
4. Clean out the raffle tumbler of all the non-winning tickets from that event.

## **SECTION 7 – PRINTER MAINTENANCE**

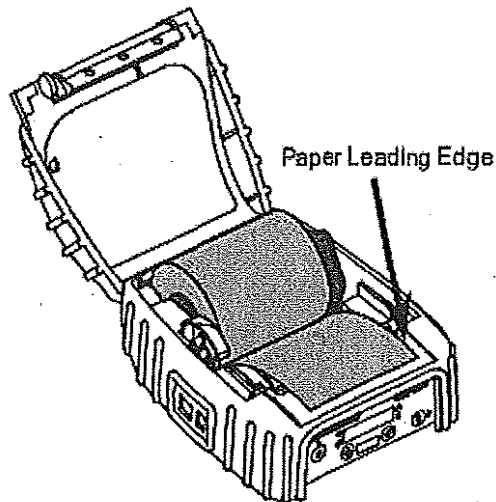
### **7.1 Changing Paper in a Mobile Printer:**



1. Move the Paper Door Release in the direction indicated in Figure A and open the Paper Door.



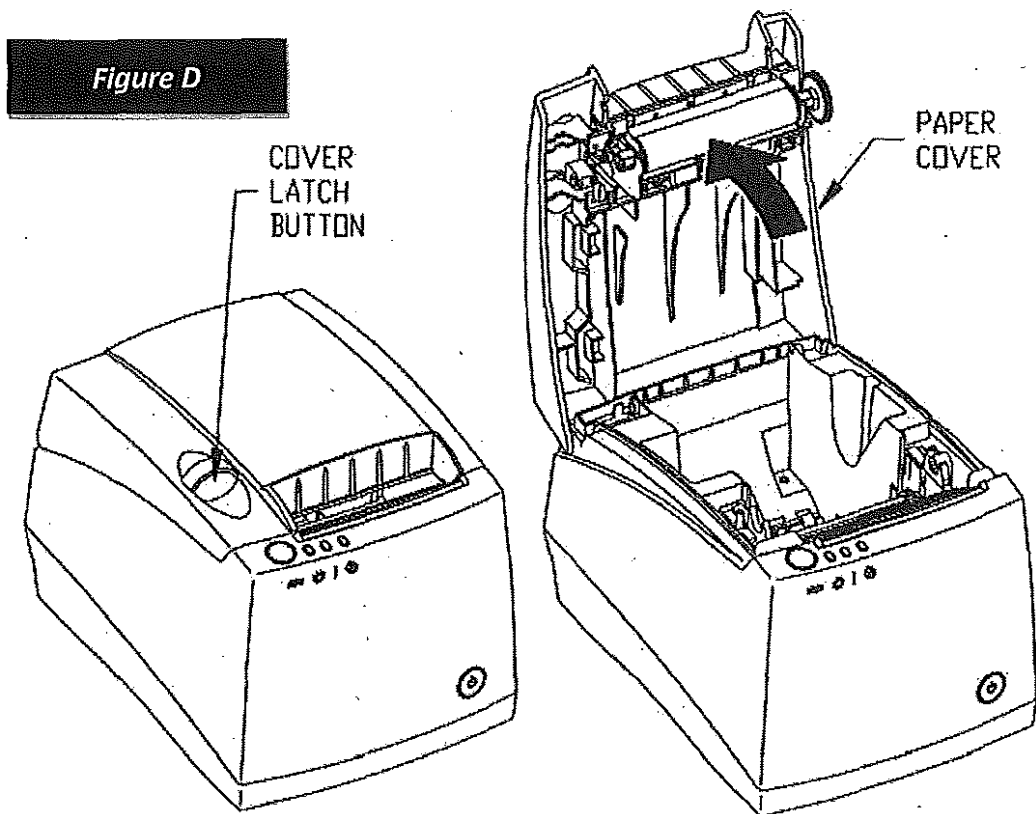
**Figure B**



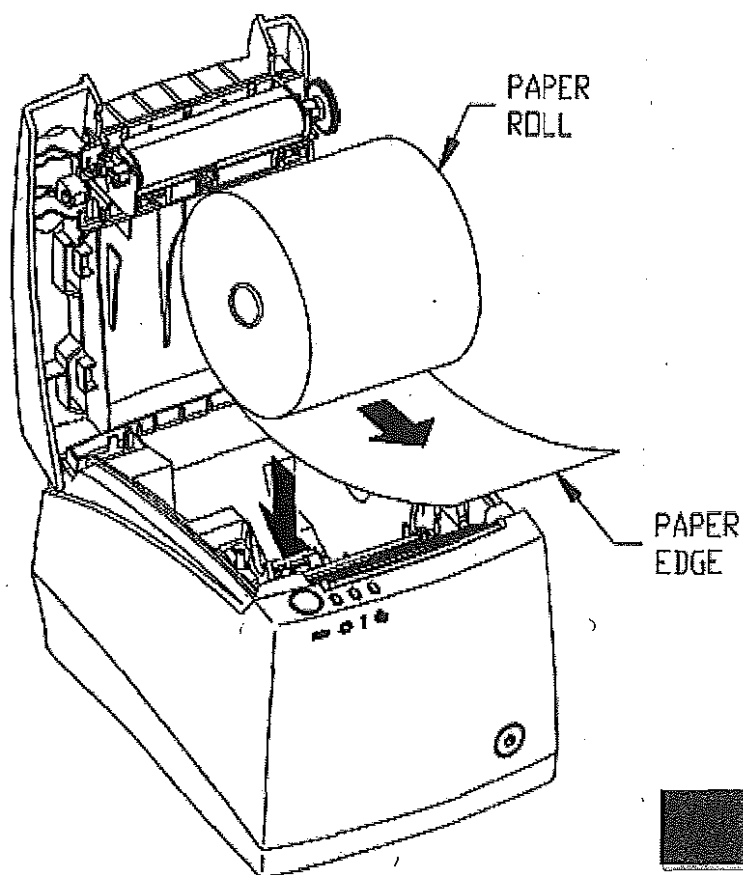
**Figure C**

2. Move the media support as shown in Figure B and place the roll between the supports. Make sure that the media rotates freely. Lay the leading edge of the media through the print head as shown in Figure C, and close the door.
3. The mobile printer is ready.

## 7.2 Changing Paper in a Foundation Printer:



1. Open the Paper Cover by pressing on the Cover Latch Button as depicted on Figure D.



*Figure E*

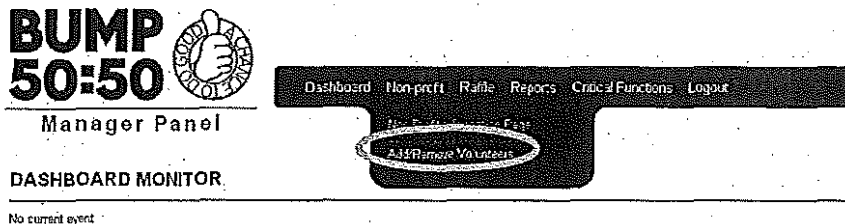
2. Place the paper roll into the printer, so that the paper unwinds from the bottom (front) as depicted on Figure E. For the purpose of Bump 50:50 a circular spacer is also used by inserting the spacer in the space, to the right of the paper roll. Please ensure that the spacer is always there in order to print tickets properly.
3. Close the Paper Cover firmly so that it latches securely. Paper will feed automatically to align itself, and then the printer will automatically cut off the excess paper.
4. The backend printer is ready.



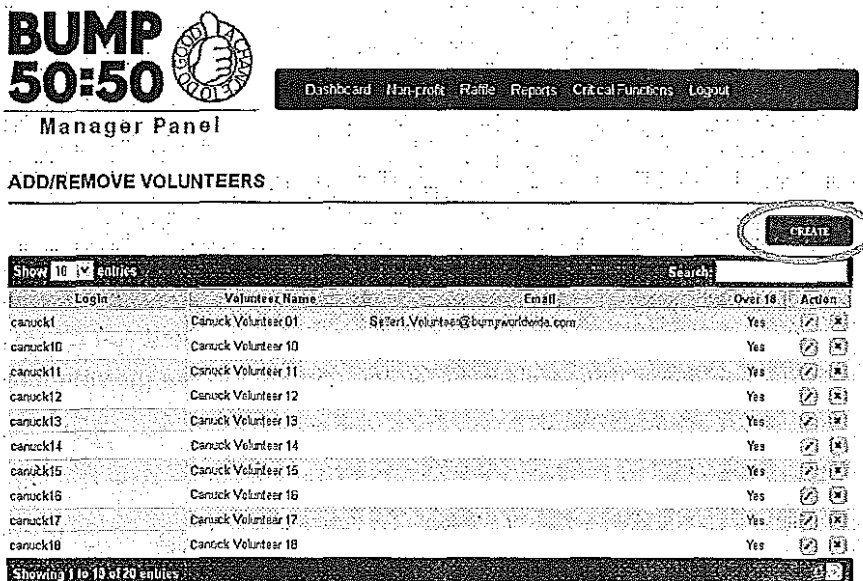
## SECTION 8 – VOLUNTEER MAINTENANCE

### 8.1: Add Volunteers

1. Log on to the Manager Section of the Bump 50:50 application. NOTE: If you are logged in to the Administrator Section you need to log out to access the Manager Section. Select [Non-profit], which should produce a dropdown menu with two options on it, then select [Add/Remove Volunteers].



2. Press [CREATE] on the ADD/REMOVE VOLUNTEERS page.



- On the following screen, after having selected [CREATE], enter the details required to add a volunteer.

#### ADD/EDIT VOLUNTEER

LOGIN:

FIRST NAME:

LAST NAME:

TITLE:

EMAIL:

PHONE NUMBER:

BIRTHDAY:


The default password, after having just created a new volunteer, is the same as the login information.

- Press the [SUBMIT] button to complete the process.

### 8.2: Set the Volunteer's Password

NOTE: Volunteer passwords can only be assigned or changed when they have been assigned to an event.

- From the Manager Section, select [Raffle]. Then, select the appropriate event you want to manage from the drop down menu. Then, select the [Volunteers] tab to see the volunteer list for that event.

**BUMP 50:50** 

Manager Panel

Dashboard Non-profit Raffle Reports Critical Functions Logout

**RAFFLE**

EVENT


Setup Ticket Price **Volunteers** Input Winning Ticket Input Breaks Summary

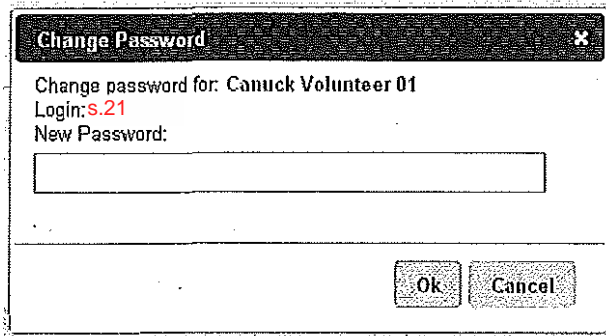
ASSIGN

Show 10 entries Search

Volunteer	Cash Float	Actual Tickets	Actual Cash	Sectors	Action
Canuck Volunteer 01	0	0	10	Loc #1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Showing 1 to 1 of 1 entries

2. Press the  button to the right of the volunteer that you would like to change or set the password for. A new pop-up window will open to allow you to enter a password.




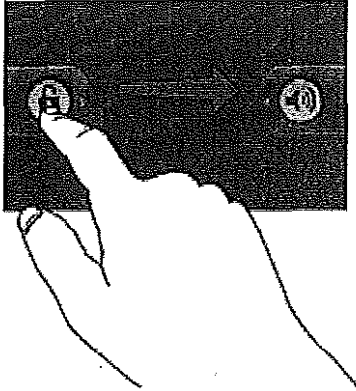
A screenshot of a 'Change Password' dialog box. The title bar reads 'Change Password' with a close button (X) on the right. The main text area contains the following information: 'Change password for: Canuck Volunteer 01', 'Login: s.21' (where 's.21' is in red), and 'New Password:'. Below the text is a single-line text input field. At the bottom right of the dialog are two buttons: 'Ok' and 'Cancel'.

3. Press the [OK] button to complete the process of assigning or changing a volunteer's password.

## Preparing the Pod to Sell Tickets - Quick Start Guide



### Switching the Tablet On...

1. Press and hold  (on the upper right side of the tablet) until the tablet switches on.
2. Sweep the lock icon to the right to unlock the tablet.



### Enabling the Tablet's Mobile AP...

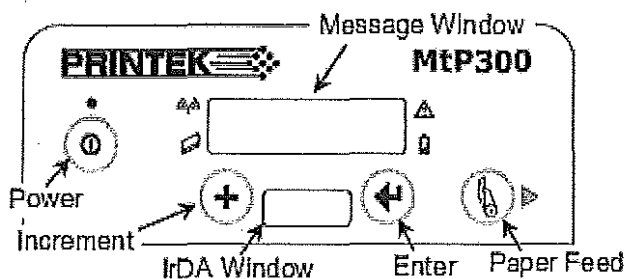
By default, the Mobile AP function is set to off after switching on the Tablet. The Mobile AP function needs to be active to allow the paired Printek Mobile Printer to connect to it. To enable the Mobile AP function, follow the following steps:

1. From the Home screen, tap  → **Settings** → **Wireless and network** → **Mobile AP**.
2. Tap **Mobile AP** to activate the feature (checkmark appears).
3. If Wi-Fi is activated, tap **Yes** to deactivate it.
4. Press  four times to bring the Tablet back to the main screen, where the Bump5050 icon is located.

The Mobile AP settings of the Tablet (Network SSID, Security, and Password) would have already been setup prior to releasing the Pod during a scheduled event.

## Switching On the Printek Mobile Printer...

1. Press the **Power** button located on the front of the printer.



The printer will beep once and display printer status and battery status in the Message Window.

2. Confirm that the printer has connected to the Tablet/Mobile AP by going through the following steps:
  - a. Press and hold the **Enter** button until the printer beeps once then let the button go. The Green light on top of the Power button will blink and eventually print out the printer status.
  - b. Check that the Link Status is 'Connected.' The SSID should display the SSID of the Tablet/Mobile AP that it is connected to.

```

wl-info
Module Firmware Version: 1.40
Radio Firmware Version: 6.0.21.pl-210

Link Status: ✓ Connected
SSID: ✓ c4kf0033
MAC Address: 000B8B24018A
BSSID: 2013E05ACF00
Transmit Rate (Mb/s): 1
Signal Level (dBm): -66
Noise Level (dBm): -98
IP Address: 192.168.43.15
Subnet Mask: 255.255.255.0
Default Gateway: 192.168.43.1
Primary DNS: 0.0.0.0
Secondary DNS: 0.0.0.0
Up Time (Sec): 1878

wl-ssid
c4kf0033
wl-type
a
wl-security
wpa2-psk
wl-dhcp
0
wl-chan
0x06
wl-tunnel-port
0x1F87
  
```

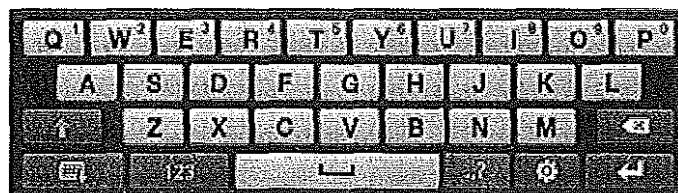
### Starting the Bump 50:50 application...

1. Press the Bump5050 icon.



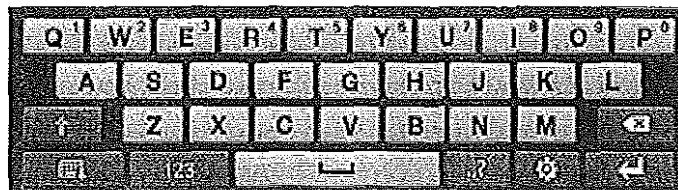
The Bump5050 icon is located on the lower left corner of the screen.

2. Logon to the application with your assigned Login ID and Password.
  - a. Tap on the area to the right of 'Login:', White box... A virtual keyboard will pop up from the bottom of the screen.




Enter your Login ID and press  to hide the virtual keyboard.

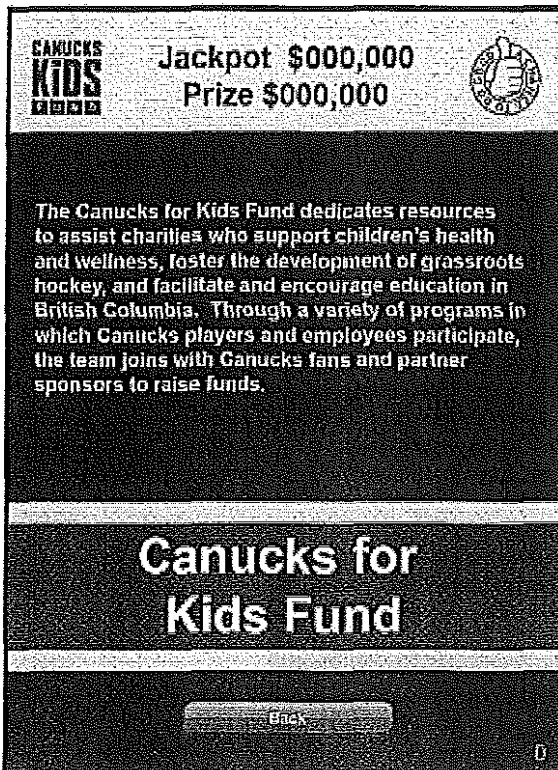
- b. Tap on the area to the right of 'Password:', White box... A virtual keyboard will pop up from the bottom of the screen.




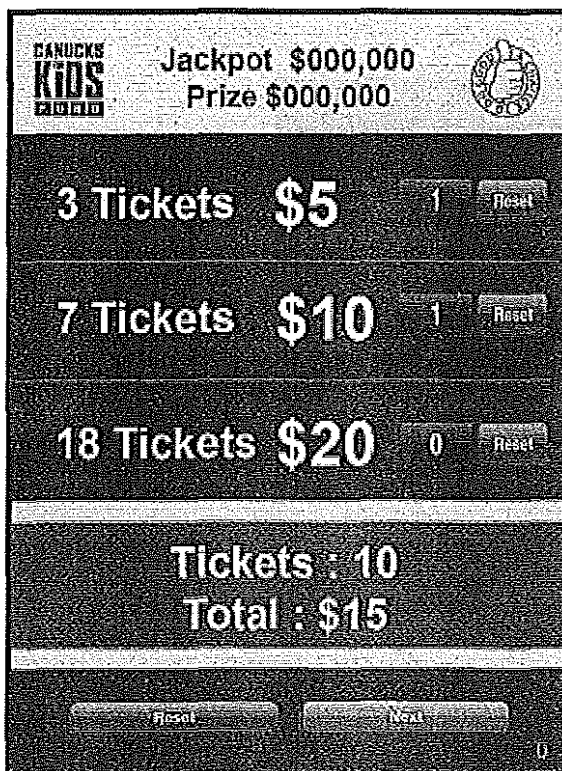
Enter your Password and press  to hide the virtual keyboard.

- c. Press , on the lower right corner of the screen, to bring you to the next screen, Charity Information Page.

3. The screen you are looking at will have a short introduction describing the Canucks for Kids Fund.



Pressing  will take you to the Ticket Price Options page.



You are now ready to sell tickets.

Pages 132 through 193 redacted for the following reasons:

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s.21



**From:** Cheryl Mitchell  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Fitzgerald, Anna MEM:EX; Lin, Dickson MEM:EX  
**Subject:** Canucks 5050 operation manuals and pod set up manuals  
**Date:** Wednesday, September 5, 2012 8:20:56 PM  
**Attachments:** Bump5050 User Manual (V2.3).pdf  
Preparing the Pod to Sell Tickets OS October 2011.docx

---

Hi Blanca,

I don't think that I sent these to you. They were the original manuals we were given for the system. I sent them over to the registration and compliance people and thought you might be interested.

C

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Lefler, Stephen C. MEM:EX  
**Cc:** "Derek Boyd"; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request  
**Date:** Tuesday, September 11, 2012 1:57:42 PM

---

Thanks Steve,

That was a typo on my part. The correct wording is:

*In the event that the electronic 50/50 system goes down for any circumstances, the Canuck for Kids Fund 50:50 Program sell paper tickets. These will be numbered in sequential order and sold in denominations of 3/\$5, 7/\$10 and 18/\$20. The paper tickets will only be sold prior to any electronic tickets purchased. If the electronic system goes down at any time or for any reason during the game, the draw will be made in the 3rd period with only the purchased tickets from the electronic system.*

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** Tuesday, September 11, 2012 1:49 PM  
**To:** 'Cheryl Mitchell'  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Thanks for the information Cheryl. Just a quick comment on your proposed wording in point 5, you indicate that the denoms are 3/\$5, \$7/10 18/\$20 however the remainder of the sentence indicates the format will be one ticket for \$5. These two processes appear to be in conflict if I am reading it correctly.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell, s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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message in error or are not the named recipient, please immediately notify the sender and delete the message from your mailbox and trash without copying or disclosing it."\*\*\*

\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

---

**From:** Cheryl Mitchell s.22  
**Sent:** Tuesday, September 11, 2012 1:40 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Hi Steve,

I have information for you.

1. The main contact people at BUMP/Rycom are:  
Dan Tanenbaum, [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com), s.22  
Casey Witkowicz, [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca),

The other people on the call were:

Mark Witkowicz who is a project manager with Rycom/BUMP

Patrick Cuatco who is also a project manager with Rycom/BUMP and an IT person

Jay Lushington who is a programmer with Rycom/BUMP

Oliver Prince was also on the call and he is an IT manager with the Canucks.

2. We do not have 'fixed' kiosks that use different technology. All of our sellers use the Galaxy tablets, however most of them sell in 'fixed' locations. It is only those sellers who are in the stands/the suites who actually roam.
3. I have attached our risk management overview. This is part of updating our overall operations manual and is DRAFT only. We have learned many things over the past few weeks and since our final game last season, so this is a work in progress. What I have sent you is primarily related to game operations and the ticket draw. We have other risk management processes for theft, building evacuation etc., however those are not as related to the this situation. Our full manual will be done in the next few weeks as we want to integrate what we learn from this review into our operational procedures. When the manual is complete I will certainly provide a copy to your team, Kathy's team and Anna's team.
4. I have also attached a flow chart to accompany the draw process – this is related to final game of the season. Comments on this or other risk management procedures are most appreciated and welcomed.
5. Additionally we are going to be adding the following wording to our website and to the game rules that we keep at customer service.

*In the event that the electronic 50/50 system goes down for any circumstances, the Canuck for Kids Fund 50:50 Program sell paper tickets. These will be numbered in sequential order and sold in denominations of 3/\$5, 7/\$10 and 18/\$20. The format will be one ticket for \$5 and will be numbered in sequential order. The paper tickets will only be sold prior to any electronic tickets purchased. If the electronic system goes down at any time or for any reason during the game, the draw will be made in the 3rd period with only the purchased tickets from the electronic system.*

6. I am waiting for the February 13th final report and the screen shots from BUMP/Rycom and will forward those to you as soon as I receive them.

Let me know what else you need from me. I am expecting our 50:50 room to be available in the near future.

C.

Cheryl Mitchell

s.22

s.22

-----Original Message-----

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

Sent: Monday, September 10, 2012 11:15 AM

To: 'Cheryl Mitchell'

Cc: 'Derek Boyd'; Nicholson, David MEM:EX

Subject: RE: Canucks for Kids Fund 5050 Document Request

Thanks for your time and your team's time on Friday. The information you provided went along way to helping us understand the operations and the system in place. In addition to points you have detailed below, I have some additional questions/information requests:

Can you provide contact information for the Rycom people that were on the call. We went through the introductions fairly quickly and we will need to follow up with Rycom.

Can you confirm that your system does or does not utilize fixed selling stations (eg Kiosks)? If so, do they also utilize the same cellular communications protocols.

With respect to the 3rd party testing, most of this will be coordinated through Rycom. While the charity has the licence to operate, Rycom is the service provider and will be tasked with dealing with the 3rd party lab in order to have the audit conducted. This will of course need some coordination on your part as the audit will most likely take place onsite.

Let me know if there is anything further you need from me. We look forward to receiving your

information. Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17 Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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-----Original Message-----

From: Cheryl Mitchell s.22  
Sent: Monday, September 10, 2012 10:09 AM  
To: Lefler, Stephen C MEM:EX  
Cc: Derek Boyd  
Subject: RE: Canucks for Kids Fund 5050 Document Request

Steve,

Thank you for the time on Friday. I wanted to circle back with you and Dave to follow up on our conversation. My understanding is that our next steps are:

1. Send you an update on February 13th.
2. Send you the updated risk management and operational procedures.
3. Send you screen shots of the test game that we set up for demonstration purposes on Friday.

We will have these to you by Wednesday.

Once you have these my next understanding is that we will hear about the next steps which may or may not include one or some of the following:

1. Provisional approval to continue with the system
2. Requests for additional parameters/procedures to be added to the system
3. Third party testing that likely would happen at Rogers' Arena when our room is set up.

Let me know if I missed anything or if you require anything further from us.

Cheryl.

Cheryl Mitchell

s.22

s.22

-----Original Message-----

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

Sent: Wednesday, September 05, 2012 5:16 PM

To: Cheryl Mitchell

Subject: Re: Canucks for Kids Fund 5050 Document Request

Thanks Cheryl. See you on Friday at noon. Thanks for arranging the meeting.

Sent from my iPhone

On 2012-09-05, at 4:42 PM, "Cheryl Mitchell"

<[s.22](#)

[mailto:s.22](#)

> wrote:

Steve,

Here is another document you might find useful. BUMP/Rycom sent this to Anna's team this summer.

Cheryl Mitchell

s.22

s.22

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

Sent: Wednesday, September 05, 2012 1:55 PM

To: 'Cheryl Mitchell'

Cc: 'Daniel Tanenbaum'

Subject: RE: Canucks for Kids Fund 5050 Document Request

Thanks Cheryl

Steve Lefler, CPP

Director/Deputy Registrar

Certification and Game Integrity

Gaming Policy and Enforcement Branch

P.O. Box 9202 Stn Prov Govt,

Victoria, B.C. V8W 9J1.

Phone Off. 250 356-6166, Cell. <sup>s.15, s.17</sup> Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)<<mailto:Stephen.Lefler@gov.bc.ca>>  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)<<http://www.pssg.gov.bc.ca/gaming>>

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From: Cheryl Mitchell

<sup>s.22</sup>

Sent: Wednesday, September 5, 2012 1:10 PM  
To: Lefler, Stephen C MEM:EX  
Cc: 'Daniel Tanenbaum'  
Subject: RE: Canucks for Kids Fund 5050 Document Request

Steve,

While that works for us, it may be a challenging for Dan's Toronto team. Dan's direct cell phone number is <sup>s.22</sup> and his email is [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com)<<mailto:dan@bumpworldwide.com>>. I have copied him on this email.

Another option for timing is that you come over to Vancouver on Friday and we conference call in Dan and his IT team. We can meet with the Canuck IT Director's office if that works for you.

Our 50:50 room will be set up next week but we could go online to see reports and use the tablets – we just wouldn't be able to see the back printers in action until next week. That may be 'step 2' after this meeting/call.

Thank you for moving quickly to resolve this.

Cheryl.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

<Technical Review of Ticket Flow V 1 DRAFT.docx>

**From:** Cheryl Mitchell  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** quick question  
**Date:** Tuesday, September 11, 2012 2:02:58 PM

---

Hi Anna,

I had a quick question. In our last conversation you mentioned that there was a document that was sent with some conflicting information. I was concerned about that and have looked through everything to fix this and can't find anything. Just wondering if you could clarify which document so that we can update it.

Thank you.

C.

Cheryl Mitchell

s.22

s.22



**From:** Cheryl Mitchell  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** "Derek Boyd"; Nicholson, David MEM:EX  
**Subject:** Screen Shots  
**Date:** Tuesday, September 11, 2012 2:53:06 PM  
**Attachments:** [2012 09 11 Screen Shot Request.pdf](#)

---

Hi Steve,

A couple of things:

1. Here are the screen shots from the demo we showed you on Friday.
2. Our 50:50 room is on schedule and could be set up next week should you need access.

C.

Cheryl Mitchell

s.22

s.22

## TICKET RECONCILIATION REPORT

DATE: TUE SEP 11 12  
SELECT START DATE:

SERVER TIME: 12:50

2012-09-07

EXPORT

SELECT END DATE :

2012-09-07

Report 1								
Show 50 ▼ entries							Search: <input type="text"/>	
Date	Seller	Unit	Loc.	Tablet Tickets Total	Tablet Tickets Reprinted	Tablet Tickets Actual	System Tickets/Void	Seller Tickets Adjusted
2012-09-07	Canuck1	C4KF0037	101 44	3		41	0	41
Showing 1 to 1 of 1 entries								

## SELLER RECONCILIATION REPORT

DATE: TUE SEP 11 12  
SELECT START DATE:

SERVER TIME: 12:51

2012-09-07

EXPORT

SELECT END DATE :

2012-09-07

Report 1									
Show 50 entries					Search:				
Event	Date	Seller	Unit	System Total\$	Cash\$	Float\$	Voids\$	Adjusted System\$	Discrepancy\$
DEMO EVENT	2012-09-07	Canuck1	C4KF0037	\$55	\$55	\$0	\$0	\$55	\$0
Showing 1 to 1 of 1 entries									

# SECURITY LOG REPORT

DATE: TUE SEP 11 12  
SELECT START DATE:

SERVER TIME: 12:46

2012-09-07

EXPORT

SELECT END DATE :

2012-09-07

11:11:01

Report 1						
Show 50 entries				Search:		
Event	Seller	Event Time	Save Time	Status	Count	Number
DEMO EVENT	Canuck1	2012-09-07 13:20:32	2012-09-07 13:20:43	login	0	1347049232031
DEMO EVENT	Canuck1	2012-09-07 13:21:10	2012-09-07 13:21:23	error_print	7	764926801
DEMO EVENT	Canuck1	2012-09-07 13:22:34	2012-09-07 13:22:43	success_print	3	764935401
DEMO EVENT	Canuck1	2012-09-07 13:22:52	2012-09-07 13:23:09	bin_print	3	764935401
DEMO EVENT	Canuck1	2012-09-07 13:23:03	2012-09-07 13:23:09	success_print	7	764938301
DEMO EVENT	Canuck1	2012-09-07 13:23:16	2012-09-07 13:23:29	bin_print	7	764938301
DEMO EVENT	Canuck1	2012-09-07 13:24:44	2012-09-07 13:24:50	success_print	3	764948401
DEMO EVENT	Canuck1	2012-09-07 13:25:00	2012-09-07 13:25:10	success_print	3	764950001
DEMO EVENT	Canuck1	2012-09-07 13:25:00	2012-09-07 13:25:10	reprint	3	764948401
DEMO EVENT	Canuck1	2012-09-07 13:26:24	2012-09-07 13:26:31	bin_print	3	764950001
DEMO EVENT	Canuck1	2012-09-07 13:35:11	2012-09-07 13:35:17	success_print	3	765011101
DEMO EVENT	Canuck1	2012-09-07 13:35:11	2012-09-07 13:35:17	success_print	7	765011104
DEMO EVENT	Canuck1	2012-09-07 13:35:11	2012-09-07 13:35:17	success_print	18	765011111
DEMO EVENT	Canuck1	2012-09-07 13:35:22	2012-09-07 13:35:36	bin_print	3	765011101
DEMO EVENT	Canuck1	2012-09-07 13:35:22	2012-09-07 13:35:36	bin_print	7	765011104
DEMO EVENT	Canuck1	2012-09-07 13:35:22	2012-09-07 13:35:36	bin_print	18	765011111
Showing 1 to 16 of 16 entries						

REPORTS, Location Report

## LOCATION REPORT

DATE: TUE SEP 11 12  
SELECT START DATE:

SERVER TIME: 12:49

2012-09-07

EXPORT

SELECT END DATE :

2012-09-07

11:11:01

Report 1									
Show 50 entries				Search:					
Location	Event	Date	Ticket#	Ticket#	#Set-1	#Set-2	#Set-3	#Set-4	
101	DEMO EVENT	2012-09-07	41	65	3	2	1	0	
Showing 1 to 1 of 1 entries									

2012-09-07	DEMO EVENT	Canuck1	printed	765011113
2012-09-07	DEMO EVENT	Canuck1	printed	764938306
2012-09-07	DEMO EVENT	Canuck1	printed	765011128
2012-09-07	DEMO EVENT	Canuck1	printed	765011111

Showing 1 to 41 of 41 entries

## REPORTS, Winning Ticket Report

### WINNING TICKET REPORT

DATE: TUE SEP 11 12  
SELECT START DATE:

SERVER TIME: 12:44

EXPORT

2012-08-07

SELECT END DATE :

2012-09-07

GO

Report 1

Show 50 entries

Search:

Date	Event	Winner	Ticket #	Seller	Unit	Location
2012-09-07	DEMO EVENT	John Doe	765011114	Mr Canuck1	C4KF0037	101

Showing 1 to 1 of 1 entries

## REPORTS, Security Log Report

# TICKET REPORT

DATE: TUE SEP 11 12  
SELECT START DATE:

SERVER TIME: 12:41

EXPORT

2012-09-07

SELECT END DATE :

2012-09-07

Report 1

Show 50 entries

Search:

Date	Event	Seller	Status	Ticket #
2012-09-07	DEMO EVENT	Canuck1	printed	764938304
2012-09-07	DEMO EVENT	Canuck1	printed	765011126
2012-09-07	DEMO EVENT	Canuck1	printed	765011109
2012-09-07	DEMO EVENT	Canuck1	printed	764938302
2012-09-07	DEMO EVENT	Canuck1	printed	765011124
2012-09-07	DEMO EVENT	Canuck1	printed	765011107
2012-09-07	DEMO EVENT	Canuck1	printed	764935403
2012-09-07	DEMO EVENT	Canuck1	printed	765011122
2012-09-07	DEMO EVENT	Canuck1	printed	765011105
2012-09-07	DEMO EVENT	Canuck1	printed	764935401
2012-09-07	DEMO EVENT	Canuck1	printed	765011120
2012-09-07	DEMO EVENT	Canuck1	printed	765011103
2012-09-07	DEMO EVENT	Canuck1	printed	765011118
2012-09-07	DEMO EVENT	Canuck1	printed	765011101
2012-09-07	DEMO EVENT	Canuck1	printed	765011116
2012-09-07	DEMO EVENT	Canuck1	printed	764950002
2012-09-07	DEMO EVENT	Canuck1	printed	765011114
2012-09-07	DEMO EVENT	Canuck1	printed	764938307
2012-09-07	DEMO EVENT	Canuck1	printed	765011112
2012-09-07	DEMO EVENT	Canuck1	printed	764938305
2012-09-07	DEMO EVENT	Canuck1	printed	765011127
2012-09-07	DEMO EVENT	Canuck1	printed	765011110
2012-09-07	DEMO EVENT	Canuck1	printed	764938303
2012-09-07	DEMO EVENT	Canuck1	printed	765011125
2012-09-07	DEMO EVENT	Canuck1	printed	765011108
2012-09-07	DEMO EVENT	Canuck1	printed	764938301
2012-09-07	DEMO EVENT	Canuck1	printed	765011123
2012-09-07	DEMO EVENT	Canuck1	printed	765011106
2012-09-07	DEMO EVENT	Canuck1	printed	764935402
2012-09-07	DEMO EVENT	Canuck1	printed	765011121
2012-09-07	DEMO EVENT	Canuck1	printed	765011104
2012-09-07	DEMO EVENT	Canuck1	printed	765011119
2012-09-07	DEMO EVENT	Canuck1	printed	765011102
2012-09-07	DEMO EVENT	Canuck1	printed	765011117
2012-09-07	DEMO EVENT	Canuck1	printed	764950003
2012-09-07	DEMO EVENT	Canuck1	printed	765011115
2012-09-07	DEMO EVENT	Canuck1	printed	764950001

Show 50 entries				Search: <input type="text"/>	
Seller	Mobile Tickets	Cash \$	Mobile Reprints	Actual Mobile Tickets	
Canuck1	44	\$55	9	41	
Showing 1 to 1 of 1 entries					

Show 50 entries	Search: <input type="text"/>		
Ticket Sets	Count	Tickets Sold	Cash \$
18 (\$20)	1	18	\$20
3 (\$5)	3	9	\$15
7 (\$10)	2	14	\$20
Showing 1 to 3 of 3 entries			

#### Message log

13:23:29 Canuck1 / C4KF0037 - seller-needs-attention  
 13:24:05 MANAGER - 3e3ed3ed3de3ed  
 13:44:01 MANAGER - 15 minutes before raffle close.  
 13:49:01 MANAGER - 10 minutes before raffle close.  
 13:54:01 MANAGER - 5 minutes before raffle close.  
 13:59:01 MANAGER - Raffle is closed.

#### REPORTS, Game Summary

### Manager Panel

#### GAME SUMMARY

DATE: TUE SEP 11 12  
 SELECT START DATE:

2012-09-07

SERVER TIME: 12:39

EXPORT

SELECT END DATE :

2012-09-07

09/11/2012

Report 1													
Show 50 entries	Search:												
Date	Event	Tickets Sold	Tickets Returned	# Set-1	# Set-2	# Set-3	# Set-4	Adjusted System Ticket Sales	Actual Ticket Sales	Seller Count	Discrepancy	Average Tickets/Seller	Average Cash/Seller
2012-09-07	DEMO EVENT	41	0	3	2	1	0	\$55	\$55	1	\$0	41	\$55
Showing 1 to 1 of 1 entries													
TOTAL TICKETS SOLD : 41													
TOTAL TICKETS RETURNED: 0													
TOTAL # SET-1 : 3													
TOTAL # SET-2 : 2													
TOTAL # SET-3 : 1													
TOTAL # SET-4 : 0													
TOTAL \$ FROM TICKETS : 55													

#### REPORTS, Ticket Report



## Manager Panel

[Dashboard](#) [Volunteers](#) [Raffle](#) [Reports](#) [Units](#) [Logout](#)

### RAFFLE

EVENT:

DEMO EVENT (09/07/2012)

Setup	Ticket Price	Seller	Input Winning Ticket	Summary
DATE: TUE SEP 11 12				
WINNING TICKET NUMBER:				
<input type="text"/>				
WINNERS FIRST NAME:				
<input type="text"/>				
WINNERS LAST NAME:				
<input type="text"/>				
<div>CLICK ME! <input type="button" value="RESET"/></div>				

RAFFLE, Summary



## Manager Panel

[Dashboard](#) [Volunteers](#) [Raffle](#) [Reports](#) [Units](#) [Logout](#)

### RAFFLE

EVENT:

DEMO EVENT (09/07/2012)

Setup	Ticket Price	Seller	Input Winning Ticket	Summary																				
<b>Rogers Arena</b>																								
<b>DEMO EVENT</b>																								
Vancouver Canucks vs. Toronto Maple Leafs																								
09/07/2012 11:00:00 - 14:00:00																								
Canucks for Kids Fund																								
<table><tbody><tr><td>System Tickets:</td><td>41</td><td>Mobile Tickets:</td><td>44</td></tr><tr><td>System Reprints:</td><td>0</td><td>Mobile Reprints:</td><td>3</td></tr><tr><td>Actual Drum Tickets:</td><td>41</td><td>Actual Mobile Tickets:</td><td>41</td></tr><tr><td>Total Sales \$:</td><td>\$55</td><td>Sellers:</td><td>1</td></tr><tr><td>Prize \$:</td><td>\$28</td><td></td><td></td></tr></tbody></table>					System Tickets:	41	Mobile Tickets:	44	System Reprints:	0	Mobile Reprints:	3	Actual Drum Tickets:	41	Actual Mobile Tickets:	41	Total Sales \$:	\$55	Sellers:	1	Prize \$:	\$28		
System Tickets:	41	Mobile Tickets:	44																					
System Reprints:	0	Mobile Reprints:	3																					
Actual Drum Tickets:	41	Actual Mobile Tickets:	41																					
Total Sales \$:	\$55	Sellers:	1																					
Prize \$:	\$28																							



## Manager Panel

Dashboard Volunteers Raffle Reports Units Logout

### RAFFLE

EVENT:

DEMO EVENT (09/07/2012)

Setup	Ticket Price	Seller	Input Winning Ticket	Summary
<p>NUMBER OF TICKETS IN SET:</p> <p>3 <input type="text"/></p> <p>7 <input type="text"/></p> <p>18 <input type="text"/></p> <p>0 <input type="text"/></p> <p>PRICE PER SET:</p> <p>5 <input type="text"/></p> <p>10 <input type="text"/></p> <p>20 <input type="text"/></p> <p>0 <input type="text"/></p> <p><input type="button" value="Assign"/> <input type="button" value="RESET"/></p>				

RAFFLE, Seller



## Manager Panel

Dashboard Volunteers Raffle Reports Units Logout

### RAFFLE

EVENT:

DEMO EVENT (09/07/2012)

Setup	Ticket Price	Seller	Input Winning Ticket	Summary																				
<p><input type="button" value="ASSIGN"/></p> <p>Show 50 entries Search: <input type="text"/></p> <table border="1"><thead><tr><th>Seller</th><th>Cash Float</th><th>Actual Cash</th><th>Location</th><th>Action</th></tr></thead><tbody><tr><td>Canuck1</td><td>0</td><td>55</td><td>101</td><td><input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/></td></tr><tr><td>Canuck2 C</td><td>0</td><td>0</td><td>110</td><td><input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/></td></tr><tr><td>Canuck3 C</td><td>0</td><td>0</td><td>111</td><td><input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/></td></tr></tbody></table> <p>Showing 1 to 3 of 3 entries</p>					Seller	Cash Float	Actual Cash	Location	Action	Canuck1	0	55	101	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/>	Canuck2 C	0	0	110	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/>	Canuck3 C	0	0	111	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/>
Seller	Cash Float	Actual Cash	Location	Action																				
Canuck1	0	55	101	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/>																				
Canuck2 C	0	0	110	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/>																				
Canuck3 C	0	0	111	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="add"/>																				

RAFFLE, Input Winning Ticket



# 2012 09 11 Screen Shot Request

Tuesday, September 11, 2012  
3:32 PM

RAFFLE, Setup



Manager Panel

Dashboard Volunteers Raffle Reports Units Logout

## RAFFLE

EVENT:

DEMO EVENT (09/07/2012)

Setup	Ticket Price	Seller	Input Winning Ticket	Summary
DATE: 09/07/2012		RAFFLE CLOSE ALERT TIME:		
EVENT START TIME: 11:00 AM		2:00 PM		
EVENT END TIME: 2:00 PM				
		<input type="button" value="GO"/> <input type="button" value="RESET"/>		

RAFFLE, Ticket Price

**From:** Lefler, Stephen C MEM:EX  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** FW: Canucks for Kids Fund 5050 Document Request  
**Date:** Wednesday, September 12, 2012 3:15:45 PM

---

Hi Anna. Here is an email string from Cheryl Mitchell answering some of the questions we have asked. Cheryl has been providing me copies of some operational changes she is making. I am not commenting on them as this speaks to how the charity will operate. She has offered to provide a summary for us of all the operational improvements they have made. Operations is your division's bailiwick so I will let you decide on whether you wish to receive that from the Charity.

We are working on the technical audit with Rycom, having put them in touch with our test lab and working on the scope of the audit. Thanks for the input from Dickson.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Wednesday, September 12, 2012 3:04 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Steve,

Thank you for the update. We are hoping in the interim that we will be allowed to continue with the system on an interim basis for all the reasons we discussed on Friday. From our perspective, we had a successful year last year except for the final game. From that final game, we have analyzed that event, and based on many conversations and discussions between the Canucks, BUMP/Rycom and various departments in the Gaming Branch, have made both technological and operational improvements to ensure the integrity of the charitable raffle process. I was wondering if it would be helpful if we sent a summary of all of this to Anna and Kathy as part of this process or

should we wait until you have finished your review and recommendations?

Again, thank you for this. I know that we are taking up a lot of your and Dave's time.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Wednesday, September 12, 2012 2:50 PM  
**To:** 'Cheryl Mitchell'  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Thanks Cheryl. The quick response is appreciated. We will not require anything further from the charity at this time. Our next step is to arrange for the test lab to make contact with Rycom and to arrange for the technical audit. I passed on contact details between Rycom's Dan Tanenbaum and Salim Adatia, the CEO of our test lab yesterday. Salim is in Toronto tomorrow for another matter and may be able to make contact with Dan. From there we will detail the scope of the technical audit and we will need to impose on the Roger's Arena system in order to conduct the audit. I am hoping this can be at least started within the next couple of weeks. Dave and I would like to see the full operation at some point as well. We may be able to coordinate that with the test lab's attendance onsite.

We have asked Rycom and are waiting for more technical information related to the system which will be required by the lab.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Cheryl Mitchell s.22  
**Sent:** Wednesday, September 12, 2012 2:33 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Hi Steve,

Here is the report prepared by BUMP/Rycom for the February 13<sup>th</sup> situation. In hindsight this is very interesting. On February 13<sup>th</sup> we had a technology 'issue' and we stopped ticket sales early because of our concerns. The technology ultimately got fixed and we could have kept selling. The draw happened on time. This likely was a contributing factor into our decision-making process for the final game on April 22<sup>nd</sup>. The technology 'fix' appeared to be 'imminent' and so we kept selling. Again this highlights the importance of a separate operational protocol (the draft version I sent to you yesterday) that functions separately from the process of resolving the technology.

I think we have sent you everything you requested. Is there anything else we can get for you?

Thanks again for your focus and help with all of this.

Cheryl

Cheryl Mitchell

s.22

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Tuesday, September 11, 2012 1:49 PM  
**To:** 'Cheryl Mitchell'  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Thanks for the information Cheryl. Just a quick comment on your proposed wording in point 5, you indicate that the denoms are 3/\$5, \$7/10 18/\$20 however the remainder of the sentence indicates the format will be one ticket for \$5. These two processes appear to be in conflict if I am reading it correctly.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782

email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** Cheryl Mitchell [<mailto:s.22>]  
**Sent:** Tuesday, September 11, 2012 1:40 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX  
**Subject:** RE: Canucks for Kids Fund 5050 Document Request

Hi Steve,

I have information for you.

1. The main contact people at BUMP/Rycom are:  
Dan Tanenbaum, [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com), [s.22](mailto:s.22)  
Casey Witkowicz, [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca),

The other people on the call were:

Mark Witkowicz who is a project manager with Rycom/BUMP

Patrick Cuatico who is also a project manager with Rycom/BUMP and an IT person

Jay Lushington who is a programmer with Rycom/BUMP

Oliver Prince was also on the call and he is an IT manager with the Canucks.

2. We do not have 'fixed' kiosks that use different technology. All of our sellers use the Galaxy tablets, however most of them sell in 'fixed' locations. It is only those sellers who are in the stands/the suites who actually roam.
3. I have attached our risk management overview. This is part of updating our overall operations manual and is DRAFT only. We have learned many things over the past few weeks and since our final game last season, so this is a work in progress. What I have sent you is primarily related to game operations and the ticket draw. We have other risk management processes for theft, building evacuation etc., however those are not as related to this situation. Our full manual will be done in the next few weeks as we want to integrate what we learn from this review into our operational procedures. When the manual is complete I will certainly provide a copy to your team, Kathy's team and Anna's team.
4. I have also attached a flow chart to accompany the draw process – this is related to final

game of the season. Comments on this or other risk management procedures are most appreciated and welcomed.

5. Additionally we are going to be adding the following wording to our website and to the game rules that we keep at customer service.

*In the event that the electronic 50/50 system goes down for any circumstances, the Canuck for Kids Fund 50:50 Program sell paper tickets. These will be numbered in sequential order and sold in denominations of 3/\$5, 7/\$10 and 18/\$20. The format will be one ticket for \$5 and will be numbered in sequential order. The paper tickets will only be sold prior to any electronic tickets purchased. If the electronic system goes down at any time or for any reason during the game, the draw will be made in the 3rd period with only the purchased tickets from the electronic system.*

6. I am waiting for the February 13th final report and the screen shots from BUMP/Rycom and will forward those to you as soon as I receive them.

Let me know what else you need from me. I am expecting our 50:50 room to be available in the near future.

C.

Cheryl Mitchell

s.22

s.22

-----Original Message-----

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

Sent: Monday, September 10, 2012 11:15 AM

To: 'Cheryl Mitchell'

Cc: 'Derek Boyd'; Nicholson, David MEM:EX

Subject: RE: Canucks for Kids Fund 5050 Document Request

Thanks for your time and your team's time on Friday. The information you provided went along way to helping us understand the operations and the system in place. In addition to points you have detailed below, I have some additional questions/information requests:

Can you provide contact information for the Rycom people that were on the call. We went through the introductions fairly quickly and we will need to follow up with Rycom.

Can you confirm that your system does or does not utilize fixed selling stations (eg Kiosks)? If so, do they also utilize the same cellular communications protocols.

With respect to the 3rd party testing, most of this will be coordinated through Rycom. While the charity has the licence to operate, Rycom is the service provider and will be tasked with dealing with the 3rd party lab in order to have the audit conducted. This will of course need some coordination on your part as the audit will most likely take place onsite.

Let me know if there is anything further you need from me. We look forward to receiving your information. Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. <sup>s.15, s.17</sup> Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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-----Original Message-----

From: Cheryl Mitchell <sup>s.22</sup>  
Sent: Monday, September 10, 2012 10:09 AM  
To: Lefler, Stephen C MEM:EX  
Cc: Derek Boyd  
Subject: RE: Canucks for Kids Fund 5050 Document Request

Steve,

Thank you for the time on Friday. I wanted to circle back with you and Dave to follow up on our conversation. My understanding is that our next steps are:

1. Send you an update on February 13th.
2. Send you the updated risk management and operational procedures.
3. Send you screen shots of the test game that we set up for demonstration purposes on Friday.

We will have these to you by Wednesday.

Once you have these my next understanding is that we will hear about the next steps which may or may not include one or some of the following:

1. Provisional approval to continue with the system
2. Requests for additional parameters/procedures to be added to the system
3. Third party testing that likely would happen at Rogers' Arena when our room is set up.

Let me know if I missed anything or if you require anything further from us.

Cheryl.

Cheryl Mitchell

s.22

s.22

-----Original Message-----

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

Sent: Wednesday, September 05, 2012 5:16 PM

To: Cheryl Mitchell

Subject: Re: Canucks for Kids Fund 5050 Document Request

Thanks Cheryl. See you on Friday at noon. Thanks for arranging the meeting.

Sent from my iPhone

On 2012-09-05, at 4:42 PM, "Cheryl Mitchell"

<s.22

>> wrote:

Steve,

Here is another document you might find useful. BUMP/Rycom sent this to Anna's team this summer.

Cheryl Mitchell

s.22

s.22

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

Sent: Wednesday, September 05, 2012 1:55 PM

To: 'Cheryl Mitchell'

Cc: 'Daniel Tanenbaum'

Subject: RE: Canucks for Kids Fund 5050 Document Request

Thanks Cheryl



Steve Lefler, CPP  
Director/Deputy Registrar  
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Phone Off. 250 356-6166, Cell. s.15, s.17 Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)<<mailto:Stephen.Lefler@gov.bc.ca>>  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)<<http://www.pssg.gov.bc.ca/gaming>>

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From: Cheryl Mitchell

s.22

Sent: Wednesday, September 5, 2012 1:10 PM  
To: Lefler, Stephen C MEM:EX  
Cc: 'Daniel Tanenbaum'  
Subject: RE: Canucks for Kids Fund 5050 Document Request

Steve,

While that works for us, it may be a challenging for Dan's Toronto team. Dan's direct cell phone number is s.22 and his email is [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com)<<mailto:dan@bumpworldwide.com>>. I have copied him on this email.

Another option for timing is that you come over to Vancouver on Friday and we conference call in Dan and his IT team. We can meet with the Canuck IT Director's office if that works for you.

Our 50:50 room will be set up next week but we could go online to see reports and use the tablets – we just wouldn't be able to see the back printers in action until next week. That may be 'step 2' after this meeting/call.

Thank you for moving quickly to resolve this.

Cheryl.

Cheryl Mitchell

s.22

s.22

<Technical Review of Ticket Flow V 1 DRAFT.docx>

**From:** [Fitzgerald, Anna MEM:EX](#)  
**To:** [s.22](#)  
**Cc:** [Lin, Dickson MEM:EX](#); [Desrochers, Blanca MEM:EX](#)  
**Subject:** FW: Revised Technology Audit Report  
**Date:** Friday, September 14, 2012 12:50:00 PM  
**Attachments:** [Technology Audit Report 09.14.12.pdf](#)

---

Hello Cheryl,  
Thank you. I am forwarding to Dickson and Blanca by copy.  
I hope you have a good weekend.  
Regards,  
Anna

*Anna Fitzgerald, CA, CIA*  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
*Know your limit, play within it.*

---

**From:** Cheryl Mitchell [[s.22](#)]  
**Sent:** Friday, September 14, 2012 12:47 PM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** Revised Technology Audit Report

Hi Anna,

I was concerned about a possible inaccuracy in the report based on our conversation. I had thought that we had been meticulous and so I revisited the the technology audit report prepared by BUMP/Rycom and myself. I think that I found it in item #3 related to issues with printers. Their interpretation was that this question was based on functioning of printers not the server, and was more related to the printers being out of ink, out of paper or paper jams. I have revised this to more accurately reflect the server/printer issues. Let me know if there is anything else that I can get for you. I am assuming you will forward these to Dickson and Blanca.

C.

Cheryl Mitchell

[s.22](#)

[s.22](#)

**From:** Cheryl Mitchell  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** FW: Security\_log\_reports for canucks 5050  
**Date:** Tuesday, December 4, 2012 12:47:11 AM  
**Attachments:** security\_log\_reports.zip

---

Blanca,

Here are the detailed reports for the three events. They are password protected. I will send this to you in a separate file.

C.

Cheryl Mitchell

s.22

**From:** Lefler, Stephen C MEM:EX  
**To:** "Cheryl Mitchell"  
**Cc:** "Derek Boyd"; Nicholson, David MEM:EX; Fitzgerald, Anna MEM:EX  
**Subject:** RE: Updated powerpoint on April 22nd Incident from BUMP  
**Date:** Monday, September 17, 2012 10:18:31 AM

---

Thanks Cheryl, no problem with the barrage, we are trying to address these issues expeditiously. The last page of the new presentation (which was not included in the first version) has some troubling numbers. According to Rycom's analysis, there were 43,333 tickets that did not make it into the drum for the draw. This is double the number that was initially reported to us. Also of concern is that according to the analysis, \$92,930 was taken in with tablet sales. Rycom indicates that the "Cash collected and remitted represented a couple of hundreds of dollars discrepancy from the table data recovery." And further speaks to "\$286 discrepancy between ticket sales and cash remitted by sellers." I understand that there will be some discrepancies however when I look at the web posted jackpot and payout numbers, there is a \$10,000 discrepancy between what the tablets indicate were the total sales and the \$102,930 jackpot and \$51,465 payout advertised.

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email: Stephen.Lefler@gov.bc.ca  
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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Friday, September 14, 2012 1:43 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** 'Derek Boyd'; Nicholson, David MEM:EX; Fitzgerald, Anna MEM:EX  
**Subject:** Updated powerpoint on April 22nd Incident from BUMP

Hello Steve and Anna,

Sorry for the barrage of documents today. I am trying to make sure that all information has been disseminated and that I haven't missed anything.

I have attached (BUMP Incident Finds April 22 – Update Sept. 2012) for your files. This is a more up-

to-date powerpoint from Rycom on the April 22<sup>nd</sup> incident. I had sent you both the original powerpoint that we had from them in an email to Kathy Elder on September 4, 2012 (that copy is also attached – BUMP Incident Findings April 22 Final). Steve had asked for more specific details, which we didn't have, so we asked BUMP/Rycom to prepare something more detailed and technology-based. This is their revised powerpoint - the additions are in green writing and they have added two slides. I am pleased to see that they can 'data recovery' and the redundancies do work. This further supports our operational recommendations and protocols for a delayed draw should this situation every happen in the future. You have our draft of these recommendations and the flowchart in one of the emails I sent to you this week

C.

Cheryl Mitchell

s.22

**From:** [Lefler, Stephen C MEM:EX](#)  
**To:** [Cheryl Mitchell](#)  
**Subject:** Re: Canucks 50:50 room date for testing  
**Date:** Monday, September 17, 2012 7:11:06 PM

---

Thanks Cheryl.

Sent from my iPhone

On 2012-09-17, at 5:53 PM, "Cheryl Mitchell" <[s.22](#)> wrote:

Hello.

We saw our room today and they are just putting it back together. We would be ready to do testing by Wednesday of next week.

Cheryl

Cheryl Mitchell

[s.22](#)

[s.22](#)

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Canucks 5050 Program  
**Date:** Thursday, September 20, 2012 2:44:03 PM

---

Hi Kathy,

The NHL has not given official notice of game cancellation; however it appears that we will not have a game on the 24<sup>th</sup> of September (next Monday). I won't have official confirmation of this until Friday (tomorrow) but wasn't sure what I needed to do to let you know for our license. I am assuming that because it says 'all homes games of the Vancouver Canucks' and because there isn't a home game that we are okay.

Please advise if there is anything else you need from me.

C.

Cheryl Mitchell

s.22

s.22



**From:** Elder, Kathy A MEM:EX  
**To:** "Cheryl Mitchell"  
**Subject:** RE: It's official  
**Date:** Thursday, September 20, 2012 4:07:00 PM

---

Thanks Cheryl

K

---

**From:** Cheryl Mitchell s.22  
**Sent:** Thu, September 20, 2012 3:01 PM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** It's official

The pre-season games, as outlined in the game schedule I sent to you have officially been cancelled by the NHL. I will send you an updated calendar once the work stoppage issues are resolved.

Thank you.

C.

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Subject:** RE: Canucks 5050 tickets - paper ticket question  
**Date:** Wednesday, October 3, 2012 1:32:24 PM

---

Thanks Kathy for the quick response and the clarification. No problem!

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Wednesday, October 03, 2012 1:02 PM  
**To:** Cheryl Mitchell  
**Subject:** RE: Canucks 5050 tickets - paper ticket question

Hi Cheryl

The Canucks situation is a little unique because you allow people to claim the prize after the single day event. Given this we would like to see the license number printed on the ticket.

Thanks  
Kathy

---

**From:** Cheryl Mitchell s.22  
**Sent:** Wednesday, October 3, 2012 11:33 AM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Canucks 5050 tickets - paper ticket question

Kathy,

I am having a few games worth of 5050 paper tickets printed as a 'backup' just in case the season starts earlier than anticipated. As well it is one of our contingency planning components as a backup to the electronic system. My question is do I have to print the license number on the bearer tickets? I can't find anything about this in the standard procedures. In section 8.2 it suggests that for commercially printed bearer tickets I do not have to put the license number. Even though it is option we still custom print our tickets so we can have the hotline # and website on the tickets. If you could please let me know whether or not I need the license # on bearer tickets that would be most appreciated.

Thank you .

C.

Cheryl Mitchell

s.22

---

**From:** Elder, Kathy A MEM:EX [<mailto:Kathy.Elder@gov.bc.ca>]  
**Sent:** Thursday, September 20, 2012 4:07 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: It's official

Thanks Cheryl  
K

---

**From:** Cheryl Mitchell s.22  
**Sent:** Thu, September 20, 2012 3:01 PM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** It's official

The pre-season games, as outlined in the game schedule I sent to you have officially been cancelled by the NHL. I will send you an updated calendar once the work stoppage issues are resolved.

Thank you.

C.

Cheryl Mitchell

s.22

s.22

**From:** s.22  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: followup on Canucks 5050.  
**Date:** Friday, October 19, 2012 3:28:56 PM

---

Hi Steve. Things are moving ahead well and apparently the testing is happening in the 29th. I was confused about something. It was my understanding that this 'testing' was a test of Rycom/BUMP and their software, not of the Canucks for Kids Fund. I am getting a different impression from Rycom and just wanted to make sure that I am clear on this. Also I wondered if this testing will form part of the certification process or will they have pay for the certification as well as this testing? My cell is s.22 Thank you! Cheryl  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Lefler, Stephen C MEM:EX" <Stephen.Lefler@gov.bc.ca>  
**Date:** Tue, 9 Oct 2012 08:04:22 -0700  
**To:** 'Cheryl Mitchell' <s.22>  
**Subject:** RE: followup on Canucks 5050.

Hi Cheryl. I hope you had a great long weekend. We are considering the issue of monitoring but have not yet made a decision and needed more on the technical side in order to make that decision. We are hoping to discuss with the test lab during or after their assessment of the system. I am sensitive to the issue and understand the importance of that support and that will be considered in any decision we make. We are awaiting confirmation of a time and date for the testing. Thanks.

Steve Lefler, CPP  
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email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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---

**From:** Cheryl Mitchell s.22  
**Sent:** Monday, October 8, 2012 7:28 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** followup on Canucks 5050.

Hi Steve,

Hope you had a very enjoyable Thanksgiving weekend. A couple of things.

1. Casey from Rycom has been excellent at keeping me up to date. It sounds as things are going very well. I only have one concern so far on behalf of the Canucks which is related to the third party monitoring and support. This was a 'selling' feature for this system as we wanted to ensure that we had the technology support. I was wondering what procedures we could put in place to keep this support system available to us?
2. I am in Victoria for the next couple of days (Tuesday and Wednesday) if there is anything we should meet on. I would be happy to come by your office.

C.

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** "Casey Witkowicz"; Derek Boyd  
**Subject:** Canucks 50:50 clarification on "testing" process  
**Date:** Sunday, October 21, 2012 9:30:24 AM  
**Attachments:** IT General Controls Review Scope of Work Items.docx

---

Hi Steve,

s.22

. Thank you for taking the time to clarify things with me on Friday afternoon. I am copying Casey from Rycom, and Derek Boyd, the Director of IT for the Vancouver Canucks, so that we can all be on the same page.

My phone call to you was to clarify that the purpose of the upcoming test. My understanding of our call was:

- 1) The 'testing' is for the technology and not a 'testing' of the Canucks for Kids Fund 50:50 operations.
- 2) The use of the computer system at Rogers Arena was a convenient venue for GLI to experience the Rycom/BUMP software.
- 3) The Rycom/BUMP team will work directly with GLI to lead the demonstration. I/my staff will be there simply to assist if needed.

Is my understanding correct?

An example of some of the things I asked you about were:

1. We are working on our operations manual for the lottery - you replied that this was not part of this 'testing'.
2. The 'winner' process is also not part of the 'testing'.
3. The location of the servers is to ensure they are secured behind a locked door.

It is possible some of the items on the GLI scope of work may have created some confusion. We have all been working with a project management document which itemizes each item from the GLI scope of work. I have attached a list of the items from the document in the hope that we can get clarification. I have asked a few questions on specific items - Casey may have some further questions/comments. From our conversation it seems as though some of these items may in fact not be necessary and could be deleted from the scope of work.

I would like to suggest you, Casey and I have a conversation on Monday to go through this together. I am available all day except between 11:30 – 1:30.

Thank you again for your guidance and support.

Cheryl.

Cheryl Mitchell

s.22

## 1. IT General Controls Review

GLI will review the submitted documentation on the Bump 50:50 system to gain an understanding of the ticketing and barrel printing process, and the administrative and technical controls implemented in the Bump 50:50 system to maintain the integrity of the ticket database and the printing process.

## 2. Process Audit

GLI will perform a process audit to verify that the Bump 50:50 system correctly performs the expected ticketing and barrel printing processes. The process audit will include an examination of:

Description	Comments	Responses
a. Normal sale of Bump 50:50 tickets through the following delivery method: i. Handheld devices (Pods) using the Bump 50:50 technology and communicating with the Bump 50:50 server through the Rogers network	Rycom leads GLI through this process	
b. Sale of tickets where there is a communication disruption during the selling process: i. Handheld devices (Pods) communicating directly with the server cease operating or move out of range during a sale.	Rycom leads GLI through this process	
ii. Handheld devices (Pods) using the Bump 50:50 technology which fail during the selling process.	Rycom leads GLI through this process	
c. Review of the information stored in the server database to verify that all transactions which took place in the field were recorded correctly in the server database.	Rycom	
d. Review of the server logs to verify that simulated events in the field were recorded correctly in the server logs.	Rycom	
e. Audit of the tickets printed for a barrel draw to ensure that all tickets sold were present in the barrel draw.	Rycom	
f. Test of winning ticket verification processes: i. Accurate verification of winning tickets using validation codes.	Rycom	
ii. Damaged winning ticket verification.	Rycom	
iii. Correct updating of server database with winners:	Rycom	

## 3. Controls Verification

Verification that the administrative and technical controls used to maintain the integrity of the printing process and the server ticket database are implemented in the Bump 50:50 system. This will include:

Description	Comments	Responses
a. Physical security controls for the the Bump 50:50 server, the draw barrel and associated barrel printers.	I am assuming that we just show them the Canucks IT server room and then room where we hold the draw. Are there any 'criteria' we need to meet here?	



<b>b. Technical/Logical controls:</b> i. For the printing process (mobile and server), i.e. what controls are in place to ensure that only sold tickets in the ticket database are printed into the barrel.	Rycom	
ii. For the mobile devices (i.e.: controls to prevent tampering, ability to disable in the event of lost device).	Rycom	
iii. For the display output (i.e.: what controls are in place to ensure that the display output accurately reflects the jackpot value and cannot be manipulated).	Rycom send the signal to the Canucks – do you need us to turn the televisions on in the concourse and show you the jumbotron or is this just the software coding to make this work?	
iv. Access controls to the server and core system (onsite or remotely).	Rycom	
v. Access controls to the ticket database, i.e.: what controls are in place to ensure that no changes can be made to the information on sold tickets in the ticket database.	Rycom	
vi. Review of system capacity of the Bump 50:50 system to ensure that the system has the capacity to handle the expected number of tickets.	Rycom	
<b>c. Review of the ticket number generation process to ensure uniqueness for every ticket sold and invalidation of voided, unsold ticket numbers.</b>	Rycom	
<b>d. Review of barrel ticket physical characteristics (i.e.: consistency in cutting, size, printed information, etc.).</b>	Rycom	
<b>e. System reporting functions, including reports for:</b> i. Sales accounting – total sales, winnings, funds distribution, trending etc.	Rycom to print this out for GLI	
ii. Reconciliation Reports – comparison of tickets sold and tickets printed.	Rycom to print this out for GLI	
iii. Error/Exception Reporting – paper jam, out of paper, reprint requests for mobile and server printers.	Rycom to show this to GLI	
iv. Ticket report – sales by station, total tickets, unsold tickets, voided tickets, etc.	Rycom to print this out for GLI	
v. Winner information – winner details, unredeemed tickets, etc.	This seems to be covered by standard procedures for winners – can you please clarify what is expected for the technology component of this?	

f. Review of system data backup processes including data disaster recovery to facilitate a delayed draw.	What is the expectation here from Rycom? The Canucks have their server and the backup is in the tablets. Will GLI just let people know if we need additional backup. I think that this is one of the reasons we would like to go to a cloud-based solution because of this backup component.		
g. Review of system monitoring and logging functions i.e. what controls are in place to ensure that the system running is the approved system, and that system logs cannot be tampered with.	Rycom		
<b>4. Process Audit</b>			
<b>Description</b>	<b>Comments</b>		<b>Responses</b>
<b>a. Baseline Event Simulation</b>	Rycom to demonstrate this to GLI		
i. Sell tickets using Pods from 3 different locations	This items in this section I think were causing some of the confusion as it appeared that perhaps they were auditing how the Canucks 50:50 staff did this. What I understand from our conversation on Friday is that Rycom is just showing GLI how it works.		
ii. Print tickets for barrel draw	Rycom to demonstrate this to GLI		
iii. Obtain copy of "drum" listing from server in electronic or printed format.	Rycom to demonstrate this to GLI		
iv. Cross-check information from all three sources: customer tickets, system records, barrel tickets.	Rycom to demonstrate this to GLI		
<b>b. Challenged Event Simulation</b>	Rycom to demonstrate this to GLI		
i. Sell tickets using Pods from 3 different locations			
ii. Simulate challenges to ticket selling process such as voiding sales, Pod offline, battery failure,	Rycom to demonstrate this to GLI		
iii. Print tickets for barrel draw.	Rycom to demonstrate this to GLI		
iv. Obtain copy of "drum" listing from server in electronic or printed format.	Rycom to demonstrate this to GLI		
v. Cross-check information from all three sources: customer tickets, system records, barrel tickets.	Rycom to demonstrate this to GLI		
<b>c. Performance Test</b>	Rycom to demonstrate this to GLI		
i. Disconnect Pods from Rogers network,			
ii. Sell maximum tickets into Cache for each Pod	Rycom to demonstrate this to GLI		
iii. Reconnect all Pods to network and upload information to server	Rycom to demonstrate this to GLI		

iv. Monitor system parameters during performance test (CPU usage, memory, bandwidth, etc.)	Rycom to demonstrate this to GLI	
<b>d. Winning Ticket Verification</b>	Rycom to demonstrate this to GLI	
i. Walkthrough of winning ticket verification process by on-site manager		
ii. Walkthrough of winning number display by on-site manager	Rycom to demonstrate this to GLI	
<b>5. Controls Verification</b>		
Description	Comments	Responses
<b>a. Physical Controls Assessment</b>		
i. Walkthrough demonstration of physical controls restricting access to the Bump 50:50 servers and ticket printers at Rogers Arena.	Can you please clarify this – is the fact that we are behind a locked door with swiped access sufficient? Please note that any other smaller lottery using this technology would not have this level of security.	
ii. Verification of utilities supporting Bump 50:50 servers and ticket printers at Rogers Arena, including power supply, UPS, communications	Is this the Canucks?	
<b>b. Access Controls</b>		
i. Walkthrough of access controls to Bump 50:50 system including password controls, firewalls, VPN access, etc.	Do the Canucks provide the password protocol or Rycom? Do you need something written or does it need to be demonstrated?	
ii. Password policies for access to different components of the system, e.g. manager's console, technical support console, ticket database, etc.	Same questions as 5.b.i - Do the Canucks provide the password protocol or Rycom? Do you need something written or does it need to be demonstrated?	
<b>c. System Reports</b>		
<b>Printing demonstration of reports available from Bump 50:50 system:</b>		
i. Sales accounting	Based on our conversation I am assuming that Rycom just prints these out/sends them to GLI.	
ii. Reconciliation reports	As above	
iii. Error/Exception reports	As above	
iv. Ticket report	As above	
v. Winner Information	As above	
<b>d. Data Backup</b>		
i. Walkthrough of system backup procedures	?	
ii. Location of backup media	?	
iii. Reports on internal testing of any backup processes	?	
iv. Walkthrough of disaster recovery plan	We sent you our operational report if there is a technology problem which outlines what the Canucks 50:50 program would do in event of a failure. What	

	do you need from Rycom on this item?	
<b>e. System Monitoring and Logging</b>	Rycom to provide this.	
i. Walkthrough of system logs generated by the system		
ii. Walkthrough of controls on log access.	Does this come from the Canucks 5050 team or Rycom?	
<b>6. Project Materials Required.</b>		
In order to ensure GLI's ability to stay within the quoted amounts within this Proposal, Bump Worldwide Inc: will be responsible for providing the following submission materials (if not already provided):		
Description	Comments	Responses
<b>a. Games Evaluation</b>	. Rycom	
i. A summary description of the overall game in high-level terms (if available),		
ii. Access to a complete working test version of the game(s)	. Rycom	
iii. Details of all game rules, special features, bonus games, etc...	. Rycom	
iv. Any special tools including emulators or simulators required to conduct the compliance evaluation.	. Rycom	
<b>b. Platform Evaluation</b>	. Rycom	
i. High level description of the structure and function of the gaming platform and its modules.		
ii. General documentation regarding the site functions and operation,	. Rycom	
iii. Backend access to verify all reporting and administrative control requirements,	This appeared to be something that involved the Canucks 5050 operations. Please clarify	
iv. Operational test site with administrator credentials (accounts and passwords) for front end testing and back-end verification	Please clarify	
<b>c. Information Security Systems (ISS) Audit</b>	I mentioned all these documents listed below. Some of them we thought the Canucks 50:50 team had to provide (HR security documentation) and you confirmed that these were not necessary. Do they need to come from Rycom? Please clarify.	
i. Documentation covering the following areas of information security (to be provided prior to GLI's auditor going on-site):		
▪ Management implementation of information security policy.	?	
▪ Human Resources Security Documentation	?	
▪ Physical and Environmental Security Documentation	?	
▪ Disposal of Equipment and Storage Media Documentation	?	

▪ Third party services Documentation	?	
▪ Malicious and mobile code Documentation	?	
▪ Backup of information and software Documentation	?	
▪ Network Security Management Documentation	?	
▪ Storage media handling Documentation	?	
▪ Access Control, Privilege Management, Password Management, User Authentication, etc. Documentation	?	
▪ Network Architecture, Segregation, and Routing Control Documentation	?	
▪ Mobile Computing Documentation	?	
ii. A network diagram showing at a minimum all devices within the scope of the audit and the network architecture connecting those devices.	Rycom	
iii. Access to personnel while on-site to answer questions which may arise during GLI's audit	Is this Rycom personnel or Canucks 50:50 personnel?	
iv. GLI may require additional project materials during the course of the evaluation.	Rycom	
<b>d. Software Evaluation</b>	Rycom	
i. GLI may require additional project materials during the course of the evaluation.		
ii. Access to a complete working test version of the software,	Rycom	
iii. Details of all software features, configurations, settings, etc...	Rycom	
iv. Details of data storage methods, error detection / correction, source code compilation, software checksums, etc... and	Rycom	
v. Any special tools including emulators or simulators required to conduct the compliance evaluation.	Rycom	
<b>e. Hardware Evaluation</b>	Do the Canucks need to do anything on this?	
i. A summary description of the overall hardware in high-level terms,		
ii. Access to a complete working test version of the hardware,	Do the Canucks need to do anything on this?	
iii. Details of all components, peripherals, buttons, etc...	Do the Canucks need to do anything on this?	
iv. Schematic diagrams of the hardware, and	Do the Canucks need to do anything on this?	
v. Any special tools including keys and cables	Do the Canucks need to do anything on this?	

required to conduct the compliance evaluation.		
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**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX; Fitzgerald, Anna MEM:EX  
**Cc:** Lefler, Stephen C MEM:EX  
**Subject:** Questions about start of Canucks 50:50 program.  
**Date:** Tuesday, October 23, 2012 9:53:51 AM

---

Good morning Kathy and Anna,

In preparation for the hockey season I have a few questions and wasn't sure who to email. I apologize in advance for the long email.

**Electronic system is approved**

1. We are having the testing done on the 29<sup>th</sup> of October and should have an answer back from Steve's team some time the following week. I have a question:
  - a. What else do you need in addition to Steve's technology approval for the Canucks for us to move forward with the electronic system? I have sent you both a copy of our contingency planning – both the written operational strategy and a flowchart. This ensures that if we have a technology or cellular failure we have the systems in place to either:
    - i. Do an early draw if all the tickets are in the draw bin
    - ii. Delay the draw if all the tickets are not in the draw bin.

**Opening night**

1. In addition to the communication that the Canucks for Kids Fund will be sending out related to the April 22<sup>nd</sup> incident, s.21

**Season starts on November 2<sup>nd</sup>.**

1. There is a chance (we will know this Thursday) that the season may start on the 2<sup>nd</sup> of November in which case the electronic system may not yet be approved. I am not sure what the strategy is related to the press release on April 22<sup>nd</sup> s.21

have the same questions as above and wondered your thoughts on the above. I am thinking we may want until the system is approved to do that but I am not sure of the exact strategy of the Canucks – some of that depends on your recommendations and reply to this email.

Sorry about the long email. I am trying to get organized which is a bit challenging with no clear start date while this work stoppage is still happening.

Thank you as always for your help and guidance.

Cheryl.

Cheryl Mitchell

s.22

s.22



**From:** Cheryl Mitchell  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: Call today to discuss canucks 5050  
**Date:** Tuesday, October 23, 2012 9:35:37 AM

---

Hi Steve.

Here are my responses.

1. Are your sellers full volunteers or are some of them paid. If paid, how is the compensation calculated, per game, based on sales, etc?

Yes, at this time all of our sellers are volunteers. In fact we use basically the same model as we have used for the past 19 years. The sourcing of volunteers has changed since the age requirement change and we have continued to improve the program but basically we have the same premise. We do have a volunteer incentive program that includes signed Canucks stuff and game tickets.

Occasionally the 50:50 paid staff will sell if there are not enough volunteers. But that is just one of the staff duties that we occasionally aske them to do – there is not additional or specific compensation.

Standard procedures lays this out quite clearly and we follow those guidelines.

2. s.21

- 3.

C.

Cheryl Mitchell

s.22

s.22

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**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** Tuesday, October 23, 2012 7:50 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Call today to discuss canucks 5050

Thank you Cheryl. I do have a couple of questions related to the charity operations. Not having viewed an actual game in operation, I have a couple of minor questions.

- Are your sellers full volunteers or are some of them paid. If paid, how is the compensation calculated, per game, based on sales, etc?
- During a draw, is there a separate location for the sellers to prep, rest if needed, and count at the end of the night or does this take place in the foundation room?
- What specific activities take place inside the foundation room?

Thanks again.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Cheryl Mitchell s.22  
**Sent:** Monday, October 22, 2012 7:54 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: Call today to discuss canucks 5050

Thank you so much for your time and clarification today. I really appreciate all that you are doing to guide this process and help us do the best job possible.

Warm regards,

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]

**Sent:** Monday, October 22, 2012 3:16 PM

**To:** 's.22

**Subject:** RE: Call today to discuss canucks 5050

Will be at my desk.

Steve Lefler, CPP

Director/Deputy Registrar

Certification and Game Integrity

Gaming Policy and Enforcement Branch

P.O. Box 9202 Stn Prov Govt,

Victoria, B.C. V8W 9J1.

Phone Off. 250 356-6166, Cell. s.15, s.17

Fax 250 356-0782

email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** s.22 [<mailto:s.22>]

**Sent:** Monday, October 22, 2012 3:15 PM

**To:** Lefler, Stephen C MEM:EX

**Subject:** Re: Call today to discuss canucks 5050

We will call you at 4. C

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>

**Date:** Mon, 22 Oct 2012 14:35:27 -0700

**To:** s.22

; 'Casey

Witkowicz' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>

**Subject:** RE: Call today to discuss canucks 5050

The closer to 4:00 Pm the better, thanks. You can call my office.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. **s.15, s.17**  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** **s.22**  
**Sent:** Monday, October 22, 2012 1:26 PM  
**To:** Lefler, Stephen C MEM:EX; Casey Witkowicz  
**Subject:** Call today to discuss canucks 5050

Hi Steve. Are you available today to speak with Casey and I some time after 4 pm? Cheryl  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Tue, 9 Oct 2012 08:04:22 -0700  
**To:** 'Cheryl Mitchell'<**s.22**>  
**Subject:** RE: followup on Canucks 5050.

Hi Cheryl. I hope you had a great long weekend. We are considering the issue of monitoring but have not yet made a decision and needed more on the technical side in order to make that decision. We are hoping to discuss with the test lab during or after their assessment of the system. I am sensitive to the issue and understand the importance of that support and that will be considered in any decision we make. We are awaiting confirmation of a time and date for the testing. Thanks.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. **s.15, s.17**  
Fax 250 356-0782

email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** Cheryl Mitchell s.22  
**Sent:** Monday, October 8, 2012 7:28 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** followup on Canucks 5050.

Hi Steve,

Hope you had a very enjoyable Thanksgiving weekend. A couple of things.

1. Casey from Rycom has been excellent at keeping me up to date. It sounds as things are going very well. I only have one concern so far on behalf of the Canucks which is related to the third party monitoring and support. This was a 'selling' feature for this system as we wanted to ensure that we had the technology support. I was wondering what procedures we could put in place to keep this support system available to us?
2. I am in Victoria for the next couple of days (Tuesday and Wednesday) if there is anything we should meet on. I would be happy to come by your office.

C.

Cheryl Mitchell  
s.22

**From:** Lefler, Stephen C MEM:EX  
**To:** "Cheryl Mitchell"  
**Subject:** RE: Idea for the 29th and the Canucks 5050 testing  
**Date:** Tuesday, October 23, 2012 1:24:00 PM

---

Thanks Cheryl for the suggestion. At this point I want to keep a separation between the operational aspects and the technical. As per our call, I will be working with the lab to identify those areas that are technical in nature and the responsibility of Rycom. Some of that may cross over to the Canucks IT dept primarily because I do not approve operational guidelines or make the conditions of licensing, that is the purview of the other two divisions. This is a technical audit of the software and the network and an test of a virtual draw up to the point of the manual draw. After that, your operational procedures kick in. As an example, I will not be looking at the training aspect, that is operational.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Cheryl Mitchell s.22  
**Sent:** Tuesday, October 23, 2012 9:27 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Idea for the 29th and the Canucks 5050 testing

Steve,

I had an idea. I know that part of this process is to not only establish criteria for technology but also to provide guidance to any charity wanting to use an electronic solution. Our systems have provided ideas in the past so I was thinking that we could use the 29<sup>th</sup> for this purpose as well. Perhaps someone from Anna Fitzgerald's team and/or someone from Kathy Elder's team wants to come over for Monday that 29th. While GLI is working with Rycom and Canucks and IT, I could walk all of you through our flow and they could also see how this all works. Perhaps this could help with both the standards that are set up for the charities who want to use some time of electronic gaming solution as well as setting auditing criteria.

Just a thought. The more the merrier!

C.

Cheryl Mitchell

s.22

s.22

**From:** [Cheryl Mitchell](#)  
**To:** [R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)  
**Cc:** [Lefler, Stephen C MEM:EX](#); [Nicholson, David MEM:EX](#)  
**Subject:** Canucks Operation Manual  
**Date:** Sunday, October 28, 2012 6:09:32 PM  
**Attachments:** [5050 Program Manual 10.27.12.docx](#)  
[Tablet Caching Protocol Chart 10.27.12.docx](#)  
[BUMP 5050 Game System Setup.docx](#)  
[New Volunteer Training Checklist 10.27.12.docx](#)  
[New Volunteer Training 10.27.12.docx](#)

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Rob,

Thank you for all the work that you did today with your team. Here is our operations manual. I have sent the relevant operational appendices – if you see anything else in our binder at the office that you want I can send that along as well.

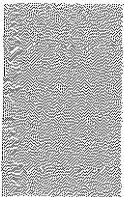
Please note that this is our most recent draft. We are always updating as we learn new things – I am sure that we will have things to add after these two days of testing.

Cheryl.

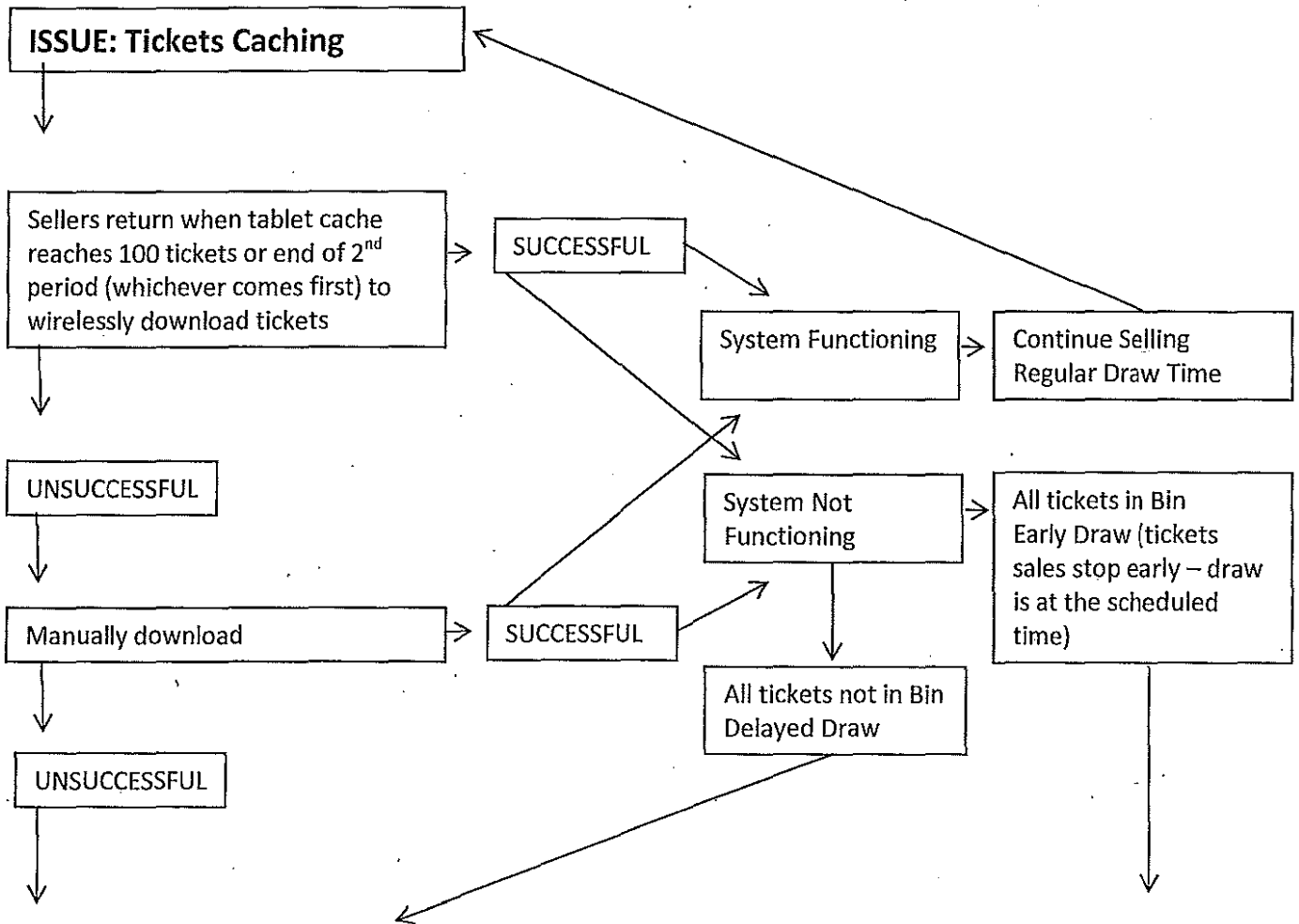
Cheryl Mitchell

s.22

s.22







#### Delayed Draw Procedures

1. Call Board member
2. Call Gaming branch
3. Contact game presentation to use 'delayed draw' script and screen shots
4. Contact Canucks IT to post 'delayed draw' on screens
5. Contact Fan Services to update them on 'delayed draw'.
6. Contact Event Supervisor to update all game staff on 'delayed draw' situation.
7. Contact web designer to update website with 'delayed draw' information
8. Leave 'delayed draw' message on 50:50 hotline.
9. Secure tickets that have been printed in backroom in separate bin.
10. Work with BUMP IT team to generate remaining tickets.
11. Generate incident report and send to Gaming Branch.
12. Work on IT resolution and send resolution to Gaming Branch.

#### Early Draw Procedures

1. Call Board member
2. Call Gaming branch
3. Contact game presentation to use 'early draw' script and screen shots
4. Contact Canucks IT to post 'early draw message' on screens
5. Contact Fan Services to update them on 'early draw'.
6. Contact Event Supervisor to update all game staff on 'early draw' situation.
7. Contact web designer to update website with 'early draw' information
8. Leave 'early draw' message on 50:50 hotline.
9. Generate incident report and send to Gaming Branch.
10. Work on IT resolution and send resolution to Gaming Branch.

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Subject:** RE: Canucks 5050 Next Steps  
**Date:** Wednesday, November 7, 2012 12:14:23 PM

---

Thanks Kathy!

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Wednesday, November 07, 2012 11:14 AM  
**To:** Cheryl Mitchell  
**Subject:** RE: Canucks 5050 Next Steps

Hi Cheryl

Sorry for not replying – I have received your messages and have let our policy branch and ADM's office know.

I believe they have been communicating with the board regarding some of these details.

I will let you know once I know for sure that decisions or next steps have been worked out

Thanks

Kathy

---

**From:** Cheryl Mitchell s.22 ]  
**Sent:** Wednesday, October 31, 2012 1:06 PM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Canucks 5050 Next Steps

Hi Kathy,

We just finished our testing with Steve and Dave's certification group and their third party vendor, GLI. They will have their report next week so we should all hear something later next week regarding the technology. I had emailed you and Anna Fitzgerald with a couple of questions and wanted to confirm that you had received that email. Mainly I am hoping to find out.

1. Do I work with you or Anna on the questions?
2. Is there anything else you need from me related to operations in order to proceed with the electronic 50:50 – assuming that Steve's group says it is okay?
3. What are some options for us related to the opening night and adding the fourth ticket category of a free ticket?

I understand that this all hinges on the technology testing, I am just trying to get other things in place where possible.

As always, I appreciate all your help!

Cheryl.

Cheryl Mitchell

s.22

s.22

**From:** [Cheryl Mitchell](#)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Cc:** [Nicholson, David MEM:EX](#)  
**Subject:** Canucks 5050 paper ticket sample  
**Date:** Friday, November 16, 2012 5:45:55 PM  
**Attachments:** [Paper Ticket Proof.pdf](#)

---

Hi Steve,

I realized that I hadn't sent this to you – it is a pdf of the paper tickets we have used in the past and have printed 4 games worth for back up this season.

C.

Cheryl Mitchell

s.22

s.22

Page 254 redacted for the following reason:

-----  
s.21

**Dickson, Brandy EMNG:EX**

---

**From:** Scaiano, Tanya C MEM:EX  
**Sent:** Monday, November 19, 2012 2:31 PM  
**To:** 'Cheryl Mitchell'; 'victor.debonis@canucks.com'; 'Divesh Bhulabhai'  
**Subject:** Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks  
**Attachments:** 103204-6738 Canucks for Kids Fund Report of Compliance Findings.doc

We have completed a preliminary compliance audit of your organization. Our draft report is enclosed for your information.

The organization is requested to provide comments about the draft report to the auditor by November 30, 2012. Your response should indicate if you understand the issues as presented and whether you agree or disagree with them. You should also describe how you plan to correct each issue, e.g.: "Our [*Title, Name of Person*] will ensure that [*corrective action*] will be taken by [*time frame*] for issue [*number*]."

If the organization is unable to provide this information to the auditor within the required time frame, then an appropriate response must be sent within 60 days of the final report, to the Director, Licensing and Grants Branch, Gaming Policy and Enforcement Division, P.O. Box 9310 Stn. Prov. Govt., Victoria, BC V8W 9N1.

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

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

Sincerely,

Tanya Scaiano  
Audit and Compliance  
604-660-5283

Enclosure

Tanya Scaiano, Charitable Gaming Auditor  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*

<b>Gaming Policy and Enforcement Branch</b> <b>Charitable Gaming Audit and Compliance</b> <b>REPORT OF COMPLIANCE AUDIT FINDINGS</b>				<b>Date:</b>		November 197, 2012
				<b>Prepared By:</b>		Auditor
				<b>Reviewed By:</b>		Reviewer
<b>Org #:</b>	103204	<b>Char #:</b>	6738	<b>Period Reviewed:</b>	Aug 1/10 to Jul 31/11	
<b>Organization:</b>	Canucks for Kids Fund					
<b>Review Category:</b>	Disbursement Testing					
<b>Sector:</b>	Human and Social Services					
<b>Gaming Access:</b>	Registered Raffle, Licence #17840, Various B/Licences (Regular Season)					
<b>Scope:</b>	Review of Disbursements and Financial Control Requirements					

Gaming Activity	Aug 1/10 to Jul 31/11	
	Per GASR	As Audited
Opening Balance	\$ s.21	
Revenue:		
Bingo Affiliation Grant		
Direct Access Grant		
Playground Grant		
Major Capital Grant		
Licensed Gaming		
Interest/GST Rebate		
Gaming Donations		
Transfers/Other Income		
Total Revenue:	\$	
Disbursements:		
Prize Costs		
Event Related Expenses		
Charitable Disbursements		
Total Disbursements:	\$	
Closing Balance	\$	
Method of Reporting: Cash		
Total Receipts Audited:	\$ s.21	
Total Disbursements Audited:	\$	

*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

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

1. The organization did not maintain adequate financial records, specifically, receipts/thank you letters from gaming fund recipients were not provided to the auditor. Section 27(a) of the *Conditions for a Class A and Class B Gaming Event Licence* states, "All licensees must maintain financial records that clearly show the amount and purpose for each transaction involving the receipt or disbursement of gaming revenues."
2. The organization did not provide the completed pre-audit questionnaire, and did not provide details of cheque signing authorities from the bank, board meeting minutes and list of voting members, etc. as requested. Section 1 of the *Conditions for a Class A and Class B Gaming Event Licence* states, "The licensee shall comply at all times with all provisions of the *Gaming Control Act*, all regulations and rules under the *Gaming Control Act*, all policies published by the Gaming Policy and Enforcement Branch (Branch), and all directives issued by the General Manager of the Branch, whether enacted, published or issued before or after the licence was approved, and as amended from time to time."

## Recommendations for Compliance Enhancement

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

1. Ensure the organization maintains financial records that clearly document the amount and purpose for each transaction involving the receipt or disbursement of gaming revenues.
2. Ensure the organization complies with the *Gaming Control Act*, and all rules, regulations and directives of Gaming Policy and Enforcement Branch.



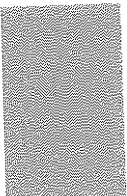
**From:** Cheryl Mitchell  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** Canucks for Kids Fund Volunteer Training Notes  
**Date:** Monday, November 21, 2011 3:03:41 PM  
**Attachments:** Training 11.15.11.docx

---

Hi Tanya,

Here is the training overview for our volunteers. Please note that we are continually revising this as we get used to the system and how to best train the volunteers. Talk to you soon.

Cheryl Mitchell



# Program 50/50 VOLUNTEER TRAINING

(updated 11.01.11)

Welcome to the CFKF 50/50 Program at Rogers Arena!

## PROGRAM OVERVIEW

### Program history

- Since it began in 1994, the 50/50 Program has sold **over \$30 million** in tickets.
- Charitable recipients last year included **Canuck Place Children's Hospice, BC Children's Hospital, Canucks Autism Network** and several other small charities.
- We couldn't have had this tremendous impact without volunteers like you, bringing energy and passion when you sell these tickets!
- **THANK YOU FOR BEING HERE TONIGHT!** We are so grateful for your support.

### The 50/50 concept

Here is an overview of how our 50/50 lottery works:

- Here at the Vancouver Canucks, 50/50 ticket sales are now electronic. You will sell tickets using a tablet and a portable hip printer.
  - When you make a sale, you will print out the buyer's ticket numbers on your hip printer.
  - Back in the 50/50 office, a corresponding ticket for each number is printed into the draw bin.
- Before the end of the game, we will pull a ticket from the draw bin. The winning ticket number and prize will be announced during the third period.
- The winner will receive 50% of the money we raise tonight.
- The other 50% will go to the **Canucks for Kids Fund**, the charitable fundraising arm of the Vancouver Canucks.

## THE TABLETS

- Everyone can now go collect a matching printer and tablet. **Please do not touch anything on the tablet screen yet.** We are going to move through the training together.

*Distribute tablets & printers*

**Shoulder strap:** For the printer, you have the option of using a belt clip instead of a shoulder strap. If you'd like to switch, let us know after training.

### Logging in

- Your tablet and printer have already been turned on and set up. Before you can start selling tickets however, you will need to **login** to your tablet.
- Right now, our tablets should all be displaying the **Login Screen**.
- We've assigned you each your own Login/Password code.  
[DEMO: *Login to the training tablet. Give vols their Login/Password code*]
- Everybody **login to your tablets**.

## HOW TO SELL

For each sale you make, you will work your way through **3 screens** on the tablet:

### The Sales Confirmation Screen

- You begin here by selecting the number of tickets the buyer orders.
- Buyers can choose between 3 different ticket bundles: **3 tickets for \$5, 7 for \$10, or 18 for \$20.**
- You can select multiple bundles of tickets on this screen, up to a maximum order of **\$100.**
- Let's all make a sale for **3 tickets for \$5.** On the screen, press the text "3 Tickets for \$5".
- Your screen should now show the quantity ordered (**1 for 1 set of 3 for \$5**) and the total cost of the purchase.
  - Always check the quantity number in case you accidentally ordered extra sets of tickets (the tablet buttons are very sensitive).
- At the bottom of the screen you have 2 choices:
  - a) **Reset**
  - b) **Confirm Sale**
- Let's choose **Confirm Sale.**

### The Print Tickets Screen

- This is where you:
  - a) re-confirm the sale
  - b) collect the buyer's money
  - c) print the buyer's ticket
- At the bottom of the screen, you have 2 choices again:
  - a) **CANCEL** – This will take you back to the Sales Confirmation Screen.
  - b) **Print Ticket** – When you press this, the buyer's ticket will print from your hip printer.
- Very important to remember:  
**You must take in the money and give the buyer his/her change BEFORE you print the ticket. Once you have printed the ticket, you cannot cancel the transaction.**
- I will print my ticket out first and show you how to rip it off the printer. [DEMO: *Trainer prints ticket and rips it from the printer*]
- Now everyone hit **Print Ticket.** Go ahead and rip the ticket.
  - For one 3 for \$5 sale, the buyer gets a single ticket with 3 different numbers on it.
- The ticket also lists important draw information for buyers. Winners have **60 days** to claim their prize.

### The "Print to Drum" Screen

- Now you are on the final screen. At this point you only have 2 choices:
  - a) **Reprint** – Use this button if your printer has not printed the buyer's ticket yet, or if the ticket was damaged when it printed (eg. a paper jam).
    - **Impt:** When you press Reprint, the printer issues **new ticket numbers.** You are not able to print duplicates of the same ticket.
    - Please discard any damaged tickets that you replace.
  - b) **Print to Drum** – When you press this, you send a signal to the draw bin printers in the 50/50 office. For each of the numbers on the buyer's ticket, a **separate individual ticket** is printed into the draw bin (the drum).
    - For this 3/\$5 sale, 3 individual tickets will print into the drum.

### **The most important thing to remember:**

***Make sure the buyer's ticket has printed successfully BEFORE you press the "Print to Drum" button.***

- Once you hit "Print to Drum", you will be taken back to the Sales Confirmation Screen and you will NOT be able to reprint the ticket.
- Everyone go ahead and press **Print to Drum.**

### VOID TICKETS

- A **void ticket** is a ticket that you have printed and sent to the drum but that you have not sold (eg. the buyer changes his/her mind after you've printed the ticket).
- You can sell a void ticket to another buyer. Since the numbers on the ticket have been printed into the drum, it is completely valid.
- **Void tickets have monetary value** so please treat them very carefully.
- If you do not sell a void ticket, you **MUST** keep it in a safe place until staff collect it from you.

### **Auditing of ticket sales**

- Being a multi-million dollar charity, we have to be extremely accountable for all the money we bring in.
- We audit everything that we do: for each seller, our system reconciles the number of attempted sales, cancelled sales and reprinted tickets, the number of tickets sent to the drum and the cash value of sales.
- It is important that your tablet sales and the money you take in balance at the end of the night, so **please take your time** as you sell.

## **PRACTICE**

- Let's sell **three sets of 7 tickets for \$10**. Now hit the **Reset** button and just sell **two sets of 7/\$10**.
- Hit **Confirm Sale**. Now you're on the Print Tickets Screen. You go to confirm with the client, and they decide not to go ahead with their order - so you hit **Cancel**.
- You're back on the Sales Confirmation Screen. Now select **one set of 7/\$10**. Hit **Confirm Sale**.
- You're on the Print Tickets Screen again. Make sure the client pays you before continuing. Hit **Print Ticket**.
- **Check your printer** to make sure the ticket prints.
- Let's pretend the printer jams and no ticket prints. Hit **Reprint**.
- Check your printer again. This time, the ticket prints successfully. Rip off the ticket and hand it to the client.
- Now hit **Print to Drum**.
- Right now we have set up a "**practice game**" which will end around 5:35pm. Everybody practice making a few sales and then we'll come back as a group to finish training.

*Give the volunteers a few minutes to practice making sales.*

## **MORE TABLET INFORMATION**

### **Jackpot & prize totals**

- As you sell tickets tonight, your tablet will display the **jackpot total** as it rises with sales. It will also show the winner's **prize** (50% of the jackpot).
- The scrolling jackpot will also appear on the in-game jumbotron and on community boards around the building.

### **Instant messages**

- The 50/50 office can send instant messages to your tablets. Any message we send appears on all the tablets at once.
- We use this to send sellers important updates and reminders - so please make sure to read all messages you receive.

**The CFKF logo** (upper left corner)

- Press the logo. The screen that appears gives an overview of the Canucks for Kids Fund charity.
- Hit the **Home** button to go back.

#### **The Rhino logo (upper right corner)**

- Press the logo. There are 3 button options on the Rhino screen:
  - 1. Seller Needs Attention**
    - If you need any kind of assistance, press this button. In the 50/50 office, we'll receive a message saying "[Seller's name] needs attention".
    - Staff will come to meet you - please stay in your assigned location while you wait so we know where to find you!
    - Staff will also be walking around checking on sellers throughout the evening.
  - 2. Message Received**
    - Only press this button if we send out a message with your NAME on it specifically. If we send out a general message, there is no need to press it.
  - 3. Test Print**
    - The Test Print button lets you check that your tablet and printer are working properly.
    - We ask sellers to run a Test Print after they login to their tablets, and whenever we change the battery or paper roll on their printers.
- Hit **Home** to go back.

#### **The "cache" of tickets**

- The number in the bottom right corner of your screen is called the "cache" of tickets. This number should normally be **0**.
- At some point while you're selling, your cache might rise above 0. The jackpot and prize on your tablet will also appear to have stopped growing.
  - This occurs when the system connecting your tablet to the draw bin printers is temporarily offline.
  - You can still sell tickets, but they will stay stored on your tablet while waiting to be printed into the drum.
  - As soon as the system gets back online, your tablet will send off those tickets to the drum and your cache will return to 0.
- **If your cache does not return to 0 and continues to rise, press "Seller Needs Attention" – it is very important that we get your tablet back online.**

### **THE PRINTER**

- **Printer battery:** To the right of the screen, the bottom icon lights up when your battery is low.
  - The panel screen also displays the current battery level.
- **Printer paper:** On the top of the printer, a small square window tracks your paper level.
  - The window starts off fully green with a full paper roll. It slowly scrolls from green to red as the paper roll runs down.
- **Please keep an eye on your battery and paper levels.** If your battery runs low or your paper window turns fully red, press "Seller Needs Attention".
- Always give your printer a few seconds to print a ticket – don't immediately press Reprint.
- Be gentle with your tablet! Don't press a button 20 times trying to get it to work - if something isn't responding, notify staff.

Any questions related to the tablets or ticket selling?

## **LOGISTICS + FLOW**

### **The Live Game**

- We have deactivated your tablets to reset them for the “**live game**” (the jackpot/prize will reset to 0).
- We will let you know when the “live game” activates. Once it begins, you will need to **login** again.
- **IMPT: Once the “live game” begins, you can only make live (real) sales.**

### **Where you sell**

- All volunteers are assigned a specific selling location at the end of training. Most of the locations are in the concourse on the 100 or 300 level.
- **Please stay in the location that we assign you.** We’ve tested this system and it is important to stay where we place you!
- **Stands:**
  - **GROUP:** Please do not sell in the stands inside the bowl – other sellers have been assigned to sell there.
  - **INDIVIDUALS:** Some of you may be assigned in the stands during the game. We will explain this later.

### **Selling + Return Times**

1. **Pre-game:** From the time the doors open **until your section is clear** – usually at least 5 minutes into the 1<sup>st</sup> period.

#### **1<sup>st</sup> period break:**

- a) If you have been assigned **stands**, you will be selling in the bowl during the period (we’ll explain this later).
  - b) If you’ve only been assigned to the concourse (**no stands**):
    - After your section is clear, you can watch the game on the TV screens in the concourse. **Please do not enter the bowl to watch the game.**
    - Please stay in your location and be ready to sell to people as they come out of their seats.
      - We have fewer sellers stationed on the concourse during periods, so it is important to have them dispersed around the building.
2. **1<sup>st</sup> period intermission** (about 20 minutes long)
    - Please begin selling when there are 5 minutes left in the 1<sup>st</sup> period (this is when the concourse starts to fill).

#### **GROUP return time: beginning of the 2<sup>nd</sup> period**

- As soon your selling time ends, please return to the 50/50 table at **Section 101**.

#### **INDIVIDUALS return time: end of the 2<sup>nd</sup> intermission**

(Repeat the same process for the 2<sup>nd</sup> period and 2<sup>nd</sup> intermission.)

- As soon your selling time ends, please return to the 50/50 table at **Section 101**.
- **IMPT:** Please monitor your cache closely in the 2<sup>nd</sup> intermission – if it rises above 0, **please stop selling early and return immediately to Section 101**.

### **Steps after you finish selling**

- On your seller help card, we’ve outlined exactly what you’ll be asked to do when you return to Section 101.

- Please take a moment to read through these steps when you take your selling break.

## **RULES, BENEFITS + SELLING**

### **Buyer Restrictions**

The following people are **not permitted** to purchase 50/50 tickets while here tonight:

1. **Any person under the age of 19** – unless he/she is clearly accompanied by an adult
2. 50/50 volunteers (you!)
3. 50/50 staff
4. Upper management within the Canucks organization and CFKF board members.

### **Notes on Cash**

- We cannot accept debit/credit card payments – only cash.
- We do not give exchange on US money, and we sell at par (\$20 US = \$20 Canadian).
- We do not accept any US \$100 bills or \$50 US bills.
- You do not have a float when you begin selling (bank machine syndrome + solution).
- Use your apron to store your money – one pocket for \$5/\$10 bills + coins, another pocket for higher bills.

### **Rules for 50/50 Volunteers**

- **Alcohol** – our policy is no drinking while volunteering. This is very important. However, once you have finished volunteering and have returned everything to us, you are welcome to have a drink or two should you choose.
- Please **do not linger in the River Rock Club** - during breaks you may not sit in that area. You may however walk through the area with your 50/50 shirt on to get around the building more quickly.
- Please **do not exit Roger's Arena** at any point while volunteering.
- Generally, we ask that you please be courteous and respectful toward other volunteers, Rogers Arena staff and game attendees.

### **Our Thank You – Benefits to you**

- **50% concession discount** – food & non-alcoholic drinks
  - Please line up at the far left-hand cashier of any food outlet with your 50/50 shirt on.
  - **INDIVIDUALS:** Please make sure to eat during the 1<sup>st</sup> or 2<sup>nd</sup> period. If you have stands, take a break from selling to eat in the concourse.
- **Tickets to watch the game** after you finish selling and hand in your money + all your gear.
- **Individual Volunteer Program.**

GROUP: If you love your experience here tonight and would like to come back on your own, you can take a business card or leave us your contact details when you sign out tonight.

### **Best Selling Tips!**

- Stand in the middle of the concourse where you are most visible.
- Smile and make eye contact!
- Talk to everyone who walks by you.

### **Selling Schpiel**

- When people first come into the building, we are looking to build excitement for the draw so we have a schpiel that we call out:  
**"Get your 50/50 tickets here! 3 for \$5, 7 for \$10 or 18 for \$20. Tonight's estimated prize is over \$ \_\_\_\_\_. Help support the Canucks For Kids Fund!"**

- Remember that the words **jackpot** and **prize** refer to different amounts – the prize is 50% of the jackpot. You can also call the prize the **take-home prize**.

## **SELLING LOCATIONS**

- We will now give you your selling location. Please remember the location number you are given.
- Staff will help you login for the live game. We'll then help you get to your location and answer any other questions you have.

**Have a great evening! Remember if you have any questions please ask!  
We are always in the 50/50 office and at Section 101!**



**From:** [Cheryl Mitchell](#)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Cc:** [Nicholson, David MEM:EX](#)  
**Subject:** RE: just checking in  
**Date:** Thursday, November 22, 2012 8:51:57 AM

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Thank you Steve for the update.

I was wondering if any of the other electronic providers have 'passed' the testing and are approved for use for the 50:50?

Cheryl.

Cheryl Mitchell

s.22

s.22

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**From:** Lefler, Stephen C MEM:EX [mailto:[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)]  
**Sent:** Monday, November 19, 2012 9:21 AM  
**To:** 'Cheryl Mitchell'  
**Cc:** Nicholson, David MEM:EX  
**Subject:** RE: just checking in

Hi Cheryl. My apologies for not returning an email. We were actively working on this project last week. I am not sure if Rycom shared with you the GLI report. Our project team here reviewed the report and were concerned about the baseline testing results. (missing tickets in the non-challenged testing). As a result, our team has informed Rycom that they need to provide an analysis of the test results, determine a fix and have the baseline testing conducted again. GPEB will then re-assess the results and determine whether to approve the use of the Bump system. I have had discussions with Casey in this regard and they are working on solutions.

Thanks as well for copies of the manual tickets.

The Canucks board would have received a letter from the ADM last week regarding the status of electronic 50/50 systems in the province.

Let me know if you need anything further.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Cheryl Mitchell s.22  
**Sent:** Tuesday, November 13, 2012 10:09 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: just checking in

Hi Steve,

Hope you had a wonderful long weekend. Sorry to bother you. I am just wondering how things are coming along.

Cheryl.

Cheryl Mitchell  
s.22

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Tuesday, November 06, 2012 9:14 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: just checking in

Hi Cheryl.

Haven't heard any results yet from GLI. I expect their report before the end of the week and will let you know.

Take care.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Cheryl Mitchell [s.22]  
**Sent:** Tuesday, November 6, 2012 8:31 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** just checking in

Hi Steve,  
Just wondering if you have heard anything from GLI that you can tell us?

C.

Cheryl Mitchell

s.22

s.22

**From:** [Cheryl Mitchell](#)  
**To:** [Desrochers, Blanca MEM:EX](#)  
**Subject:** 5050 Manuals  
**Date:** Sunday, December 2, 2012 11:58:09 AM  
**Attachments:** [Volunteer Manual 10 27 12.pdf](#)  
[5050 Program Manual 11 15 12.pdf](#)

---

Here is the most recent copy of our manuals – please note that these are still in DRAFT form as we may amend based on the recommendations from licensing, auditing and certification.

Cheryl.

Cheryl Mitchell

s.22

s.22

**From:** Lefler, Stephen C MEM:EX  
**To:** Cheryl Mitchell  
**Subject:** Re: Audit at Canucks 5050 on Monday.  
**Date:** Sunday, December 2, 2012 1:44:44 PM

---

Thanks Cheryl. Sorry you couldn't be there but understand.

Sent from my iPhone

On 2012-12-02, at 12:22 PM, "Cheryl Mitchell" <s.22 wrote:

Hi Steve,

I wanted to let you know that I will not be there tomorrow for the testing as I am working in Victoria. Amanda from my team will be there. She has been working with Jay all weekend to get this set up.

I will be available by phone or email on my blackberry if anything comes up.

Cheryl.

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** FW: Security\_log\_reports for canucks 5050  
**Date:** Tuesday, December 4, 2012 12:47:11 AM  
**Attachments:** [security\\_log\\_reports.zip](#)

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Blanca,

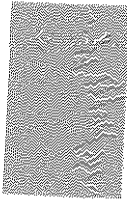
Here are the detailed reports for the three events. They are password protected. I will send this to you in a separate file.

C.

Cheryl Mitchell

s.22

s.22



## Dickson, Brandy EMNG:EX

---

**From:** Divesh Bhulabhai <Divesh.Bhulabhai@canucks.com>  
**Sent:** Wednesday, December 5, 2012 3:23 PM  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Patricia Bigonzi; 'Cheryl Mitchell'  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029  
**Attachments:** electronicsetupPart1.PDF; electronicsetupPart2.PDF; Volunteertickets.PDF; Softwarefees.PDF

Hi Blanca,

Please see attached for the requested supporting documents:

- I've attached a summary for the electronic setup costs as well as all invoices. Half was allocated this year and the remainder to be allocated next fiscal.

Please let me know if you have any questions.

Thanks.

**Divesh Bhulabhai**  
**Accountant, Hockey & Canucks for Kids Fund**  
Canucks Sports & Entertainment  
800 Griffiths Way, Vancouver BC | Canada | V6B 6G1  
T 604.899.7851 F 604.899.7424 E [Divesh.Bhulabhai@canucks.com](mailto:Divesh.Bhulabhai@canucks.com)

WE ARE ALL **CANUCKS**

---

**From:** Desrochers, Blanca MEM:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** Wednesday, December 05, 2012 12:01 PM  
**To:** Divesh Bhulabhai  
**Cc:** Patricia Bigonzi; 'Cheryl Mitchell'.  
**Subject:** Canucks for Kids - Org 103204 - Char 7029

Hello Divesh,

Thanks for your cooperation past Thursday.

Per agreement with Patricia on Thursday, I am copying Patricia and Cheryl.

Regarding back up records, I selected the following sample:

- Software fee \$**s.21**
- Electronic Set Up costs \$ **s.21** Original invoice and allocation criteria, maybe?)
- Volunteer Hockey Tickets \$**s.21** - Maybe the summary sheet?

Thank you

*Blanca C. Desrochers, CGA*

Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267

***Know your limit, play within it.***

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>



Pages 274 through 336 redacted for the following reasons:

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s.21

**From:** Lefler, Stephen C MEM:EX  
**To:** "Cheryl Mitchell"  
**Cc:** Elder, Kathy A MEM:EX  
**Subject:** RE: Canucks 5050 quick question  
**Date:** Thursday, December 6, 2012 8:21:00 AM

---

Hi Cheryl. Our project group plans to meet next week with the Canucks/Bump system on the agenda. I will presenting the results of the testing to the group. Kathy Elder, in concert with the discussion by the group will be making the decision going forward. Everyone here is working hard towards getting the system approved prior to the first home game. We will let you know as soon as any decision has been made.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

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**From:** Cheryl Mitchell s.22  
**Sent:** Wednesday, December 5, 2012 11:53 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Canucks 5050 quick question

Hi Steve,  
Sorry to bother you. I was sorry to miss the testing on Monday but very pleased that it seemed to work out. With the NHL back in talks and a possible season about to happen, do you know if there is any indication that we might be able to start with an electronic system?

Just thought I would check so we know how much planning to put into the ticket system.

Thank you.

Cheryl.

Cheryl Mitchell

s.22

s.22

**From:** Fitzgerald, Anna MEM:EX  
**To:** Van Sleuwen, Terri MEM:EX  
**Subject:** Meeting on Friday for Canucks 5050.  
**Date:** Friday, December 14, 2012 10:34:18 AM  
**Importance:** High

---

Hello Terri,

I am forwarding an email from Cheryl. The meeting Blanca was due to have with Cheryl has ballooned in participants and I wanted you to know that Rycom is also being called in. We are looking for information as part of our routine audit but due to the players and events over the last couple of months.

Dickson is assisting Blanca with the computer end and I think I will also now attend.

I wanted you to be in the loop.

Regards,

Anna

*Anna Fitzgerald, CA, CIA*  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
*Know your limit, play within it.*

---

**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Thursday, December 13, 2012 10:16 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Meeting on Friday for Canucks 5050.

Blanca,

I have arranged a couple of things tomorrow so that we can get all of this resolved.

1. I am bringing Amanda, one of the 5050 staff, with me as she worked with the system and has a good grasp of balancing and reconciling.
2. I have set up a call with the team at Rycom for 1:30 so that we can phone in to them and get things clarified.
3. I am bringing my laptop with the documents on it as well as access to the BUMP system so that we can look at all the information.

This way we can get everything balanced. When I spoke to the tech team today they were able to balance the game on the 15<sup>th</sup> so we can walk through it with them.

I am sure with all these resources we can have a very successful meeting and answer all your questions.

C.

Cheryl Mitchell

s.22

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**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Thursday, December 13, 2012 1:31 PM  
**To:** 's.22'  
**Subject:** RE: Canucks for Kids - Org 103204 - April 22 Prize

Hi Cheryl,

Yes, 1:00 is fine. Or earlier if you wish.

Blanca

---

**From:** s.22  
**Sent:** Thursday, December 13, 2012 1:29 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - April 22 Prize

Can you meet at 1 or 1:15 tomorrow instead of 1:30? C  
Sent on the TELUS Mobility network with BlackBerry

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**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Thu, 13 Dec 2012 11:49:25 -0800  
**To:** 's.22'  
**Subject:** RE: Canucks for Kids - Org 103204 - April 22 Prize

Thanks

---

**From:** s.22  
**Sent:** Thursday, December 13, 2012 11:49 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - April 22 Prize

You are correct. The board added \$5,000 to the prize. I will explain tomorrow. C  
Sent on the TELUS Mobility network with BlackBerry

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**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Thu, 13 Dec 2012 11:38:18 -0800  
**To:** 's.22'  
**Subject:** Canucks for Kids - Org 103204 - April 22 Prize

Hello Cheryl,

I am aware this date had unusual circumstances. Revised sales figure: \$92,930. The prize would have been \$46,465.

Actual prize paid \$51,465, which would be \$5,000 above?

Logistics at the time of calculating the prize? Or did I get a figure wrong?

Thanks for your insight,

*Blanca C. Desrochers, CGA*  
*Auditor, Charitable Gaming and Compliance*  
*Gaming Policy and Enforcement Branch*  
*220-4370 Dominion Street*  
*Burnaby, BC V5G 4L7*  
*Phone: 604-660-3470*  
*Fax: 604-660-0267*

*Know your limit, play within it.*

<http://www.bcresponsiblegambling.ca/responsible/strategy.html>

**From:** [Scalano, Tanya C MEM:EX](#)  
**To:** [Fraser Cowan, Sandy MEM:EX](#)  
**Subject:** FW: Draft - Olympics Use of Proceeds Audit Report  
**Date:** Monday, December 31, 2012 10:09:00 AM  
**Attachments:** [Pre-Audit Questionnaire - Use of Proceeds 12.12.12.docx](#)  
[image001.png](#)  
**Importance:** High

---

Here is the pre audit questionnaire

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



*Think Green! Please do not print this email unless necessary*

---

**From:** Cheryl Mitchell [s.22](#)  
**Sent:** Thursday, December 13, 2012 10:27 PM  
**To:** Scaiano, Tanya C MEM:EX  
**Cc:** Alex Mitchell; [Divesh.Bhulabhai@canucks.com](mailto:Divesh.Bhulabhai@canucks.com); [patricia.bigonzi@canucks.com](mailto:patricia.bigonzi@canucks.com)  
**Subject:** RE: Draft - Olympics Use of Proceeds Audit Report  
**Importance:** High

Hi Tanya,

Here is the pre-audit questionnaire. This was a collective effort and put together by the following people:

- Alex Mitchell, Canucks for Kids Fund Executive Director
- Divesh Bhulabhi, Canucks Accountant
- Patricia Bigonzi, Canucks Controller
- Cheryl Mitchell, 5050 consultant

Although I have put Alex Mitchell as the contact on the report, you are of course very welcome to call either myself or Divesh if there are any questions.

Please let me know if there is anything else that you need from us and we will make sure that we get it to you.

C.

Cheryl Mitchell

[s.22](#)





## USE OF PROCEEDS PRE AUDIT QUESTIONNAIRE

Org Name: **Canucks for Kids Fund**

ORG #: 103204

Contact Name: Alex Mitchell, Executive Director, Canucks for Kids Fund

Email: Alex.Mitchell@canucks.com

Contact Phone #: 604-899-4637

<b>ORGANIZATION / PROGRAMS ELIGIBILITY:</b>
1. What is the purpose of your organization? <b>The Canucks for Kids Fund dedicates resources to assist charities who support children's health and wellness, foster the development of grassroots hockey, and facilitate and encourage education in British Columbia.</b>
2. What programs or services do you deliver with gaming funds? <b>As a service we provide funds to other organizations which are eligible to receive gaming funds. These include BC Children's Hospital, Canuck Place and Canucks Autism Network as well as many other charities.</b>
3. For each program or service listed above: <b>Each charity is an eligible recipient of gaming funds and are approved by the gaming branch to receive funds. Because of this they all directly benefit the community and the funds to not benefit persons outside of BC.</b> <ul style="list-style-type: none"><li>▪ How does the community directly benefit from the program or service?</li><li>▪ Does the program or service benefit persons outside of B.C.?</li></ul>
4. How does the community learn of these programs? <b>Varies for each charitable recipient.</b>
5. Do you have a website? Address? <b>www.canucks.com</b>
6. Is access to any of the programs/services listed above restricted to your membership? <b>Not applicable – again all charitable recipients are deemed eligible to receive gaming funds by the gaming branch.</b>
<b>Membership:</b>
7. How does one become a member of your group? Can anybody join or is membership restricted? <b>Membership is restricted. New members must be nominated by the board and voted in.</b>

<p>8. How many current <b>voting</b> members do you have? Do you have non-voting members? If yes, how many current non-voting members?  <b>The board has 7 voting members and 9 non-voting members</b></p>
<p>9. Please describe the procedures followed to keep your organization's membership list current.  <b>Our membership group is small and therefore we have consistent communication with them.</b></p>
<p>10. Are there any membership fees or dues paid by members? Amount?  <b>No</b></p>
<p><b>AGMs/Elections:</b></p>
<p>11. How often are meetings held for general members? Board members?  <b>AGM's are held once a year</b>  <b>Board meetings are held 2-3 times a year</b></p>
<p>12. When did you hold the <b>two</b> most recent AGMs and how many voting members were in attendance at each one?  <b>February 2<sup>nd</sup>, 2012 – 5 voting members present</b>  <b>March 1<sup>st</sup>, 2011 – 7 voting members present</b></p>
<p>13. How are the Directors chosen and for how long a term? How many Directors on the Board?  <b>We have 7 voting members that do not have an end date on their term. They have been chosen for their skill set and history with our organization.</b></p>
<p>14. Do you record the elections in the minutes?  <b>Yes</b></p>
<p>15. How do you advise the members of the date of the AGM? Please attach a copy of the notification used.  <b>Members are advised of the date of the AGM via Email</b></p>
<p>16. Do you take attendance at the AGM (sign-in sheet)? If so, please provide copies for the last <b>two</b> AGMs.  <b>Yes</b></p>
<p>17. Do any Directors receive remuneration for their Board services?  <b>No</b></p>
<p>18. Is your organization provincially incorporated or registered as an extra-Provincial Society? If so, are your filings up to date?  <b>No</b></p>
<p><b>Volunteer Participation:</b></p>

19. Are management & control of your organization in the hands of volunteers?

**No, we have salaried staff that oversees the operations of the fund.**

20. What functions are carried out by volunteers who are active voting members? How many of your voting members provide volunteer services to the organization?

**Our active voting members act as advisors on decisions made around the fund. They approve budgets and decide who our successful grant applicants will be.**

21. Do you have volunteers who are not voting members? If yes, approximately how many and what functions do they provide?

**We have a number of volunteers who help at our fundraising events. They range from 5-50 at a time, depending on the size and scope of the event. Their duties are related to event logistics; setup and tear down, guest services, auction management and solicitation of donated items. This is in addition to the large volunteer group that sells 50:50 tickets. This volunteer database is extensive with at least 50 volunteer sellers at each game.**

#### **AUDIT/FINANCIAL/OTHER REPORTING REQUIREMENT**

22. For programs and services that are funded with gaming funds, has the organization acknowledged the financial assistance of the Province of BC on promotional materials, including any signage used for funded capital projects?

**Not applicable as we are a service organization and do not directly deliver programs or services.**

23. For programs/services that are funded with gaming funds, have there been any instances of known or suspected criminal activity? If yes, what actions were taken?

**Not applicable as we are a service organization and do not directly deliver programs or services.**

24. For each program or service that is funded with gaming revenue, what other sources of revenue do you have?

**Not applicable as we are a service organization and do not directly deliver programs or services.**

25. Are you contracted or funded to provide any specific services? If so, how do you ensure that gaming funds are not used to subsidize these contracts?

**Not applicable as we are a service organization and do not directly deliver programs or services.**

26. If you received Direct Access funding, was it allocated to programs as set out in your application and approved by Licensing & Grants? Or was it allocated in different amounts or to different approved programs?

**Not applicable as we are a service organization and do not directly deliver programs or services.**

27. Are bank reconciliations prepared to ensure that bank and gaming records match? Who is responsible for making deposits, recording transactions and preparing bank reconciliations?

**Canucks for Kids Fund Accountant. The Fund is also audited annually by an independent auditing firm.**

28. Were any disbursements made from licensed gaming revenues for relief efforts? If so, please describe.

**Not applicable as we are a service organization and do not directly deliver programs or services.**

29. Were your gaming funds disbursed within 12 months of receipt? If not, did you obtain permission from the Licensing & Grants Division to hold them for a longer period of time?  
**No, the funds from the Olympic 5050 were approved to be distributed over a two year period.**

#### **FINANCIAL CONTROL REQUIREMENTS**

30. Who controls the direction of the organization?  
**Board of Directors**

31. How is it determined how and when funds will be spent from the gaming account? Are significant expenditures approved by the Board? Above what dollar amount?  
**All disbursements from the gaming account are approved by the board through the annual budget approval process. Finance prepares an analysis of the YTD actual expenditures vs budgeted expenditures and presents this update to the board members at every scheduled meeting.**

32. Who specifically authorizes these payments; what are the procedures involved?  
**Payments are authorized by the Executive Director and Controller. Also two signing officer sign cheques and review attached invoices.**

33. Who prepares the financial reports/statements and conducts other day-to-day bookkeeping duties? Does this individual have signing authority on the gaming bank account? (also see question #45)  
**Reports/Statements and bookkeeping is done by the Accountant with the Controller's review. Neither have signing authority.**

34. Are there any transfers made between gaming and other operating accounts? If yes, why are the transfers made and who authorizes the transfers?  
**A transfer is made annually from the operating account to the gaming account for gaming's portion of the GST rebate once received.  
A second transfer is made from the gaming account to the operating account to retain 15% of the net proceeds from licensed gaming activities. Service organizations may retain up to 10% of the net proceeds from their licensed gaming activities. Where the net licensed gaming proceeds are 25% or more of the gross revenue (as in this case), the service organization may retain 15% of the net proceeds.**

35. Is there a regular review of finances at Directors' meetings, and are the details available to the general membership? Are cash balances being actively monitored? By whom?  
**Yes finances are reviewed at Board of Director meetings. Cash balances are actively monitored by the Accountant.**

36. What controls are in place to ensure that gaming revenues are deposited intact and directly into the gaming account? Are bank reconciliations prepared to ensure that bank and gaming records match? Who is responsible for making deposits, recording transactions and preparing bank reconciliations? (also see question # 45) **Gaming revenues from raffles are deposited the following morning after game night. Bank reconciliations are prepared. Deposits are made by the A/R Clerk and recorded by the Accountant**

<p>37. Who are the authorized signing officers for your gaming account? Is the signature of at least one Director required on gaming cheques? <b>Paolo Aquilini (President), Victor De Bonis (VP), Jamie Pitblado (Treasurer), Todd Kobus (VP Finance, Canucks), Chris Gear (VP Legal Counsel, Canucks). Gaming cheques do not require at least one signature from a director.</b></p>																		
<p>38. Do you claim the GST and/or PST rebate for charitable organizations? If so, is the portion applicable to purchases made with gaming funds deposited to the gaming account?  <b>Yes, once received a transfer is made for the portion relating to the gaming funds.</b></p>																		
<p>39. Do you receive any donations of gaming funds from service organizations such as Kinsmen, Royal Canadian Legion, etc? If so, are they deposited to the gaming account? What procedures do you follow on receipt of a donation to determine where to deposit it?  <b>No</b></p>																		
<p>40. Did you hold any raffles in the last year? If, so was the raffle revenue deposited to the gaming account? How much gross revenue was earned from raffles?  <b>Yes, the revenue was directly deposited to the gaming account</b>  <b>The gross revenue was \$3,581,932.00</b></p>																		
<p>41. What is the organization's policy on the storage and retention of gaming records? Where are the documents stored? How long are they retained? Who has access to them?  <b>All documents are stored. IE invoices, financials, detailed G/L's, etc. Off site at Butler Box storage and retained for 10 years. The finance department has access to them.</b></p>																		
<p>42. What types of "in-kind" revenue does your organization receive? Volunteer hours, donations of material and/or equipment etc. If yes, how long is the information retained?  <b>No</b></p>																		
<p>43. Does your organization ever pre-sign gaming cheques with one or more signatures?  <b>No</b></p>																		
<p>44. Please provide the number of your first and last unused gaming cheques currently on hand?  <b>Cheques are system generated/laser-printed, the last cheque # used was #0000001823</b></p>																		
<p>45. Please indicate who (by position) performs the following tasks:</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left;"></th> <th style="text-align: left;"><u>Performed by:</u></th> <th style="text-align: left;"><u>Reviewed by:</u></th> </tr> </thead> <tbody> <tr> <td>Makes deposits</td> <td>A/R</td> <td>Accountant/Controller</td> </tr> <tr> <td>Records deposits</td> <td>Accountant</td> <td>Controller</td> </tr> <tr> <td>Prepares bank reconciliations</td> <td>Accountant</td> <td>Controller</td> </tr> <tr> <td>Approves invoices/expenses</td> <td>Executive Director</td> <td>Accountant/Controller</td> </tr> <tr> <td>Records disbursements</td> <td>A/P</td> <td>Accountant/Controller</td> </tr> </tbody> </table>		<u>Performed by:</u>	<u>Reviewed by:</u>	Makes deposits	A/R	Accountant/Controller	Records deposits	Accountant	Controller	Prepares bank reconciliations	Accountant	Controller	Approves invoices/expenses	Executive Director	Accountant/Controller	Records disbursements	A/P	Accountant/Controller
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Approves invoices/expenses	Executive Director	Accountant/Controller																
Records disbursements	A/P	Accountant/Controller																

### **Licensed Gaming Events**

46. What controls are in place to ensure that gaming revenues are deposited intact and directly into the gaming account?

**The funds are deposited directly at each game by the operations staff. The accountant then checks that the deposit has been made. On a monthly basis bank deposit amounts are sent to operations staff to ensure that they balance.**

47. Was a ticket reconciliation completed? If so please ensure that copies are sent with your submitted records.

**Yes. This was included as part of the operational audit.**

48. Were the members who were responsible for the management and conduct of the event allowed to buy tickets?

**No. Staff, volunteers, Board Members and Canucks staff members at the director level or above are not permitted to purchase 50:50 tickets.**

49. Was a Gaming Event Revenue Report completed with 60 days after expiry of the event? Ensure that copies of all Gaming Event Revenue Reports are submitted with your records

**Yes**

**From:** Cheryl Mitchell  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** March 1st game summary report  
**Date:** Wednesday, January 2, 2013 6:12:19 PM  
**Attachments:** BUMP Raffle Summary 03.01.2012.docx

---

Hi Blanca,

Here is the game summary report for March 1<sup>st</sup> that was printed out on March 1<sup>st</sup> (the date is at the bottom of the report).

C.

Cheryl Mitchell

s.22

Last message received @ 21:54:01 (MANAGER): 5  
minutes before raffle close.

Dashboard Volunteers Raffle Reports Units Logout

## Manager Panel

### RAFFLE

EVENT:

03.01.12 CANUCKS vs ST. LOUIS (03/01/2012)

Setup	Ticket Price	Seller	Input Winning Ticket	Summary
<b>Rogers Arena</b> <b>03.01.12 CANUCKS vs ST. LOUIS</b> Vancouver Canucks vs. St. Louis Blues 03/01/2012 17:45:00 - 22:00:00 Canucks for Kids Fund				
System Tickets:	61873			Mobile Tickets: 62124
System Reprints:	0			Mobile Reprints: 451
Actual Drum Tickets:	61673			Actual Mobile Tickets: 61673
Total Sales \$:	\$75845			Sellers: 47
Prize \$:	\$37923			
Show 50 entries Search:				
Seller	Mobile Tickets	Cash \$	Mobile Reprints	Actual Mobile Tickets
s.22	1079	\$1275	38	1043
	1521	\$1830	0	1521
	1747	\$2080	38	1711
	1618	\$1960	0	1618
	1052	\$1255	38	1016
	1262	\$1525	0	1262
	741	\$885	7	709
	2311	\$2745	9	2302
	1511	\$1825	0	1511
	811	\$1055	0	811
	1193	\$1475	0	1193
	1894	\$1875	151	1525
	968	\$1205	0	968
	1123	\$1330	38	1087
	1010	\$1240	0	1010
	1869	\$2315	0	1869
	1643	\$2070	0	1643
	487	\$630	0	487
	1677	\$2045	0	1677
	2112	\$2575	0	2112
	500	\$635	0	500
	1631	\$2060	0	1631
	1981	\$2335	0	1981
	603	\$1015	0	603
	857	\$1075	0	857
	1369	\$1660	0	1369
	684	\$1110	0	684
	1126	\$1320	18	1108
	2728	\$3270	0	2728
	1085	\$1340	0	1085
	752	\$950	0	752



Seller	Mobile Tickets	Cash \$	Mobile Reprints	Actual Mobile Tickets
s.22	1358	\$1600	65	1261
	1620	\$2000	7	1613
	1220	\$1525	0	1220
	966	\$1215	0	966
	1721	\$2095	0	1685
	588	\$740	0	588
	1130	\$1395	7	1123
	1413	\$1730	0	1413
	1080	\$1390	0	1080
	740	\$900	0	740
	1724	\$2160	3	1721
	827	\$1040	0	827
	1319	\$1620	0	1319
	1288	\$1565	10	1278
	1589	\$1950	0	1589
	2408	\$2695	0	2408

Showing 1 to 47 of 47 entries

Show 50 entries		Search:	
Ticket Dets	Count	Tickets Sold	Cash \$
18 (\$20)	2282	41076	\$45940
3 (\$5)	1251	3753	\$3255
7 (\$10)	2395	16765	\$23950

Showing 1 to 3 of 3 entries

## Message log

18:50:40 MANAGER - s.22 Could you please head to the Broadcast Suite. Thanks!

18:55:59 s.22 / C4KF0043 - seller-needs-attention

18:57:01 MANAGER - We're on the way s.22

19:05:31 s.22 / C4KF0039 - seller-needs-attention

19:05:45 MANAGER - We're on the way s.22 He will meet you at Section 330.

19:19:08 s.22 / C4KF0037 - seller-needs-attention

19:19:26 s.22 / C4KF0011 - seller-needs-attention

19:20:46 MANAGER - We're on the way s.22 Please wait in your sections.

19:26:24 s.22 / C4KF0033 - message-received

19:39:52 MANAGER - s.22 would like to buy tickets. Thank you.

19:40:53 s.22 / C4KF0022 - message-received

19:59:55 s.22 / C4KF0027 - seller-needs-attention

20:00:27 s.22 / C4KF0049 - seller-needs-attention

20:01:03 MANAGER - We're on the way s.22 He will meet you at Section 307.

20:01:21 MANAGER - We're on the way s.22 Please wait at your section 326.

20:06:07 MANAGER - s.22 is at section 307

20:09:56 s.22 / C4KF0027 - seller-needs-attention

20:35:48 MANAGER - s.22 - A fan in the East Bay Club would like to buy tickets. He is in s.22

20:55:12 MANAGER - Great job everyone! Please return immediately to Section 101 if you have not already.

20:55:19 s.22 / C4KF0043 - message-received

21:44:01 MANAGER - 15 minutes before raffle close.

21:49:01 MANAGER - 10 minutes before raffle close.

21:54:01 MANAGER - 5 minutes before raffle close.

## Dickson, Brandy EMNG:EX

---

**From:** Divesh Bhulabhai <Divesh.Bhulabhai@canucks.com>  
**Sent:** Wednesday, December 5, 2012 3:23 PM  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Patricia Bigonzi; 'Cheryl Mitchell'  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029  
**Attachments:** electronicsetupPart1.PDF; electronicsetupPart2.PDF; Volunteertickets.PDF; Softwarefees.PDF

Hi Blanca,

Please see attached for the requested supporting documents:

- I've attached a summary for the electronic setup costs as well as all invoices. Half was allocated this year and the remainder to be allocated next fiscal.

Please let me know if you have any questions.

Thanks.

**Divesh Bhulabhai**  
**Accountant, Hockey & Canucks for Kids Fund**  
Canucks Sports & Entertainment  
800 Griffiths Way, Vancouver BC | Canada | V6B 6G1  
T 604.899.7851 F 604.899.7424 E [Divesh.Bhulabhai@canucks.com](mailto:Divesh.Bhulabhai@canucks.com)  
**WE ARE ALL CANUCKS**

---

**From:** Desrochers, Blanca MEM:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** Wednesday, December 05, 2012 12:01 PM  
**To:** Divesh Bhulabhai  
**Cc:** Patricia Bigonzi; 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204 - Char 7029

Hello Divesh,

Thanks for your cooperation past Thursday.

Per agreement with Patricia on Thursday, I am copying Patricia and Cheryl.

Regarding back up records, I selected the following sample:

- Software fee \$<sup>s.21</sup>
- Electronic Set Up costs \$<sup>s.21</sup> (Original invoice and allocation criteria, maybe?)
- Volunteer Hockey Tickets \$<sup>s.21</sup> - Maybe the summary sheet?

Thank you

*Blanca C. Desrochers, CGA*

*Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

***Know your limit, play within it.***

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

Pages 355 through 371 redacted for the following reasons:

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s.21

**From:** Cheryl Mitchell  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029 - \$2,000  
**Date:** Sunday, January 6, 2013 1:59:08 PM

---

Hi Blanca,

s.22

1. The October 20/22 was an issue of one tablet caching. I had forgotten this, and yet in looking back remembered that this was what set up our whole protocol on caching and allowed us to catch the problem on the 13<sup>th</sup> of February and manage that issue. Our system for doublechecking caching worked very well all year and it was because of the 20/22 and that one tablet.
2. Amanda reviewed the notes and the \$2000 was a bundle of 100 x \$20 that was left in the safe and not deposited until a later date. As you know, in addition to the new electronic system, we had a new counting room, safe and set of counting procedures that we were still refining at the beginning of the season.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Wednesday, January 02, 2013 12:15 PM  
**To:** 's.22'  
**Subject:** Canucks for Kids - Org 103204 - Char 7029 - \$2,000

Hello Cheryl,

s.22

We missed the below in our meeting.

- Based on your December 6 email below, I looked at the game prior to the 22<sup>nd</sup> (October 20). In October 20 sales were above \$1,243.16 as compared to BUMP report. Was some kind of cache?

Also, there were **\$2,000** deposited to the gaming account, on October 1. I wondered if this \$2,000 was some type of compensation related to the above differences. However, based on the dates, it does not appear to be the case.

- Were this \$2,000 some kind of compensation similar to the \$10,000 February 13?

s.22

Thank you Cheryl,

Blanca

---

**From:** Cheryl Mitchell s.22  
**Sent:** Thursday, December 6, 2012 5:51 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029

If you look at the game prior to the 22<sup>nd</sup> we were under – the two balance each other out more closely. I can explain when we meet.

I am working in Victoria on Monday/Tuesday but can meet with you Wednesday/Thursday at your convenience – give me some options of times as I have a few meetings on those days.

C.

Cheryl Mitchell

s.22

---

**From:** Desrochers, Blanca MEM:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** Thursday, December 06, 2012 5:27 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204 - Char 7029

Hello Cheryl,

Also related to sales, October 22 has a difference as follows:

- Per system \$s.21
- Per bank s.21

This s.21 difference was cash shortage? – I mean, your average shortages appear to be s.21 per event, and the total cash shortage reported is s.21

Cheryl, I will be out of the office tomorrow Friday and Monday. And I think you are back by December 12, from your family visit? I think we can deal with all of this from Wednesday to Friday next week?

Thank you

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance*

*Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

*Know your limit, play within it.*  
<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

**From:** s.22  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - Mobile Reprints - Control  
**Date:** Friday, January 11, 2013 12:43:14 PM

---

By printer issues I mean that the mobile printers weren't getting a signal so they had to hit reprint.

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Fri, 11 Jan 2013 11:34:56 -0800  
**To:** 's.22' s.22  
**Subject:** RE: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Thank you

---

**From:** s.22 [mailto:s.22]  
**Sent:** Friday, January 11, 2013 11:34 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Blanca,

Last year we would occasionally followup with people and their reprints. Usually the reprints are because of printer issues. The two sellers you mention are both long term trusted sellers. This year we have a much more structured followup strategy for both discrepancies and reprints.

Cheryl

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Fri, 11 Jan 2013 11:26:18 -0800  
**To:** 'Cheryl Mitchell' <s.22>  
**Subject:** FW: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Hi Cheryl,

I also have not received your response to the email below.

I am now working on the DRAFT report, so hopefully this review will be conclude soon. Just in time to start the new season...

Thank you!

Blanca

---

**From:** Desrochers, Blanca MEM:EX  
**Sent:** Monday, December 24, 2012 4:13 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204 - Mobile Reprints - Control



Cheryl,

If you come across my emails before January 2, please be advised that they are not urgent. I am just working through the information received.

My understanding at the time of the event inspection was that you were comfortable about the controls the system has for **mobile reprints**, basically, *Bump Admin – Manager Panel* summary report indicating the total mobile ticket reprints per seller. Unusual/recurrent reprints by a seller would be followed up.

Please advise,

- During the licensed period did you provide feedback to sellers who have high reprints? For example, on February 15, s.22 had 79 ticket reprints. s.22 had 54. Did you follow up those unusual amount of reprints for same sellers in other periods?
- Any unusual variances found/documented during the licence period?

Thank you

*Blanca C.*

**From:** Desrochers, Blanca MEM:EX  
**To:** "cheryl@redballsolutions.com"  
**Subject:** RE: Canucks for Kids - Org 103204 - Mobile Reprints - Control  
**Date:** Friday, January 11, 2013 1:06:00 PM

---

Thanks Cheryl. Yes, I am aware that the new system has been certified. However, I still need to produce an audit report for the licence.

Yes, I have pending the void tickets email.

Thank you

Blanca

---

**From:** s.22 [mailto:s.22]  
**Sent:** Friday, January 11, 2013 12:56 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Hi. I am sure you are aware that the system has been certified which is great news. All of the issues that we have discussed have been resolved wither through operational changes and/of software changes required order to be certified. Is there anything else you need from me? C

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Fri, 11 Jan 2013 11:34:56 -0800  
**To:** s.22  
**Subject:** RE: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Thank you

---

**From:** s.22  
**Sent:** Friday, January 11, 2013 11:34 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Blanca,

Last year we would occasionally followup with people and their reprints. Usually the reprints are because of printer issues. The two sellers you mention are both long term trusted sellers. This year we have a much more structured followup strategy for both discrepancies and reprints.

Cheryl

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Fri, 11 Jan 2013 11:26:18 -0800  
**To:** 'Cheryl Mitchell' <s.22>  
**Subject:** FW: Canucks for Kids - Org 103204 - Mobile Reprints - Control

Hi Cheryl,

I also have not received your response to the email below.

I am now working on the DRAFT report, so hopefully this review will be conclude soon. Just in time to start the new season...

Thank you!

Blanca

---

**From:** Desrochers, Blanca MEM:EX  
**Sent:** Monday, December 24, 2012 4:13 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204 - Mobile Reprints - Control

Cheryl,

If you come across my emails before January 2, please be advised that they are not urgent. I am just working through the information received.

My understanding at the time of the event inspection was that you were comfortable about the controls the system has for **mobile reprints**, basically, *Bump Admin – Manager Panel* summary report indicating the total mobile ticket reprints per seller. Unusual/recurrent reprints by a seller would be followed up.

Please advise,

- During the licensed period did you provide feedback to sellers who have high reprints? For example, on February 15, **s.22** had 79 ticket reprints. **s.22** had 54. Did you follow up those unusual amount of reprints for same sellers in other periods?
- Any unusual variances found/documented during the licence period?

Thank you

*Blanca C.*

**From:** [Cheryl Mitchell](#)  
**To:** [Elder, Kathy A MEM:EX](#)  
**Cc:** [Woodworth, Doug MEM:EX](#)  
**Subject:** RE: Canucks 5050 license update  
**Date:** Sunday, January 13, 2013 8:45:19 PM  
**Attachments:** [canucks.nhl.com\\_club\\_scheduleprint.htm\\_season=20122013&q.pdf](#)

---

Kathy,

Please find attached the schedule of Canucks home games.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Friday, January 11, 2013 12:49 PM  
**To:** Cheryl Mitchell  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: Canucks 5050 license update

Hi Cheryl,

Great news!

I think the revised schedule should be all we need! Hope you are doing well,

Happy new year

Kathy

---

**From:** Cheryl Mitchell s.22  
**Sent:** Thursday, January 10, 2013 5:14 PM  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** Canucks 5050 license update

Hi Kathy,

Happy New Year! We have a hockey season!

I understand from the Canucks for Kids Fund and their conversations with Doug Scott that our electronic system has now been certified and we can move forward. I know that I owe you the revised schedule which I should receive in the next few days. Is there anything else you need from us?

Cheryl

Cheryl Mitchell

s.22



## 2012-2013 REGULAR SEASON SCHEDULE/RESULTS

## JANUARY 2013

Date	Visitor	Home	Score	Dec	Time (PT)	TV Network/Results
Sat, 19 Jan 2013	Ducks	Canucks			7:00 PM	CBC
Sun, 20 Jan 2013	Oilers	Canucks			6:00 PM	
Wed, 23 Jan 2013	Flames	Canucks			7:00 PM	
Wed, 30 Jan 2013	Avalanche	Canucks			7:00 PM	

## FEBRUARY 2013

Date	Visitor	Home	Score	Dec	Time (PT)	TV Network/Results
Fri, 1 Feb 2013	Blackhawks	Canucks			7:00 PM	TSN
Sat, 9 Feb 2013	Flames	Canucks			7:00 PM	CBC
Tue, 12 Feb 2013	Wild	Canucks			7:00 PM	TSN
Fri, 15 Feb 2013	Stars	Canucks			7:00 PM	
Sun, 17 Feb 2013	Blues	Canucks			6:00 PM	
Tue, 26 Feb 2013	Coyotes	Canucks			7:00 PM	

## MARCH 2013

Date	Visitor	Home	Score	Dec	Time (PT)	TV Network/Results
Sat, 2 Mar 2013	Kings	Canucks			7:00 PM	CBC, NHLN-US
Tue, 5 Mar 2013	Sharks	Canucks			7:00 PM	
Thu, 14 Mar 2013	Predators	Canucks			7:00 PM	TSN
Sat, 16 Mar 2013	Red Wings	Canucks			7:00 PM	CBC, NHLN-US
Mon, 18 Mar 2013	Wild	Canucks			7:00 PM	
Tue, 19 Mar 2013	Blues	Canucks			7:00 PM	TSN
Tue, 26 Mar 2013	Blue Jackets	Canucks			7:00 PM	
Thu, 28 Mar 2013	Avalanche	Canucks			7:00 PM	

## APRIL 2013

Date	Visitor	Home	Score	Dec	Time (PT)	TV Network/Results
Thu, 4 Apr 2013	Oilers	Canucks			7:00 PM	
Sat, 6 Apr 2013	Flames	Canucks			7:00 PM	CBC, NHLN-US
Mon, 8 Apr 2013	Coyotes	Canucks			7:00 PM	TSN
Sat, 20 Apr 2013	Red Wings	Canucks			7:00 PM	CBC, NHLN-US
Mon, 22 Apr 2013	Blackhawks	Canucks			7:00 PM	NHLN-US
Thu, 25 Apr 2013	Ducks	Canucks			7:00 PM	NHLN-US

**From:** Cheryl Mitchell  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Canucks 5050 Draft Report  
**Date:** Monday, January 14, 2013 9:07:11 AM

---

Hi Blanca,

When you have the draft report completed can you also send me a copy as well. I have gotten them in the past which has been helpful so that I can make sure that it gets responded to immediately and any issues get resolved.

Thank you,

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Friday, January 11, 2013 1:58 PM  
**To:** 's.22'  
**Subject:** RE: Manual Breakdown of Void Tickets 2011-2012

Thanks Cheryl. I understand that actual voids from March 1, 2012 to end of licence may differ of the 1921 per BUMP Manager Panel (Sep 20 to Apr 13, 2012) due to the void tickets that may not have been included in the system, per your email below.

Thank you.

Blanca

---

**From:** s.22 [mailto:s.22]  
**Sent:** Friday, January 11, 2013 1:40 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Manual Breakdown of Void Tickets 2011-2012

Hi. I don't have the files in front of me. If there are no voids in the system but they are on the excel spreadsheet then we still weren't using the BUMP system for voids. If the number of voids in the system and the # of voids on the excel spreadsheet are different it was because we didn't have time to enter to enter all the voids in the system before the prize was announced.

Hope this helps.

Cheryl  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>

**Date:** Fri, 11 Jan 2013 13:27:26 -0800

**To:** s.22

**Subject:** RE: Manual Breakdown of Void Tickets 2011-2012

Thanks Cheryl.

How about **March 1** difference?

Cheryl, further to my email before, when your organization responds to the DRAFT report, I am sure you will include the changes/improvements made to address the issues. I still have to issue a report though, based on my review.

Thank you

---

**From:** s.22

**Sent:** Friday, January 11, 2013 1:24 PM

**To:** Desrochers, Blanca MEM:EX

**Subject:** Re: Manual Breakdown of Void Tickets 2011-2012

Hi Blanca,

On April 22nd we could not enter the void tickets into the BUMP system because of the problems. Instead we went back to our 'old' system (prior to March 1) when we manually deleted the void tickets on the excel system. This allowed us to balance the sellers.

Cheryl

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <[Blanca.Desrochers@gov.bc.ca](mailto:Blanca.Desrochers@gov.bc.ca)>

**Date:** Fri, 11 Jan 2013 11:20:33 -0800

**To:** 'Cheryl Mitchell'<s.22

**Subject:** FW: Manual Breakdown of Void Tickets 2011-2012

Hello Cheryl,

I received your voice message. Thanks. I did not call you because I did not have an urgent matter as to contact you while in Victoria.

I have not received your response to the email below. Please also note:

- On **April 22**, per manual void tickets break-down, there were no void tickets. However, per your excel spreadsheet reconciliation, a total of **\$175** was indicated as **voids**.

Your insight is appreciated,

Blanca

---

**From:** Desrochers, Blanca MEM:EX

**Sent:** Monday, December 24, 2012 3:53 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** FW: Manual Breakdown of Void Tickets 2011-2012

Thanks for this. Full in agreement, Amanda is much more than a pretty face!

Cheryl, I only compared one day, March 1. This is what I see:

1 set of \$ 10 = \$ 10  
4 set of \$ 20 = \$ 80

I expected to find on your excel reconciliation sheet for Mar. 1/12 \$90 in "void". However, I see \$20.

What am I getting wrong?

Thank you

---

**From:** Cheryl Mitchell [s.22](#)  
**Sent:** Tuesday, December 18, 2012 3:51 PM  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Fitzgerald, Anna MEM:EX; Lin, Dickson MEM:EX  
**Subject:** FW: Manual Breakdown of Void Tickets 2011-2012

Blanca,  
The wonderful Amanda put together the report for the manual breakdown of the voids. On this report she also explains where she got the data from. The best news is that the numbers work out to 1921 as reported!

Cheryl.

Cheryl Mitchell  
[s.22](#)



**From:** Cheryl Mitchell  
**To:** Lefler, Stephen C MEM:EX; casey.witkowicz@rycom.ca  
**Cc:** Elder, Kathy A MEM:EX; Bell, Suzanne N MEM:EX; Cowland, Ursula MEM:EX  
**Subject:** RE: Certificate of Technical Integrity - Canucks for Kids using Bump 50:50  
**Date:** Tuesday, January 15, 2013 2:06:26 PM

---

Thank you everyone for all your hard work on this project. On behalf of the Canucks for Kids Fund, we appreciate all the caring and effort to make this happen.

Cheryl.

Cheryl Mitchell

s.22

---

**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** Tuesday, January 15, 2013 12:02 PM  
**To:** 'casey.witkowicz@rycom.ca'; 'Cheryl Mitchell'  
**Cc:** Elder, Kathy A MEM:EX; Bell, Suzanne N MEM:EX; Cowland, Ursula MEM:EX  
**Subject:** Certificate of Technical Integrity - Canucks for Kids using Bump 50:50

Thanks everyone for your patience and assistance in this developing program. Please find attached a copy of the Certificate of Technical Integrity for the Bump 50:50 system.

The system has been approved for use in the province of BC. Please remember that this is only one component of the requirements needed by our Licensing and Grants division to issue a licence to CFKF to operate in the up and coming Canucks home games.

If you have any further questions or concerns, please feel free to call me.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: Copy of Canuck's license  
**Date:** Tuesday, January 15, 2013 4:13:59 PM

---

Thank you. Could you please send me a copy as well in case it doesn't come to me.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Tuesday, January 15, 2013 1:49 PM  
**To:** Cheryl Mitchell  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: Copy of Canuck's license

Hi Cheryl

I have just issued the license! You should receive it from our system directly.

Please let us know if there are any issues or changes needed!

Thanks

Kathy

---

**From:** Cheryl Mitchell  
**Sent:** Sunday, January 13, 2013 8:49 PM  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Copy of Canuck's license

Hi Kathy,

Can you please send me a copy of the license so I can post in the office. I have the number just not the license.

Thank you.

Cheryl

Cheryl Mitchell

s.22

s.22

---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Friday, January 11, 2013 12:49 PM  
**To:** Cheryl Mitchell  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: Canucks 5050 license update

Hi Cheryl,  
Great news!  
I think the revised schedule should be all we need! Hope you are doing well,  
Happy new year  
Kathy

---

**From:** Cheryl Mitchell s.22  
**Sent:** Thursday, January 10, 2013 5:14 PM  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** Canucks 5050 license update

Hi Kathy,

Happy New Year! We have a hockey season!

I understand from the Canucks for Kids Fund and their conversations with Doug Scott that our electronic system has now been certified and we can move forward. I know that I owe you the revised schedule which I should receive in the next few days. Is there anything else you need from us?

Cheryl

Cheryl Mitchell  
s.22

**From:** Desrochers, Blanca MEM:EX  
**To:** "Cheryl Mitchell"  
**Cc:** Fitzgerald, Anna MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029 - Licence 35972 - DRAFT Report  
**Date:** Tuesday, January 29, 2013 10:32:00 AM

---

Thanks Cheryl.

We can meet at 9:30 am on Friday. Please confirm if this works for you.

Blanca

---

**From:** Cheryl Mitchell s.22  
**Sent:** Monday, January 28, 2013 5:37 PM  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Fitzgerald, Anna MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029 - Licence 35972 - DRAFT Report

Blanca,

Thank you. This was a very fair and well-written report, which, for the most part, accurately captured our conversations. I was hoping that we could discuss some minor revisions before the final DRAFT report is sent. I have use 'track changes' in word to make a few suggestions on wording of a few of the items. We can discuss these.

I have used the 'comments' function to ask questions about items that don't make sense to me that we should discuss as well.

What is your availability?

I can meet this week Thursday from 9am onwards (I have to leave at 11:30 for a conference call at noon) so 9am would be best or I can meet anytime on Friday. I was hoping that we could go through this together in person.

Let me know what works best for you. Again, thank you for all the time that you have spent on this. I apologize for how laborious this was – this season will be different!

Cheryl.

Cheryl Mitchell

s.22

---

**From:** Desrochers, Blanca MEM:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** Monday, January 28, 2013 2:34 PM  
**To:** 'Cheryl Mitchell'  
**Cc:** Fitzgerald, Anna MEM:EX  
**Subject:** Canucks for Kids - Org 103204 - Char 7029 - Licence 35972 - DRAFT Report

Hello Cheryl,

Please find attached copy of our DRAFT Report. Please notify us of any inaccuracies or findings that are not clear to you.

Please kindly respond by Thursday, when we will be forwarding the DRAFT Report to the licensee's board.

Cheryl, thank you so much for your assistance and support during the course of the audit. Very much appreciated.

Please call or email me if you have any question regarding the report.

Blanca

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

*Know your limit, play within it.*

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

**From:** Desrochers, Blanca MEM:EX  
**To:** "Cheryl Mitchell"  
**Subject:** RE: update to board contacts for Canucks for Kids Fund  
**Date:** Wednesday, January 30, 2013 9:17:00 AM

---

Thank you for the update, Cheryl.

---

**From:** Cheryl Mitchell | s.22  
**Sent:** Tuesday, January 29, 2013 8:29 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** update to board contacts for Canucks for Kids Fund

Hi Blanca,  
Can you please add TC Carling as the board member contact instead of Jamie Pitblado.

His contact information is:  
TC Carling  
Canucks Sports & Entertainment  
800 Griffiths Way, Vancouver BC | Canada | V6B 6G1  
604-899-4623  
[TC.Carling@canucks.com](mailto:TC.Carling@canucks.com)

Thank you!

C.

Cheryl Mitchell

s.22

s.22

**From:** s.22  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - Char 7029 - Licence 35972 - DRAFT Report  
**Date:** Wednesday, January 30, 2013 12:46:45 PM

---

Hi Anna. Things are well. I can certainly come earlier and will see you at 9am.

For the letter and posting I know that the CFKF board followed exactly what was agreed to with Doug Scott. Would a letter from them detailing what they did suffice or would you like to speak with someone directly? I can easily arrange either for you. Let me know.

I look forward to seeing you on Friday.

Cheryl.

Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Fitzgerald, Anna MEM:EX" <Anna.Fitzgerald@gov.bc.ca>  
**Date:** Wed, 30 Jan 2013 12:39:08 -0800  
**To:** 'Cheryl Mitchell' <s.22>  
**Cc:** Desrochers, Blanca MEM:EX <Blanca.Desrochers@gov.bc.ca>  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029 - Licence 35972 - DRAFT Report

Hello Cheryl,

I hope all is well with you.

Would you be able to come a little earlier so that you and I can meet, say nine o'clock on Friday? I have a couple of things I want to discuss, one of the being whom I should be talking to to follow up where the open letter was published and obtain a copy and review of the distribution list to whom it was sent.

If that does not work perhaps we could meet next week? I currently have a meeting at 10 on Friday morning so can't meet afterwards.

Regards,

Anna

*Anna Fitzgerald, CA, CIA  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
Know your limit, play within it.*

---

**From:** Desrochers, Blanca MEM:EX  
**Sent:** Monday, January 28, 2013 2:34 PM

**To:** 'Cheryl Mitchell'  
**Cc:** Fitzgerald, Anna MEM:EX  
**Subject:** Canucks for Kids - Org 103204 - Char 7029 - Licence 35972 - DRAFT Report

Hello Cheryl,

<< File: Canucks for Kids - Org 103204 - Char 7029 DRAFT Report Jan 28 2013.doc >>

Please find attached copy of our DRAFT Report. Please notify us of any inaccuracies or findings that are not clear to you.

Please kindly respond by Thursday, when we will be forwarding the DRAFT Report to the licensee's board.

Cheryl, thank you so much for your assistance and support during the course of the audit. Very much appreciated.

Please call or email me if you have any question regarding the report.

Blanca

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

***Know your limit, play within it.***

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>



## Desrochers, Blanca MEM:EX

---

**From:** Cheryl Mitchell [s.22]  
**Sent:** Wednesday, January 30, 2013 7:06 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids Fund - 103204 - still old licence # in STB

DONE!!

Those website guys are fast. I was sure they had done it and so was Amanda. We think that maybe it reverted back when then did the most recent web update.

C.

Cheryl Mitchell  
s.22  
s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Wednesday, January 30, 2013 6:40 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids Fund - 103204 - still old licence # in STB

Hello Cheryl,

Please note that it was brought to my attention, back in January 21, that your organization had not updated the number of the licence.

As of today, I looked to the webpage still have not been changed.

Please kindly advise when done.

Blanca

---

**From:** Fraser Cowan, Sandy MEM:EX  
**Sent:** Monday, January 21, 2013 11:33 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** FW: 103204 Canucks for Kids Fund - still old licence # in STB

Blanca:

FYI

Sandy Fraser Cowan, CGA  
Senior Charitable Auditor  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
Ministry of Energy and Mines  
250-356-1353

---

**From:** Hansen, Karen L MEM:EX  
**Sent:** Monday, January 21, 2013 11:32 AM

**To:** Fraser Cowan, Sandy MEM:EX

**Subject:** FW: 103204 Canucks for Kids Fund - still old licence # in STB

Good morning Sandy – please forward this screen shot to the current auditor - Licence number should be 46728 – Sep 1.12 – Jun 30.13

Karen L Hansen CMA, CIA

Charitable Gaming Auditor

Audit and Compliance Division

Gaming Policy and Enforcement Branch

#200 - 1517 Water Street, Kelowna, BC V1Y 1J8 (250)861-7364

*Know your limit, play within it.*

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Subject:** Canucks 5050 additional date  
**Date:** Thursday, January 31, 2013 10:32:39 AM

---

Hi Kathy,

On the list of dates that I sent to you I forgot to add in the Superskills which is on the 10<sup>th</sup> of February, 2013. We have added this in-house event to our A license for the last couple years.

Can you please add to our file. Thank you!

Cheryl Mitchell

s.22

s.22

## Dickson, Brandy EMNG:EX

---

**From:** Desrochers, Blanca MEM:EX  
**Sent:** Thursday, January 31, 2013 3:25 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** FW: Update on information required from the gaming branch  
**Attachments:** Information\_Required.zip

Hi Cheryl,

Re: your comment to issue # 4. Look at the excel sheet "backend\_reprints\_feb15\_2012"

I requested it back from the time of the event inspection.

Blanca

---

**From:** Cheryl Mitchell [s.22](#)  
**Sent:** Friday, January 4, 2013 10:18 AM  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Lin, Dickson MEM:EX; Fitzgerald, Anna MEM:EX  
**Subject:** FW: Update on information required from the gaming branch

Blanca,

I am sending you the responses to Rycom based on some of the questions we had.

A. Attached are the following documents which related to the questions I asked them below. You may need some help from Dickson in working with these zipped files.

- message Log for Feb 15th (supporting data for question # 3)
- backend reprint reports from Feb.15th (supporting data for question #4)
- drum log and tickets table for Feb.15th (supporting data for question # 5)

B. Here is the list of questions and their responses. My questions are in black and Rycom's responses are in red. As you can see by their answers the draw was fine on the 13<sup>th</sup> and 15<sup>th</sup> of February as they had previously reported. They reference the security log as not being fully comprehensive so I am not sure why they gave it to us to use. Hopefully their answers below give you enough information.

1. Feb 13 : Based on Rycom write-up, the data base was not updated. "Would a ticket drawn, that was not in the database, would have been considered invalid during the verification process?"

Yes, the ticket would be considered invalid if not in the database.

2. Feb 15 reports - Bump Admin Summary (Raffle tab summary report which says 56,684) vs Security Log Subtotal by Types (Only matched "Mobile Reprint" = 275): Cheryl to ask Rycom to match Summarised numbers to Category Subtotals shown in Excel Security Log to match Bump Admin report.

To clarify, please note that the Security Log is not intended to provide an accurate summary of tickets sold or detailed raffle totals. As explained in past conversations, the Security Log is specifically used by our development team for diagnostic, troubleshooting and development purposes. In future, please refrain from using the Security Log to determine accuracy of Raffle Summary. Instead please use the Ticket Report and Raffle Summary reports, which are specifically designed to provide precise detail on total # of tickets sold and cumulative dollar value of pot size.

3. Explanation of 585 tickets of February 15, as to (a) issue (2) impact (3) resolution (4) whether the tickets (by set) are included in the year-end report.

Per question #2, the Security Log report is not to be used as a comparison to the Raffle Tab summary. However, concerns have been raised in our attempt to identify the discrepancy within the Security log's print totals, which revealed logs from a prior event on the 13th (585 tickets). To alleviate concerns and upon further investigation on our end, the logs showed that the 585 tickets from Feb.13th, we're indeed printed on the 13th.

In our investigation, we found in the System log that there were logs data from the 13th within the event on the 15th. Please note that these were simply logs, NOT actual tickets from the 13th. To verify this, we checked individual ticket #'s from the Security Log report for the 15th, which belonged to the 13th and all of the ticket#'s were indeed printed on the 13th as the ticket report suggests, only the logs remained in the 15th Security log.

Using an example, we identified ticket # 408965301 which appeared in Security log report for the 15th. We then applied a search for the ticket in the Ticket Report for Feb.13th, which confirmed that ticket# 408965301 was indeed printed on Feb 13th. To verify further, we checked the same ticket again in the Ticket Report for Feb. 15th and it did not appear.

Note, we've attached a portion of the message log which verifies that only logs were received on the 15th and not tickets. (SEE ATTACHMENTS LISTED ABOVE)

4. Also is there a report that shows the tickets that are reprinted (when we call Rycom and ask for a ticket that was misprinted into the drum)?

This is currently not a dashboard report. A listing of all reprinted backend tickets can be manually retrieved via the messages log and the database. We'll be attaching a csv file for the reprints on Feb 15 2012 and the database query used for fetching that data is below:

```
select distinct number, count(number) as reprints from drum_log where event_id = "Enter desired event_id" group by number having reprints > 1 order by reprints;
```

Replace the event id with the event checking for and that would give you reprinted tickets at back end for that event. (SEE ATTACHMENT LISTED ABOVE)

5. We are requesting a copy of the ticket detail for the February 15th game – this is copy of the ticket report in a format that they can open – maybe similar to the format for the security log report that Jay sent).

Please see attached for Drum Log table and Tickets table for the 15th. (SEE ATTACHMENT LISTED ABOVE)

6. Related to the issues on the 13th and 15th I don't believe that there was caching for the following two reasons:

- a. We double-checked all the tablets to ensure that they were at zero on the 13<sup>th</sup>.

Our investigation verified that all ticket information on the tablets<sup>s.22</sup> was cleared, only logs remained as per prior explanation in Question #2 and #3.

- b. If the tickets had 'cached' on the 13<sup>th</sup> then we would have had sellers on the 15<sup>th</sup> with tablets that started at a higher than expected number and the sellers would have been 'short' in cash. This is did not happen as the \$\$ balanced on the night of the 15<sup>th</sup>.

Answer already provided in Question# 2 and #3.

Cheryl.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

**From:** Desrochers, Blanca MEM:EX  
**To:** "Cheryl Mitchell"  
**Subject:** FW: Update on information required from the gaming branch  
**Date:** Thursday, January 31, 2013 3:24:00 PM  
**Attachments:** Information Required.zip

---

Hi Cheryl,

Re: your comment to issue # 4. Look at the excel sheet "backend\_reprints\_feb15\_2012"

I requested it back from the time of the event inspection.

Blanca

**From:** Cheryl Mitchell s.22  
**Sent:** Friday, January 4, 2013 10:18 AM  
**To:** Desrochers, Blanca MEM:EX  
**Cc:** Lin, Dickson MEM:EX; Fitzgerald, Anna MEM:EX  
**Subject:** FW: Update on information required from the gaming branch

Blanca,

I am sending you the responses to Rycom based on some of the questions we had.

A. Attached are the following documents which related to the questions I asked them below. You may need some help from Dickson in working with these zipped files.

- message Log for Feb 15th (supporting data for question # 3)
- backend reprint reports from Feb.15th (supporting data for question #4)
- drum log and tickets table for Feb.15th (supporting data for question # 5)

B. Here is the list of questions and their responses. My questions are in black and Rycom's responses are in red. As you can see by their answers the draw was fine on the 13<sup>th</sup> and 15<sup>th</sup> of February as they had previously reported. They reference the security log as not being fully comprehensive so I am not sure why they gave it to us to use. Hopefully their answers below give you enough information.

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ask Rycom to match Summarised numbers to Category Subtotals shown in Excel Security Log to match Bump Admin report.

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Answer already provided in Question# 2 and #3.

Cheryl.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

8.16E+08	2
7.56E+08	2
5.46E+08	2
8.16E+08	2
4.57E+08	2
3.56E+08	2
8.16E+08	2
1.16E+08	2
4.46E+08	2
6.16E+08	2
5.66E+08	2
4.46E+08	2

Feb 15 17:46:29 ubuntu PRINT: [INFO] Get socket : [Errno 113] No route to host - host : 10.32.50.19, port : 9100

Feb 15 17:46:29 ubuntu PRINT: [INFO] Check status : 'NoneType' object has no attribute 'send'

Feb 15 17:46:29 ubuntu PRINT: [INFO] Printer 19 thread [10.32.50.19]: Unable to connect to the printer or received a bad status. Resuming in 2 seconds...

Feb 15 17:46:29 ubuntu PRINT: [INFO] Get socket : timed out - host : 10.32.50.2, port : 9100

Feb 15 17:46:29 ubuntu PRINT: [INFO] Check status : 'NoneType' object has no attribute 'send'

Feb 15 17:46:29 ubuntu PRINT: [INFO] Printer 2 thread [10.32.50.2]: Unable to connect to the printer or received a bad status. Resuming in 2 seconds...

Feb 15 17:46:29 ubuntu LOG\_APP\_IDENT[30449]: Received 36 logs. role: visitor url:/volunteer-auth/pool 74.198.150.236

Feb 15 17:46:30 ubuntu PRINT: [INFO] Get socket : timed out - host : 10.32.50.22, port : 9100

Feb 15 17:46:30 ubuntu PRINT: [INFO] Check status : 'NoneType' object has no attribute 'send'

Feb 15 17:46:30 ubuntu PRINT: [INFO] Printer 22 thread [10.32.50.22]: Unable to connect to the printer or received a bad status. Resuming in 2 seconds...

Feb 15 17:46:31 ubuntu PRINT: [INFO] Get socket : timed out - host : 10.32.50.15, port : 9100

Feb 15 17:46:31 ubuntu PRINT: [INFO] Check status : 'NoneType' object has no attribute 'send'

Feb 15 18:01:57 ubuntu PRINT: [INFO] INSERT INTO drum\_log(id, event\_id, number, printers\_id, print\_time) VALUES(DEFAULT, 281, 135770404, 20.000000, DEFAULT)

Feb 15 18:01:57 ubuntu PRINT: [INFO] Printer 9 thread [10.32.50.9]: Printed ticket #135770405 : status : True

Feb 15 18:01:57 ubuntu PRINT: [INFO] INSERT INTO drum\_log(id, event\_id, number, printers\_id, print\_time) VALUES(DEFAULT, 281, 135770405, 9.000000, DEFAULT)

Feb 15 18:01:57 ubuntu PRINT: [INFO] Printer 18 thread [10.32.50.18]: Printed ticket #135770406 : status : True

Feb 15 18:01:57 ubuntu PRINT: [INFO] Printer 16 thread [10.32.50.16]: Printed ticket #135770407 : status : True

Feb 15 18:01:57 ubuntu PRINT: [INFO] INSERT INTO drum\_log(id, event\_id, number, printers\_id, print\_time) VALUES(DEFAULT, 281, 135770406, 18.000000, DEFAULT)

Feb 15 18:01:57 ubuntu PRINT: [INFO] INSERT INTO drum\_log(id, event\_id, number, printers\_id, print\_time) VALUES(DEFAULT, 281, 135770407, 16.000000, DEFAULT)

Feb 15 18:01:57 ubuntu LOG\_APP\_IDENT[30461]: Received 1 logs. role: visitor url:/volunteer-auth/pool 74.198.150.250

Feb 15 18:01:58 ubuntu LOG\_APP\_IDENT[30433]: Received 127 logs. role: visitor url:/volunteer-auth/pool 74.198.150.195

Feb 15 18:01:59 ubuntu PRINT: [INFO] Get socket : [Errno 113] No route to host - host : 10.32.50.6, port : 9100

Feb 15 18:01:59 ubuntu PRINT: [INFO] Check status : 'NoneType' object has no attribute 'send'

Feb 15 18:01:59 ubuntu PRINT: [INFO] Printer 6 thread [10.32.50.6]: Unable to connect to the printer or received a bad status. Resuming in 2 seconds...

Feb 15 18:01:59 ubuntu PRINT: [INFO] Get socket : [Errno 113] No route to host - host : 10.32.50.1, port : 9100

Feb 15 18:01:59 ubuntu PRINT: [INFO] Check status : 'NoneType' object has no attribute 'send'

Feb 15 18:01:59 ubuntu PRINT: [INFO] Printer 1 thread [10.32.50.1]: Unable to connect to the printer or received a bad status. Resuming in 2 seconds...

Sel	
Seller	Printed
s.22	322
	500
	444
	258
	444
	500
Total	2468
* time in minutes pulled from time stamp log	

Minimum Print Time for 500 ticket		
	Inches/Sec	Avr Tkt length (Inch)
Max Print Speed	3.3	
Average Ticket length		8
Tickets Printed		
Minimum Time to Print 500 tickets		

Memory Consumption for 500 ticket	
	Kilobits
SRAM	1000
3/\$5 Memory Capacity	30
7/\$10 Memory Capacity	35
18/\$20 Memory Capacity	40
Total	

	Kilobits	Inches
SRAM	1000	
Average Ticket Memory Size	35	
Average Ticket Length		8
Printer Speed		
Maximum Tickets in Memory		
Maximum Tickets in Memory @ 8in/Tkt		228.5714286
Time value of SRAM		

MtP300 Specifications:

- Printing Method: Direct thermal, up to 3.3 ip
- Printing Resolution: 203 dpi (8 dots per mm)
- Serial: RS232 (RJ11 Type)
- Flexible Wireless Options: IrDA, Bluetooth®
- All wireless printers also include serial port

- **Emulations:** Emulates many popular printers
- **Can be upgraded** as new emulations become available
- **Operating Temp:** -4°F to 122°F (-20°C to 50°C)
- **Storage Temp:** -4°F to 140°F (-20°C to 60°C)
- **Humidity:** 10% to 90% RH (noncondensing)
- **Rated IP54:** per IEC 529, without optional enclosure
- **Buttons for Power, Paper Feed, and Setup**
- **4 illuminated icons** for general fault, wireless, paper out, and door open
- **2-line LCD** for system alerts and messages
- **Sensors** for paper out, door open, and black mark
- **LP models add rear black mark and label gap sensor**
- **2 MB Flash, 1 MB SRAM**
- **Standard memory supports large and graphic files**

Timing Times of Each Test Seller				
Sold	Not Printed	Print *		De:
		Time (min)		
500		178	3	Exceed print spi
500		0	7	Enough time, a mix between
500		56	5	Exceed print spi
500		242	3	Exceed print spi
500		56	5	Exceed print spi
500		0	16	Enough time, a mix between
3000		532		

s using the MtP300 in Lots of 19@3/\$5, 17@7/\$10, 18@\$20			
#	Seconds	Minutes	
500	1212.121212	20.2020202	Only Possible if SF

s using the MtP300 in lots 19@3/\$5, 17@ 7/\$10, 18@ 18/\$20		
Lots	Total Memory Used Klbs	
19	570	
17	595	
18	720	
	1885	
	Complete Lot Exceed S	

Print Time Value of SRAM		
Inch/Sec	Number	Seconds
3.3	28.57142857	69.2640693
		Time for

ns  
n)

°, Wi-Fi (802.11b/g), Custom RF



r brands (O-Neil, Zebra CPCL and ZPL, and Printek Mt3)  
ne available  
'C)

environmental case

Menu Navigation

ss connection, MCR ready, and battery status

configuration setup, and battery charge indicator

k mark detection

ip detection

ric-intensive print jobs

[Redacted]

**description**

eed & SRAM capacity

n print speed and SRAM Capacity

eed & SRAM capacity

eed & SRAM capacity

eed & SRAM capacity

n print speed and SRAM Capacity

[Redacted]

*RAM expanded to 2MB*

[Redacted]

*RAM Capacity*

[Redacted]

*one byte to propagate through SRAM in FIFO method & printer speed*

**From:** s.22  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** Re: Canucks 5050  
**Date:** Friday, February 1, 2013 2:43:28 PM

---

You are wonderful! Thank you. Have a great weekend.

Cheryl

-----Original Message-----

**From:** Kathy A HSD:EX Elder  
**To:** Cheryl Mitchell  
**Cc:** Gaming-Doug Woodworth  
**Subject:** RE: Canucks 5050  
**Sent:** Feb 1, 2013 2:12 PM

Hi Cheryl

Yes- we received the e-mail

Sorry we didn't reply - we will be able add Feb 10th no problem!!

You should get the new license early next week!

Thanks

Kathy

-----Original Message-----

**From:** s.22  
**Sent:** Friday, February 1, 2013 2:09 PM  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** Canucks 5050

Hi Kathy.

I was just wondering if you got my email about adding February 10th to our license. We did this last year and it was my error not to include it this year when I sent the calendar.

Thank you and sorry to pester you! Cheryl Sent on the TELUS Mobility network with BlackBerry

Sent on the TELUS Mobility network with BlackBerry

## Desrochers, Blanca MEM:EX

---

**From:** Cheryl Mitchell s.22  
**Sent:** Wednesday, February 6, 2013 12:16 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Cancuks for Kids - Org 103204 - Char 7029 - January 19

It was likely us.... We don't speak technically. I just wanted to be clear with you for the report.

☺

Cheryl.

Cheryl Mitchell  
s.22  
s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Wednesday, February 06, 2013 12:11 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Cancuks for Kids - Org 103204 - Char 7029 - January 19

Thanks Cheryl.

I was thinking, maybe what was said to us was *cellular communication issues*, or something to that end. I may not have used the right word (working...), but that is why I prefer to double check with yourself, to avoid misunderstandings.

Thank you!

Blanca

---

**From:** Cheryl Mitchell s.22  
**Sent:** Wednesday, February 6, 2013 12:02 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Cancuks for Kids - Org 103204 - Char 7029 - January 19

What we should have said was that it was slow. What happens is that during game stoppages people take photos and send messages on their smart phones and it uses up the cellular bandwidth.

C.

Cheryl Mitchell  
s.22  
s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Wednesday, February 06, 2013 11:26 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Cancuks for Kids - Org 103204 - Char 7029 - January 19

Thanks for your response Cheryl.

The cell signal not working occasionally in the arena was mentioned to us a couple of times on the 19<sup>th</sup> as one of the reasons the sellers had to preprint tickets. I just want to make sure I understand this part.

---

**From:** Cheryl Mitchell s.22  
**Sent:** Wednesday, February 6, 2013 11:22 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Cancuks for Kids - Org 103204 - Char 7029 - January 19

Blanca,

No problem. Happy to be of assistance.

1. I am looking into that discrepancy from the summary report for the 19<sup>th</sup> report and will get back to you.
2. The barrel is currently being built. We are waiting for the draft design and then it will be built. I do not have a finally deadline but hope that it should be done in the next 3 weeks.
3. I am not sure what you mean by "the cell signal does not work"? Like anywhere a cellular phone (or in our case a tablet) can temporarily lose connectivity with the cellular network but will reconnect – hence why the tablets cache. This is not a case of it 'not working' but it being overloaded. The Canucks are continuously upgrading wireless and cellular technology in the arena.

I will get back to you on the 19<sup>th</sup> summary report.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Wednesday, February 06, 2013 11:06 AM  
**To:** s.22  
**Subject:** Cancuks for Kids - Org 103204 - Char 7029 - January 19

Hello Cheryl,

I am not pleased to be requesting information for the January 19<sup>th</sup> event right after sending the previous year draft. However... I do need to produce a report, per Anna's request. It may actually be a good timing, as you are currently looking into reporting issues? Just trying to see the positive...

These are the clarifications, please:

Further to our conversation, the Ticket Reconciliation (*BUMP Raffle Summary*), total tickets sold indicate 130,337 tickets sold, while Actual tickets to Drum are 130,581.

- The assumption that comes to mind when looking at the Raffle Summary is that the 244 difference are void tickets. **Please confirm?**
- Also, if the 244 difference are voided tickets, I understand that you would have in your file the actual 244 tickets, so a listing of the numbers could be produced. **Correct?**

The fact that the *BUMP Raffle Summary* is not showing the voids, not even in tickets – which I had expected to see, based on the reporting modifications for voids, as of March 1, last year (or sets, ideally) - may be based on how the report was generated?

Cheryl, we have not had comment about tickets coming out of the barrel during the printing process, on one hand, because it appeared to me that you have a dedicated staff making sure that any ticket that came out of the barrel was put inside. Also, and mainly, based in the fact that you advised that the barrel is being replaced. My understanding was within a month of January 19...could you please confirm if the barrel has been changed?

I understand that sometimes the cell signal does not work inside the arena. **Is this right?** Please note that I am not suggesting this is may be an issue, just clarifying my notes for the January 19 event.

With regards to the advertising, I will send you a separate email.

Many thanks for your assistance,

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

*Know your limit, play within it.*  
<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

**From:** Desrochers, Blanca MEM:EX  
**To:** "Cheryl Mitchell"  
**Subject:** RE: clarification on reporting as per our meeting Friday  
**Date:** Tuesday, February 5, 2013 10:13:00 AM

---

100% in agreement!

Cheers

---

**From:** Cheryl Mitchell s.22  
**Sent:** Tuesday, February 5, 2013 10:13 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: clarification on reporting as per our meeting Friday

Thank you Blanca. I look forward to the revised draft and closing this audit!

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** Tuesday, February 05, 2013 9:38 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: clarification on reporting as per our meeting Friday

Thank you Cheryl.

Apologies, I was s.22

Dickson had also sent a wording, so right now I am going to work based on both, Dickson and Amanda's drafts, and hope to be back to you soon; my intent being today, but have to pass it to Anna first.

Talk to you soon,

Blanca

---

**From:** Cheryl Mitchell s.22  
**Sent:** Monday, February 4, 2013 12:25 PM  
**To:** Lin, Dickson MEM:EX  
**Cc:** Desrochers, Blanca MEM:EX; Fitzgerald, Anna MEM:EX; 5050 - Amanda Schlenker  
**Subject:** clarification on reporting as per our meeting Friday

Hi Dickson.

In the meeting we had with Blanca and Anna on Friday, we were discussing some of the challenges with reporting within the system. Amanda was at that meeting and summarized one aspect of the

situation. Blanca asked her to write up her summary so that she could discuss with you as a possible component to the final audit report. Here is what Amanda put together. She has given you the full context so that you can convey the meeting that aligns best with the audit report.

*Currently, BUMP system reports available to the licensee (Manager panel > Reports) incorporate data within a range of dates selected by the licensee. A generated report includes all system events that occurred within the specified date range. If the licensee wishes to exclude an event within this date range from the report, the event must be deleted from the licensee's records (Administrator panel > Schedule). Any deleted events remain archived by the system service provider, BUMP, but the licensee no longer has direct access to them.*

*The licensee requests from the service provider, BUMP, a change in system settings that would enable the licensee to specify which events within a given time period are included in system reports. Preferably, a function may be added that allows the licensee to categorize existing events as either "active" or "inactive", with BUMP reports only including data from "active" events.*

*For instance, if a game should require a delayed draw and a recreation of the system event by the service provider, BUMP, the recreated event would be filed as "active" while the original, incomplete event would be filed as "inactive". Only the relevant, recreated game would be included in the licensee's reports, but the licensee would retain direct access to both events.*

Let us know if you require anything further.

C.

Cheryl Mitchell

s.22

s.22



**From:** Cheryl Mitchell  
**To:** Lin, Dickson MEM:EX  
**Cc:** "5050 - Amanda Schlenker"; Desrochers, Blanca MEM:EX  
**Subject:** RE: clarification on reporting as per our meeting Friday  
**Date:** Tuesday, February 5, 2013 3:33:28 PM

---

Thanks Dickson,

Whatever you come up with will be perfect. We appreciate having your knowledge as a resource throughout all of this.

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Lin, Dickson MEM:EX [mailto:Dickson.Lin@gov.bc.ca]  
**Sent:** Tuesday, February 05, 2013 3:03 PM  
**To:** Cheryl Mitchell  
**Cc:** 5050 - Amanda Schlenker; Desrochers, Blanca MEM:EX  
**Subject:** RE: clarification on reporting as per our meeting Friday

Hello Cheryl and Amanda,

Sorry to have missed you on Friday. Thank you for the write up.

We are working on incorporating some of the ideas, and hopefully the end product would be mutually agreeable.

We appreciate your help, and wish you a great rest of the season.

- Dickson

*Dickson Lin, CISA, CIA*  
Commercial Gaming Auditor  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC  
V5G 4L7  
604-775-1128 office  
s.15, s.17 cellular  
[dickson.lin@gov.bc.ca](mailto:dickson.lin@gov.bc.ca)  
*Know your limit, play within it*



Please consider the environment before printing.

---

**From:** Cheryl Mitchell s.22  
**Sent:** Monday, February 4, 2013 12:25 PM  
**To:** Lin, Dickson MEM:EX

**Cc:** Desrochers, Blanca MEM:EX; Fitzgerald, Anna MEM:EX; 5050 - Amanda Schlenker  
**Subject:** clarification on reporting as per our meeting Friday

Hi Dickson.

In the meeting we had with Blanca and Anna on Friday, we were discussing some of the challenges with reporting within the system. Amanda was at that meeting and summarized one aspect of the situation. Blanca asked her to write up her summary so that she could discuss with you as a possible component to the final audit report. Here is what Amanda put together. She has given you the full context so that you can convey the meeting that aligns best with the audit report.

*Currently, BUMP system reports available to the licensee (Manager panel > Reports) incorporate data within a range of dates selected by the licensee. A generated report includes all system events that occurred within the specified date range. If the licensee wishes to exclude an event within this date range from the report, the event must be deleted from the licensee's records (Administrator panel > Schedule). Any deleted events remain archived by the system service provider, BUMP, but the licensee no longer has direct access to them.*

*The licensee requests from the service provider, BUMP, a change in system settings that would enable the licensee to specify which events within a given time period are included in system reports. Preferably, a function may be added that allows the licensee to categorize existing events as either "active" or "inactive", with BUMP reports only including data from "active" events.*

*For instance, if a game should require a delayed draw and a recreation of the system event by the service provider, BUMP, the recreated event would be filed as "active" while the original, incomplete event would be filed as "inactive". Only the relevant, recreated game would be included in the licensee's reports, but the licensee would retain direct access to both events.*

Let us know if you require anything further.

C.

Cheryl Mitchell

s.22

s.22

**From:** Cheryl Mitchell  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Woodworth, Doug MEM:EX  
**Subject:** RE: Canucks 5050 amended license  
**Date:** Friday, February 8, 2013 2:02:49 PM

---

It is part of the season schedule as it happens every year. It is the Canucks Superskills. It is on February 10th and then event is from 12-3. The difference is that the prize is drawn different - meaning that we don't draw it in the third period but we do the draw between 2:15 and 2:30 pm.

Thank you. I will make sure to put it on our license application next year to make it easier.

C.

Cheryl Mitchell  
s.22  
s.22

-----Original Message-----

From: Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
Sent: Friday, February 08, 2013 1:35 PM  
To: Cheryl Mitchell  
Cc: Woodworth, Doug MEM:EX  
Subject: RE: Canucks 5050 amended license

Cheryl,  
Just chatted with Doug - he didn't think it needed an amendment - because the license states "as per your season schedule". Is this date a special event? What would be the location & time be.  
We will do it right now!! :)  
Thanks  
Kathy

-----Original Message-----

From: Cheryl Mitchell s.22  
Sent: Friday, February 8, 2013 1:27 PM  
To: Elder, Kathy A MEM:EX  
Cc: Woodworth, Doug MEM:EX  
Subject: RE: Canucks 5050 amended license  
Importance: High

Hi Kathy,

I haven't seen an amended license and just wanted to make sure that I didn't miss anything and that we are good to go.

Thank you.

C.

Cheryl Mitchell  
s.22  
s.22

-----Original Message-----

From: Elder, Kathy A MEM:EX [<mailto:Kathy.Elder@gov.bc.ca>]

Sent: Friday, February 01, 2013 2:12 PM

To: s.22

Cc: Woodworth, Doug MEM:EX

Subject: RE: Canucks 5050

Hi Cheryl

Yes- we received the e-mail

Sorry we didn't reply - we will be able add Feb 10th no problem!!

You should get the new license early next week!

Thanks

Kathy

-----Original Message-----

From: s.22

Sent: Friday, February 1, 2013 2:09 PM

To: Elder, Kathy A MEM:EX

Cc: Woodworth, Doug MEM:EX

Subject: Canucks 5050

Hi Kathy.

I was just wondering if you got my email about adding February 10th to our license. We did this last year and it was my error not to include it this year when I sent the calendar.

Thank you and sorry to pester you! Cheryl Sent on the TELUS Mobility network with BlackBerry

## Dickson, Brandy EMNG:EX

**From:** Fitzgerald, Anna MEM:EX  
**Sent:** Thursday, February 28, 2013 3:19 PM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** FW: Canucks for Kids - Org 103204 - Emails Event Inspection (February 15, 2012)

---

**From:** Desrochers, Blanca MEM:EX  
**Sent:** Wednesday, February 27, 2013 10:21 AM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** Canucks for Kids - Org 103204 - Emails Event Inspection (February 15, 2012)

Hello Anna,

The set of emails I sent in January 2, 2012 related to the **compliance** review of the licensee. Those emails were dated from August 28, 2012 to December 28, 2012.

That means that all correspondence related to the even inspection on February 15, 2012 were not included.

This email contain all correspondence related to the February 15/12 event inspection. As Tanya helped out coordinating the date of the event attendance, the first email contain a string back to December 29, 2011, initially from Tanya as part of an audit she was completing at the time.

As you know, many sent and deleted emails from the outlook electronic are deleted after a period of time (automatic process, not mine). So to make sure I did not miss any, I scanned the correspondence in the file.



Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
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Fax: 604-660-0267

**Know your limit, play within it.**

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

## **Desrochers, Blanca MEM:EX**

---

**From:** Desrochers, Blanca SG:EX  
**Sent:** Wednesday, March 21, 2012 2:23 PM  
**To:** Desrochers, Blanca SG:EX  
**Subject:** RE: Canucks for kids - Org 103204 - Char 6845

Cheryl,

Apologies about misspelling your name in my previous email.

BUM 50:50 is the name of the company that provides the software. What is the software name? (apologies if it is written somewhere in the procedures and I missed it)

Thanks

Blanca

---

**From:** Desrochers, Blanca SG:EX  
**Sent:** Wednesday, March 21, 2012 2:10 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Canucks for kids - Org 103204 - Char 6845

Sheril,

Wednesday, if you have it available, would be perfect.

Does 9 am work for you?

Thank you!

---

**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Wednesday, March 21, 2012 1:25 PM  
**To:** Desrochers, Blanca SG:EX  
**Subject:** RE: Canucks for kids - Org 103204 - Char 6845

Blanca,

Welcome back. I am glad that was helpful. Does Tuesday next week work for you? I can meet at 9am or at 1:30 pm. Wednesday is completely open. Meanwhile I will email you our files to print out and we can discuss in our meeting.

C.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

---

**From:** Desrochers, Blanca SG:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** March-21-12 1:19 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Canucks for kids - Org 103204 - Char 6845

Hello Cheryl,

Thank you for the updating of the Permanent File.

s.22  
and missed the chance to talk to you in time  
to coordinate a meeting today. I am guessing today is already too late.

I am available tomorrow, and next week from Tuesday to Friday.

Thank you,

Blanca

---

**From:** Cheryl Mitchell [mailto:s.22]  
**Sent:** Sunday, March 18, 2012 6:59 PM  
**To:** Desrochers, Blanca SG:EX  
**Subject:** RE: Canucks for kids - Org 103204 - Char 6845

One more thing – I will have the game file ready for you as well from the February 15<sup>th</sup> game.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca SG:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** March-08-12 10:51 AM  
**To:** s.22  
**Subject:** Canucks for kids - Org 103204 - Char 6845

Good Morning Cheryl,

It is been three weeks since our attendance to the event on February 15. I am a little embarrassed for my tardiness in contacting you. Apologies. It appeared to me the day of the event that although you have a new ticket/sales system, you are on top of maintaining controls and keeping audit trails; so I relaxed a bit too much! Just this week I decided to hurry up and prepare the report.

Further to my voice message, I would like to meet, if possible, to go through the Permanent File summary prepared by yourself. It would be fast, just to make sure I understand the procedures, and to pick up the Operational Checklists, Training Script and Contract (we may have one in L&G file). Also, the February 15/12 Winner List and Ticket Reconciliation.

Thanks for your understanding. As you know we have flexible schedule, so I will be able to accommodate to the day and hour that is more convenient to you.

Thank you,

*Blanca C. Desrochers, CGA  
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Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

*Know your limit, play within it.*

## **Desrochers, Blanca MEM:EX**

---

**From:** Cheryl Mitchell [s.22]  
**Sent:** Thursday, June 7, 2012 5:17 PM  
**To:** Desrochers, Blanca MEM:EX; Victor.DeBonis@canucks.com  
**Cc:** 'Sara Klassen'  
**Subject:** RE: Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Hello Blanca,

As per our discussion this is our formal reply to your letter and DRAFT report of May 11, 2012.

The report contained one issue for resolution as follows:

1. The licensee did not include all required responsible messaging on the jumbotron and on the screens in the concourse. Section 5.0 of the Standard Procedures for Ticket Raffles details advertising requirements of licensed events.

Before the end of the season the licensee included responsible gambling messaging on the screens in the concourse.

And your recommendations were:

1. Ensure that the responsible gaming messaging is included in advertising of your licensed event, specifically, on the jumbotron and on the screens in the concourse.

Please be advised that Cheryl Mitchell, 5050 program consultant, is knowledgeable about what is required for signage and will ensure that all screens including concourse screens and the in-game jumbotron as well any other advertising mediums contain the appropriate messaging.

Yours truly,

Cheryl Mitchell  
5050 Consultant  
s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** May-11-12 11:59 AM  
**To:** 'Victor.DeBonis@canucks.com'  
**Cc:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Hello Mr. de Bonis,

A preliminary review on the conduct and management of your organization's gaming event is complete. Please find attached letter and DRAFT report.

Please send your response to our draft preferably via email.

Please call or email me if you have any question or concern regarding the DRAFT report.

Thank you,



## Desrochers, Blanca MEM:EX

---

**From:** Cheryl Mitchell s.22  
**Sent:** Friday, June 8, 2012 2:53 PM  
**To:** Desrochers, Blanca MEM:EX; Victor.DeBonis@canucks.com  
**Cc:** 'Sara Klassen'  
**Subject:** RE: Canucks for Kids Fund - Org 103204 - Char 6845 - Final Report

Thank you Blanca for getting these back to us so promptly.

Warm regards,

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** June-08-12 12:50 PM  
**To:** 'Victor.DeBonis@canucks.com'  
**Cc:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids Fund - Org 103204 - Char 6845 - Final Report

Dear Victor de Bonis,

The audit process is now concluded. I am attaching the final Report of Compliance Audit Findings in PDF along with the accompanying letter.

Please call me if you have any question regarding the final audit report.

Thanks for your cooperation during the review.

Best Regards,

*Blanca C. Desrochers, CGA*  
*Auditor, Charitable Gaming and Compliance*  
*Gaming Policy and Enforcement Branch*  
*220-4370 Dominion Street*  
*Burnaby, BC V5G 4L7*  
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*Know your limit, play within it.*

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

## **Desrochers, Blanca SG:EX**

---

**From:** Cheryl Mitchell s.22  
**Sent:** Friday, March 30, 2012 1:31 PM  
**To:** Desrochers, Blanca SG:EX  
**Subject:** Canucks 5050 - Cheryl Mitchell Consulting Agreement  
**Attachments:** Cheryl Mitchell consulting agreement (FINAL 2011 12 season) (3).pdf

Here is my agreement for your files.

C.

Cheryl Mitchell

s.22

s.22

## **Desrochers, Blanca SG:EX**

---

**From:** Cheryl Mitchell [s.22]  
**Sent:** Friday, March 30, 2012 1:29 PM  
**To:** Desrochers, Blanca SG:EX  
**Subject:** Canucks 50:50 Electronic Service Provider Contract  
**Attachments:** Scan001.PDF

Blanca,

Here is the contract that we have with the electronic service provider.

C.

Cheryl Mitchell  
s.22

## **Desrochers, Blanca MEM:EX**

---

**From:** Cheryl Mitchell s.22  
**Sent:** Saturday, April 21, 2012 11:13 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204

Blanca,

I have these all packaged up and am just waiting for the winner release form from Sara which I will have on Monday. I can drop them by your office by Tuesday at the latest.

Thank you. If you have any questions we can set up a call after that.

Hope you are enjoying this beautiful weekend.

C.

Cheryl Mitchell  
s.22

---

**From:** Desrochers, Blanca SG:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** March-30-12 1:47 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204

Hello Cheryl,

Thank you for the contracts, and for taking the time to meet with us past Wednesday.

Following our conversation, for the February 15 event report I have pending the following records:

- Winner's release and Draw Verification
- Reports of: Void tickets / reprinted tickets (mobile printers) / reprinted counterfolios (back office printers)
- Total sales sheet generated by the system (any one sheet that displays Current Tickets Sold / Gross Receipts / Prize Pool)
- Summary Excel Sheet (your summary) This one you already provided past Tuesday, but need the cash discrepancy revised.

Just a reminder to summarize pending records, following the receipt of the contracts. I remember that you will try to send the above by next Tuesday.

Thank you,

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
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Burnaby, BC V5G 4L7  
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Fax: 604-660-0267*

## **Desrochers, Blanca MEM:EX**

---

**From:** Cheryl Mitchell s.22  
**Sent:** Saturday, April 21, 2012 11:18 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 104449 - Procedures

Blanca,

This is an excellent summary – I have added a couple of things in Red just on item #3. For the counterfoils – the need to reprint them is infrequent – either there are none to reprint or sometimes 1-2 tickets maximum which based on 60,000 tickets is a good ratio!

C.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca SG:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** March-30-12 4:40 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 104449 - Procedures

Hello Cheryl,

I summarized some of the ticket/counterfoils controls as I understood them from our meeting and from the volunteer training script. Would you please correct if anything below is not right? Thank you.

Reconciliation of the number of sold / unsold tickets to the number of counterfoils in the draw container is possible after the draw, based in the several reports produced by the system, as you detailed in the permanent file.

Also, basic control steps are followed before the draw to ensure that all tickets sold are in the draw:

1. A raffle staff member ensures that all tablets have been returned and that none of the tablets has a cache.
2. Total sales per system are compared to total sales of tablets. These two totals (which are separately generated) must match.
3. Raffle staff ensures that all voided tickets received from sellers are entered into the system (the corresponding counterfoils are in the drum and are not eligible to win). Each seller must return all voided tickets to be able to balance his/her sales. When we do the draw we check both the physical tickets for voids and the manual system to ensure eligibility of ticket.

Reprints - Tickets	<p>Tickets may be reprinted by sellers when for any reason his/her hip printer does not print out the ticket. The reasons:</p> <p>(1) Communication between the mobile printer and the table is interrupted.</p> <p>(2) Printer Jams</p> <p>When a seller generates a reprint, the printer issues new ticket numbers. No ticket that needs to be reprinted. Only the reprinted ticket will generate a counterfoil. This is based on tablet options on screen 3: either REB or DRUM. This ensures that not unpaid or invalid ticket is in the drum.</p>
--------------------	--

Reprints - Counterfoils	<p>Counterfoils are reprinted when a back-office printer jams. The system has internal controls in place to ensure that tickets that are not printed due to a print jam or any other reason, are maintained in the system memory and sold before the closing of sales in the system. This way it is ensured that all tickets sold are in the drum.</p>
-------------------------	--

Thanks you!

*Blanca C. Desrochers, CGA*  
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## **Desrochers, Blanca MEM:EX**

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**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Saturday, April 21, 2012 11:50 AM  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Desrochers, Blanca MEM:EX  
**Subject:** Canucks 50:50 technology developers

Hi Anna,

Hope you are enjoying the sun we are at long last receiving! As we discussed BUMP ([www.bumpworldwide.com](http://www.bumpworldwide.com)) has a partnership with Rycom ([www.rycom.ca](http://www.rycom.ca)). One of these reasons that the Canucks chose to go with BUMP is based on the strength of their technology partner.

The best person for you to speak with there is Demitrius Marshall. His email is [Demitrius.Marshall@rycom.ca](mailto:Demitrius.Marshall@rycom.ca). He is the vice-president and has an amazing ability to talk technology in a way that is understandable to non-technology people (me) – something I have very much appreciated. Their office number in Toronto is 1-877-927-9266. Demitrius is expecting to hear from you at your convenience.

AS well, the owner of BUMP 50:50 is Dan Tanenbaum who is also wonderful to talk with although he would pass you onto Demitrius for the highly technical questions. His email is [dan@bumpworldwide.com](mailto:dan@bumpworldwide.com) and he can be reached at <sup>s.22</sup>

If you need anything else from me please email me/call me.

Cheryl.

Cheryl Mitchell  
<sup>s.22</sup>

**Desrochers, Blanca MEM:EX**

---

**To:** s.22  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 6845 - Licence 35972

---

**From:** s.22 [mailto:s.22]  
**Sent:** Friday, May 4, 2012 10:49 AM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** Re: Canucks for Kids - Org 103204 - Char 6845 - Licence 35972

Yes the void function is now available. C  
Sent on the TELUS Mobility network with BlackBerry

---

**From:** "Desrochers, Blanca MEM:EX" <Blanca.Desrochers@gov.bc.ca>  
**Date:** Fri, 4 May 2012 09:35:35 -0700  
**To:** 'Cheryl Mitchell' <s.22>  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 6845 - Licence 35972

Thanks Cheryl.

I remember you explaining the void tickets to me; it was all new at the time, so it was "lost in translation"

Based on your comment below, I assume that the void ticket function is now available in the system.

Thanks for the advertising confirmation, it is good enough for the report. When you have the screen shots of the artwork you may send them to Anna, but again, it is not required for the purpose of concluding my audit report of the event.

Thanks

Blanca

---

**From:** Cheryl Mitchell s.22  
**Sent:** Thursday, May 3, 2012 8:04 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 6845 - Licence 35972

Blanca,

The \$100 would not have shown up in the reports as that function was not available at the time – the voids were tracked on the cash reconciliation sheet.

Advertising. The concourse signs were updated – the rest will be corrected for next season.

You may send the shoots of the work time to Anna any time at your convenience. I mean, it is not required for myself concluding the report.

Cheryl.

Cheryl Mitchell



---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** May-03-12 3:02 PM  
**To:** 's.22'  
**Subject:** Canucks for Kids - Org 103204 - Char 6845 - Licence 35972

Hello Cheryl,

Further to my voice message today, I would like to talk to you previous to preparing the DRAFT report on the conduct and management of the above-named event.

Subject:

1. I am not testing a couple of tickets/counterfoils I picked up the night of the draw as the listings on file do not assist in that purpose. I am going to rely in the internal controls as documented in the permanent file and some of our emails to conclude this review. However, I do want to clarify the following:
  - Per the "Ticket Reconciliation Report" there were not voided tickets. However, I see \$100 in the cash reconciliation sheet. Do this \$100 relate to voided tickets?
2. Advertising: as commented with Anna, there would be an issue regarding the responsible gambling in the screens in the concourse and in the jumbotron. If you fixed it before the end of the season, I will acknowledge it after the issue. If you are going to fix it for next season, you will address it in your response to the DRAFT (Licensee's response is appended to the report). Either way I do not need to see screen shoots of the artwork (at least not for the purpose of completing the audit report). In this regard, would you be agreeable to conclude as it is?

Thanks Cheryl.

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

## **Desrochers, Blanca MEM:EX**

---

**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Wednesday, April 18, 2012 4:09 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204

Hi Blanca,

Sorry that I have not been in contact – things have been quite busy with playoffs.

1. I am waiting on screen shots of the artwork to send to you.
2. I will email Anna on Friday morning with the information
3. Also I have game files to send to you that I will send tonight or Friday morning as I am over working with the Ministry of Health tomorrow during the day.

Let's keep our fingers crossed for the game tonight!

Cheryl.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

---

**From:** Desrochers, Blanca MEM:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** April-17-12 3:42 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** FW: Canucks for Kids - Org 103204

Hello Cheryl,

I am following up in the pending items. Also, please advise:

- Was the responsible messaging added on the jumbotron above the rink and on the screens in the concourse?
- Further to conversation with Anna, please send her the information about the company that provides the 50/50 software, Bump 50/50, a contact, and the details of any external reviews that may have been carried out externally?

Please call or email me if you have any question or concern. Also, if you prefer I would be picking up the documents from your location.

Thank you,

Blanca

---

**From:** Desrochers, Blanca SG:EX  
**Sent:** Friday, March 30, 2012 1:47 PM  
**To:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204

Hello Cheryl,

Thank you for the contracts, and for taking the time to meet with us past Wednesday.

Following our conversation, for the February 15 event report I have pending the following records:

- Winner's release and Draw Verification
- Reports of: Void tickets / reprinted tickets (mobile printers) / reprinted counterfoils (back office printers)
- Total sales sheet generated by the system (any one sheet that displays Current Tickets Sold / Gross Receipts / Prize Pool)
- Summary Excel Sheet (your summary) This one you already provided past Tuesday, but need the cash discrepancy revised.

Just a reminder to summarize pending records, following the receipt of the contracts. I remember that you will try to send the above by next Tuesday.

Thank you,

*Blanca C. Desrochers, CGA*  
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***Know your limit, play within it.***

<http://www.bcresponsiblegambling.ca/responsible/strategy.html>

## **Desrochers, Blanca MEM:EX**

---

**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Thursday, May 3, 2012 8:01 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 6845

Almost correct. I have made a change to the observations on February 15<sup>th</sup> – my changes are in red.

C.

Cheryl Mitchell

<sup>s.22</sup>

<sup>s.22</sup>

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** May-03-12 4:19 PM  
**To:** <sup>s.22</sup>  
**Subject:** Canucks for Kids - Org 103204 - Char 6845

Cheryl,

In addition to my previous email...I want to make sure I am not misquoting you. Please see note what I entered in my working papers regarding raffle equipment:

"Per observation on Feb 15/12: all draw equipment appeared to be in working order. Although one of the printers in the back office jammed, it was explained to the Auditors present (Tanya, Blanca) and to Anna Fitzgerald, that any counterfoil that is not printed due to a jam, is kept in a memory. A phone call is made to the Service Provider who then reroute that ticket to another printer within 10 minutes. The System Provider (Bump 50/50) is available 24/7 and contactable any time during the event to solve any problems that may arise with the raffle's software or the equipment. Per March 28/12 meeting with Cheryl (Service Provider), she confirmed that there are no concerns regarding functioning of draw equipment, including back office printers, tablets and sellers printers."

Correct?

Thank you!

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
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Fax: 604-660-0267*

***Know your limit, play within it.***

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

## **Desrochers, Blanca MEM:EX**

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**From:** Cheryl Mitchell <sup>s.22</sup>  
**Sent:** Thursday, June 7, 2012 5:17 PM  
**To:** Desrochers, Blanca MEM:EX; Victor.DeBonis@canucks.com  
**Cc:** 'Sara Klassen'  
**Subject:** RE: Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Hello Blanca,

As per our discussion this is our formal reply to your letter and DRAFT report of May 11, 2012.

The report contained one issue for resolution as follows:

1. The licensee did not include all required responsible messaging on the jumbotron and on the screens in the concourse. Section 5.0 of the Standard Procedures for Ticket Raffles details advertising requirements of licensed events.

Before the end of the season the licensee included responsible gambling messaging on the screens in the concourse.

And your recommendations were:

1. Ensure that the responsible gaming messaging is included in advertising of your licensed event, specifically, on the jumbotron and on the screens in the concourse.

Please be advised that Cheryl Mitchell, 5050 program consultant, is knowledgeable about what is required for signage and will ensure that all screens including concourse screens and the in-game jumbotron as well any other advertising mediums contain the appropriate messaging.

Yours truly,

Cheryl Mitchell  
5050 Consultant  
<sup>s.22</sup>

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** May-11-12 11:59 AM  
**To:** 'Victor.DeBonis@canucks.com'  
**Cc:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Hello Mr. de Bonis,

A preliminary review on the conduct and management of your organization's gaming event is complete. Please find attached letter and DRAFT report.

Please send your response to our draft preferably via email.

Please call or email me if you have any question or concern regarding the DRAFT report.

Thank you,

## **Desrochers, Blanca MEM:EX**

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**From:** Desrochers, Blanca MEM:EX  
**Sent:** Wednesday, May 30, 2012 3:26 PM  
**To:** Desrochers, Blanca MEM:EX  
**Subject:** FW: Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

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**From:** Desrochers, Blanca MEM:EX  
**Sent:** Monday, May 14, 2012 10:04 AM  
**To:** 'Cheryl Mitchell'  
**Subject:** RE: Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Thank you Cheryl, for your kind cooperation.

---

**From:** Cheryl Mitchell [s.22](#)  
**Sent:** Friday, May 11, 2012 3:15 PM  
**To:** Desrochers, Blanca MEM:EX; [Victor.DeBonis@canucks.com](mailto:Victor.DeBonis@canucks.com)  
**Cc:** 'Alex Mitchell'; 'Sara Klassen'  
**Subject:** RE: Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Thank you Blanca – I will review this with the Canucks team and send back the response. Thank you for reviewing with the enclosed prior to sending. As we discussed the advertising are being revised for next season.

Cheryl Mitchell

Cheryl Mitchell

[s.22](#)

[s.22](#)

---

**From:** Desrochers, Blanca MEM:EX [<mailto:Blanca.Desrochers@gov.bc.ca>]  
**Sent:** May-11-12 11:59 AM  
**To:** 'Victor.DeBonis@canucks.com'  
**Cc:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids Fund - Org 103204 - Char 6845 - DRAFT Report - Licence # 35972

Hello Mr. de Bonis,

A preliminary review on the conduct and management of your organization's gaming event is complete. Please find attached letter and DRAFT report.

Please send your response to our draft preferably via email.

Please call or email me if you have any question or concern regarding the DRAFT report.

Thank you,

*Blanca C. Desrochers, CGA  
Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7*

## Desrochers, Blanca MEM:EX

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**From:** Cheryl Mitchell [s.22]  
**Sent:** Friday, June 8, 2012 2:53 PM  
**To:** Desrochers, Blanca MEM:EX; Victor.DeBonis@canucks.com  
**Cc:** 'Sara Klassen'  
**Subject:** RE: Canucks for Kids Fund - Org 103204 - Char 6845 - Final Report

Thank you Blanca for getting these back to us so promptly.

Warm regards,

Cheryl.

Cheryl Mitchell

s.22

s.22

---

**From:** Desrochers, Blanca MEM:EX [mailto:Blanca.Desrochers@gov.bc.ca]  
**Sent:** June-08-12 12:50 PM  
**To:** 'Victor.DeBonis@canucks.com'  
**Cc:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids Fund - Org 103204 - Char 6845 - Final Report

Dear Victor de Bonis,

The audit process is now concluded. I am attaching the final Report of Compliance Audit Findings in PDF along with the accompanying letter.

Please call me if you have any question regarding the final audit report.

Thanks for your cooperation during the review.

Best Regards,

*Blanca C. Desrochers, CGA*  
*Auditor, Charitable Gaming and Compliance*  
*Gaming Policy and Enforcement Branch*  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267

**Know your limit, play within it.**

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

## **Scott, Douglas S MEM:EX**

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**From:** Scott, Douglas S MEM:EX  
**Sent:** Tuesday, October 16, 2012 4:34 PM  
**To:** 'TC Carling'  
**Cc:** 'Victor de Bonis'  
**Subject:** RE: Update

Hi TC,

My current information is that the testing may be done as soon as next week. Our office has this issue as a priority so it will be as soon as possible from our end. I understand that there is nothing further for you to do that will expedite the testing.

I will wait to receive your draft letter.

Thanks,

*Doug*

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Ministry of Energy and Mines

PO Box 9311, Stn Prov Govt  
Victoria, BC  
V8W 9N1

Telephone: 250-953-4482

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it.*



*Please consider the environment before printing this e-mail*

---

**From:** TC Carling [<mailto:TC.Carling@canucks.com>]  
**Sent:** Tuesday, October 16, 2012 3:34 PM  
**To:** Scott, Douglas S MEM:EX  
**Cc:** Victor de Bonis  
**Subject:** Update

Doug,

I hope you are well.



Following your conversation with Victor last week I will be sending you our draft letter to season ticket holders by the end of this week. It is currently being reviewed by our Board President.

I understand we are scheduled to have the third party independent testing of our system the week of November 5<sup>th</sup> or 12<sup>th</sup>. If in the event the NHL and NHLPA are able to reach an agreement on their Collective Bargaining Agreement in the near future we may have home games as soon as that same time frame. Do you think it would be possible to have that date for testing moved up? If so, is there anything I am able to do, or you are able to do to make that a possibility?

Please let me know if you have any questions/concerns with the above timeline for the letter as well as the testing.

I will be sure to email you the letter before the end of this week - my intention is even sooner than that.

Thank you.

TC

TC Carling  
Vice President, Communications & Community Partnerships  
Canucks Sports & Entertainment

**Scott, Douglas S MEM:EX**

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**From:** TC Carling [TC.Carling@canucks.com]  
**Sent:** Wednesday, October 17, 2012 4:38 PM  
**To:** Scott, Douglas S MEM:EX  
**Subject:** RE: Draft Open Letter

Doug sorry I missed your call. I have followed up with our IT department and they are working with Rycom to try and make this happen next week. It is ideal for us also if this happens next week.

I look forward to your feedback on the letter.

Thanks for the quick response regarding GLI.

TC Carling  
Vice President, Communications & Community Partnerships Canucks Sports & Entertainment

-----Original Message-----

**From:** Scott, Douglas S MEM:EX [mailto:Douglas.S.Scott@gov.bc.ca]  
**Sent:** Wednesday, October 17, 2012 3:13 PM  
**To:** TC Carling  
**Subject:** Re: Draft Open Letter

Hi TC - do you have a number I can call?

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Government of British Columbia

On Oct 17, 2012, at 12:01 PM, "TC Carling"  
<TC.Carling@canucks.com<mailto:TC.Carling@canucks.com>> wrote:

Doug,

Please find attached our draft open letter to Season Ticket Holders. This has been reviewed by our Board President and Vice-President as well as the Board's legal counsel. We will share it with the entire Board if you agree it is taking the direction we have spoken about for disclosure.

I look forward to your feedback.

TC

TC Carling  
Vice President, Communications & Community Partnerships Canucks Sports & Entertainment

<CFKF Open Letter (V4).docx>

The Canucks for Kids Fund (CFKF) has been in the service of children and families in British Columbia for the past 27 years. With the incredible passion and generosity of our community, we have helped build Canucks Autism Network, Canuck Place Children's Hospice, the Canucks Family Education Centre and the Canucks Centre for BC Hockey.

Together with your support and the support of our community teammates, employees, sponsors and volunteers, the shared goal to help others has never been stronger.

Entering the 2011.12 season, the Canucks for Kids Fund made a significant investment to enhance the 50/50 program by moving from paper tickets to an electronic system, with the goal to increase fundraising and enhance the in-game experience. This past year, the 50/50 program raised more than \$1.1 million in net profits, an increase of over 30 percent, which were granted to children's charities in BC. With the generosity of our loyal fans and dedicated team of volunteers, the CFKF 50/50 program is one of the most successful in the NHL.

Throughout the 2011.12 season, the electronic system worked very well. However, during our last game of the season on April 22, 2012, we experienced an unexpected system failure that resulted in not all 50/50 transactions being processed before the draw was conducted. At the time of the failure, we were advised by our technology partners that the data was lost and could not be recovered. After giving serious consideration to all alternatives, we made the decision to conduct the draw despite the malfunction and awarded the winner the sum of \$51,465, with the equivalent sum of \$51,465 donated to CFKF.

Following the event night, we worked with our technology partners and it was determined that data initially believed to be lost from the event transactions could in fact be retrieved. As a result, we discovered that approximately 50 percent of the transactions were not processed in time for the draw.

CFKF has been working with the ministry's Gaming Policy and Enforcement Branch that regulates all gaming in British Columbia. Throughout this process, the electronic system has been thoroughly tested by an independent third party who has determined that the system is ready to operate without fail at the next Canucks home game. Nevertheless, in the unlikely event a future draw is compromised by further technical issues, we have put in place several new procedures to protect the integrity of all 50/50 program ticket purchases.

While we have no ability to offer specific redress to those who may have purchased a ticket that was not processed on April 22, 2012, we wish to make amends for the system error in a way that we hope will still reach those affected. s.21

This past season, the Canucks for Kids Fund was proud to grant \$4.1 million to children's charities in BC. This was only possible thanks to your generosity and the support of so many in our province. CFKF is committed to ensuring the integrity of the 50/50 program and all of our charitable efforts.

If you have any further questions or concerns regarding the 50/50 program or CFKF, please let us know at (program5050@canucks.com) and we will work diligently to answer them as quickly as possible.

Canucks for Kids Fund

## Scott, Douglas S MEM:EX

---

From: Scott, Douglas S MEM:EX  
Sent: Monday, October 29, 2012 3:34 PM  
To: 'TC Carling'  
Subject: RE: Letter

Thanks TC - I will give you a call shortly to provide feedback.

Doug

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Ministry of Energy and Mines

PO Box 9311, Stn Prov Govt  
Victoria, BC  
V8W 9N1

Telephone: 250-953-4482

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

Know your limit, play within it.

☐ Please consider the environment before printing this e-mail

-----Original Message-----

From: TC Carling [<mailto:TC.Carling@canucks.com>]  
Sent: Monday, October 29, 2012 3:25 PM  
To: Scott, Douglas S MEM:EX  
Subject: RE: Letter

Hi Doug,

s.21

- any direction from your team on what we are allowed to do within the gaming rules would be greatly appreciated. I believe Cheryl was speaking to members of your team today about that. I want to ensure we do everything that is required to meet the expectations and guidelines for such a distribution.

I look forward to the feedback on the letter. I believe the testing the past two days has gone very well but will wait for confirmation of that from GLI and your team.

Thanks again for making this such a priority.  
TC

TC Carling  
Vice President, Communications & Community Partnerships Canucks Sports & Entertainment

-----Original Message-----

From: Scott, Douglas S MEM:EX [mailto:Douglas.S.Scott@gov.bc.ca]

Sent: Tuesday, October 23, 2012 5:04 PM

To: TC Carling

Subject: Re: Letter

Hi TC,

I have reviewed the letter - and also sent it out to a couple of people for comment. I expect we will request some small changes by the end of the week.

One issue I know will cause discussion here is <sup>s.21</sup>

Would you mind giving me some detail on what your plans are with this - how you plan on funding it etc.. Email is fine.

Thanks TC,

Doug

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Government of British Columbia

On Oct 23, 2012, at 4:44 PM, "TC Carling"  
<TC.Carling@canucks.com<mailto:TC.Carling@canucks.com>> wrote:

Doug,

I am checking in to see if you had an opportunity to review our draft letter yet? If so, do you have any feedback or concerns to share?

Thanks in advance.

TC

TC Carling  
Vice President, Communications & Community Partnerships Canucks Sports & Entertainment

## Scott, Douglas S MEM:EX

---

**From:** TC Carling [TC.Carling@canucks.com]  
**Sent:** Monday, November 5, 2012 2:40 PM  
**To:** Scott, Douglas S MEM:EX  
**Subject:** Fwd: media request

Doug please see below - consistent with the voicemail I left you.

I will wait on your feedback. Thank you

Sent from my iPhone

Begin forwarded message:

**From:** Victor de Bonis <Victor.DeBonis@canucks.com>  
**Date:** 5 November, 2012 2:38:25 PM PST  
**To:** TC Carling <TC.Carling@canucks.com>  
**Subject:** Fwd: media request

Sent from my iPhone

Begin forwarded message:

**From:** "Bob Mackin, Jr." <bob.mackin@me.com>  
**Date:** 5 November, 2012 2:33:22 PM PST  
**To:** Victor de Bonis <Victor.DeBonis@canucks.com>  
**Subject:** media request

Hi Victor,

I wonder if you might have a few minutes for a phone interview regarding the 50/50 situation?

Even though there are obviously no games scheduled because of the lockout, I know that the provincial government has issued an order that the tablet computers used to sell 50/50 tickets are not to be used.

Sincerely,  
Bob Mackin  
Vancouver Courier  
Business in Vancouver  
604-982-9130

## Scott, Douglas S MEM:EX

---

From: Scott, Douglas S MEM:EX  
Sent: Tuesday, November 6, 2012 3:09 PM  
To: TC Carling  
Subject: Re: media request

Call anytime now

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch

On 2012-11-06, at 7:42 AM, "TC Carling" <[TC.Carling@canucks.com](mailto:TC.Carling@canucks.com)> wrote:

> s.22 Please let me know a good time to call  
this morning. Thanks  
>  
> Sent from my iPhone  
>  
> On 2012-11-05, at 9:44 PM, "Scott, Douglas S MEM:EX" <[Douglas.S.Scott@gov.bc.ca](mailto:Douglas.S.Scott@gov.bc.ca)> wrote:  
>  
>> TC - s.22 - please feel free to give me a call on Cell:  
s.15, s.17  
>>  
>> Douglas S. Scott  
>> Assistant Deputy Minister  
>> Gaming Policy and Enforcement Branch  
>>  
>> On 2012-11-05, at 2:39 PM, "TC Carling" <[TC.Carling@canucks.com](mailto:TC.Carling@canucks.com)> wrote:  
>>  
>>> 9130

## Scott, Douglas S MEM:EX

---

From: TC Carling [TC.Carling@canucks.com]  
Sent: Tuesday, November 6, 2012 8:36 AM  
To: Scott, Douglas S MEM:EX  
Subject: RE: media request

Doug,

Below you will see a brief correspondence from Victor to Bob and then Bob's reply:

Victor:

Hi Bob. Sorry I missed you today and tied up all day tomorrow..our license is currently for the paper ticket system. We are hopeful that the electronic 50/50 audit process will be completed over the next two weeks and our electronic license will be issued accordingly.

Bob:

I know last season, from going to games, that CSE used the electronic tablet system and that the video is on Canucks.com which features the electronic tablets. Did CSE have a licence for the technology or was it a pilot or test project? What is the make and model of the electronic system? Or who is the service provider? As I understand it, the issue is with the Lions, not CSE.

-----Original Message-----

From: Scott, Douglas S MEM:EX [<mailto:Douglas.S.Scott@gov.bc.ca>]  
Sent: Monday, November 05, 2012 9:44 PM  
To: TC Carling  
Subject: Re: media request

TC - s.22  
s.15, s.17

- please feel free to give me a call on Cell:

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch

On 2012-11-05, at 2:39 PM, "TC Carling" <[TC.Carling@canucks.com](mailto:TC.Carling@canucks.com)> wrote:

> 9130



## **Scott, Douglas S MEM:EX**

---

**From:** TC Carling [TC.Carling@canucks.com]  
**Sent:** Tuesday, November 13, 2012 11:15 AM  
**To:** Scott, Douglas S MEM:EX  
**Subject:** FW: Revised Letter/Communication Timing  
**Attachments:** CFKF Open Letter (Board approved).docx

Doug – I am following up to see if the attached and timing below meets your requirements for moving forward this season with our electronic gaming license. Also to see if you have an updated timeline on the certification process.

Thank you  
TC

---

**From:** TC Carling  
**Sent:** Tuesday, November 06, 2012 4:40 PM  
**To:** 'Scott, Douglas S MEM:EX'  
**Subject:** Revised Letter/Communication Timing

Doug,

Thanks for the time on the phone today. I have attached the revised letter we discussed and have summarized the timing/distribution plan for your review:

- Open Letter to be posted on Canucks.com – the day following the announcement of a new CBA
- If in the event a new CBA is not agreed to and the season is cancelled the letter will be posted following the season cancellation and prior to the audit report being released

We will await final confirmation on the certification and your approval of the letter and the timing noted above.

Thanks  
TC

The Canucks for Kids Fund (CFKF) has been in the service of children and families in British Columbia for the past 27 years, granting over \$40 million. With the incredible passion and generosity of our community, we have helped build Canucks Autism Network, Canuck Place Children's Hospice, the Canucks Family Education Centre and the Canucks Centre for BC Hockey.

Entering the 2011.12 season, the Canucks for Kids Fund made a significant investment to enhance the 50/50 program by moving from paper tickets to an electronic system, with the goal to increase fundraising and enhance the in-game experience.

During the Canucks last home game of the season on April 22, 2012, we experienced an unexpected system failure that resulted in not all 50/50 transactions being processed before the draw was conducted. At the time of the failure, we were advised by our technology partners that the data was lost and could not be recovered. After giving serious consideration to all alternatives, we made the decision to conduct the draw despite the malfunction and awarded the winner the sum of \$51,465, with the equivalent sum of \$51,465 donated to CFKF.

Following the event night, we worked with our technology partners and it was determined that data initially believed to be lost from the event transactions could in fact be retrieved. As a result, we discovered that approximately 43,000 of the 80,000 tickets were not processed in time for the draw.

Throughout the off season, the electronic system has been thoroughly tested by an independent third party who has determined that the system is ready to operate at the next Canucks home game. The ministry's Gaming Policy and Enforcement Branch that regulates all gaming in British Columbia have approved continued use of the system. Nevertheless, in the unlikely event a future draw is compromised by further technical issues, we have put in place several new procedures to protect the integrity of all 50/50 program ticket purchases.

The Canucks for Kids Fund regrets the system malfunction and the impact it had on some of the patrons at the April 22 game. If you have any further questions or concerns regarding the 50/50 program or CFKF, please let us know at ([program5050@canucks.com](mailto:program5050@canucks.com)) and we will work diligently to answer them as quickly as possible.

Canucks for Kids Fund Board of Directors

## Scott, Douglas S MEM:EX

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**From:** Scott, Douglas S MEM:EX  
**Sent:** Wednesday, November 14, 2012 3:25 PM  
**To:** TC Carling  
**Subject:** Re: Letter from Gaming

Hi TC - fell free to give me a call on my cell.

Doug

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Government of British Columbia

On Nov 14, 2012, at 11:21 AM, "TC Carling" <[TC.Carling@canucks.com](mailto:TC.Carling@canucks.com)> wrote:

Doug,

s.22 I am hoping you could provide some clarity for me – this letter is dated yesterday and suggests that we are working on a different timeline than I thought. Is this a letter that predates our initial conversations back to August or are we working on a different timeline than we have discussed the past 2 months.

If you have a few minutes to discuss on the phone I would appreciate it.

Thanks  
TC

---

**From:** Fair, Susan P MEM:EX [<mailto:Susan.Fair@gov.bc.ca>] **On Behalf Of** Scott, Douglas S MEM:EX  
**Sent:** Tuesday, November 13, 2012 2:57 PM  
**To:** TC Carling  
**Subject:** Letter from Gaming

The attached letter is sent on behalf of Douglas S. Scott, Assistant Deputy Minister, Gaming Policy and Enforcement Branch.

***Susan***

Susan Fair  
Executive Administrative Assistant  
Gaming Policy and Enforcement Branch  
Ministry of Energy and Mines  
(250) 387-1301

***Know your limit, play within it.***  
Problem Gambling Helpline: 1-888-795-6111 Toll Free, 24 Hours, or visit  
[www.bccresponsiblegambling.ca](http://www.bccresponsiblegambling.ca)

**From:** Sara Klassen  
**To:** Scalano, Tanya C MEM:EX  
**Cc:** "Cheryl Mitchell"  
**Subject:** RE: Canucks for Kids 2011 Notice Letter (LM) - UOP  
**Date:** Tuesday, November 22, 2011 11:17:54 AM  
**Attachments:** [bank statements Aug 2010 to Oct 2011.pdf](#)  
[cleared cheques for May 2011.pdf](#)  
[Canada Ticket printing invoices.pdf](#)  
[Volunteer hockey ticket invoices.pdf](#)  
[gaming account general ledger.xlsx](#)  
[Financial Statements.pdf](#)  
[Board of Directors.pdf](#)  
[AGM March 1, 2011.pdf](#)  
[AGM Dec 3, 2009.pdf](#)  
[GASR community benefit.xlsx](#)

---

Hi Tanya, please find attached....

Please let me know if you need anything else. Minutes to follow.

Thank you

1. Bank statements attached. Cleared cheques for May 2011 attached.
2. Copies of Canada Ticket and Vancouver Canucks volunteer ticket invoices attached.
3. Gaming account general ledger attached.
4. Names of cheque signing authorities:
  - a. Victor de Bonis
  - b. Jamie Pitblado
  - c. Paolo Aquilini
  - d. Todd Kobus
  - e. Chris Gear
5. GERR on file with Gaming Branch
6. Cheryl to provide
7. GASR on file with Gaming Branch
8. Financial statements - these still say "draft" as we are waiting to update one of the notes
9. Cheryl to provide
10. Board of Directors attached
11. AGM minutes attached
12. Minutes for 6 meetings to follow in separate email
13. Outline of programs funded with gaming proceeds attached (community benefit)
14. Constitution and bylaws on file with Gaming Branch - no changes
15. None
16. List of voting members is same as list of our board of directors

---

**From:** Scalano, Tanya C SG:EX [mailto:Tanya.Scalano@gov.bc.ca]  
**Sent:** Monday, November 07, 2011 11:18 AM  
**To:** Sara Klassen  
**Cc:** 'Cheryl Mitchell'  
**Subject:** Canucks for Kids 2011 Notice Letter (LM) - UOP

Hi Sara – also wanted to let you know – I already have a copy of your 2010-2011 Gaming Account Summary Report and your 2010-2011 Gaming Event Revenue Report (date stamped into Victoria) so do not need copies.  
Thanks. Tanya

Pages 452 through 488 redacted for the following reasons:

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s.21

## CANUCKS FOR KIDS FUND BOARD OF DIRECTORS 2011

Paolo Aquilini, President  
Standard Building, Main Level  
510 West Hastings Street  
Vancouver, BC  
V6B 1L8  
Tel: (604) 687-6695  
Cell: s.22  
Fax: 604-682-6183  
email: [paolo@aquilini.com](mailto:paolo@aquilini.com)

Senator Larry W. Campbell  
#708 - 140 Wellington St.  
Ottawa, ON  
K1A 0A4  
Tel: 613-995-4050  
Fax: 613 995-4056  
Cell: s.22  
email: [info@larrycampbell.ca](mailto:info@larrycampbell.ca)

Residence:  
s.22

Jamie Pitblado, Treasurer  
8<sup>th</sup> Floor, 200 Granville Street  
Vancouver, BC  
V6C 3N3  
Tel: 604-605-2316  
Cell: s.22  
Fax: 604-605-2342  
email: [jpitblado@png.canwest.com](mailto:jpitblado@png.canwest.com)

Johanna Sedin  
s.22

Victor de Bonis, Vice President  
800 Griffiths Way  
Vancouver, BC  
V6B 6G1  
Tel: 604-899-7458  
email: [Victor.Debonis@canucks.com](mailto:Victor.Debonis@canucks.com)

Pamela Keith  
Dueck on Marine  
400 SE Marine Drive  
Vancouver, BC  
V5X 4X2  
Tel: 604-324-7222  
Cell: s.22  
Fax: 604-324-7277  
email: [pkeith@dueckgm.com](mailto:pkeith@dueckgm.com)

Dr. Paula Gordon  
#505 - 750 West Broadway  
Vancouver, BC  
V5Z 1H4  
Office: 604-879-4177 x 228  
Cell: s.22  
Residence: s.22  
Fax: 604-775-0025 or 604-879-4147  
email: s.22

Residence:  
s.22

Pages 490 through 515 redacted for the following reasons:

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s.21

**From:** [Divesh Bhulabhai](#)  
**To:** [Desrochers, Blanca MEM:EX](#)  
**Cc:** [Patricia Bigonzi](#); ["Cheryl Mitchell"](#)  
**Subject:** RE: Canucks for Kids - Org 103204 - Char 7029  
**Date:** Wednesday, December 5, 2012 3:23:09 PM  
**Attachments:** [electronicsetupPart1.PDF](#)  
[electronicsetupPart2.PDF](#)  
[Volunteertickets.PDF](#)  
[Softwarefees.PDF](#)

---

Hi Blanca,

Please see attached for the requested supporting documents:

- I've attached a summary for the electronic setup costs as well as all invoices. Half was allocated this year and the remainder to be allocated next fiscal.

Please let me know if you have any questions.

Thanks.

**Divesh Bhulabhai**  
**Accountant, Hockey & Canucks for Kids Fund**  
Canucks Sports & Entertainment  
800 Griffiths Way, Vancouver BC | Canada | V6B 6G1  
T 604.899.7851 F 604.899.7424 E [Divesh.Bhulabhai@canucks.com](mailto:Divesh.Bhulabhai@canucks.com)

WE ARE ALL **CANUCKS**

---

**From:** Desrochers, Blanca MEM:EX [mailto:[Blanca.Desrochers@gov.bc.ca](mailto:Blanca.Desrochers@gov.bc.ca)]  
**Sent:** Wednesday, December 05, 2012 12:01 PM  
**To:** Divesh Bhulabhai  
**Cc:** Patricia Bigonzi; 'Cheryl Mitchell'  
**Subject:** Canucks for Kids - Org 103204 - Char 7029

Hello Divesh,

Thanks for your cooperation past Thursday.

Per agreement with Patricia on Thursday, I am copying Patricia and Cheryl.

Regarding back up records, I selected the following sample:

- Software fee <sup>s.21</sup>
- Electronic Set Up costs \$ <sup>s.21</sup> (Original invoice and allocation criteria, maybe?)
- Volunteer Hockey Tickets \$ <sup>s.21</sup> – Maybe the summary sheet?

Thank you

*Blanca C. Desrochers, CGA*



*Auditor, Charitable Gaming and Compliance  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7  
Phone: 604-660-3470  
Fax: 604-660-0267*

*Know your limit, play within it.*

<http://www.bcreponsiblegambling.ca/responsible/strategy.html>

## Scott, Douglas S MEM:EX

---

**From:** Scott, Douglas S MEM:EX  
**Sent:** Thursday, December 6, 2012 6:20 PM  
**To:** Victor de Bonis  
**Subject:** Re: CFKF 50/50 letter

Sounds good, thanks Victor...

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch

On 2012-12-06, at 6:18 PM, "Victor de Bonis" <[Victor.DeBonis@canucks.com](mailto:Victor.DeBonis@canucks.com)> wrote:

For sure.. Hopefully you are doing well.

I heard that our test was 100% so hopefully we are good to go now.

Looking forward to catching up.

---

**From:** Scott, Douglas S MEM:EX [<mailto:Douglas.S.Scott@gov.bc.ca>]  
**Sent:** Thursday, December 06, 2012 6:14 PM  
**To:** TC Carling  
**Cc:** Victor de Bonis; Fair, Susan P MEM:EX  
**Subject:** RE: CFKF 50/50 letter

Thanks TC,

I would like to arrange a brief call with you and Victor to conclude final details. Specifically timing and form of notice. I will ask Susan Fair to book a suitable time as soon as possible.

Thanks,

*Doug*

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Ministry of Energy and Mines

PO Box 9311, Stn Prov Govt  
Victoria, BC  
V8W 9N1

Telephone: 250-953-4482

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it.*



*Please consider the environment before printing this e-mail*

---

**From:** TC Carling [<mailto:TC.Carling@canucks.com>]  
**Sent:** Thursday, December 6, 2012 1:22 PM  
**To:** Scott, Douglas S MEM:EX  
**Cc:** Victor de Bonis  
**Subject:** CFKF 50/50 letter

Doug,

Please find attached the two copies of the CFKF 50/50 open letter to be posted on [Canucks.com](http://Canucks.com) once the new CBA has been reached between the NHL and NHLPA. The two letters are identical (and approved by CFKF Board of Directors and your office) with the one exception that states 'certification is approved' or 'certification is on-going' – depending on the timing of the letter being posted.

If you require any further clarity please let me know.

Thank you  
TC

#### **PENDING CERTIFICATION**

The Canucks for Kids Fund (CFKF) has been in the service of children and families in British Columbia for the past 27 years, granting over \$40 million. With the incredible passion and generosity of our community, we have helped build Canucks Autism Network, Canuck Place Children's Hospice, the Canucks Family Education Centre and the Canucks Centre for BC Hockey.

Entering the 2011.12 season, the Canucks for Kids Fund made a significant investment to enhance the 50/50 program by moving from paper tickets to an electronic system, with the goal to increase fundraising and enhance the in-game experience.

During the Canucks last home game of the season on April 22, 2012, we experienced an unexpected system failure that resulted in not all 50/50 transactions being processed before the draw was conducted. At the time of the failure, we were advised by our technology partners that the data was lost and could not be recovered. After giving serious consideration to all alternatives, we made the decision to conduct the draw despite the malfunction and awarded the winner the sum of \$51,465, with the equivalent sum of \$51,465 donated to CFKF.

Following the event night, we worked with our technology partners and it was determined that data initially believed to be lost from the event transactions could in fact be retrieved. As a result, we discovered that approximately 43,000 of the 80,000 tickets were not processed in time for the draw.

The electronic system is currently being thoroughly tested by an independent third party to determine that the system is ready to operate at an upcoming Canucks home game. We have also put in place several additional procedures to protect the integrity of all 50/50 program ticket purchases. CFKF is optimistic that the Gaming Policy and Enforcement Branch, the entity that regulates all gaming in British Columbia, will approve continued use of the system once all of the testing is complete. In the interim, we will continue to sell 50/50 paper tickets as we had always done previously.

The Canucks for Kids Fund regrets the system malfunction and the impact it had on some of the patrons at the April 22 game. If you have any further questions or concerns regarding the 50/50 program or CFKF, please let us know at (program5050@canucks.com) and we will work diligently to answer them as quickly as possible.

Canucks for Kids Fund Board of Directors

#### **CERTIFICATION - PROCEEDING WITH ELECTRONIC 50/50**

The Canucks for Kids Fund (CFKF) has been in the service of children and families in British Columbia for the past 27 years, granting over \$40 million. With the incredible passion and generosity of our community, we have helped build Canucks Autism Network, Canuck Place Children's Hospice, the Canucks Family Education Centre and the Canucks Centre for BC Hockey.

Entering the 2011.12 season, the Canucks for Kids Fund made a significant investment to enhance the 50/50 program by moving from paper tickets to an electronic system, with the goal to increase fundraising and enhance the in-game experience.

During the Canucks last home game of the season on April 22, 2012, we experienced an unexpected system failure that resulted in not all 50/50 transactions being processed before the draw was conducted. At the time of the failure, we were advised by our technology partners that the data was lost and could not be recovered. After giving serious consideration to all alternatives, we made the decision to conduct the draw despite the malfunction and awarded the winner the sum of \$51,465, with the equivalent sum of \$51,465 donated to CFKF.

Following the event night, we worked with our technology partners and it was determined that data initially believed to be lost from the event transactions could in fact be retrieved. As a result, we discovered that approximately 43,000 of the 80,000 tickets were not processed in time for the draw.

Throughout the off season, the electronic system has been thoroughly tested by an independent third party who has determined that the system is ready to operate at the next Canucks home game. The ministry's Gaming Policy and Enforcement Branch that regulates all gaming in British Columbia have approved continued use of the system. Nevertheless, in the unlikely event a future draw is compromised by further technical issues, we have put in place several additional procedures to protect the integrity of all 50/50 program ticket purchases.

The Canucks for Kids Fund regrets the system malfunction and the impact it had on some of the patrons at the April 22 game. If you have any further questions or concerns regarding the 50/50 program or CFKF, please let us know at [program5050@canucks.com](mailto:program5050@canucks.com) and we will work diligently to answer them as quickly as possible.

Canucks for Kids Fund Board of Directors

**From:** [Divesh Bhulabhai](#)  
**To:** [Scaiano, Tanya C MEM:EX](#)  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks  
**Date:** Friday, December 21, 2012 9:48:52 AM  
**Attachments:** [image001.png](#)  
[DSABC - Canucks For Kids Summary report.pdf](#)  
[Gaming Funds Summary Reports 2011 & 2012 2012-12-20.pdf](#)

---

Tanya,

Please see attached for the remaining recipient reports for the Olympics use of proceeds.

Thanks,  
Divesh

---

**From:** Divesh Bhulabhai  
**Sent:** Tuesday, December 04, 2012 3:37 PM  
**To:** 'Scaiano, Tanya C MEM:EX'  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

The recipient reports from the Olympic funds are due for December 31. So far, we've received 1, and just waiting for the other 2. See attached for the first one.

Thanks,  
Divesh

---

**From:** Scaiano, Tanya C MEM:EX [<mailto:Tanya.Scaiano@gov.bc.ca>]  
**Sent:** Tuesday, December 04, 2012 1:39 PM  
**To:** Divesh Bhulabhai  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Thanks very much. Have a great day!

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



*Think Green! Please do not print this email unless necessary*

**From:** Divesh Bhulabhai [<mailto:Divesh.Bhulabhai@canucks.com>]  
**Sent:** Tuesday, December 4, 2012 1:13 PM  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

Please see attached for authorized signatories.

Thanks,  
Divesh

---

**From:** Scaiano, Tanya C MEM:EX [<mailto:Tanya.Scaiano@gov.bc.ca>]  
**Sent:** Tuesday, December 04, 2012 11:22 AM  
**To:** Divesh Bhulabhai  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Also need a copy of the bank "signing authority" for chequing account – to verify that one board signature is required on all Gaming cheques.

Thanks!

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



*Think Green! Please do not print this email unless necessary*

---

**From:** Divesh Bhulabhai [<mailto:Divesh.Bhulabhai@canucks.com>]  
**Sent:** Tuesday, December 4, 2012 9:26 AM  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

Please see attached for requested documents including recipient reports, board membership minutes, board of directors list, and the GASR for the Olympics. Please let me know if I'm missing anything.

---

**From:** Scaiano, Tanya C MEM:EX [<mailto:Tanya.Scaiano@gov.bc.ca>]  
**Sent:** Monday, November 19, 2012 2:56 PM  
**To:** 'Cheryl Mitchell'; Victor de Bonis; Divesh Bhulabhai

**Subject:** Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

We have completed a preliminary compliance audit of your organization. Our draft report is enclosed for your information.

The organization is requested to provide comments about the draft report to the auditor by November 30, 2012. Your response should indicate if you understand the issues as presented and whether you agree or disagree with them. You should also describe how you plan to correct each issue, e.g.: "Our [*Title, Name of Person*] will ensure that [*corrective action*] will be taken by [*time frame*] for issue [*number*]."

If the organization is unable to provide this information to the auditor within the required time frame, then an appropriate response must be sent within 60 days of the final report, to the Director, Licensing and Grants Branch, Gaming Policy and Enforcement Division, P.O. Box 9310 Stn. Prov. Govt., Victoria, BC V8W 9N1.

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

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

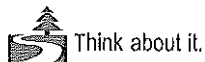
Sincerely,

Tanya Scaiano  
Audit and Compliance  
604-660-5283

Enclosure

Tanya Scaiano, Charitable Gaming Auditor  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

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# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

50:50 Program Year:	2010 Winter Olympics
Amount Disbursed:	\$204,276.00
Cheque Date:	December 13, 2010
Date Report Due:	December 31, 2012
Date Report Received:	
<i>Funds must be spent within two years unless otherwise approved by the gaming branch.</i>	

### Organization

Organization:	Disables Skiers Association of BC
Contact Person:	Steven RodRozen
Phone #:	604-333-3630 ext 205
Mailing Address:	780 SW Marine drive Vancouver, BC V6P 5Y7
Fiscal Year End:	April 30
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### SNOWBILITY PROGRAM Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
Operational Costs	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	98,754
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	105,522
Membership	Membership fees in any BC organization that represents the licensee's interests;	X
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	X
Capital Projects	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	X
Medical Research Grants	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	X
	<b>TOTAL</b>	<b>204,276</b>
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

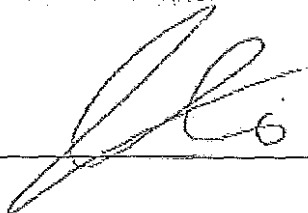
Item	X if you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: December 12, 2012

Name: Steven RodRozen

Position: Fund Development Coordinator

Signature: \_\_\_\_\_



# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

50:50 Program Year:	2010 Winter Olympics
Amount Disbursed:	\$120,000.00
Cheque Date:	December 13, 2010
Date Report Due:	December 31, 2011
Date Report Received:	
<i>Funds must be spent within two years unless otherwise approved by the gaming branch.</i>	

### Organization

Organization:	Canadian Hockey Association (British Columbia Amateur Hockey Association)
Contact Person:	Barry Petrachenko
Phone #:	250.652.2978
Mailing Address:	6671 Oldfield Road Saanichton, BC V8M 2A1
Fiscal Year End:	March 31
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
Operational Costs	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	33,219.10
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	4,112.33
Membership	Membership fees in any BC organization that represents the licensee's interests;	
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
Capital Projects	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
Medical Research Grants	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
<b>TOTAL</b>		<b>37,331.43</b>
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

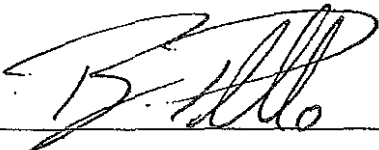
There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X if you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: 2012-12-13

Name: Barry Petrachenko

Position: Executive Director

Signature: 

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010 Winter Olympics
<b>Amount Disbursed:</b>	\$120,000.00
<b>Cheque Date:</b>	December 13, 2010
<b>Date Report Due:</b>	December 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within two years unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	Canadian Hockey Association (British Columbia Amateur Hockey Association)
<b>Contact Person:</b>	Barry Petrachenko
<b>Phone #:</b>	250.652.2978
<b>Mailing Address:</b>	6671 Oldfield Road Saanichton, BC V8M 2A1
<b>Fiscal Year End:</b>	March 31
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	14,240.42
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	19,780.65
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	34,021.07
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

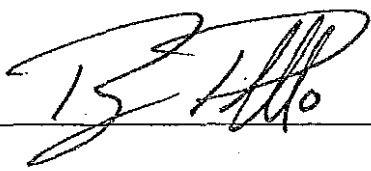
There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X if you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: 2012-12-13

Name: Barry Petrachenko

Position: Executive Director

Signature: 

**From:** Scaiano, Tanya C MEM:EX  
**To:** Fraser Cowan, Sandy MEM:EX  
**Subject:** FW: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks  
**Date:** Monday, December 31, 2012 10:10:00 AM  
**Attachments:** [CFKF Board.xlsx](#)  
[Nov 4 2010.PDF](#)  
[AGM March 1, 2011.pdf](#)  
[April 7, 2011.pdf](#)  
[Feb 8, 2011.pdf](#)  
[June 20, 2011.pdf](#)  
[Recipient CAN van.PDF](#)  
[Recipient CanuckPlace.PDF](#)  
[Recipient BC Childrens.PDF](#)  
[Recipient YWCA.PDF](#)  
[Recipient Family Services.PDF](#)  
[Recipient Adoptive Families.PDF](#)  
[Recipient Boys and Girls.PDF](#)  
[Recipient BC Blind.PDF](#)  
[Recipient Leukemia.PDF](#)  
[Recipient Valley Therapeutic.PDF](#)  
[Recipient CAN.PDF](#)  
[OlympicGASR copy.PDF](#)  
[image001.png](#)

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All the onther missing info

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



*Think Green! Please do not print this email unless necessary*

---

**From:** Divesh Bhulabhai [mailto:Divesh.Bhulabhai@canucks.com]  
**Sent:** Tuesday, December 4, 2012 9:26 AM  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

Please see attached for requested documents including recipient reports, board membership minutes, board of directors list, and the GASR for the Olympics. Please let me know if I'm missing anything.

---

**From:** Scaiano, Tanya C MEM:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** Monday, November 19, 2012 2:56 PM  
**To:** 'Cheryl Mitchell'; Victor de Bonis; Divesh Bhulabhai  
**Subject:** Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

We have completed a preliminary compliance audit of your organization. Our draft report is enclosed for your information.

The organization is requested to provide comments about the draft report to the auditor by November 30, 2012. Your response should indicate if you understand the issues as presented and whether you agree or disagree with them. You should also describe how you plan to correct each issue, e.g.: "Our [Title, Name of Person] will ensure that [corrective action] will be taken by [time frame] for issue [number]."

If the organization is unable to provide this information to the auditor within the required time frame, then an appropriate response must be sent within 60 days of the final report, to the Director, Licensing and Grants Branch, Gaming Policy and Enforcement Division, P.O. Box 9310 Stn. Prov. Govt., Victoria, BC V8W 9N1.

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

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

Sincerely,

Tanya Scaiano  
Audit and Compliance  
604-660-5283

Enclosure

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

**Tanya Scaiano, Charitable Gaming Auditor**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7



## CFKF Board of Directors

Paolo Aquilini	President
Victor De Bonis	Vice President
Jamie Pitblado	Treasurer
Pamela Keith	board member
Paula Gordon	board member
Larry Campbell	board member
Johanna Sedin	board member

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

50:50 Program Year:	2010/2011 Season
Amount Disbursed:	\$300,000.00
Cheque Date:	June 29, 2011
Date Report Due:	July 31, 2012
Date Report Received:	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

Organization:	Canuck Place
Contact Person:	Nancy Tardio
Phone #:	604 646 1348
Mailing Address:	1690 Matthews Ave Vanc. BC V6J 2T2
Fiscal Year End:	March 31, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
Operational Costs <i>Direct Patient Care</i>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	\$ 300,000
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	
Membership	Membership fees in any BC organization that represents the licensee's interests;	
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
Capital Projects	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
Medical Research Grants	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	\$ 300,000
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: June 27, 2012

Name: Nancy Tardio

Position: Director, Community Partnerships

Signature: N. Tardio

Pages 536 through 537 redacted for the following reasons:

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# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010/2011 Season
<b>Amount Disbursed:</b>	\$75,259.00 and \$216,171.00
<b>Cheque Date:</b>	April 12, 2011 and July 15, 2011
<b>Date Report Due:</b>	July 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	BC Children's Hospital Foundation
<b>Contact Person:</b>	Amanda Sayfy
<b>Phone #:</b>	604-875-2545
<b>Mailing Address:</b>	938 west 28 <sup>th</sup> Avenue, Vancouver, BC, V5Z 4H4
<b>Fiscal Year End:</b>	March 31, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	\$20,000
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	0
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	0
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	0
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	\$271,430
<b>TOTAL</b>		291,430
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

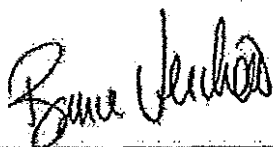
Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: July 30, 2012

Name: Bruce Verchere, PhD

Position: Professor & Head, Diabetes Research Program, Child & Family Research Institute

Signature: \_\_\_\_\_



Pages 540 through 545 redacted for the following reasons:

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# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010/2011 Season
<b>Amount Disbursed:</b>	\$15,000.00
<b>Cheque Date:</b>	June 22, 2011
<b>Date Report Due:</b>	July 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	YWCA Crabtree Corner Early Learning and Care Centre
<b>Contact Person:</b>	Celia Campos
<b>Phone #:</b>	604 895 5810
<b>Mailing Address:</b>	535 Hornby Street, Vancouver, BC, V6C 2E8
<b>Fiscal Year End:</b>	December 31
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	15,000
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	15,000
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		



There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: July 24, 2012

Name: Celia Campos

Position: Manager, Fund Development

Signature: 

Pages 548 through 549 redacted for the following reasons:

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# **Canucks for Kids Fund** **50:50 Program Disbursement Summary**

## **Administration**

<b>50:50 Program Year:</b>	2010/2011 Season
<b>Amount Disbursed:</b>	\$200,000.00
<b>Cheque Date:</b>	September 19, 2011
<b>Date Report Due:</b>	October 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

## **Organization**

<b>Organization:</b>	Canucks Autism Network
<b>Contact Person:</b>	Isabel Angeles
<b>Phone #:</b>	604-685-4049 ext 203
<b>Mailing Address:</b>	203 W 6th Ave Van BC V5Y1K7
<b>Fiscal Year End:</b>	August 31, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

## **Grant Summary (please complete one for each program)**

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	169 953.34
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	27 040.63
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	196 993.97
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

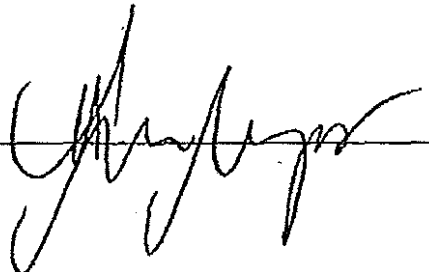
There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X if you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: July 27, 2012

Name: Isabel Angeles

Position: Accountant

Signature: 

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010/2011 Season
<b>Amount Disbursed:</b>	\$15,000.00
<b>Cheque Date:</b>	June 22, 2011
<b>Date Report Due:</b>	July 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	Family Services of Greater Vancouver
<b>Contact Person:</b>	Kam Rai
<b>Phone #:</b>	604-731-4951
<b>Mailing Address:</b>	201-1638 E Broadway, Vancouver, BC V5N 1W1
<b>Fiscal Year End:</b>	March 31, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	15,000
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CCKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	<b>15,000</b>
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

proceeds for the following:

Item	X if you did not use
Costs not related to the direct delivery of an eligible organization's program and services	x
Out of province or out of country aid that did not have prior approval from the gaming branch.	x
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	x
Past debt, loan or interest payments	x
Sustaining or endowment funds	x
Professional development of staff	x
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	x
Subsidized housing programs	x
Vocational training programs	x

Date: June 26, 2012

Name: Kam Rai

Position: Director of Finance

Signature: K. Rai

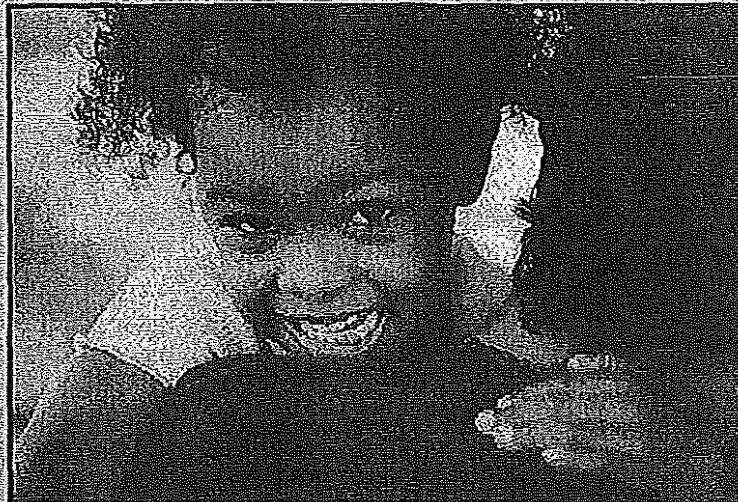


**RESPECT, SAFETY AND VIOLENCE PREVENTION (RSVP) PROGRAM**

**YEAR END REPORT 2011 - 2012**

**To**

**CANUCKS FOR KIDS**



**July 2012**

## CANUCKS FOR KIDS FUND – BENEFICIARY GRANT REPORT

### A. ORGANIZATION INFORMATION

Name of Organization & Program: Family Services of Greater Vancouver

Main Contact Name: Kareen Hudson

Title: Business Manager

Telephone No.: 602-874-2938 ext 149

Fax No.: 604-874-9898

Email Address: khudson@fsgv.ca

### B. FINANCIAL INFORMATION

2011 Canucks for Kids Fund Grant Amount Received: \$15,000

Total Amount Spent from Canucks for Kids Fund Grant: \$15,000

Financial Period to which this grant fund is applied: From July 2011 To June 30, 2012

What types of expenses was the Canucks for Kids Fund grant used for?

As outlined in original program budget, expenses included:

- Salaries (hourly counsellors, manager, administrative assistant)
- Rent/Utilities, Maintenance
- Meetings and Professional Development
- Computer and IT expenses
- Project Expenses (art supplies, clay, paint, markers, pastels, paper, journal books, snacks for children)
- Mileage, Travel
- Administration
- Program Evaluation

Aside from the Canucks for Kids Fund grant, did you require other sources of funds to complete this project? If so, did you manage to secure these other funding sources? If not, did this impact the success of your program? Tell us how.

As outlined in the program budget, in the absence of core funding this program relies on the support of a number of key funding partners. The Vancouver School Board (VSB) is one of our key partners offering significant in kind support and involvement of key personnel in the delivery of this program. Without this critical partnership, we wouldn't have access to those students most in need in schools across our city. VSB staff provides co-facilitation of groups with our program counsellors; adequate group space in their schools; support in garnering school wide support for program implementation, and coordination in terms of scheduling and group planning. Other significant funding partners include:

- Anonymous Donor
- CIBC Wood Gundy at Bentall Caring for Kids Fund
- Vancouver Police Union Charitable Foundation
- Diamond Foundation



The program successfully secured the funding required to implement the program at full capacity this year.

**What percentage of the program budget is Canucks for Kids Fund funding?**

Approximately 8.62% of the program budget is Canucks for Kids Fund funding.

**Did this impact the success of your program and to what degree?**

With ongoing support from important program partners such as **Canuck for Kids Fund**, Family Services of Greater Vancouver has been better positioned to sustain the availability of RSVP program services for at risk children and youth in our city.

It is clearly evident there continues to be tremendous need in schools for the provision of RSVP groups for at risk students. Requests for group programs for vulnerable children continue to be made, and our understanding about how to best support the needs of these children continues to expand. As one counsellor expressed, the RSVP Program "...provides counselling to students who would otherwise go unserved due to funding cuts in schools".

**C. PROJECT DESCRIPTION**

**Based on your original proposal, did you complete all the planned activities you had outlined in the original proposal? If you did not complete your planned activities, tell us why.**

Yes, all activities and objectives were achieved. We found that providing preventative services to grade 3 students was very successful and required minimal adaptation of program content.

**Have there been any changes in your project from the original proposal? If so, what were the changes and why?**

No, there have not been any changes this year.

**For each of the objectives and goals you set out to achieve, how well did you accomplish this?**

The reach of the RSVP Program cannot be underestimated. Our program provides services to hundreds of children and youth every year with a team comprised of mostly hourly counsellors. The long-term positive impact of children feeling safer, happier and more confident is one that is difficult to measure but certainly quite significant. In addition, many of our group participants become further clients of FSGV due to the linkages between RSVP and the Vancouver School Board, which creates a pathway for referrals.

During the 2011-2012 school year service levels in the RSVP program remained quite steady. We provided 29 intensive group programs and 37 classroom presentations. In total we served 1166 children and youth in 22 different schools.

Additional achievements for the year included:

- ***Evaluating the effectiveness of the RSVP Program in working with grade 3 students.*** We found that providing preventative services to grade 3 students was very successful and required minimal adaptation of program content. We did not complete a thorough evaluation of the research on healthy relationship programs for this age group, but hope that can be done for the coming year.

- ***Continuing our exploration of supporting caregivers of students.***  
This year we provided two workshops for caregivers (one at Henderson Annex and one at Moberly) on different aspects of healthy relationships and explored with parents effective ways to engage with their children and youth. We also provided an information session about the RSVP Program for caregivers at Sexsmith School.
- ***Deepening the relationships we have with teachers and current school-based staff, as well as building new partnerships. This includes furthering the diversity of our program by exploring how we can better meet the needs of different multi-cultural groups.***  
We had several discussions with school-based staff, including Multicultural Liaison Workers and Settlement Workers in Schools, on how to make the RSVP Program more culturally diverse and created a list of tips. We are also in the process of finalizing the translation of our consent letter and forms into Punjabi. Connecting with teachers definitely has been impacted by the job action this year; therefore, we have postponed this goal to next year.

The RSVP Program received many inquiries from different sources about our services this year, including private schools, Burnaby RCMP, school counsellors from Winnipeg, and the Coquitlam School Board. It appears the valuable work being done by our counsellors in Vancouver is recognized beyond the Vancouver School Board. In order to meet these needs and continue to reach vulnerable children and youth, stable funding sources will be required.

### **RSVP Program Child/Youth Pre and Post Outcomes Scales**

The following is a sample of outcome scores collected from students before and after their attendance in the RSVP group. The scores are based on a survey that asks students to rate their agreement on a variety of statements related to abuse, healthy relationships, feelings, conflict resolution, and safety. Though the summary data can provide information about outcomes that children have achieved from their attendance in the group, the data also has its limitations. The reliability of the data can be limited by the children's level of self awareness, their understanding of the statements, and their willingness to honestly share their responses. An increased level of safety after participation in group can impact student's willingness to respond openly and honestly.

#### **Outcome Rating Scales: *(completed by students)***

**Total number at Pre: 219**  
**Total number at Post: 208**

#### **1. I understand what a healthy relationship is.**

**Summary:** In the pre-test, 114 out of 219 respondents (52%) indicated they understood what a healthy relationship is. In the post-test, 165 out of 208 respondents (79%) indicated they agreed to the statement. **A positive increase of 27% is indicated.**

**2. I understand what abuse is.**

**Summary:** In the pre-test, 118 out of 219 respondents (54%) indicated they understood what abuse is. In the post-test, 150 out of 208 respondents (72%) indicated they agreed to the statement. **A positive increase of 18% is indicated.**

**3. I usually feel good about myself**

**Summary:** In the pre-test, 114 out of 219 respondents (52%) indicated that most of the time they usually feel good about themselves. In the post-test, 136 out of 208 respondents (65%) indicated they agreed to the statement. **A positive increase of 13% is indicated.**

**4. I feel comfortable talking to people about myself**

**Summary:** In the pre-test, 90 out of 219 respondents (41%) indicated that they would feel comfortable talking to people about themselves. In the post-test, 98 out of 208 respondents (47%) indicated they agreed to the statement. **A positive increase of 6% is indicated.**

**5. I can get help when needed**

**Summary:** In the pre-test, 147 out of 219 respondents (67%) indicated that they felt comfortable talking to someone about their problems. In the post-test, 181 out of 208 respondents (87%) indicated they agreed to the statement. **A positive increase of 20% is indicated.**

**How many children / families did you manage to reach? How did you do compared to the number you projected in your application?**

As can be seen through this data, program objectives were met and numbers of children served were as targeted.

**Number of children and youth to be served by RSVP Program:**

<b>2010-2011 School Year</b>	<b>Projected #'s</b>	<b>Actual #'s</b>
Number of Groups to be Provided	30 to 42	29
Number of Children and Youth to be served in Groups	210 to 294	221
Number of Large Group Sessions in Schools	15 to 30	37
Number of Students served in Presentations	450 to 900	945
Total Number Served	660 to 1194	1,166

**Schools Served in 2011 - 2012 (22 schools)**

- |                   |               |                        |                  |
|-------------------|---------------|------------------------|------------------|
| • Brock           | • Henderson   | • Nelson               | • Tecumseh       |
| • Champlain       | • Hudson      | • Queen Victoria Annex | • Thunderbird    |
| • Cook            | • Kerrisdale  | • Queen Mary           | • Tillicum Annex |
| • Grenfell        | • Lord Byng   | • Quilchena            | • Trudeau        |
| • Fleming         | • Mackenzie   | • Seymour              |                  |
| • Henderson Annex | • Nightingale | • Sexsmith             |                  |

**Please provide feedback from the recipients of your program (photos, thank you cards, letters of impact :**

**Participant/Client Feedback:**

During the last session in group, participants are asked to complete a reflective activity. In this activity they are invited to draw and/or write about how they were feeling and what they were thinking about before starting the RSVP program and now that the program is ending. This activity was

conceptualized as a way to understand participants' own self-generated sense of program impact or effectiveness, as well as providing another medium or window through which to gain insight into their self-concept, feelings, and thoughts.

<b>BEFORE the group, a lot of the time I was feeling:</b>	<b>Lately, I am feeling [after the group]:</b>
<i>Sometimes depressed. I didn't have the courage to talk to someone about it, though.</i>	<i>Happy.</i>
<i>Anger, depressed, tension, annoyed.</i>	<i>Opposite of before.</i>
<i>Sad. I didn't show it because I was afraid.</i>	<i>Happy. My friends are there for me.</i>
<i>Bored, anxious, sick, sad.</i>	<i>Great, happy, not worried and fun.</i>
<i>I was feeling like I had low self-esteem, I couldn't stand up for myself and I felt sometime that I didn't want to be in my own body.</i>	<i>I am feeling happy, respected, I could be myself and know that I'm not alone.</i>

<b>BEFORE the group, I was thinking:</b>	<b>AFTER the group, I am thinking:</b>
<i>My friends hated me and I have to change. Horrible life.</i>	<i>I don't need to change. I will always be thankful for my life.</i>
<i>I was thinking about my life with my friends and how DRAMA caught up to us. And life was hard that I couldn't do anything about our friendship.</i>	<i>Me and my friends are ok and why drama and all the fights almost ruined our friendship.</i>
<i>I was shy and then I became less shy.</i>	<i>I can play with others and I can help others.</i>
<i>Wahh, I wish I wasn't _____, I wish I was someone else.</i>	<i>This life is so beautiful.</i>
<i>About abuse and what kinds there are.</i>	<i>Now I know about healthy and unhealthy relationships and what to do in them.</i>

#### **Participant/Client Feedback:**

When asked what they gained from their participation in the RSVP Program, feedback from children and youth participants included the following:

- 1) Understanding more about healthy/unhealthy relationships and abuse:
  - *I didn't know what abuse was (before the group)*
  - *I know now the different abuses.*
  - *I know now that everybody is different and you shouldn't judge people by the way they look.*
  - *I've learned not to bully others and be nice.*
- 2) Gaining an understanding of feelings and how to effectively express them in healthy ways:
  - *I know now that anger has different feelings inside of it.*
  - *I know now how to relax and stay calm.*
  - *I learned not to get physical when I get mad.*
- 3) Learning new communication skills and boundary-setting:
  - *I stood up to my friend and told her how I felt and told her to stop gossiping. That felt great.*
  - *I know now that you should be more assertive than passive and aggressive.*
  - *I know now about I messages.*
- 4) Learning about themselves and self-esteem:
  - *I know now [about] my inner light.*
  - *I am way nicer and I know that I don't have to keep things inside of me anymore.*
  - *I know now that you can hurt yourself by making unhealthy choices.*

- *I know now you are not alone.*
- 5) Learning how to solve problems in healthier ways:
- *[I know now about] solving problems without hurting people*
  - *When I was upset, I just walked outside alone to think.*
  - *I learned to cope with problems better.*
  - *I know now how to deal with problems at school better.*
- 6) The safety and structure of the group:
- *I liked how we shared how we feel and had mindfulness.*
  - *I liked learning how to deal with life.*
  - *I liked being in a safe place.*
  - *I liked being here.*

### Before and After Drawing Activity

During the last session in group, participants are asked to complete a reflective activity. In this activity they are invited to draw and/or write about how they were feeling and what they were thinking about before starting the RSVP program, and when the program is ending. This activity was conceptualized as a way to understand participants' own self-generated sense of program impact or effectiveness, as well as providing another medium or window through which to gain insight into their self-concept, feelings, and thoughts.

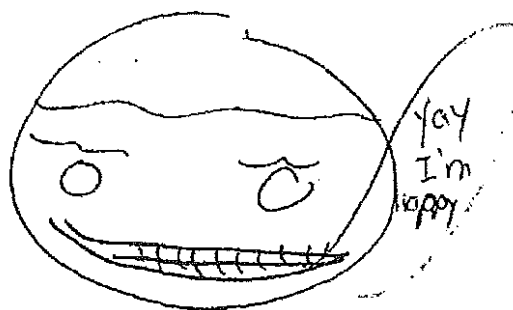
This is a picture of me BEFORE the group



Before the group, a lot of the time I was feeling:  
stressed because I did not  
no how to control myself

I was thinking: (e.g. about school, friends, life)  
about school because if I don't  
get something a question I will  
feel like demolishing something

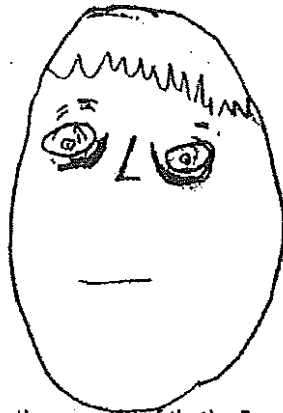
This is a picture of me AFTER the group



Lately, I am feeling:  
happy strong because if I go into  
a problem I will calm my self down

I am thinking: (e.g. about school, friends, life)  
about life because now that I know  
I could control myself now I not  
going to relinquish

This is a picture of me BEFORE the group



Before the group, a lot of the time I was feeling:  
Sad and bored

I was thinking: (e.g. about school, friends, life)  
video games and watch TV

This is a picture of me AFTER the group



Lately, I am feeling:  
happy and brave strong

I am thinking: (e.g. about school, friends, life)  
friends school healthy relationship

This is a picture of me BEFORE the group



Before the group, a lot of the time I was feeling:  
Shy, Awkward

I was thinking: (e.g. about school, friends, life)  
about friends

This is a picture of me AFTER the group



Lately, I am feeling:  
Confident, Happy

I am thinking: (e.g. about school, friends, life)  
How great my life is and how fortunate I am to have a family

### **Program Planning:**

The data and findings collected strongly support the continuation of this proactive, early intervention and prevention program. In the area of program effectiveness with the targeted population of children served, this year's outcome measurement tools found that both boys and girls who participated in RSVP showed improvements across all areas measured.

In the coming year, our focus will be on increasing the capacity and effectiveness of the RSVP Program. In our continuing collaborations with our partners, we will explore how we can increase our ability to work with culturally diverse populations as well as students in younger grades. We also plan to focus on these three areas of program development:

- Strengthening our relationships with teachers and current school-based staff. Invite teachers to attend initial meetings between FSGV counsellors and school-based co-facilitators before groups start.
- Creating a solid marketing plan to get the word out about the RSVP Program. Included within the plan would be ideas on creating links to new funding sources, creating new marketing materials such as posters, and deepening relationships with established partners.
- Exploring new ways to get information to parents about the RSVP program and find ways to assist parents in supporting their children as they participate in groups. This could be done through workshops and/or written information that children could take home.

With ongoing support from important program partners such as Canucks for Kids Foundation, Family Services of Greater Vancouver can be better positioned to sustain, and possibly expand, the availability of RSVP program services for at risk children and youth in our city.

Thank you for your continued support!

*Kareen Hudson*

Kareen Hudson MSW, RSW  
Program Manager

Family Services of Greater Vancouver  
202 – 1193 Kingsway, Vancouver BC V5V 3C9  
Email: [khudson@fsgv.ca](mailto:khudson@fsgv.ca)  
Tel: 604-874-2938, Ext. 149

Pages 563 through 564 redacted for the following reasons:

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# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010/2011 Season
<b>Amount Disbursed:</b>	\$15,000.00
<b>Cheque Date:</b>	June 22, 2011
<b>Date Report Due:</b>	July 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	Adoptive Families Association of BC
<b>Contact Person:</b>	Sophia Barton-Bucknor
<b>Phone #:</b>	604-320-7330 (120)
<b>Mailing Address:</b>	200 – 7342 Winston Street Burnaby, BC, V5A 2H1
<b>Fiscal Year End:</b>	April 2011 – March 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	15,000.00
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	15,000.00
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

Adoptive Families Association Of BC  
Fund Income Summary 04/01/2011 to 03/31/2012

Ac...	Account Name	Revenue	Expense
<b>Cost Center Canucks for Kids</b>			
4140	Direct access Gaming	15,000.00	
5175	Recruitment, promo., & event su...		191.53
5293	Travel		133.97
5299	Volunteer services and develop...		200.00
5300	Wages		1,146.23
5356	Consultants / contractors		13,328.27
		<u>15,000.00</u>	<u>15,000.00</u>
<b>REVENUE minus EXPENSE</b>		<b>0.00</b>	

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010/2011 Season
<b>Amount Disbursed:</b>	\$30,000.00
<b>Cheque Date:</b>	June 22, 2011
<b>Date Report Due:</b>	July 31, 2012
<b>Date Report Received:</b>	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	Boys and Girls Clubs of South Coast BC (formerly Boys and Girls Clubs of Greater Vancouver)
<b>Contact Person:</b>	Carolyn Tuckwell, President & CEO
<b>Phone #:</b>	604-879-6554
<b>Mailing Address:</b>	2875 St. George Street Vancouver, BC V5T 3R8
<b>Fiscal Year End:</b>	March 31, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc. -- salary/wages and transportation	\$26,000
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services -- new and replacement hockey equipment	\$ 4,000
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	<b>\$30,000</b>
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

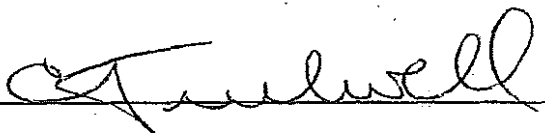
There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: June 27, 2012

Name: Carolyn Tuckwell

Position: President & CEO

Signature: 

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

50:50 Program Year:	2010/2011 Season
Amount Disbursed:	\$10,000.00
Cheque Date:	June 22, 2011
Date Report Due:	July 31, 2012
Date Report Received:	
Funds must be spent within one year unless otherwise approved by the gaming branch.	

### Organization

Organization:	BC Blind Sports
Contact Person:	Jane D Blaine
Phone #:	604-325-8638
Mailing Address:	330-5055 Joyce Street, Vancouver, BC V5R 6B2
Fiscal Year End:	March 31, 2012
We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.	

### Grant Summary (please complete one for each program)

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming

Category	Description	Amount
Operational Costs	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	\$10,000.00
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	
Membership	Membership fees in any BC organization that represents the licensee's interests;	
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
Capital Projects	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CCKF and the Gaming Branch.	
Medical Research Grants	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
TOTAL		10,000.00

Funds must be spent according to the proposal submitted by the organization unless prior approval is received.

proceeds for the following:

Page 2 of 2

Item	
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X if you did not use
Subsidized housing programs	X
Vocational training programs	X

Out of province  
branch

Travel

Merchandise

Date: July 31, 2012

Subsidy

Name: Jane D Blaine

Subsidy

Position: Executive Director

Subsidy

Voucher

Out of

Signature: 

# **Canucks for Kids Fund** **50:50 Program Disbursement Summary**

## **Administration**

50:50 Program Year:	2010/2011 Season
Amount Disbursed:	\$400,000.00
Cheque Date:	June 28, 2010
Date Report Due:	July 31, 2012
Date Report Received:	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

## **Organization**

Organization:	Canucks Autism Network
Contact Person:	Isabel Angeles
Phone #:	604-685-4049 ext 203
Mailing Address:	203 West 6 <sup>th</sup> Ave Van BC V5Y1K7
Fiscal Year End:	August 31, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

## **Grant Summary (please complete one for each program)**

Category	Description	\$\$ Amount
Operational Costs	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	168 288.20
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	89 067.92
Membership	Membership fees in any BC organization that represents the licensee's interests;	
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
Capital Projects	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
Medical Research Grants	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	<b>257 356.12</b>
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

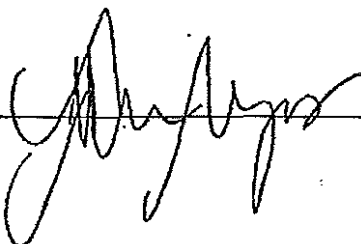
There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or Invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: July 27, 2012

Name: Isabel Angeles

Position: Accountant

Signature: 



Pages 573 through 575 redacted for the following reasons:

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s.21



# Gaming Account Summary Report

## Gaming Policy and Enforcement Branch – Licensing and Grants Division

Mail: PO Box 9310, Stn Prov Govt, Victoria, BC V8W 9N1  
Courier: 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
Phone: (250) 387-5311 | Web: [www.pseg.gov.bc.ca/gaming/](http://www.pseg.gov.bc.ca/gaming/)

L&G File#: (for your organization)

### BEFORE YOU START

Use this form to report all deposits to, and all disbursements from, your organization's Gaming Account(s) during your fiscal year.

- Organizations must submit this form within 90 days of their fiscal year-end.
- Use the latest version of this form, available at: [www.pseg.gov.bc.ca/gaming/grants/forms-guidelines.htm](http://www.pseg.gov.bc.ca/gaming/grants/forms-guidelines.htm)
- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 358-8149.

Report completed on:  
(DD-Mon-YYYY)

30-Jul-2012

Report for your fiscal year  
ending on: (DD-Mon-YYYY)

31-Aug-2012

### SECTION 1 – ORGANIZATION INFORMATION

PLEASE PRINT CLEARLY

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)

Canucks Autism Network

Organization mailing address: Unit, Street, and/or PO Box

203 West 6th Avenue

City

Vancouver

Postal Code

V5Y 1K7

### SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT

\$ s.21

Opening balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

### SECTION 3 – GAMING REVENUE

Gaming grant revenue: (Indicate the amount received under each of the following grant categories)

Community Gaming Grant revenue: (Include Direct Access and/or Bingo Affiliation funds here)	\$	2
PAC / DPAC Grant revenue: (Parent Advisory Councils and District Parent Advisory Councils)	\$	3
Playground Grant revenue:	\$	4
Major Capital Project Grant revenue:	\$	5
Other grant revenue: (provide short description)	\$	6
Additional 50/50 Grant received in October 2011	\$ s.21	

Gross revenue from all gaming event licences:

(attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)

Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
				\$	7
				\$	8
				\$	9
				\$	10
				\$	11
				\$	12
				\$	13

Other gaming revenue: (attach an additional sheet if necessary)

GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:	\$	s.21	14
Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)			
Canucks For Kids Fund 2011/2012 Season	\$	s.21	15
	\$		16
	\$		17
Total gaming revenue: (add lines 2 to 17)	>>> \$		18

**SECTION 4 – PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

Independent bingo prize costs: (total cost of all independent bingo gaming event licence prizes)	\$	19
Ticket raffle prize costs: (total cost of all ticket raffle gaming event licence prizes)	\$	20
Other prize costs: (specify licence type)	\$	21
<b>Total prize costs: (add lines 19 to 21)</b>	<b>&gt;&gt;&gt; \$</b>	<b>22</b>

**Expenses for licensed gaming events:**

(Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)

Independent bingo expenses: (total expenses for all independent bingo gaming event licences)	\$	23
Ticket raffle expenses: (total expenses for all ticket raffle gaming event licences)	\$	24
Other gaming event expenses: (specify licence type)	\$	25
<b>Total gaming event expenses: (add lines 23 to 25)</b>	<b>&gt;&gt;&gt; \$</b>	<b>26</b>

**SECTION 5 – NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

Net gaming proceeds: (subtract lines 22 and 26 from line 18)

	<b>&gt;&gt;&gt; \$</b>	<b>27</b>
--	------------------------	-----------

Total gaming revenue available for disbursement: (add lines 1 and 27)

	<b>&gt;&gt;&gt; \$</b>	<b>28</b>
--	------------------------	-----------

**Gaming fund disbursements:**

(attach an additional sheet if necessary – itemize how gaming funds were disbursed – identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)

Date: (DD-Mon-YYYY)	Cheque, EFT, or Reference #:	Disbursed to:	Purpose:	Amount:	
				\$	29
		PLEASE SEE ATTACHED		\$	30
				\$	31
				\$	32
				\$	33
				\$	34
				\$	35
				\$	36
				\$	37
				\$	38
				\$	39
				\$	40
				\$	41
				\$	42
				\$	43
				\$	44
				\$	45
<b>Total gaming fund disbursements: (add lines 29 to 45)</b>				<b>&gt;&gt;&gt; \$</b>	<b>46</b>

**SECTION 6 – CLOSING BALANCE (subtract line 46 from line 28)**

\$ s.21 7

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.

**SECTION 7 – GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

Financial Institution name: (the name of your bank, credit union, etc.)			
TD Canada Trust			
Financial Institution address: Unit, Street, and/or PO Box		City	Postal Code
2198 West 41st Avenue		Vancouver	V6M 1Z1
Account Information and balances: (attach an additional sheet if necessary)			
Account type:	Account number:	Balance:	
Gaming Account at fiscal year-end:	s.21	\$	48
Term deposit(s): (gaming funds only)		\$	49
GIC(s): (gaming funds only)		\$	50
Other: (short description):		\$	51
Total of account balances: (add lines 48 to 51 – this total must agree with line 47)		>>>	52

**SECTION 8 – COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).

Total percentage retained: (gaming event licence)	%	Gaming event licence number:
Total percentage retained: (community gaming grant)	%	Community gaming grant application number:

**SECTION 9 – COMMUNITY BENEFIT**


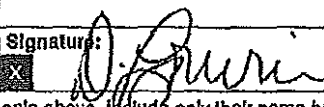
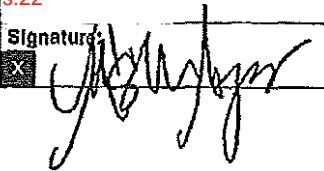
Briefly describe how the broader community benefited from your organization's gaming grant funded programs:  
(Limit your description to 200 words -- this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)

We were able to provide year round innovative, high quality Skate, Bike, Swim, Soccer and Camp programs for individuals and families living with autism and was able to build awareness.

These programs were specifically designed to promote the physical and social development of children with autism by providing an environment and pace of instruction that is modified to meet their needs.

**SECTION 10 - CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report.

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer -- both must sign this form)					
1	Position: (with the organization) Chief Executive Officer	First name: Katy	Last name: Harandi		
	Address: Unit and Street s.22	City Vancouver	Province BC	Postal Code V6T 1H8	
	Business phone number: (XXX) XXX-XXXX (604) 685-4049	Ext: 208	Home phone number: (XXX) XXX-XXXX s.22	Cell phone number: (XXX) XXX-XXXX	
	E-mail address: (provide a valid e-mail address) katy@canucksautism.ca	Signature: 	Date signed: (DD-Mon-YYYY) 30-Jul-2012		
2	Position: (with the organization) Chief Operating Officer	First name: Deborah	Last name: Louvler		
	Address: Unit and Street s.22	City North Vancouver	Province BC	Postal Code	
	Business phone number: (XXX) XXX-XXXX (604) 685-4049	Ext: 209	Home phone number: (XXX) XXX-XXXX	Cell phone number: (XXX) XXX-XXXX	
	E-mail address: (provide a valid e-mail address) Deborah@canucksautism.ca	Signature: 	Date signed: (DD-Mon-YYYY) 30-Jul-2012		
Report prepared by: (if the report was prepared by one of the people above, include only their name below)					
3	Position: (with the organization) Accountant	First name: Isabel	Last name: Angeles		
	Address: Unit and Street s.22	City Richmond	Province BC	Postal Code V7A 4Y4	
	Business phone number: (XXX) XXX-XXXX (604) 685-4049	Ext: 203	Home phone number: (XXX) XXX-XXXX s.22	Cell phone number: (XXX) XXX-XXXX s.22	
	E-mail address: (provide a valid e-mail address) Isabel@canucksautism.ca	Signature: 	Date signed: (DD-Mon-YYYY) 30-Jul-2012		

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Victoria.

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

50:50 Program Year:	2010/2011 Season
Amount Disbursed:	\$10,000.00
Cheque Date:	June 22, 2011
Date Report Due:	July 31, 2012
Date Report Received:	
<i>Funds must be spent within one year unless otherwise approved by the gaming branch.</i>	

### Organization

Organization:	Leukemia & Lymphoma Society of Canada
Contact Person:	David Swan, Executive Director
Phone #:	604-733-2873 x 5194
Mailing Address:	310 – 1682 W 7 <sup>th</sup> Ave Vancouver BC V6J 4S6
Fiscal Year End:	June 30, 2012
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
Operational Costs	Including but not limited to, Items such as wages, utilities, facility rental, supplies, etc.  <ul style="list-style-type: none"> <li>Contract to develop and deliver regional program</li> <li>Travel and accommodation in Prince George</li> <li>Video production</li> <li>Vancouver Conference Rental</li> <li>Printing of materials and mailings</li> <li>Vancouver staff contract</li> <li>Gifts for volunteer presenters</li> </ul>	<ul style="list-style-type: none"> <li>\$5000</li> <li>\$2500</li> <li>\$1000</li> <li>\$500</li> <li>\$500</li> <li>\$300</li> <li>\$200</li> </ul>
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	
Membership	Membership fees in any BC organization that represents the licensee's interests;	
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
Capital Projects	These include construction of new facilities, renovation or	

	maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	<b>\$10,000</b>
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		


Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Date: July 18, 2012

Name: David Swan

Position: Executive Director

Signature: 





Ministry of  
Housing and  
Social Development

**Gaming Policy and Enforcement Branch – Licensing and Grants Division**

Mail: PO Box 9310, Stn Prov Govt, Victoria, BC V8W 9N1  
Courier: 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
Phone: (250) 387-5311 | Web: [www.hsd.gov.bc.ca/gaming/](http://www.hsd.gov.bc.ca/gaming/)

**COPY**

**Gaming Account  
Summary Report**

L&G File#: (for your organization)

**103204**

**BEFORE YOU START**

Use this form to report all deposits to, and all disbursements from, your organization's Gaming Account(s) during your fiscal year.

- Organizations must submit this form within 90 days of their fiscal year-end.
- Use the latest version of this form, available at: [www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm](http://www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm)
- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 356-8149.

Report completed on:  
(DD-Mon-YYYY)

**20-Sep-2011**

Report for your fiscal year  
ending on: (DD-Mon-YYYY)

**31-Jul-2011**

**SECTION 1 – ORGANIZATION INFORMATION**

**PLEASE PRINT CLEARLY**

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)

Canucks for Kids Fund

Organization mailing address: Unit, Street, and/or PO Box

800 Griffiths Way

City

Vancouver

Postal Code

V6B 6G1

**SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT**

\$ **s.21**

1

Opening balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

**SECTION 3 – GAMING REVENUE**

Gaming grant revenue: (indicate the amount received under each of the following grant categories)

Community Gaming Grant revenue: (include Direct Access and/or Bingo Affiliation funds here)	\$	2
PAC / DPAC Grant revenue: (Parent Advisory Councils and District Parent Advisory Councils)	\$	3
Playground Grant revenue:	\$	4
Major Capital Project Grant revenue:	\$	5
Other grant revenue: (provide short description)	\$	6

Gross revenue from all gaming event licences:

(attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)

Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
				\$	7
				\$	8
				\$	9
				\$	10
				\$	11
				\$	12
				\$	13

Other gaming revenue: (attach an additional sheet if necessary)

GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:	\$	s.21	14
Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)	\$		15
	\$		16
	\$		17
Total gaming revenue: (add lines 2 to 17)	>>> \$	s.21	18



**SECTION 4 – PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

Independent bingo prize costs: (total cost of all independent bingo gaming event licence prizes)	\$	19
Ticket raffle prize costs: (total cost of all ticket raffle gaming event licence prizes)	\$	20
Other prize costs: (specify licence type)	\$	21
<b>Total prize costs: (add lines 19 to 21)</b>	<b>&gt;&gt;&gt; \$</b>	<b>22</b>

**Expenses for licensed gaming events:**

(Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)

Independent bingo expenses: (total expenses for all independent bingo gaming event licences)	\$	23
Ticket raffle expenses: (total expenses for all ticket raffle gaming event licences)	\$ s.21	24
Other gaming event expenses: (specify licence type)	\$	25
<b>Total gaming event expenses: (add lines 23 to 25)</b>	<b>&gt;&gt;&gt; \$</b>	<b>26</b>

**SECTION 5 – NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

<b>Net gaming proceeds: (subtract lines 22 and 26 from line 18)</b>	<b>&gt;&gt;&gt; \$</b>	<b>s.21</b>	<b>27</b>
<b>Total gaming revenue available for disbursement: (add lines 1 and 27)</b>	<b>&gt;&gt;&gt; \$</b>	<b>349,966.79</b>	<b>28</b>

**Gaming fund disbursements:**

(attach an additional sheet if necessary – itemize how gaming funds were disbursed – identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)

Date: (DD-Mon-YYYY)	Cheque, EFT, or Reference #:	Disbursed to:	Purpose:	Amount:	
13-Dec-2010	cheque #103	Canadian Hockey Association		\$ 120,000.00	29
13-Dec-2010	cheque #106	Disabled Skiers Association of BC		\$ 204,276.00	30
13-Dec-2010	cheque #104	Canadian Council of Provincial and		\$ 25,690.00	31
		Territorial Sport Federations		\$	32
15-Mar-2011	EFT	Canucks for Kids Fund gaming account	close account	\$ 0.79	33
				\$	34
				\$	35
				\$	36
				\$	37
				\$	38
				\$	39
				\$	40
				\$	41
				\$	42
				\$	43
				\$	44
				\$	45
<b>Total gaming fund disbursements: (add lines 29 to 45)</b>				<b>&gt;&gt;&gt; \$</b>	<b>349,966.79</b>

**SECTION 6 – CLOSING BALANCE (subtract line 46 from line 28)**

\$ s.21

17

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.

**SECTION 7 - GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

Financial Institution name: (the name of your bank, credit union, etc.)			
HSBC Bank Canada			
Financial Institution address: Unit, Street, and/or PO Box		City	Postal Code
885 West Georgia St.		Vancouver	V6C 3G1
Account information and balances: (attach an additional sheet if necessary)			
Account type:	Account number:	Balance:	
Gaming Account at fiscal year-end:	s.21	\$ s.21	48
Term deposit(s): (gaming funds only)		\$	49
GIC(s): (gaming funds only)		\$	50
Other: (short description):		\$	51
Total of account balances: (add lines 48 to 51 – this total must agree with line 47)			52

**SECTION 8 - COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).

Total percentage retained: (gaming event licence)	0.0 %	Gaming event licence number:
Total percentage retained: (community gaming grant)	%	Community gaming grant application number:


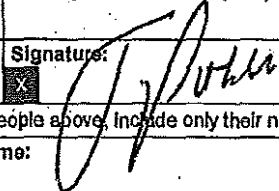

**SECTION 9 - COMMUNITY BENEFIT**

Briefly describe how the broader community benefited from your organization's gaming grant funded programs:  
(Limit your description to 200 words – this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)

see attached

**SECTION 10 – CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report.

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer – both must sign this form)						
1	Position: (with the organization)		First name:		Last name:	
	Vice President		Victor		DeBonis	
	Address: Unit and Street		City		Province	Postal Code
	s.22		Vancouver		BC	V6B 6G1
	Business phone number: (XXX) XXX-XXXX		Ext:	Home phone number: (XXX) XXX-XXXX		Cell phone number: (XXX) XXX-XXXX
(604) 899-7458						
E-mail address: (provide a valid e-mail address)		Signature:		Date signed: (DD-Mon-YYYY)		
victor.debonis@canucks.com				26-Sep-2011		
2	Position: (with the organization)		First name:		Last name:	
	Treasurer		Jamie		Pitblado	
	Address: Unit and Street		City		Province	Postal Code
	s.22		Vancouver		BC	V6C 3N3
	Business phone number: (XXX) XXX-XXXX		Ext:	Home phone number: (XXX) XXX-XXXX		Cell phone number: (XXX) XXX-XXXX
(604) 605-2316						
E-mail address: (provide a valid e-mail address)		Signature:		Date signed: (DD-Mon-YYYY)		
jpitblado@sunprovince.com				26-Sep-2011		
Report prepared by: (if the report was prepared by one of the people above, include only their name below)						
3	Position: (with the organization)		First name:		Last name:	
	Accountant		Sara		Klassen	
	Address: Unit and Street		City		Province	Postal Code
	s.22		Vancouver		BC	V6B 6G1
	Business phone number: (XXX) XXX-XXXX		Ext:	Home phone number: (XXX) XXX-XXXX		Cell phone number: (XXX) XXX-XXXX
(604) 899-7851						
E-mail address: (provide a valid e-mail address)		Signature:		Date signed: (DD-Mon-YYYY)		
sara.klassen@canucks.com				20-Sep-2011		

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Ministry of Housing and Social Development, Victoria.

Page 586 redacted for the following reason:

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**Sara Klassen**

**From:** Jen Rollins  
**Sent:** Wednesday, December 15, 2010 10:00 AM  
**Subject:** CANUCKS FOR KIDS FUND IN PARTNERSHIP WITH VANOC DONATE 50/50 PROCEEDS LOCALLY



**MEDIA RELEASE**

For Immediate Release: December 15, 2010

## **LOCAL DISABLED SPORT PROGRAMS RECEIVE \$349,966 FROM OLYMPIC 50/50 PROGRAM CONDUCTED BY CANUCKS FOR KIDS FUND IN PARTNERSHIP WITH VANOC**

*...50/50 proceeds from 2010 Olympic curling and hockey events donated to BC Amateur Hockey Association, Curl BC and Disabled Skiers Association of BC*

Vancouver, BC - The BC Amateur Hockey Association, Curl BC and Disabled Skiers Association of BC are receiving \$349,966 thanks to 50/50 proceeds raised during the 2010 Olympic Winter Games by the Canucks for Kids Fund (CFKF) in partnership with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC). The funds will be used by the three local amateur sporting associations to support programs that benefit disabled athletes in British Columbia.

"We are extremely proud to provide these funds to three valuable sporting associations in our province," said Victor de Bonis, Vice President, CFKF, and Chief Operating Officer, Canucks Sports & Entertainment. "The Canucks for Kids Fund is dedicated to helping encourage growth at the grassroots level of sports in British Columbia to provide children with the necessary resources to achieve their ultimate goals. These funds will create a legacy in our province for years to come."

The funds being granted will provide these three beneficiaries the opportunity to expand existing programs, launch new programs and purchase equipment that will impact children and youth with physical disabilities across BC.

"This is an amazing opportunity for BC's disabled skiing and snowboarding community. Because of this funding our 'Snowbility' program will be able introduce adaptive snow sports to remote communities across the province by helping to establish community based and volunteer supported clubs," said Brian Forrester, Executive Director, Disabled Skiers Association of BC. "This program will provide much needed adaptive

The funds being granted will provide these three beneficiaries the opportunity to expand existing programs, launch new programs and purchase equipment that will impact children and youth with physical disabilities across BC.

In addition to increasing equipment inventory, the donated funds will help these three associations continue to build awareness for disabled sports in BC.

#### **About BC Amateur Hockey**

With its awarded funds, the BC Amateur Hockey Association will be able to improve its Sledge Hockey membership program and build its network of internal and external support, as well as adding to its equipment inventory to benefit athletes for years to come. Curl BC will have the opportunity to enhance their Adapted Outreach program for wheelchair curling across BC.

BC Hockey is a non-profit organization and member branch of Hockey Canada in charge of governing amateur hockey at all levels in British Columbia and Yukon Territory. Approximately 150 minor hockey associations, 55,000 players, 4,500 referees, 20,000 official volunteers and countless others make our great game possible here in Pacific Canada.

Founded in 1919 as the British Columbia Amateur Hockey Association, BC Hockey has seen many changes and substantial growth over the years. The organization continues to strive to provide training and resources for volunteers so that they may better serve the amateur hockey community.

#### **About Curl BC**

The funds will enable Curl BC to develop an adapted curling physical education program with the goal to overcome participation barriers experienced by children with disabilities throughout BC

Curl BC is the provincial sport governing body responsible for the development, promotion and organization of curling in British Columbia. Curl BC is also responsible for the championship system that declares provincial representation at National events. In cooperation with its Members, Curl BC provides service to both competitive and recreational curlers, including a variety of adaptive groups.

#### **About the Disabled Skiers Association of BC**

The Disabled Skiers Association of BC will use these funds for equipment and programs at 11 mountains across the province.

The Disabled Skiers Association of BC is a registered Canadian Charity, working with over 600 volunteers to provide opportunities for all persons with a disability to enjoy the freedom and therapeutic benefits of skiing and snowboarding. Based in Vancouver since 1973, the DSABC works with our local volunteer delivery organizations in 12 rural and urban BC communities to provide learn-to-ski programs for in excess of 750 students of all ages with all forms of disability. Through our Snowbility and Building our Best Programs, DSABC provides clinics for volunteer instructors; clinics for coaches and officials; learn to race programs and opportunities for competitive racing at all levels, with opportunities to become a member of the BC Para-Alpine Ski Team.

equipment to individuals with a disability who would otherwise be unable to afford the expense of purchasing such highly specialized and expensive equipment."

The Disabled Skiers Association of BC will use these funds for equipment and programs at 11 mountains across the province.

"This is an exciting day for hockey in British Columbia. The support of the Canucks for Kids Fund will allow us to develop one of the most comprehensive Sledge Hockey programs in the country," said BC Hockey President Shannon Bell. "The commitment that the Canucks for Kids Fund has made to our Sledge Hockey programming will leave a lasting legacy from the Olympic and Paralympic Games."

With its awarded funds, the BC Amateur Hockey Association will be able to improve its Sledge Hockey membership program and build its network of internal and external support, as well as adding to its equipment inventory to benefit athletes for years to come. Curl BC will have the opportunity to enhance their Adapted Outreach program for wheelchair curling across BC.

"Curl BC is delighted that the Canucks for Kids Fund and VANOC have decided to provide support to the grassroots development of Winter Paralympic sports," said Curl BC Executive Director and CEO, Scott Braley. "These funds will enable Curl BC to develop an adapted curling physical education program with the goal to overcome participation barriers experienced by children with disabilities throughout BC."

In addition to increasing equipment inventory, the donated funds will help these three associations continue to build awareness for disabled sports in BC.

"Our goal was to deliver an extraordinary Olympic and Paralympic experience with lasting legacies. We're extremely pleased that the passion of the fans at hockey and curling events has resulted in extraordinary 50/50 proceeds that will provide a significant financial legacy for local amateur sport," said John McLaughlin, VANOC CFO.

The CFKF operated the 50/50 program during the Games at the Vancouver Olympic Centre, UBC Thunderbird Arena and Canada Hockey Place during 83 live Olympic curling and hockey events. Ticket holders attending Olympic ice hockey or curling sessions had the opportunity to participate in the 50/50 program by purchasing a 50/50 ticket while at a game. Fifty per cent of the funds raised during each game was awarded to a lucky ticket holder while the remaining proceeds were held for future distribution to charities supporting amateur sports.

#### **About the Canucks for Kids Fund**

The Canucks for Kids Fund is the Vancouver Canucks charitable arm which dedicates its resources to assist charities who support children's health and wellness, foster the development of grassroots hockey and facilitate and encourage education in British Columbia. Thanks to the generosity of our fans, donors, players, employees and sponsor partners, the CFKF has granted more than \$32 million to charities in British Columbia over the last two decades serving over 85 different organizations helping them to reach their goals.

#### **About BC Amateur Hockey**

BC Hockey is a non-profit organization and member branch of Hockey Canada in charge of governing amateur hockey at all levels in British Columbia and Yukon Territory. Approximately 150 minor hockey associations, 55,000 players, 4,500 referees, 20,000 official volunteers and countless others make our great game possible here in Pacific Canada.

Founded in 1919 as the British Columbia Amateur Hockey Association, BC Hockey has seen many changes and substantial growth over the years. The organization continues to strive to provide training and resources for volunteers so that they may better serve the amateur hockey community.

#### **About Curl BC**

Curl BC is the provincial sport governing body responsible for the development, promotion and organization of curling in British Columbia. Curl BC is also responsible for the championship system that declares provincial representation at National events. In cooperation with its Members, Curl BC provides service to both competitive and recreational curlers, including a variety of adaptive groups.

#### **About the Disabled Skiers Association of BC**

The Disabled Skiers Association of BC is a registered Canadian Charity, working with over 600 volunteers to provide opportunities for all persons with a disability to enjoy the freedom and therapeutic benefits of skiing and snowboarding. Based in Vancouver since 1973, the DSABC works with our local volunteer delivery organizations in 12 rural and urban BC communities to provide learn-to-ski programs for in excess of 750 students of all ages with all forms of disability. Through our Snowbility and Building our Best Programs, DSABC provides clinics for volunteer instructors; clinics for coaches and officials; learn to race programs and opportunities for competitive racing at all levels, with opportunities to become a member of the BC Para-Alpine Ski Team.

For further information contact Brian Forrester at 604-333-3631 or [brian@disabledskiingbc.com](mailto:brian@disabledskiingbc.com).

Information on all DSABC programs and services is available at [www.dsabc.ca](http://www.dsabc.ca).

-30-





119280824RR0001

## Canucks for Kids Fund 50:50 Program Disbursement Summary

### Administration

50:50 Program Year:	2010/2011 Season
Amount Disbursed:	\$10,000.00
Cheque Date:	June 22, 2011
Date Report Due:	July 31, 2012
Date Report Received:	June 7, 2012
Funds must be spent within one year unless otherwise approved by the gaming branch.	

### Organization

Organization:	Valley Therapeutic Equestrian Association
Contact Person:	David Lucas
Phone #:	(604) 996-5350
Mailing Address:	Box 1324, Aldergrove, B.C., V4W 2V1
Fiscal Year End:	July 31, 2012
We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.	

### Grant Summary (please complete one for each program)

Category	Description	\$\$ Amount
Operational Costs	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	\$7,704.59
Rental/Purchase of Equipment	Must be essential for the delivery of programs and services	\$940.09
Membership	Membership fees in any BC organization that represents the licensee's interests;	-
Capital Acquisition	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	-
Capital Projects	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	\$1,390.71
Medical Research Grants	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	-
<b>TOTAL</b>		<b>\$10,035.39</b>
Funds must be spent according to the proposal submitted by the organization unless prior approval is received.		

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming proceeds for the following:

Item	X If you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: June 7, 2012

Name: David Lucas

Position: Director

Signature: Dave Lucas

Page 593 redacted for the following reason:

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**From:** Scalano, Tanya C MEM:EX  
**To:** Fraser Cowan, Sandy MEM:EX  
**Subject:** FW: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks  
**Date:** Monday, December 31, 2012 10:10:00 AM  
**Attachments:** [Image001.png](#)  
[Curl BC Gaming Funds Summary Report.pdf](#)

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Here's one proof of payment to Curl BC and they have also provided press releases

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



*Think Green! Please do not print this email unless necessary*

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**From:** Divesh Bhulabhai [mailto:Divesh.Bhulabhai@canucks.com]  
**Sent:** Tuesday, December 4, 2012 3:37 PM  
**To:** Scalano, Tanya C MEM:EX  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

The recipient reports from the Olympic funds are due for December 31. So far, we've received 1, and just waiting for the other 2. See attached for the first one.

Thanks,  
Divesh

---

**From:** Scalano, Tanya C MEM:EX [mailto:Tanya.Scaiano@gov.bc.ca]  
**Sent:** Tuesday, December 04, 2012 1:39 PM  
**To:** Divesh Bhulabhai  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Thanks very much. Have a great day!

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**

Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



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**From:** Divesh Bhulabhai [<mailto:Divesh.Bhulabhai@canucks.com>]  
**Sent:** Tuesday, December 4, 2012 1:13 PM  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

Please see attached for authorized signatories.

Thanks,  
Divesh

---

**From:** Scaiano, Tanya C MEM:EX [<mailto:Tanya.Scaiano@gov.bc.ca>]  
**Sent:** Tuesday, December 04, 2012 11:22 AM  
**To:** Divesh Bhulabhai  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Also need a copy of the bank "signing authority" for chequing account – to verify that one board signature is required on all Gaming cheques.

Thanks!

**Tanya Scaiano, Commercial Gaming Auditor (Lottery)**  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
220-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think Green! Please do not print this email unless necessary

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**From:** Divesh Bhulabhai [<mailto:Divesh.Bhulabhai@canucks.com>]  
**Sent:** Tuesday, December 4, 2012 9:26 AM  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

Hi Tanya,

Please see attached for requested documents including recipient reports, board membership minutes,

board of directors list, and the GASR for the Olympics. Please let me know if I'm missing anything.

---

**From:** Scaiano, Tanya C MEM:EX [<mailto:Tanya.Scaiano@gov.bc.ca>]  
**Sent:** Monday, November 19, 2012 2:56 PM  
**To:** 'Cheryl Mitchell'; Victor de Bonis; Divesh Bhulabhai  
**Subject:** Draft Report - Sorry for the delay in completing this audit. The Olympics Use of Proceeds Audit is in progress. Thanks

We have completed a preliminary compliance audit of your organization. Our draft report is enclosed for your information.

The organization is requested to provide comments about the draft report to the auditor by November 30, 2012. Your response should indicate if you understand the issues as presented and whether you agree or disagree with them. You should also describe how you plan to correct each issue, e.g.: "Our [*Title, Name of Person*] will ensure that [*corrective action*] will be taken by [*time frame*] for issue [*number*]."

If the organization is unable to provide this information to the auditor within the required time frame, then an appropriate response must be sent within 60 days of the final report, to the Director, Licensing and Grants Branch, Gaming Policy and Enforcement Division, P.O. Box 9310 Stn. Prov. Govt., Victoria, BC V8W 9N1.

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

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

Sincerely,

Tanya Scaiano  
Audit and Compliance  
604-660-5283

Enclosure

Tanya Scaiano, Charitable Gaming Auditor  
Audit & Compliance Division | Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
22-4370 Dominion Street, Burnaby BC V5G 4L7  
T 604.660-5283 | F 604.660.0267  
[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

# Canucks for Kids Fund

## 50:50 Program Disbursement Summary

### Administration

<b>50:50 Program Year:</b>	2010 Winter Olympics
<b>Amount Disbursed:</b>	\$25,690.00
<b>Cheque Date:</b>	December 13, 2010
<b>Date Report Due:</b>	<b>December 31, 2012</b>
<b>Date Report Received:</b>	
<i>Funds must be spent within two years unless otherwise approved by the gaming branch.</i>	

### Organization

<b>Organization:</b>	Canadian Council of Provincial and Territorial Sport Federations (Curl BC)
<b>Contact Person:</b>	Scott Braley
<b>Phone #:</b>	604-333-3621
<b>Mailing Address:</b>	210- 3820 Cessna Dr., Richmond, BC. V7B 0A2
<b>Fiscal Year End:</b>	March 31
<i>We require you to send a copy of your most recent Gaming Account Summary Report which must be submitted to the gaming branch within 90 days of your fiscal year end.</i>	

### Grant Summary (please complete one for each program)

There are items which are not eligible for gaming proceeds. Please confirm that you did not use gaming

Category	Description	\$\$ Amount
<b>Operational Costs</b>	Including but not limited to, items such as wages, utilities, facility rental, supplies, etc.	\$ 20,844.45
<b>Rental/Purchase of Equipment</b>	Must be essential for the delivery of programs and services	\$ 4,843.95
<b>Membership</b>	Membership fees in any BC organization that represents the licensee's interests;	
<b>Capital Acquisition</b>	Capital acquisitions required for the delivery of an eligible organization's program and services, such as computers, furniture, or vehicles;	
<b>Capital Projects</b>	These include construction of new facilities, renovation or maintenance of existing facilities, and property development. Projects over \$20,000 must be pre-approved by the CFKF and the Gaming Branch.	
<b>Medical Research Grants</b>	Where a grant agreement is in place and as part of the gaming records it can be demonstrated the gaming proceeds were only used for medical research within BC.	
	<b>TOTAL</b>	\$ 2,5688.40
<i>Funds must be spent according to the proposal submitted by the organization unless prior approval is received.</i>		

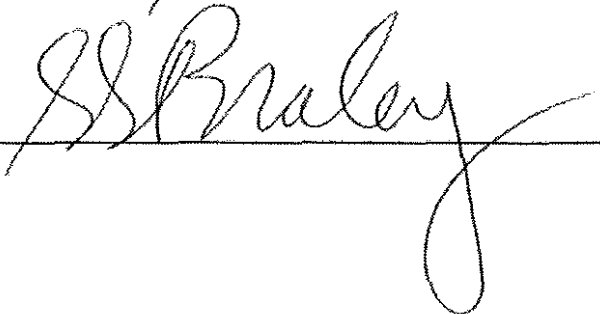
proceeds for the following:

Item	X if you did not use
Costs not related to the direct delivery of an eligible organization's program and services	X
Out of province or out of country aid that did not have prior approval from the gaming branch.	X
Travel that was social, recreation or invitational in nature or travel for Annual General Meetings, Board meetings, retreats or conferences	X
Past debt, loan or interest payments	X
Sustaining or endowment funds	X
Professional development of staff	X
Subsidized the procurement of a contract or subsidized services for which the organization is contracted.	X
Subsidized housing programs	X
Vocational training programs	X

Date: OCT. 18, 2012

Name: SCOTT BRALEY

Position: CEO, CURL BC

Signature: 



**From:** [Cashmore, Susan](#) EMNG:EX  
**To:** [Scaiano, Tanya C](#) MEM:EX  
**Cc:** [Fitzgerald, Anna](#) MEM:EX; [Elder, Kathy A](#) MEM:EX  
**Subject:** RE: file request - canucks for kids  
**Date:** Thursday, December 29, 2011 10:42:25 AM  
**Attachments:** [GERR 20410.pdf](#)  
[2008-09 GASR.pdf](#)  
[GASR to Mar.31, 2011.pdf](#)  
[GASR to Jul.31, 2011 #1.pdf](#)  
[GASR to Jul.31, 2011 #2.pdf](#)

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Hi Tanya,

The GERR you wanted is attached.

There is no 2009-10 GASR on file and nothing in GOS to indicate we ever received it. In case they need to revise how they are reporting, I have attached three GASRs with 2011 end dates, plus the 2008-09 GASR just for reference. There are no press releases or invoices on file.

Let me know if you need anything else.

Regards,

*Susan Cashmore*  
Supervisor, Administrative Services  
Licensing & Grants Division

---

**From:** Scaiano, Tanya C SG:EX  
**Sent:** Thursday, December 29, 2011 9:05 AM  
**To:** Elder, Kathy A SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** RE: file request - canucks for kids

Basicaly I am looking for their GASR for 2009-2010 fiscal year, and the GERR from the Olympics (Feb 2010) licence, and anybackup/reconciliations they may have sent along with those documents.

Also would need any press releases/ invoices on file.

Thanks very much and yes I do not need all the new file information, just this old info.

Let me know if that can be pulled out and scanned.

Happy New years to you all and thanks very much!

Tanya Scaiano, Charitable Gaming Auditor

Audit & Compliance Division | Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General

22-4370 Dominion Street, Burnaby BC V5G 4L7

T 604.660-5283 | F 604.660.0267

[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Elder, Kathy A SG:EX  
**Sent:** Wednesday, December 28, 2011 2:35 PM  
**To:** Scaiano, Tanya C SG:EX  
**Cc:** Fitzgerald, Anna SG:EX; Cashmore, Susan SG:EX  
**Subject:** file request - canucks for kids

Hi Tanya,

I understand you requested this file – Doug is currently reviewing an application for them so I'm hesitant to send it over right now.

If there is information you are looking for – we could scan and e-mail to you (we would probably do this for the last year or two of info on the file.

Let me know

Thanks

Kathy

**Kathy Elder**  
Director, Licensing  
Gaming Policy and Enforcement Branch  
Ministry of Public Safety and Solicitor General  
Phone: (250) 356-6479  
Fax: (250) 356-8149



Ministry of Housing  
and Social Development  
Gaming Policy and Enforcement Branch

LOGGED	<input checked="" type="checkbox"/>
ATTACHED	<input type="checkbox"/>
APP. STATUS	<input type="checkbox"/>
SENT TO	<input type="checkbox"/>

## Gaming Event Revenue Report

Date April 23, 2010

Mailing Address:  
PO Box 9310 Stn Prov Govt  
Victoria BC V8W 9N1

Telephone: 250 387-5311  
Facsimile: 250 356-8149  
Web: www.hsd.gov.bc.ca/gaming/

Organization Number 103204

Licensees that could generate more than \$20,000 in gross revenue annually through licensed gaming events, or that have an established gaming account, must comply with more rigorous accountability requirements (See Section 12 of the Guidelines). This form must be submitted within 60 days after the expiry of each gaming event licence.

Information from these revenue reports is used to complete the Gaming Account Summary Report, which must be filed within 90 days of your organization's fiscal year end.

*Vancouver 2010 Olympic*

Gaming event licence number: 20410 Type of gaming event: 50/50 Raffle

Reporting Period: From (YYYY/MM/DD) 2010/02/12 to 2010/02/28  
This is generally the term of the gaming event licence.

Full name of organization: Canucks For Kids Fund

Mailing address: 800 Griffiths Way  
City Vancouver Postal Code V6B 6G1

Fill in only those lines applicable to the type of gaming event being reported.

### GROSS REVENUE

Total sales.....	\$ <u>s.21</u>	1
BCLC linked bingo (operator's fee only).....	\$	2
G.S.T. recovery.....	\$	3
Interest income.....	\$	4

TOTAL GROSS REVENUE .....(add all lines from 1 to 4) \$ 5

### PRIZE COSTS

Cash prizes (do not include BCLC's linked bingo prizes).....	\$ <u>s.21</u>	6
Cost of merchandise prizes (list actual cost).....	\$	7
Total cost of prizes.....(add lines 6 and 7 only) \$		8
Donated prizes (see note on page 2).....	\$	9

### EVENT-RELATED EXPENSES

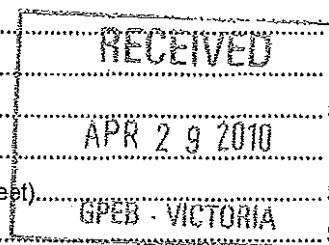
Advertising & marketing costs (newspaper, radio, television, brochures, etc.).....	\$	10
Wages.....	\$ <u>s.21</u>	11
Facility rental related to the gaming event.....	\$	12
Bingo paper.....	\$	13
Contract fees for gaming services providers.....	\$	14
Printing costs.....	\$	15
Postage and mailing costs.....	\$	16
Miscellaneous supplies for the gaming event (list on separate sheet).....	\$	17
Bank charges.....	\$	18
Other (list on separate sheet).....	\$	19
Cash (over)/short.....	\$	20

Total event-related expenses .....(add lines 10 to 20) \$ 21

Expenses as a percentage of gross revenue .....(divide line 21 by line 5) 19.34 % 22

### NET GAMING PROCEEDS

(subtract lines 8 and 21 from line 5) \$ 362,344 23



## DONATED PRIZES

"Donated Prizes" is the difference between the retail value and actual cost of the prize for the licensee. For example, if a prize is worth \$500 and your organization paid \$200 for it, include \$200 on line 7 and \$300 on line 9. If the prize was donated or free of charge, then include the entire \$500 on line 9.

## CERTIFICATION

We, the undersigned directors, certify on behalf of the organization that all of the information stated is correct and that the Board of Directors has approved the submission of this report.

### Board Member (Treasurer)

Name (print) Jamie Pitblado

Business phone: 604-605-2316

Residence phone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail: jpitblado@png.canwest.com

Signature: 

### THIS REPORT WAS PREPARED BY:

Name (print): Wendy Jovanov

Business phone: 604-899-7644

Facsimile: 604-899-7424

### Board Member

Name (print) Victor De Bonis

Business phone: 604-899-7458

Residence phone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail: victor.debonis@canucks.com

Signature: 

E-mail: Wendy.jovanov@canucks.com

Residence phone: \_\_\_\_\_

Signature: Wendy Jovanov

**Retain a copy of this report for your records. This information will be used during the preparation of your organization's annual Gaming Account Summary Report, which must be filed within 90 days for your organization's fiscal year end.**

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided may be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, PO Box 9310 Stn Prov Govt, Victoria BC V8W 9N1, Telephone: 250 387-5311. Fax: 250 356-8149.

Page 603 redacted for the following reason:  
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Ministry of Public Safety  
and Solicitor General  
Gaming Policy and Enforcement Branch

LOGGED	<input checked="" type="checkbox"/>
ATTACHED	<input type="checkbox"/>
APP STATUS	<input type="checkbox"/>
SENT TO	<input type="checkbox"/>

## Gaming Account Summary Report

Date August 18, 2009

Organization Number 103204

Fiscal year end: YYYY/MM/DD July 31/09

Mailing Address:  
PO Box 9310 Stn Prov Govt  
Victoria BC V8W 9N1

Telephone: 250 387-5311  
Facsimile: 250 356-8149  
Web: www.pssg.gov.bc.ca/gaming/

The Gaming Account Summary Report is a report of all deposits to and all disbursements from your organization's Gaming Accounts during its fiscal year. This report must be submitted within 90 days of your organization's fiscal year end.

Full name of organization: Canucks for Kids Fund

Mailing address: 800 Griffiths Way

City Vancouver Postal code V6B 6G1

### OPENING BALANCE OF GAMING ACCOUNT

\$ s.21

Opening Balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

### GAMING REVENUE

#### GAMING GRANTS

Direct Access Program Grant .....	\$ .....	2
Bingo Affiliation Grant .....	\$ .....	3
Major Capital Project Grant .....	\$ .....	4
SportsFunder Grant .....	\$ .....	5

#### GROSS REVENUE FROM ALL GAMING EVENT LICENCES

Gross revenue must be reported for all Class A, Class B and Class C licences. Funds received within the fiscal year must be reported, regardless of gaming event start and end dates. Report the total deposits during the Reporting Period for each gaming event. "Reporting Period" refers to the period of licensed gaming activity falling within the organization's fiscal year.

Licence number	Licence Type	Reporting Period	
# <u>9501</u>	<u>A - 50/50</u>	<u>Sept 1/08 - June 30/09</u>	\$ <u>s.21</u>
# <u>12831</u>	<u>B - 50/50</u>	<u>Feb 1/09</u>	\$ .....
# <u>13340</u>	<u>B - raffle</u>	<u>Feb 5/09</u>	\$ .....
# .....	.....	.....	\$ .....
# .....	.....	.....	\$ .....
# .....	.....	.....	\$ .....
# .....	.....	.....	\$ .....
# .....	.....	.....	\$ .....

#### OTHER GAMING REVENUE

GST rebate Interest, or revenues from the sale of assets purchased with gaming funds..... \$ s.21 13

Gaming fund donations from other organizations. Provide the name of organization and amount received.

.....	\$ .....	14
.....	\$ .....	15
.....	\$ .....	16

(attach a separate list if more space required)

TOTAL GAMING REVENUE FROM ALL SOURCES ..... (add all lines from 2 to 16) \$ s.21

**PRIZE COSTS**

Prizes are all cash and merchandise paid to players during gaming events. If prizes were donated the prize cost is zero.

Total independent bingo prizes.....	\$	18
Total ticket raffle prizes.....	\$	19
Other prizes (specify licence type).....	\$	20
<b>TOTAL PRIZE COSTS (add all lines from 18 to 20) .....</b>	<b>\$</b>	<b>21</b>

**EVENT-RELATED EXPENSES**

These costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with gaming events.

Expenses related to independent bingo licences.....	\$	22
Expenses related to ticket raffle licences.....	\$	
Expenses related to other licences (specify licence type) .....	\$	
<b>TOTAL GAMING EVENT EXPENSES.....(add lines 22 to 24) \$</b>		

**DISBURSEMENTS FROM GAMING ACCOUNT**

<b>NET GAMING PROCEEDS .....</b>	<b>(subtract lines 21 and 25 from line 17) \$</b>	<b>812,282.22</b>	<b>26</b>
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**TOTAL GAMING REVENUE AVAILABLE FOR DISBURSEMENT.....(add lines 1 and 26) \$**

Itemize how gaming funds were disbursed. Attach a separate list if more space is required. Please identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below.

Date	Chq, EFT or Reference #	Payable To	Purpose	Amount	
06/29/09	chq #1271	Children's Family House Society of BC		\$ 4048.30	28
06/29/09	chq #1269	Canuck Place Children's Hospice Fdn		\$ 13075.77	29
				\$	30
01/19/09	chq #1079	Canuck Place Children's Hospice Fdn		\$ 300.00	31
03/26/09	chq #1188	Canuck Place Children's Hospice Fdn		\$ 250,000	32
06/29/09	chq #1269	Canuck Place Children's Hospice Fdn		\$ 112,802	33
06/29/09	chq #1270	Canucks Autism Network		\$ 87,790	34
06/29/09	chq #1267	BC Children's Hospital Foundation,		\$ 70,393	35
		Innovative Childhood Diabetes		\$	36
		Research at the Centre for		\$	37
		Childhood Diabetes		\$	38
				\$	39
<b>TOTAL DISBURSEMENTS .....</b>				<b>\$ 838,109.07</b>	<b>40</b>

**CLOSING BALANCE .....** (subtract line 40 from line 27) **\$** **s.21** **11**

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the Opening Balance to the next Gaming Account Summary Report.



**GAMING ACCOUNT BANK INFORMATION AT FISCAL YEAR END**

Name and address of financial institution HBC Bank Canada  
885 W. Georgia St. Vancouver BC V6C 3G1

	Account Number	Balance	
Gaming account at fiscal year end.....	s.21	s.21	42
Term deposits .....		\$	43
GIC(s).....		\$	44
Other – specify .....		\$	45
<b>TOTAL (agrees with line 41).....</b>		\$	<b>46</b>

**SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their bingo affiliation grant; refer to the appropriate Guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or bingo affiliation certificate number(s).

Total Percentage Retained: Bingo Affiliation: 0 %

Total Percentage Retained: Gaming Event Licence: 15 %

Bingo Affiliation Certificate Number: \_\_\_\_\_

Gaming Event Licence Number: 9501

**CERTIFICATION**

We, the undersigned BOARD MEMBERS, certify on behalf of the organization that all of the information stated is correct and that the Board of Directors has approved the submission of this report.

**Board Member (Treasurer)**

Name (print) Jamie Pitblado

Position: Treasurer

Business phone: 604-605-2316

Residence phone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail: jpitblado@png.canwest.ca

Signature: [Signature]

**Board Member**

Name (print) Paolo Aguilini

Position: President

Business phone: 604-687-8813

Residence phone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail: paolo@aguilini.com

Signature: [Signature]

**THIS REPORT WAS PREPARED BY:**

Name (print): Sara Klassen

Business phone: 604-899-7851

Facsimile: 604-899-7424

E-mail: sara.klassen@canucks.com

Residence phone: \_\_\_\_\_

Signature: [Signature]

**Retain a copy of this report for your organization's records.**

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided may be used to assess compliance with the conditions of receiving gaming funds. Questions may be directed to the Gaming Policy and Enforcement Branch, PO Box 9310 Stn Prov Govt, Victoria BC V8W 9N1. Telephone: 250 387-5311. Fax: 250 356-8149.





Ministry of  
Housing and  
Social Development

# Gaming Account Summary Report

## Gaming Policy and Enforcement Branch – Licensing and Grants Division

Mail: PO Box 9310, Stn Prov Govt, Victoria, BC V8W 9N1  
Courier: 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
Phone: (250) 387-5311 | Web: [www.hsd.gov.bc.ca/gaming/](http://www.hsd.gov.bc.ca/gaming/)

L&G File#: (for your organization)

103-204

### BEFORE YOU START

Use this form to report all deposits to, and all disbursements from, your organization's Gaming Account(s) during your fiscal year.

- Organizations must submit this form within 90 days of their fiscal year-end.
- Use the latest version of this form, available at: [www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm](http://www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm)
- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 356-8149.

Report completed on:  
(DD-Mon-YY)

17 May, 2011

Report for your fiscal year  
ending on: (DD-Mon-YY)

31 March, 2011

### SECTION 1 – ORGANIZATION INFORMATION

PLEASE PRINT CLEARLY

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)		
Canuck Place Children's Hospice		
Organization mailing address: Unit, Street, and/or PO Box	City	Postal Code
1690 Matthews Avenue	Vancouver, BC	V6J 2T2

### SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT

\$ s.21

Opening balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

### SECTION 3 – GAMING REVENUE

Gaming grant revenue: (Indicate the amount received under each of the following grant categories)					
Community Gaming Grant revenue: (include Direct Access and/or Bingo Affiliation funds here)	\$				2
PAC / DPAC Grant revenue: (Parent Advisory Councils and District Parent Advisory Councils)	\$				3
Playground Grant revenue:	\$				4
Major Capital Project Grant revenue:	\$				5
Other grant revenue: (provide short description)	\$				6
Gross revenue from all gaming event licences: (attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)					
Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
				\$	7
				\$	8
				\$	9
				\$	10
				\$	11
				\$	12
				\$	13
Other gaming revenue: (attach an additional sheet if necessary)					
GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:				\$	s.21 14
Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)					
Canuck for Kids Fund (Licence #0504) *17840				\$	s.21 15
				\$	16
				\$	17
Total gaming revenue: (add lines 2 to 17)				\$	s.21 18

April 1, 2010

Retain a copy of this report for your organization's records. Keep your personal information safe by storing completed electronic or paper copies of this form in a safe and secure place.

JUN 13 2011

GPEB - VICTORIA

Page 1 of 4

Phase 2, Page 607  
EGM-2013-00048

**SECTION 4 – PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

Independent bingo prize costs: (total cost of all independent bingo gaming event licence prizes)	\$	19
Ticket raffle prize costs: (total cost of all ticket raffle gaming event licence prizes)	\$	20
Other prize costs: (specify licence type)	\$	21
<b>Total prize costs: (add lines 19 to 21)</b>	<b>&gt;&gt;&gt; \$</b>	<b>s.21</b>

**Expenses for licensed gaming events:**

(Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)

Independent bingo expenses: (total expenses for all independent bingo gaming event licences)	\$	23
Ticket raffle expenses: (total expenses for all ticket raffle gaming event licences)	\$	24
Other gaming event expenses: (specify licence type)	\$	25
<b>Total gaming event expenses: (add lines 23 to 25)</b>	<b>&gt;&gt;&gt; \$</b>	<b>s.21</b>

**SECTION 5 – NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

Net gaming proceeds: (subtract lines 22 and 26 from line 18)	<b>&gt;&gt;&gt; \$</b>	<b>81,197.03</b>	<b>27</b>
<b>Total gaming revenue available for disbursement: (add lines 1 and 27)</b>	<b>&gt;&gt;&gt; \$</b>	<b>81,197.03</b>	<b>28</b>

**Gaming fund disbursements:**

(attach an additional sheet if necessary – itemize how gaming funds were disbursed – identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)

Date: (DD-Mon-YYYY)	Cheque, EFT, or Reference #:	Disbursed to:	Purpose:	Amount:	
12-Aug-2010	Chq#0051	Canuck Place Children's Hospice	Operational Wages	\$ 81,176.00	29
				\$	30
				\$	31
				\$	32
				\$	33
				\$	34
				\$	35
				\$	36
				\$	37
				\$	38
				\$	39
				\$	40
				\$	41
				\$	42
				\$	43
				\$	44
				\$	45
<b>Total gaming fund disbursements: (add lines 29 to 45)</b>				<b>&gt;&gt;&gt; \$</b>	<b>81,176.00</b>

**SECTION 6 – CLOSING BALANCE (subtract line 46 from line 28)****\$ s.21**

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.

**SECTION 7 – GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

Financial institution name: (the name of your bank, credit union, etc.)			
TD Canada Trust			
Financial institution address: Unit, Street, and/or PO Box		City	Postal Code
700 w. Georgia Street, Pacific Centre		Vancouver, BC	V7Y 1A2
Account information and balances: (attach an additional sheet if necessary)			
Account type:	Account number:	Balance:	
Gaming Account at fiscal year-end:	s.21	\$ s.21	48
Term deposit(s): (gaming funds only)		\$	49
GIC(s): (gaming funds only)		\$	50
Other: (short description):		\$	51
Total of account balances: (add lines 48 to 51 – this total must agree with line 47)			>>> \$ 52

**SECTION 8 – COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).


Total percentage retained: (gaming event licence)	%	Gaming event licence number:
Total percentage retained: (community gaming grant)	%	Community gaming grant application number:

**SECTION 9 – COMMUNITY BENEFIT**

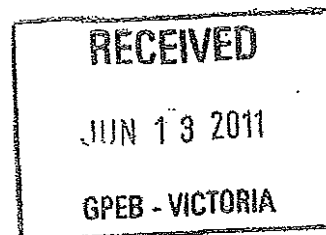
Briefly describe how the broader community benefited from your organization's gaming grant funded programs:  
(Limit your description to 200 words – this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)

**SECTION 10 – CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report.

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer – both must sign this form)					
<b>1</b>	<b>Position: (with the organization)</b> Chair, Audit Committee	<b>First name:</b> Paul	<b>Last name:</b> Challinor		
	<b>Address: Unit and Street</b> s.22	<b>City</b> Delta	<b>Province</b> BC	<b>Postal Code</b> V4M 2K2	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 806-7000	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> paul.challinor@ca.pwc.com	<b>Signature:</b>  <input checked="" type="checkbox"/>	<b>Date signed: (DD-Mon-YYYY)</b> 17 MAY, 2011		
<b>2</b>	<b>Position: (with the organization)</b> Chair	<b>First name:</b> John	<b>Last name:</b> Rose		
	<b>Address: Unit and Street</b> s.22	<b>City</b> West Vancouver	<b>Province</b> BC	<b>Postal Code</b> V7W 3J5	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 529-4400	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> jrose@nuheat.com	<b>Signature:</b>  <input checked="" type="checkbox"/>	<b>Date signed: (DD-Mon-YYYY)</b> 17/05/2011		
<b>Report prepared by: (if the report was prepared by one of the people above, include only their name below)</b>					
<b>3</b>	<b>Position: (with the organization)</b> Sr. Accountant	<b>First name:</b> Helen	<b>Last name:</b> Rosebush		
	<b>Address: Unit and Street</b> s.22	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6J 2T2	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 646-1347	<b>Ext:</b> s.22	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> hrosebush@canuckplace.org	<b>Signature:</b>  <input checked="" type="checkbox"/>	<b>Date signed: (DD-Mon-YYYY)</b> 17/05/2011		

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Ministry of Housing and Social Development, Victoria.







Ministry of  
Housing and  
Social Development

## Gaming Account Summary Report

### Gaming Policy and Enforcement Branch – Licensing and Grants Division

Mail: PO Box 9310, Stn Prov Govt, Victoria, BC V8W 9N1  
Courier: 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
Phone: (250) 387-5311 | Web: [www.hsd.gov.bc.ca/gaming/](http://www.hsd.gov.bc.ca/gaming/)

L&G File#: (for your organization)

103204

### BEFORE YOU START

Use this form to report all deposits to, and all disbursements from, your organization's Gaming Account(s) during your fiscal year.

- Organizations must submit this form within 90 days of their fiscal year-end.
- Use the latest version of this form, available at: [www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm](http://www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm)
- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 356-8149.

Report completed on:  
(DD-Mon-YYYY)

20-Sep-2011

Report for your fiscal year  
ending on: (DD-Mon-YYYY)

31-Jul-2011

### SECTION 1 – ORGANIZATION INFORMATION

PLEASE PRINT CLEARLY

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)

Canucks for Kids Fund

Organization mailing address: Unit, Street, and/or PO Box

800 Griffiths Way

City

Vancouver

Postal Code

V6B 6G1

### SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT

\$ s.21

1

Opening balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

### SECTION 3 – GAMING REVENUE

Gaming grant revenue: (Indicate the amount received under each of the following grant categories)

Community Gaming Grant revenue: (Include Direct Access and/or Bingo Affiliation funds here)	\$	2
PAC / DPAC Grant revenue: (Parent Advisory Councils and District Parent Advisory Councils)	\$	3
Playground Grant revenue:	\$	4
Major Capital Project Grant revenue:	\$	5
Other grant revenue: (provide short description)	\$	6

Gross revenue from all gaming event licences:

(attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)

Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
				\$	7
				\$	8
				\$	9
				\$	10
				\$	11
				\$	12
				\$	13

Other gaming revenue: (attach an additional sheet if necessary)

GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:	\$	s.21	14
Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)	\$		15
	\$		16
	\$		17
Total gaming revenue: (add lines 2 to 17)	\$	s.21	18

Retain a copy of this report for your organization's records. Keep your personal information safe by storing completed electronic or paper copies of this form in a safe and secure place.

April 1, 2010

**SECTION 4 – PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

Independent bingo prize costs: (total cost of all independent bingo gaming event licence prizes)	\$	19
Ticket raffle prize costs: (total cost of all ticket raffle gaming event licence prizes)	\$	20
Other prize costs: (specify licence type)	\$	21
Total prize costs: (add lines 19 to 21)	>>> \$	22

**Expenses for licensed gaming events:**

(Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)

Independent bingo expenses: (total expenses for all independent bingo gaming event licences)	\$	23
Ticket raffle expenses: (total expenses for all ticket raffle gaming event licences)	\$ s.21	24
Other gaming event expenses: (specify licence type)	\$	25
Total gaming event expenses: (add lines 23 to 25)	>>> \$	26

**SECTION 5 – NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

Net gaming proceeds: (subtract lines 22 and 26 from line 18)	>>> \$	3,963.20	27
Total gaming revenue available for disbursement: (add lines 1 and 27)	>>> \$	349,966.79	28

**Gaming fund disbursements:**

(attach an additional sheet if necessary – itemize how gaming funds were disbursed – identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)

Date: (DD-Mon-YYYY)	Cheque, EFT, or Reference #:	Disbursed to:	Purpose:	Amount:	
13-Dec-2010	cheque #103	Canadian Hockey Association		\$ 120,000.00	29
13-Dec-2010	cheque #106	Disabled Skiers Association of BC		\$ 204,276.00	30
13-Dec-2010	cheque #104	Canadian Council of Provincial and		\$ 25,690.00	31
		Territorial Sport Federations		\$	32
15-Mar-2011	EFT	Canucks for Kids Fund gaming account	close account	\$ 0.79	33
				\$	34
				\$	35
				\$	36
				\$	37
				\$	38
				\$	39
				\$	40
				\$	41
				\$	42
				\$	43
				\$	44
				\$	45
Total gaming fund disbursements: (add lines 29 to 45)	>>> \$	349,966.79			46

**SECTION 6 – CLOSING BALANCE (subtract line 46 from line 28)**

\$ s.21 47

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.

**SECTION 7 – GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

Financial institution name: (the name of your bank, credit union, etc.)			
HSBC Bank Canada			
Financial institution address: Unit, Street, and/or PO Box		City	Postal Code
885 West Georgia St.		Vancouver	V6C 3G1
Account information and balances: (attach an additional sheet if necessary)			
Account type:	Account number:	Balance:	
Gaming Account at fiscal year-end:	S.21	\$ S.21	8
Term deposit(s): (gaming funds only)		\$	9
GIC(s): (gaming funds only)		\$	10
Other: (short description):		\$	11
Total of account balances: (add lines 48 to 51 – this total must agree with line 47)			2

**SECTION 8 – COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).

Total percentage retained: (gaming event licence)	0.0 %	Gaming event licence number:
Total percentage retained: (community gaming grant)	%	Community gaming grant application number:

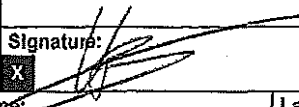
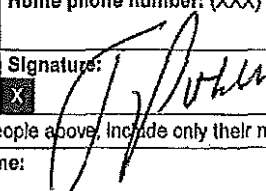
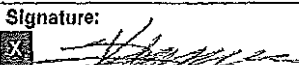
**SECTION 9 – COMMUNITY BENEFIT**

Briefly describe how the broader community benefited from your organization's gaming grant funded programs:  
(Limit your description to 200 words – this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)

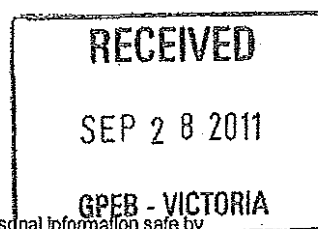
see attached

**SECTION 10 - CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report:

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer – both must sign this form)						
1	Position: (with the organization) Vice President	First name: Victor	Last name: DeBonis			
	Address: Unit and Street s.22	City Vancouver	Province BC	Postal Code V6B 6G1		
	Business phone number: (XXX) XXX-XXXX (604) 899-7458	Ext:	Home phone number: (XXX) XXX-XXXX	Cell phone number: (XXX) XXX-XXXX		
	E-mail address: (provide a valid e-mail address) victor.debonis@canucks.com	Signature:  X		Date signed: (DD-Mon-YYYY) 20-Sep-2011		
2	Position: (with the organization) Treasurer	First name: Jamie	Last name: Pitblado			
	Address: Unit and Street s.22	City Vancouver	Province BC	Postal Code V6C 3N3		
	Business phone number: (XXX) XXX-XXXX (604) 605-2316	Ext:	Home phone number: (XXX) XXX-XXXX	Cell phone number: (XXX) XXX-XXXX		
	E-mail address: (provide a valid e-mail address) jpitblado@sunprovince.com	Signature:  X		Date signed: (DD-Mon-YYYY) 20-Sep-2011		
Report prepared by: (if the report was prepared by one of the people above, include only their name below)						
3	Position: (with the organization) Accountant	First name: Sara	Last name: Klassen			
	Address: Unit and Street s.22	City Vancouver	Province BC	Postal Code V6B 6G1		
	Business phone number: (XXX) XXX-XXXX (604) 899-7851	Ext:	Home phone number: (XXX) XXX-XXXX	Cell phone number: (XXX) XXX-XXXX		
	E-mail address: (provide a valid e-mail address) sara.klassen@canucks.com	Signature:  X		Date signed: (DD-Mon-YYYY) 20-Sep-2011		

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Ministry of Housing and Social Development, Victoria.





The funds being granted will provide these three beneficiaries the opportunity to expand existing programs, launch new programs and purchase equipment that will impact children and youth with physical disabilities across BC.

In addition to increasing equipment inventory, the donated funds will help these three associations continue to build awareness for disabled sports in BC.

#### **About BC Amateur Hockey**

With its awarded funds, the BC Amateur Hockey Association will be able to improve its Sledge Hockey membership program and build its network of internal and external support, as well as adding to its equipment inventory to benefit athletes for years to come. Curl BC will have the opportunity to enhance their Adapted Outreach program for wheelchair curling across BC.

BC Hockey is a non-profit organization and member branch of Hockey Canada in charge of governing amateur hockey at all levels in British Columbia and Yukon Territory. Approximately 150 minor hockey associations, 55,000 players, 4,500 referees, 20,000 official volunteers and countless others make our great game possible here in Pacific Canada.

Founded in 1919 as the British Columbia Amateur Hockey Association, BC Hockey has seen many changes and substantial growth over the years. The organization continues to strive to provide training and resources for volunteers so that they may better serve the amateur hockey community.

#### **About Curl BC**

The funds will enable Curl BC to develop an adapted curling physical education program with the goal to overcome participation barriers experienced by children with disabilities throughout BC.

Curl BC is the provincial sport governing body responsible for the development, promotion and organization of curling in British Columbia. Curl BC is also responsible for the championship system that declares provincial representation at National events. In cooperation with its Members, Curl BC provides service to both competitive and recreational curlers, including a variety of adaptive groups.

#### **About the Disabled Skiers Association of BC**

The Disabled Skiers Association of BC will use these funds for equipment and programs at 11 mountains across the province.

The Disabled Skiers Association of BC is a registered Canadian Charity, working with over 600 volunteers to provide opportunities for all persons with a disability to enjoy the freedom and therapeutic benefits of skiing and snowboarding. Based in Vancouver since 1973, the DSABC works with our local volunteer delivery organizations in 12 rural and urban BC communities to provide learn-to-ski programs for in excess of 750 students of all ages with all forms of disability. Through our Snowbility and Building our Best Programs, DSABC provides clinics for volunteer instructors; clinics for coaches and officials; learn to race programs and opportunities for competitive racing at all levels, with opportunities to become a member of the BC Para-Alpine Ski Team.



Ministry of  
Housing and  
Social Development

# Gaming Account Summary Report

## Gaming Policy and Enforcement Branch – Licensing and Grants Division

Mail: PO Box 9310, Stn Prov Govt, Victoria, BC V8W 9N1  
Courier: 3rd Floor, 910 Government St., Victoria, BC V8W 1X3  
Phone: (250) 387-5311 | Web: [www.hsd.gov.bc.ca/gaming/](http://www.hsd.gov.bc.ca/gaming/)

L&G File#: (for your organization)

103204

### BEFORE YOU START

Use this form to report all deposits to, and all disbursements from, your organization's Gaming Account(s) during your fiscal year.

- Organizations must submit this form within 90 days of their fiscal year-end.
- Use the latest version of this form, available at: [www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm](http://www.hsd.gov.bc.ca/gaming/grants/forms-guidelines.htm)
- Submit the completed form and any supporting documents by mail (see address above) or fax to (250) 356-8149.

Report completed on:  
(DD-Mon-YYYY)

20-Sep-2011

Report for your fiscal year  
ending on: (DD-Mon-YYYY)

31-Jul-2011

### SECTION 1 – ORGANIZATION INFORMATION

PLEASE PRINT CLEARLY

Organization name: (as it appears on the constitution and/or certificate of incorporation if applicable)

Canucks for Kids Fund

Organization mailing address: Unit, Street, and/or PO Box

800 Griffiths Way

City

Vancouver

Postal Code

V6B 6G1

### SECTION 2 – OPENING BALANCE OF GAMING ACCOUNT

\$ s.21

1

Opening balance is the amount carried forward from the previous year's report (Closing Balance). If you have not previously had any gaming funds, the amount will be zero. If your organization has more than one Gaming Account, report the total opening balances of all Gaming Accounts.

### SECTION 3 – GAMING REVENUE

Gaming grant revenue: (indicate the amount received under each of the following grant categories)

Community Gaming Grant revenue: (include Direct Access and/or Bingo Affiliation funds here)

\$

2

PAC / DPAC Grant revenue: (Parent Advisory Councils and District Parent Advisory Councils)

\$

3

Playground Grant revenue:

\$

4

Major Capital Project Grant revenue:

\$

5

Other grant revenue: (provide short description)

\$

6

Gross revenue from all gaming event licences:

(attach an additional sheet if necessary – gross revenue must be reported for all Class A, Class B, Class C and Class D gaming event licences – funds received within the fiscal year must be reported, regardless of gaming event start and end dates – report the total deposits during the reporting period for each gaming event – "reporting period" refers to the period of licensed gaming activity falling within the organization's fiscal year)

Licence number:	Licence type: (Class A,B,C,D)	Reporting period: From (DD-Mon-YYYY)	To (DD-Mon-YYYY)	Amount:	
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26645	A	01-Sep-2010	30-Jun-2011	\$ s.21	7
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31812	B	27-Feb-2011	27-Feb-2011	\$	8
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31246	B	10-Feb-2011	10-Feb-2011	\$	9
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27428	B	06-Oct-2011	06-Oct-2011	\$	10
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				\$	11
--	--	--	--	----	----

				\$	12
--	--	--	--	----	----

				\$	13
--	--	--	--	----	----

Other gaming revenue: (attach an additional sheet if necessary)

GST rebate, interest, or revenues from the sale of assets purchased with gaming funds:

\$

14

Gaming fund donations from other organizations: (name of organization and amount received – attach an additional sheet if necessary)

\$

15

\$

16

\$

17

Total gaming revenue: (add lines 2 to 17)

\$ s.21

18

SEP 28 2011

**SECTION 4 - PRIZE COSTS AND EXPENSES FOR LICENSED GAMING EVENTS****Prize costs for licensed gaming events:**

(Indicate the prize costs in each of the following categories – prizes are all cash and merchandise paid to players during licensed gaming events – if prizes were donated the prize cost is zero)

Independent bingo prize costs: (total cost of all independent bingo gaming event licence prizes)	\$	19
Ticket raffle prize costs: (total cost of all ticket raffle gaming event licence prizes)	\$ s.21	20
Other prize costs: (specify licence type)	\$	21
<b>Total prize costs: (add lines 19 to 21)</b>	<b>&gt;&gt;&gt; \$</b>	<b>22</b>

**Expenses for licensed gaming events:**

(Indicate the expenses in each of the following categories – these costs include advertising and marketing, salaries and wages, facility rental, bingo paper, contract fees for gaming service providers, printing, postage and mailing, supplies and other miscellaneous costs associated with licensed gaming events)

Independent bingo expenses: (total expenses for all independent bingo gaming event licences)	\$	23
Ticket raffle expenses: (total expenses for all ticket raffle gaming event licences)	\$ s.21	24
Other gaming event expenses: (specify licence type)	\$	25
<b>Total gaming event expenses: (add lines 23 to 25)</b>	<b>&gt;&gt;&gt; \$</b>	<b>26</b>

**SECTION 5 - NET GAMING PROCEEDS AND DISBURSEMENTS FROM GAMING ACCOUNT**

<b>Net gaming proceeds: (subtract lines 22 and 26 from line 18)</b>	<b>&gt;&gt;&gt; \$</b>	<b>1,237,447.19</b>	<b>27</b>
<b>Total gaming revenue available for disbursement: (add lines 1 and 27)</b>	<b>&gt;&gt;&gt; \$</b>	<b>1,409,445.09</b>	<b>28</b>

**Gaming fund disbursements:**

(attach an additional sheet if necessary – itemize how gaming funds were disbursed – identify cheques, electronic fund transfer, debit card, bank charges or other reference number and include the level of detail outlined below)

Date: (DD-Mon-YYYY)	Cheque, EFT, or Reference #:	Disbursed to:	Purpose:	Amount:	
12-Apr-2011	cheque #1614	BC Children's Hospital Foundation	childhood diabetes research	\$ 75,259.00	29
15-Jul-2011	cheque #1667	BC Children's Hospital Foundation	childhood diabetes research	\$ 216,171.00	30
28-Jun-2011	cheque #1661	Canucks Autism Network		\$ 400,000.00	31
29-Jun-2011	cheque #1662	Canuck Place		\$ 300,000.00	32
22-Jun-2011	cheque #1654	Boys & Girls Clubs of Greater Vancouver		\$ 30,000.00	33
22-Jun-2011	cheque #1652	Adoptive Families Association		\$ 15,000.00	34
22-Jun-2011	cheque #1655	Family Services of Greater Vancouver		\$ 15,000.00	35
22-Jun-2011	cheque #1660	YWCA		\$ 15,000.00	36
22-Jun-2011	cheque #1653	BC Blind Sports		\$ 10,000.00	37
22-Jun-2011	cheque #1656	Leukemia & Lymphoma Society of Canada		\$ 10,000.00	38
22-Jun-2011	cheque #1658	Valley Therapeutic Equestrian Association		\$ 10,000.00	39
20-Oct-2010	cheque #1532	Ray-Cam Community Association		\$ 6,036.42	40
				\$	41
				\$	42
				\$	43
				\$	44
				\$	45
<b>Total gaming fund disbursements: (add lines 29 to 45)</b>	<b>&gt;&gt;&gt; \$</b>	<b>1,102,466.42</b>			<b>46</b>

**SECTION 6 - CLOSING BALANCE (subtract line 46 from line 28)**

\$ s.21 47

The closing balance must agree with your organization's financial records (general ledger balance or whatever other accounting record supports your organization's financial statements) and is to be carried forward as the opening balance to the next Gaming Account Summary Report.

**SECTION 7 – GAMING ACCOUNT INFORMATION AT FISCAL YEAR END**

Financial institution name: (the name of your bank, credit union, etc.)			
HSBC Bank Canada			
Financial institution address: Unit, Street, and/or PO Box		City	Postal Code
885 West Georgia St.		Vancouver	V6C 3G1
Account information and balances: (attach an additional sheet if necessary)			
Account type:	Account number:	Balance:	
Gaming Account at fiscal year-end:	s.21	\$ s.21	48
Term deposit(s): (gaming funds only)		\$	49
GIC(s): (gaming funds only)		\$	50
Other: (short description):		\$	51
Total of account balances: (add lines 48 to 51 – this total must agree with line 47)			52

**SECTION 8 – COMMUNITY SERVICE ORGANIZATIONS**

Service organizations may retain up to 10 percent of the net proceeds from their licensed gaming activities and 7 percent of their community gaming grant; refer to the appropriate guidelines for additional information. Identify which of the above disbursements are included in the permitted percentage and the applicable gaming event licence and/or community gaming grant application number(s).

Total percentage retained: (gaming event licence)	15.0 %	Gaming event licence number:	26645
Total percentage retained: (community gaming grant)	%	Community gaming grant application number:	

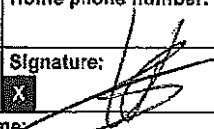
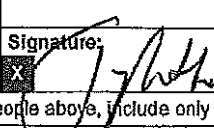
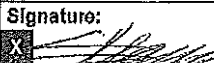
**SECTION 9 – COMMUNITY BENEFIT**

Briefly describe how the broader community benefited from your organization's gaming grant funded programs:  
(Limit your description to 200 words – this box will not allow you to type more than that. Describe the community benefit for the time period covered by this report, i.e. community benefit during the fiscal year you are reporting on. Include only those programs that were funded by gaming grants – photos may be included with this report.)

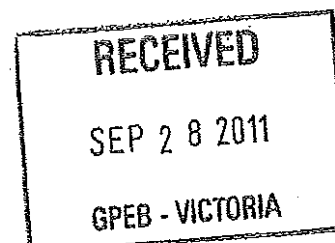
see attached

**SECTION 10 – CERTIFICATION**

We, the undersigned board members, certify on behalf of the organization that all of the information stated is correct and that the board of directors has approved the submission of this report.

Two board members of the organization (officers) who are responsible for the report: (one must be the treasurer – both must sign this form)					
<b>1</b>	<b>Position: (with the organization)</b> Vice President	<b>First name:</b> Victor	<b>Last name:</b> DeBonis		
	<b>Address: Unit and Street</b> 800 Griffiths Way	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6B 6G1	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 899-7458	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> victor.debonis@canucks.com	<b>Signature:</b> 		<b>Date signed: (DD-Mon-YYYY)</b> 26-Sep-2011	
<b>2</b>	<b>Position: (with the organization)</b> Treasurer	<b>First name:</b> Jamie	<b>Last name:</b> Pitblado		
	<b>Address: Unit and Street</b> 8th Floor, 200 Granville St.	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6C 3N3	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 605-2316	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> jpitblado@sunprovince.com	<b>Signature:</b> 		<b>Date signed: (DD-Mon-YYYY)</b> 26-Sep-2011	
<b>Report prepared by: (if the report was prepared by one of the people above, include only their name below)</b>					
<b>3</b>	<b>Position: (with the organization)</b> Accountant	<b>First name:</b> Sara	<b>Last name:</b> Klassen		
	<b>Address: Unit and Street</b> 800 Griffiths Way	<b>City</b> Vancouver	<b>Province</b> BC	<b>Postal Code</b> V6B 6G1	
	<b>Business phone number: (XXX) XXX-XXXX</b> (604) 899-7851	<b>Ext:</b>	<b>Home phone number: (XXX) XXX-XXXX</b>	<b>Cell phone number: (XXX) XXX-XXXX</b>	
	<b>E-mail address: (provide a valid e-mail address)</b> sara.klassen@canucks.com	<b>Signature:</b> 		<b>Date signed: (DD-Mon-YYYY)</b> 20-Sep-2011	

The information requested on this form is collected under the authority of the Gaming Policy and Enforcement Branch pursuant to the Gaming Control Act. The information provided will be used to assess compliance with the conditions of a gaming event licence. Questions may be directed to the Gaming Policy and Enforcement Branch, Ministry of Housing and Social Development, Victoria.



Charity	Amount	Who/What it Supports	Use of Funds
Canucks Autism Network	\$400,000	We CAN Be Friends program	We CAN Be Friends is an innovative, articulate, curriculum based program for elementary school children. Its goal is to encourage friendship, empathy and inclusion among children with Autism Spectrum Disorder (ASD) and their neurotypical peers. Interactive lesson plans, videos, sensory lab experiences, and literature exploration are the foundation of the program which is complemented by a resource collection that is gifted to the school.
Canuck Place	\$300,000	children with progressive, life-limiting illness	Canuck Place Children's Hospice is North America's first freestanding children's hospice and is celebrating its 12th year of providing comprehensive family-centred care for children with progressive, life-limiting illnesses.
BC Children's Hospital Foundation	\$272,349	Childhood Diabetes Research	Diabetes research
Boys & Girls Clubs of Greater Vancouver	\$30,000	Create safe, supportive environments where children, youth and families can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life.	Ice Hockey Program. Combines access to ice hockey for kids who may not have the financial means or adult support to take part in this activity, with individualized support to further develop life skills and resiliency that builds upon skills they learn on the ice. Goal is to have 38 kids from 3 different sites participate in the program.
Adoptive Families Association	\$15,000	To promote and support adoption.	Interactive Tween/Teen Adoption Website. The focus of this project is the adoption of teens. Teens are perhaps the most vulnerable of the children waiting for adoption. When a child reaches 6 years, the chance of adoption falls rapidly with each year. The Tween/Teen website will provide an important and currently absent resource for the thousands of tweens and teens in BC who are either in government care, are adopted, or are in the transition phase of their adoption process.
Family Services of Greater Vancouver	\$15,000	Provides crucial social services for children, youth and families. Provides specialized programs for children affected by family violence.	Respect, Safety and Violence Prevention (RSVP) Program. An outreach violence prevention program for at-risk children at Vancouver schools. Fosters the development of healthy relationship skills for vulnerable students and reduce their risk of becoming involved in abusive relationships. Funds would support expansion of program to children in grades 3 and 4.
YWCA Vancouver	\$45,000	Mission is to touch lives and build better futures for children, youth and women through advocacy and integrated services that foster economic independence, wellness and equal opportunities.	YWCA Crabtree Corner Early Learning and Care Centre. \$15,000/year over 3 years. Crabtree corner is a short term, drop-in child care centre located in the Downtown Eastside of Vancouver. Women can access up to 72 hours per month of free child care. Crabtree works to integrate children with special needs, working with them and their families to develop the children's social, motor and interpersonal skills. Also includes transitional housing, food, nutrition, family recreation and support programs.
BC Blind Sports	\$10,000	Dedicated to enhancing quality of life for BC children, adults and seniors who are blind or visually impaired by facilitating their participation in sports and physical activities.	Insight Support Program. Funds would cover program expenses (training and support for each student and their teachers). This program introduces adapted physical education and fitness activities to youth 5 - 18 years of age in their schools and communities.
Leukemia & Lymphoma Society of Canada (BC Chapter)	\$10,000	Mandate: to cure blood cancers and improve patients' lives.	Expansion of the "Welcome Back" project. Designed to help childhood cancer survivors as they transition from their treatment protocols in the clinic, back to the school classroom. Grant would sponsor the outreach of this program.
Valley Therapeutic Equestrian Association	\$10,000	Valley Therapeutic Equestrian Association (VTEA) offers a program of hippotherapy and therapeutic horseback riding for special needs children and adults in Metro Vancouver and the Fraser Valley.	Therapeutic Riding Program for Special Needs Children. Financial support is needed to provide affordable services to our clients and to make the necessary investments to ensure the continuing excellence of our services. VTEA's vision is to be recognized as one of the top centres of excellence for hippotherapy and therapeutic riding in Canada.

RECEIVED  
 SEP 28 2011  
 GPEB VICTORIA

**From:** Meilleur, Len MEM:EX  
**To:** Elder, Kathy A MEM:EX; Fitzgerald, Anna MEM:EX  
**Cc:** Merchant, Ron J MEM:EX; Lefler, Stephen C MEM:EX; Cowland, Ursula MEM:EX; Woodworth, Doug MEM:EX; Van Sleuwen, Terri MEM:EX  
**Subject:** RE: Canuck 50/50 Draws (Bump 50/50)  
**Date:** Monday, March 26, 2012 4:04:22 PM

---

Good afternoon:

This was a good discussion today, as having all parties involved tends to put solutions and alternatives on the table. As we understand it Anna will arrange for a follow up meeting once she has had the opportunity to obtain more information about the operation and their process. This may include discussion with Kathy about the charity. We agreed that reconciliation is imperative and that confidence needs to be assured in terms of what happens once a dispenser jams and how the operation in Montreal connects to that.

I believe this will help us to determine what course of action and what continued role our certification program has in this issue.

We look forward to the next meeting.

Len

*L.J. (Len) Meilleur*

Executive Director and Registrar

Registration and Certification Division

Gaming Policy Enforcement Branch

Location: 3rd Floor, 910 Government Street, Victoria BC V8W 1X3  
Mailing Address: P.O. Box 9202 Stn Prov Govt, Victoria BC V8W 9J1  
Tel:250-356-6320 Fax:250-356-0782  
E-mail: len.meilleur@gov.bc.ca  
Website: www.pssg.gov.bc.ca /gaming

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** Lefler, Stephen C SG:EX  
**Sent:** Friday, March 23, 2012 2:22 PM  
**To:** Meilleur, Len SG:EX



**Cc:** Merchant, Ron J SG:EX  
**Subject:** RE: Cancuck 50/50- Heads up

FYI, I spoke to Alberta this afternoon. They register these companies and are considering certification only at this time. As a side, the one they audited last week ended up with a \$140K+ prize. Similar type system but from 50-50 Central.

Steve Lefler, CPP  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782

email: Stephen.Lefler@gov.bc.ca

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

---

**From:** Meilleur, Len SG:EX  
**Sent:** Friday, March 23, 2012 1:27 PM  
**To:** Lefler, Stephen C SG:EX  
**Cc:** Merchant, Ron J SG:EX  
**Subject:** FW: Cancuck 50/50- Heads up  
**Importance:** High

As discussed yesterday. I know you were considering going over and looking at this.

Len

*L.J. (Len) Meilleur*

Executive Director and Registrar

Registration and Certification Division

Gaming Policy Enforcement Branch

Location: 3rd Floor, 910 Government Street, Victoria BC V8W 1X3  
Mailing Address: P.O. Box 9202 Stn Prov Govt, Victoria BC V8W 9J1  
Tel:250-356-6320 Fax:250-356-0782



E-mail: len.meilleur@gov.bc.ca  
Website: www.pssg.gov.bc.ca /gaming

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

---

**From:** Van Sleuwen, Terri SG:EX  
**Sent:** Friday, March 23, 2012 1:00 PM  
**To:** Vander Graaf, Larry P SG:EX; Meilleur, Len SG:EX; Cowland, Ursula SG:EX  
**Subject:** FW: Cancuck 50/50- Heads up  
**Importance:** High

FYI

The Bump 50/50 system is currently being used to run the Canucks ticket raffle. We have attended their ticket raffle event to see how the system works. This system includes remote hand-held devices that sellers use to print off tickets for purchasers and centrally located printers that spit out tickets directly into the draw barrel. We are thinking that this device should be registered as it is an integral part of the conduct of the event. We will be auditing the IT controls of the system to ensure that it functions correctly.

If you have any questions please let me know.

*Terri Van Sleuwen, CGA*

604-660-0274

Executive Director

Audit and Compliance Division | Gaming Policy and Enforcement Branch

*Know your limit, play within it.*

---

**From:** Fitzgerald, Anna SG:EX  
**Sent:** Friday, March 23, 2012 11:56 AM  
**To:** Van Sleuwen, Terri SG:EX  
**Subject:** Cancuck 50/50- Heads up  
**Importance:** High

Hello Terri,

Just wanted to give you a heads up that the BUMP 50/50 system that is being used by the Canucks may need to be registered. I spoke to Steve Lefler yesterday and it appears that the system is being implemented differently than the Branch had understood from the

information provided to us.

Steve is going to arrange a meeting with Kathy Elder and myself to discuss a course of action. Thought you should know as this is new territory for us and the night I attended there were s.21 in sales.

As an aside Steve also mentioned that 50/50 Central, a similar but smaller system has been presenting some issues for other provinces.

Regards,

Anna

*Anna Fitzgerald, CA, CIA*

Director, Charitable Gaming

Audit and Compliance

Gaming Policy and Enforcement Branch

604-660-0269

*Know your limit, play within it.*



*Know your limit, play within it.*

November 13, 2012

Log #486370

Mr. TC Carling  
Vice President – Communications and  
Community Partnerships  
Canucks Sports & Entertainment  
tc.carling@canucks.com

Dear Mr. Carling:

This letter is intended as an update regarding the use of electronic 50/50 systems for charitable fundraising in British Columbia. As you are aware, because of the difficulties experienced by all charities using this relatively new technology, the Gaming Policy and Enforcement Branch (GPEB) has suspended its use at present. Some of the technological equipment has already undergone the initial technical audit by an independent test laboratory (GLI), and more equipment is about to do so. The audit is paid for by the companies in question, and is handled through a contract between the company and GLI.

Please note that until the systems can be operated without error, the technology cannot be approved for use. If the technology passes the testing, GPEB will start the process of determining its use by charities in conjunction with a proper operating environment. This will not be immediate, however, because the issues identified with the use of the technology were not solely technical. There were concerns related to the facilities in which the charities are operating, and also with operator training. These issues will have to be sorted out before charities can resume the use of the technology to conduct their fundraising.

Additionally, the charities using the technology will have new licensing conditions, which will be specifically developed for this technological tool. Charities will need to meet these conditions before they will be permitted to use the electronic systems, and once they meet those conditions, they may begin using the technology to conduct their 50/50 raffles. Special attention will need to be paid to the conditions of these licenses, which will address the challenges which have arisen to date.


Please note that the manual system using paper tickets can continue in the interim. Charities are still able to conduct draws using the coils of tickets that they have used in the past, and are still able to raise funds. The suspension refers only to the electronic technology, not the draws themselves.

.../2

I understand the challenges that suspending the use of the technology raises for both companies and charities, and look forward to their resolution. Please do not hesitate to contact us if you have any questions or concerns.

Sincerely,



 Douglas S. Scott  
Assistant Deputy Minister

## Scott, Douglas S MEM:EX

---

**From:** Scott, Douglas S MEM:EX  
**Sent:** Tuesday, December 11, 2012 5:21 PM  
**To:** 'TC Carling'  
**Cc:** Bell, Suzanne N MEM:EX  
**Subject:** Todays Meeting

Hi TC,

Thanks for our discussion today with Victor de Bonis, Alex Mitchell and Suzanne Bell from GPEB. To summarize our discussion, I confirm that your latest draft letter will meet our needs for disclosure and as well the proposal to place the letter on the web front page news items for a period of time as well as on the 50/50 page for a longer period. I will confirm shortly what periods we believe will meet the required public notice.

We also discussed the need for an active notification method to complement the information on the website. Details to be determined shortly.

In relation to timing, we discussed the requirement to provide the disclosure prior to operating a 50/50 or reasonably soon in the new year should no games be scheduled.

If you have any questions or follow-up please feel free to contact me or Suzanne.

Regards,

*Doug*

Douglas S. Scott  
Assistant Deputy Minister  
Gaming Policy and Enforcement Branch  
Ministry of Energy and Mines

PO Box 9311, Stn Prov Govt  
Victoria, BC  
V8W 9N1

Telephone: 250-953-4482

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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*Please consider the environment before printing this e-mail*

**From:** Bell, Suzanne N MEM:EX  
**To:** GPEB \*ALL  
**Cc:** Scott, Douglas S MEM:EX; Fair, Susan P MEM:EX  
**Subject:** Open Letter on Canucks Website  
**Date:** Thursday, January 10, 2013 1:38:50 PM

---

Hi everyone, on behalf of Doug, I'm sending out the link to an open letter which was posted on the Vancouver Canucks website today. GPEB staff have been working on this issue for many months, and one of the outcomes is today's posting.

The Canucks for Kids Foundation has been a licensed charity for many years, and now that its 50/50 raffles are accomplished with new technology, there are new requirements and conditions that must be met. The Foundation is working hard to ensure that they continue to meet the criteria for a licence.

<http://canucks.nhl.com/club/page.htm?id=40134&intcmpid=van-headlines-50/50>

If you have any questions, feel free to contact me, or your ED. Thanks!

Cheers!

**Suzanne N. Bell**

Executive Director, Corporate Services & Responsible Gambling  
Gaming Policy & Enforcement Branch

**From:** Elder, Kathy A MEM:EX  
**To:** Cowland, Ursula MEM:EX; Bell, Suzanne N MEM:EX; Fair, Susan P MEM:EX; Van Sleuwen, Terri MEM:EX; Vander Graaf, Larry P MEM:EX; McCrea, Bill J MEM:EX; Scott, Douglas S MEM:EX; Baillie, Garth MEM:EX; Lefler, Stephen C MEM:EX; Merchant, Ron J MEM:EX; Nicholson, Therese MEM:EX; Meilleur, Len MEM:EX; Woodworth, Doug MEM:EX  
**Subject:** RE: 50/50 Update  
**Date:** Friday, January 11, 2013 10:46:50 AM  
**Attachments:** draft\_canucks\_license\_2013.pdf

---

Hi everyone

Attached is a draft license for the Canucks 50/50. Please look at the end to see the 3 templates I have added and provide any comments you wish.

I have provided a date of January 31 as the deadline for Rycom to submit application and documents for registration. Is this a reasonable date??

Also – I do not plan on issuing this license until I receive the full schedule from Cheryl Mitchell. She expects to get that to me in the next few days (sometime next week).

Let me know if you have any questions, concerns, comments etc!

Thanks

Kathy

---

**From:** Meilleur, Len MEM:EX  
**Sent:** Thursday, January 10, 2013 9:17 AM  
**To:** Bell, Suzanne N MEM:EX  
**Cc:** Fair, Susan P MEM:EX; Cowland, Ursula MEM:EX; Van Sleuwen, Terri MEM:EX; Vander Graaf, Larry P MEM:EX; McCrea, Bill J MEM:EX; Scott, Douglas S MEM:EX; Baillie, Garth MEM:EX; Lefler, Stephen C MEM:EX; Merchant, Ron J MEM:EX; Nicholson, Therese MEM:EX  
**Subject:** RE: 50/50 Update

Thanks Suzanne:

I spoke with Steve and Ron this morning about this file. Ron has been in contact today with one of the service providers (via conference call) and he explained in detail what is required with respect to registration. The other service provider will be contacted by our office, immediately, again to remind them of their obligation. It appears there has been some confusion, misunderstanding, by these service providers with respect to their need to register as service providers, in addition to their equipment certification. I am uncertain where this comes from, as when we commenced the certification process it was always made clear to them by this division that registration was in addition to the certification component. We have and will continue to clarify this with them.

In my discussion with you yesterday I mentioned that we are allowing these service providers “in good faith” the opportunity to operate intermittently in BC. They will provide services to charities, however our division action plan is as follows:

We have and continue to assess the risk which is being mitigated by,

- Prior to any further use of the 50/50 equipment, certification of the equipment is obtained from GPEB; (one has already completed that process). The other company will not

conduct/assist any charitable gaming until that is completed. Steve's group will travel soon and conduct testing on that equipment with GLI.

- Work with L&G to help develop new standards for charitable organizations who wish to engage the use of such equipment from "registered" service providers;
- Ensuring companies submit their application as a service provider immediately. I have requested that Ron ensure his staff monitor this. If the applications are not received to our satisfaction within the next two weeks we will revisit their ability to operate. We don't anticipate any issue, but if that does occur we will suspend operations until our suitability work is done.
- We have considered all options and believe this course of action is in the best interests of the public, the charity and potential registrants; and
- We will continue to liaise with policy, licensing and grants and audit as this process continues and the equipment is used.

Regards.

I thank Steve for his tenacity in making sure our division is achieving the intended results by continuing to consult and support all entities where possible.

*Len*

Leonard J. Meilleur  
Executive Director and Registrar  
Registration and Certification Division  
Gaming Policy Enforcement Branch  
Location: 3rd Floor, 910 Government Street, Victoria BC V8W 1X3  
Mailing Address: P.O. Box 9202 Stn Prov Govt, Victoria BC V8W 9J1  
Tel:250-356-6320 Fax:250-356-0782  
E-mail: [len.meilleur@gov.bc.ca](mailto:len.meilleur@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Bell, Suzanne N MEM:EX  
**Sent:** Wednesday, January 9, 2013 4:47 PM  
**To:** Cowland, Ursula MEM:EX; Meilleur, Len MEM:EX; Van Sleuwen, Terri MEM:EX; Vander Graaf, Larry P MEM:EX; McCrea, Bill J MEM:EX; Scott, Douglas S MEM:EX  
**Cc:** Fair, Susan P MEM:EX  
**Subject:** 50/50 Update



Here's the latest:

- The GPEB letter will go out to Canucks for Kids (CFKF) tomorrow.
- At 10:00 tomorrow, CFKF will post their letter on the Canucks website. It will be called "Open Letter", and the link will appear under the Headlines on the right side of the page. The link will take the reader to the 50/50 page, where the letter will be.
- The letter will stay on the Headlines for 7 days, and the 50/50 page through the end of the first home game, which will be on the 19<sup>th</sup>. The letter will come down on the 20<sup>th</sup> or 21<sup>st</sup>.
- The letter will also be emailed to all newsletter subscribers on the 16<sup>th</sup>.
- CFKF have Key Messages and Q&As, which they will use to answer questions related to the malfunction and the charity.
- Questions related to certification will be directed to GPEB.

**Suzanne N. Bell**

Executive Director, Corporate Services & Responsible Gambling  
Gaming Policy & Enforcement Branch



BRITISH  
COLUMBIA

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## Gaming Event Licence

**Gaming Event:** Class A - Raffle Licence - Percentage Draw, Licence # 46728

**Licence Period:** 19-Jan-2013 - 30-Jun-2013

**Issue Date:** 11-Jan-2013

**L+G File No:** 103204

The Gaming Policy and Enforcement Branch has approved and issued a Class A Raffle Licence - Percentage Draw for the purposes outlined in application number 993859 to:

**Canucks for Kids Fund**

**800 Griffiths Way**

**Vancouver BC**

**V6B 6G1**

**Event Contact:** Cheryl Mitchell, 604-818-0950

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:** 19-Jan-2013 - 30-Jun-2013

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

**Ticket price(s):** 10980 tickets, 3 for \$5.00; 51240 tickets, 7 for \$10.00; 36 tickets, 18 for \$20.00

Ministry of  
Public Safety and  
Solicitor General

Gaming Policy and Enforcement Branch  
Assistant Deputy Minister's Office

Mailing Address:  
PO BOX 9311 STN PROV GOVT  
VICTORIA BC V8W 9N1  
Telephone: (250) 387-5311  
Facsimile: (250) 356-8149

Location:  
Third Floor,  
910 Government Street  
Victoria, BC V8W 1X3  
Web: <http://www.pssg.gov.bc.ca/gaming>



BRITISH  
COLUMBIA

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

- Draws to be held during the 3rd period of all Vancouver Canucks, pre-season, regular season and playoff home games at Rogers Arena, 800 Griffiths Way, Vancouver, BC V6B 6G1.,

This licence is subject to the following conditions:

- Bump 50/50 equipment has been certified for use by the Gaming Policy & Enforcement Branch.
- This license is conditional on Rycom being successfully registered as a gaming service provider with the Branch. Application and documents for registration must be received by the branch by January 31, 2013.
- 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.

DRAFT DOCUMENT

Ministry of  
Public Safety and  
Solicitor General

Gaming Policy and Enforcement Branch  
Assistant Deputy Minister's Office

Mailing Address:  
PO BOX 9311 STN PROV GOVT  
VICTORIA BC V8W 9N1  
Telephone: (250) 387-5311  
Facsimile: (250) 356-8149

Location:  
Third Floor,  
910 Government Street  
Victoria, BC V8W 1X3  
Web: <http://www.pssg.gov.bc.ca/gaming>

**From:** Dupuis, Lisa SG:EX  
**To:** Scaiano, Tanya C MEM:EX  
**Subject:** RE: File Request  
**Date:** Monday, January 30, 2012 4:18:56 PM

---

Sorry, did you want all the GASR for 2010 and 2011?

There is more than one GASR for 2011.

---

**From:** Scaiano, Tanya C SG:EX  
**Sent:** Monday, January 30, 2012 3:56 PM  
**To:** Dupuis, Lisa SG:EX  
**Subject:** RE: File Request

GASR for 2010-2011 please – and all backup

And if they have any news releases and/or requests from L&G to donate funds to certain charities

I need to know that the recipients of the cash was put through the appropriate approval process.

Thank you very much.

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General

22-4370 Dominion Street, Burnaby BC V5G 4L7

T 604.660-5283 | F 604.660.0267

[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

---

**From:** Dupuis, Lisa SG:EX  
**Sent:** Monday, January 30, 2012 3:55 PM  
**To:** Scaiano, Tanya C SG:EX  
**Subject:** RE: File Request

What exactly did you need from the file?

We would like to keep it here, so if there was anything that could be scanned and e-mailed over to you, we will send it over.

---

**From:** Scaiano, Tanya C SG:EX  
**Sent:** Monday, January 30, 2012 12:29 PM  
**To:** GPEB Work Group: L&G File Request  
**Subject:** File Request

Please send me the following file:

Canucks for Kids fund #103204

Thanks.

**Tanya Scaiano, Charitable Gaming Auditor**

Audit & Compliance Division | Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General

22-4370 Dominion Street, Burnaby BC V5G 4L7

T 604.660-5283 | F 604.660.0267

[tanya.scaiano@gov.bc.ca](mailto:tanya.scaiano@gov.bc.ca)

*Know your limit, play within it.*



Think about it.

**From:** Jamie Taras  
**To:** Woodworth, Doug MEM:EX  
**Date:** Thursday, May 24, 2012 11:52:58 AM  
**Attachments:** BC Lions.pdf  
**Importance:** High

---

Hi Doug,

Here is a copy of the agreement with 50-50 Central. Please let me know ASAP if anything needs to be changed.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#); MEM:EX  
**Subject:** BC Lions 50-50  
**Date:** Tuesday, May 29, 2012 12:55:20 PM  
**Importance:** High

---

Doug,

Is the agreement I sent you with 50-50 Central OK?

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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**Sent:** Thursday, May 31, 2012 12:42 PM  
**To:** Jamie Taras  
**Subject:** RE: BC Lions 50-50

Hi Jamie,

It was timely that Blair Smith called yesterday, just after I met with our Director about the contract, to say he noticed the payment section didn't meet GPEB criteria. Apparently, that clause is for another jurisdiction that allows a percentage fee. The revised version he sent you is fine.

To answer your questions:

1. Debit cards and credit cards are acceptable means of payment.
2. The prize must be awarded at the event, there is no option for adjusting this rule. You will have to work with adjusting the time of the draw and/or the time allowed to claim the prize in order to make sure things are resolved at the event. There should not be an unclaimed prize.

---

**From:** Jamie Taras [<mailto:JTaras@bclions.com>]  
**Sent:** Thursday, May 31, 2012 9:03 AM  
**To:** Woodworth, Doug MEM:EX  
**Cc:** Carol Longmuir  
**Subject:** BC Lions 50-50

Hi Doug,

Here is the new agreement with changes regarding payment for the software license as a flat fee. I have two additional questions pertaining to this year's draw.

1. Are we able to accept debit and credit card payments for 50-50 tickets in our raffle?
2. Can we get rid of the 10 minute deadline to claim the prize and extend it to one week or longer, then if the pot is not claimed roll the money into a larger draw at a later date?

Thanks for your time have a great day!

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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Pages 4 through 14 redacted for the following reasons:

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s.21

**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Subject:** 50-50 License  
**Date:** Monday, June 4, 2012 5:49:13 PM

---

Hi Doug,

Can you tell me what our 50-50 license number is for 2012?

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

***In 2012, your Grey Cup Champion BC Lions play their first full season in the new BC Place! Help us keep our home field advantage alive and defend our Cup in 2012. BC Lions Season Ticket Holders receive priority seating & exclusive advantages including up to 26% savings off the single game ticket price. Season Tickets start at just \$260\*. Reserve your seats for the 2012 season TODAY! Call 604.589.ROAR or visit [bclions.com](http://bclions.com). BC Lions - Proud 2011 Grey Cup Champions - The Pride of All BC!***



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**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#); MEM:EX  
**Subject:** 50-50 letters  
**Date:** Thursday, June 7, 2012 1:53:31 PM  
**Attachments:** [BC Gaming Commission - BCLA - June 2012.pdf](#)  
[2012 Lions 50-50 Letter.doc](#)

---

Doug,

Here are the letters from the BC Lions Alumni and BCFC. More to come.

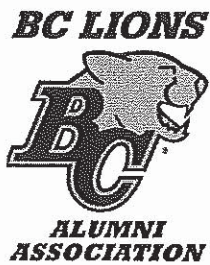
Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

***In 2012, your Grey Cup Champion BC Lions play their first full season in the new BC Place! Help us keep our home field advantage alive and defend our Cup in 2012. BC Lions Season Ticket Holders receive priority seating & exclusive advantages including up to 26% savings off the single game ticket price. Season Tickets start at just \$260\*. Reserve your seats for the 2012 season TODAY! Call 604.589.ROAR or visit [bclions.com](http://bclions.com). BC Lions - Proud 2011 Grey Cup Champions - The Pride of All BC!***



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BC Lions Alumni Association  
c/o Don Taylor

s.22

June 7, 2012

Dear BC Gaming Commission,

The BC Lions Alumni Association (Charity No. 119215333 RR0001), is a non-profit organization in good standing, operating in the Province of BC.

We will be receiving a portion of the net proceeds from the 2012 BC Lions 50-50 Draw.

The BC Lions Alumni Association will be using these funds to provide meaningful assistance throughout the community with emphasis on amateur sports and improving the conditions of less fortunate alumni families and their children.

Should you have any questions or concerns please don't hesitate to contact me 604-981-4606.

Sincerely

A handwritten signature in black ink, appearing to read "Donald Taylor". The signature is stylized with a large, looping initial "D" and a trailing flourish.

Donald Taylor  
President  
BC Lions Alumni Association



# BRITISH COLUMBIA FOOTBALL CONFERENCE

June 7, 2012

Dear BC Gaming Commission,

The British Columbia Football Conference (Society Number S-0005339 , Gaming Organization Number 101650) gaming number) is an amateur football organization in good standing, operating in the Province of BC.

We will be receiving a portion of the net proceeds from the 2012 BC Lions 50-50 Draw. The BCFC will be using these funds to pay for costs associated with officiating, marketing and coaches/players development.

Should you have any questions or concerns please don't hesitate to contact me at <sup>s.22</sup>

Sincerely,

Frank Naso  
President

cc: BC Lions Football Club

**From:** Jamie Taras [JTaras@bclions.com]  
**Sent:** Thursday, June 7, 2012 2:57 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:** BC Lions 50-50  
**Attachments:** Letter for Gaming Commission 2012.pdf

Doug,

Here is the letter from Football BC.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

*In 2012, your Grey Cup Champion BC Lions play their first full season in the new BC Place! Help us keep our home field advantage alive and defend our Cup in 2012. BC Lions Season Ticket Holders receive priority seating & exclusive advantages including up to 26% savings off the single game ticket price. Season Tickets start at just \$260\*. Reserve your seats for the 2012 season TODAY! Call 604.589.ROAR or visit [bclions.com](http://bclions.com). BC Lions - Proud 2011 Grey Cup Champions - The Pride of All BC!*



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June 7, 2012

Re: 2012 BC Lions 50-50 Funds

Dear BC Gaming Commission;

Football BC (BC Amateur Football Association) is a registered non-profit association in British Columbia and is eligible to use gaming funds.

We will be receiving a portion of the net proceeds from the sale of 50-50 tickets during BC Lions home games in the 2012 Canadian Football League season.

Football BC will be using these funds to develop amateur football through camps and clinics, scholarships, and other related activities.

Should you have any questions or concerns, please do not hesitate to contact me at (604) 677-1025 or via e-mail at [s.22](mailto:s.22)

Sincerely,

Patrick A. Waslen  
Executive Director  
Football BC

[www.playfootball.bc.ca](http://www.playfootball.bc.ca)

Phone: 604.677.1025

Office Address: #222 – 6939 Hastings, Burnaby, BC

Mailing Address: #434 6540 Hastings, Burnaby, BC, V5B 4Z5

[communications@playfootball.bc.ca](mailto:communications@playfootball.bc.ca)

[facebook.com/footballbc](https://facebook.com/footballbc) | [twitter.com/football\\_bc](https://twitter.com/football_bc)

**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Subject:** BC Lions 50-50  
**Date:** Friday, June 8, 2012 4:57:57 PM  
**Attachments:** [tmp3B01.jpg](#)

---

Hi Doug,

Here is the letter from BCSSFA. Have a great week-end.

Kind Regards,

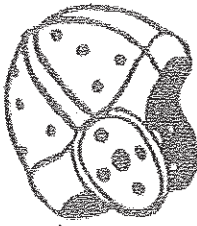
Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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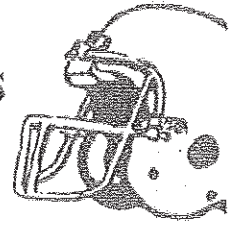


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# BRITISH COLUMBIA SECONDARY SCHOOLS FOOTBALL ASSOCIATION



June 8, 2012

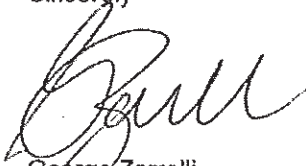
Dear BC Gaming Commission,

The British Columbia Secondary Schools Football Association (Society Number S-0017347 , Gaming Organization Number 104895) is an amateur football organization in good standing, operating in the Province of BC.

We will be receiving a portion of the net proceeds from the 2012 BC Lions 50-50 Draws. The BCSSFA will be using these funds to pay for costs associated with officiating, marketing, coaches development, web site development, and player development.

Should you have any questions or concerns please don't hesitate to contact me at [s.22](tel:22)

Sincerely



George Zarrelli  
Treasurer

*Developing Student Athletes Since 1934*

**From:** Jamie Taras [JTaras@bclions.com]  
**Sent:** Thursday, May 24, 2012 11:43 AM  
**To:** Woodworth, Doug MEM:EX  
**Attachments:** BC Lions.pdf  
  
**Importance:** High

Hi Doug,

Here is a copy of the agreement with 50-50 Central. Please let me know ASAP if anything needs to be changed.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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Pages 24 through 35 redacted for the following reasons:

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s.21

**From:** Jamie Taras  
**To:** Woodworth, Doug.MEM:EX  
**Subject:** Fw: BC Lions Letter  
**Date:** Saturday, June 9, 2012 2:36:03 PM  
**Attachments:** BC LIONS.pdf

---

Doug here is the final letter.

JT  
Kind regards,  
Jamie Taras  
Director of Community Relations  
604 930 5467

---

**From:** Ryan Bellamy <cachous\_09@hotmail.com>  
**To:** Jamie Taras  
**Sent:** Sat Jun 09 12:58:45 2012  
**Subject:** FW: BC Lions Letter

Hi Jamie,

Sorry for the delay scanner wasnt working properly

Ryan



June 7, 2012

Dear BC Gaming Commission,

BC Community Football Association (society number S-10887), is an amateur football organization in good standing, operating in the Province of BC. We will be receiving a portion of the net proceeds from the 2012 BC Lions 50-50 Draw. BC Community Football Association will be using these funds to develop community football through clinics, programs for our members and other related activities. Should you have any questions or concerns please don't hesitate to contact me [s.22](#)

Sincerely

A handwritten signature in black ink, appearing to read 'R. Bellamy', is positioned below the word 'Sincerely'.

Ryan Bellamy  
President

**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Subject:** BC Lions 50-50  
**Date:** Friday, June 15, 2012 12:34:31 PM  
**Attachments:** [20120615121854235.pdf](#)

---

Hi Doug,

Here is an example of one of the 50-50 tickets from the new system. Please let me know if any changes are required.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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**CANADIAN  
DIRECT  
INSURANCE**  
Canadian Western Bank Group

BC Lions  
Lions vs. Riders  
Licence No. 45150

**YOUR LUCKY NUMBERS:**

A-99906 A-99916  
A-99926 A-99936  
A-99946 A-99956

Product: 7 for \$10  
Reference Id.  
**99999**

Issued: 06/13/2012 08:28  
Printed: 06/13/2012 08:28

BC LIONS in support of BC Amateur  
Football (604) 930-5486  
www.bclions.com Winner will be  
announced early in the third  
quarter. Ticket purchasers must be  
19 years of age or older. The  
prize must be claimed within 10  
minutes or another ticket will be  
drawn. Prizes can be claimed at  
Customer Service Section 234. Good  
luck!



**CANADIAN  
DIRECT  
INSURANCE**  
Canadian Western Bank Group

**From:** [Jamie Taras](#)  
**To:** [Lefler, Stephen C](#) MEM:EX  
**Subject:** RE: Message  
**Date:** Thursday, September 6, 2012 1:55:11 PM

---

Steve,

Yes we are expecting four I have given Carol all the names. See you soon.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

*The next BC Lions home game is Saturday, September 8 versus Anthony Calvillo and the Montreal Alouettes. Kickoff is at 1pm presented by TELUS. We are celebrating the Pride of All BC – a homecoming for our loyal fans from all across this great province. Kick off the home stretch and join us at BC Place – the place PRIDE calls home! Visit [bclions.com](http://bclions.com), your local 7-Eleven or call 1-855-GO-LIONS and get your tickets today! Lions football – The Pride of All BC*



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---

**From:** Lefler, Stephen C MEM:EX [mailto:[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)]  
**Sent:** Thursday, September 06, 2012 1:33 PM  
**To:** Jamie Taras; Elder, Kathy A MEM:EX  
**Cc:** Carol Longmuir; Karen Hartshorne  
**Subject:** RE: Message

Thanks Jamie. Just to confirm, there will be the four of us and we will meet Carol at the East Entrance at 11:00 AM. We will not require game tickets but thanks for offering.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell [s.15, s.17](#)  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

\*\*\* CONFIDENTIALITY NOTICE\*\*\*

\*\*\* "THIRD PARTY RULE" - This information must not be shared or disseminated without the authority of the sender. This communication may contain privileged or confidential information. If you have received this message in error or are not the named recipient, please immediately notify the sender and delete the message from your mailbox and trash without copying or disclosing it.\*\*\*\*



\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

---

**From:** Jamie Taras [mailto:JTaras@bclions.com]  
**Sent:** Wednesday, September 5, 2012 4:12 PM  
**To:** Elder, Kathy A MEM:EX  
**Cc:** Lefler, Stephen C MEM:EX; Carol Longmuir; Karen Hartshorne  
**Subject:** RE: Message

Hi Kathy and Steve,

We are excited for your feedback on our new 50-50 system, if your team can please report to the East Entrance (at street level across from Rogers Arena) at 11:00 AM on Sept. 8th. You will be met by Carol Longmuir and have access to all aspects of the 50-50 process. If you require tickets to the game, please let us know. If you get lost or delayed on your way to the stadium please contact Carol (778-987-3081). See you on Saturday.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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---

**From:** Elder, Kathy A MEM:EX [mailto:Kathy.Elder@gov.bc.ca]  
**Sent:** Wednesday, September 05, 2012 1:12 PM  
**To:** Jamie Taras  
**Cc:** Lefler, Stephen C MEM:EX  
**Subject:** Message

Hi Jamie,

I have left a message – hopefully we can touch base later.  
I've cc'ed Steve Lefler in our Registration and Certification division as he will be contacting you to arrange a meeting and would like to witness the 50/50 technology in use this weekend.  
He will call you at (604-930-5467) or e-mail you to work out the details.

Hopefully I will be able to touch base with you also later in the day

Thanks

Kathy

**Kathy Elder**  
Director, Licensing  
Gaming Policy and Enforcement Branch

Ministry of Public Safety and Solicitor General  
Phone: (250) 356-6479  
Fax: (250) 356-8149

**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Subject:** RE:  
**Date:** Monday, September 17, 2012 3:40:25 PM

---

Thanks!

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

***This Saturday, it's a clash of East vs West as your first place BC Lions take on the upstart Toronto Argonauts at 4pm, presented by Budweiser. Come celebrate a history of Grey Cup Pride as we relive BC's proudest moments. Plus, one lucky fan will win a trip for two to this year's sold out Grey Cup in Toronto! Visit [bclions.com](http://bclions.com), your local 7-Eleven or call 1-855-GO-LIONS and get your tickets today!***  
*Lions football – The Pride of All BC*



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---

**From:** Woodworth, Doug MEM:EX [mailto:[Doug.Woodworth@gov.bc.ca](mailto:Doug.Woodworth@gov.bc.ca)]  
**Sent:** Monday, September 17, 2012 11:16 AM  
**To:** Jamie Taras  
**Subject:** RE:

Hi Jamie,

Yes, it was just an oversight. We'll send you an amended licence.

---

**From:** Jamie Taras [mailto:[JTaras@bclions.com](mailto:JTaras@bclions.com)]  
**Sent:** Friday, September 14, 2012 2:32 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:**

Hi Doug,

We received this license recently, I noticed the BC Secondary School Football Association and the BC Community Football Association aren't included as recipients of the funds. They were on our original application and they have submitted the required documentation. Is this just an oversight?

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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***LIONS and get your tickets today!***  
*Lions football – The Pride of All BC*



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**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug MEM:EX](#)  
**Cc:** [Carol Longmuir](#)  
**Subject:** BC Lions 50-50  
**Date:** Tuesday, September 18, 2012 2:09:15 PM

---

Hi Doug,

We had auditors out for this last game they are looking for something in writing from gaming approving our 10 day window for prize redemption. I checked through my e-mails back and forth with you on this and can't find anything. Can you send me something. Thanks.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

***Join us for the 'home stretch' in the Wild Wild West as your 1st place BC Lions take on our divisional opponents for the final three regular season home games: Saturday, Oct. 6 vs. Calgary; Friday, Oct. 19 vs. Edmonton; and Saturday, Nov. 3 vs. Saskatchewan. Get in on all the action with a 3-game pack, starting at only \$28.57\* per game (\*plus HST & fees). Be there for the home-field advantage as we gear up for the playoff race and the road to the 100th Grey Cup. Visit [bclions.com](http://bclions.com) or call 604-589-ROAR and get your tickets today! Lions football – The Pride of All BC***



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**From:** [Jamie Taras](#)  
**To:** [Woodworth, Doug](#) MEM:EX  
**Subject:** RE: BC Lions 50-50  
**Date:** Tuesday, September 18, 2012 2:40:20 PM

---

Thanks!

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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**From:** Woodworth, Doug MEM:EX [mailto:[Doug.Woodworth@gov.bc.ca](mailto:Doug.Woodworth@gov.bc.ca)]  
**Sent:** Tuesday, September 18, 2012 2:39 PM  
**To:** Jamie Taras  
**Subject:** FW: BC Lions 50-50

Hi Jamie,

Below is the e-mail I sent you with approval for draw and prize management procedures. I was relaying approval given further to a discussion on these points with our Director of Licensing, Kathy Elder, and our Executive Director, Licensing & Grants, Ursula Cowland.

---

**From:** Jamie Taras [mailto:[JTaras@bclions.com](mailto:JTaras@bclions.com)]  
**Sent:** Friday, June 29, 2012 2:06 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:** RE: BC Lions 50-50

Awesome thanks Doug!

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

*Friday, June 29<sup>th</sup> 'catch history' as your BC Lions kick off the 2012 season with a Grey Cup rematch against the Winnipeg Blue Bombers. Witness history in the making as Geroy Simon pursues the all-time CFL receiving yards record! And join us pre-game as we raise the 2011 Grey Cup Championship banner with Pride! Kickoff is at 7pm. Visit*

**BCLions.com or call 1-855-GO-LIONS and get your tickets today!**  
**Lions football – The Pride of All BC**



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**From:** Woodworth, Doug MEM:EX [<mailto:Doug.Woodworth@gov.bc.ca>]  
**Sent:** Friday, June 29, 2012 2:04 PM  
**To:** Jamie Taras  
**Subject:** RE: BC Lions 50-50

Hi Jamie,

Yes, I do have some further news for you on this.

You are approved to manage the draws as requested.

As the Canucks for Kids Fund is the trail blazer with this procedure, and as things seem to be going well for them, this approval is with the understanding that you will employ all of the measures they are currently using for posting/broadcasting information on the winning numbers (i.e. the sample rules you sent me in your May 31 e-mail, below) and any other measures they may have in place. You are also approved to allow the winners 10 days to claim their prize. This approval will be for a 6-month trial period, which may be extended if things go well.

---

**From:** Jamie Taras [<mailto:JTaras@bclions.com>]  
**Sent:** Friday, June 29, 2012 12:17 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:** RE: BC Lions 50-50  
**Importance:** High

Hi Doug,

Any further news on this, we would ask BC Gaming to consider approval for changes to our 50/50 draw as outlined below:

*When pre-approved by the Branch, additional tickets are drawn at the original draw location during another licensed draw on another date within a 12-month period. This could be a "bonus" draw at which the unclaimed prize(s) are added to the prize of another, similar draw conducted when the same purchasers might be present. Approval will be considered only in cases where time restrictions due to the event being televised prevent a re-draw after the first draw. (For example, at televised hockey games, 50/50 draws in the arena must be announced during a single commercial break. There is not enough time during that break to conduct a re-draw, so a re-draw must be held at a subsequent game.)*

Our goal is to maximize revenue for Amateur Football currently we have to stop the draw after halftime to ensure we have enough time for a re-draw if a winner doesn't claim the prize. If BC Gaming grants us approval for a bonus draw for the unclaimed prize(s) we can then extend the selling time until the end of the third quarter.

We would appreciate it if you can get back to us quickly as we are moving into our second game and would like to implement these changes immediately as we only have a ten game season. Thanks so much for your consideration.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

*Friday, June 29<sup>th</sup> 'catch history' as your BC Lions kick off the 2012 season with a Grey Cup rematch against the Winnipeg Blue Bombers. Witness history in the making as Geroy Simon pursues the all-time CFL receiving yards record! And join us pre-game as we raise the 2011 Grey Cup Championship banner with Pride! Kickoff is at 7pm. Visit [BCLions.com](http://BCLions.com) or call 1-855-GO-LIONS and get your tickets today!*  
*Lions football – The Pride of All BC*



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**From:** Woodworth, Doug MEM:EX [<mailto:Doug.Woodworth@gov.bc.ca>]  
**Sent:** Friday, June 01, 2012 3:27 PM  
**To:** Jamie Taras  
**Subject:** RE: BC Lions 50-50

Jamie,

We have had our discussion. Unfortunately, I can't provide you with any clarification until we've had a chance to look into the matter a little further.

---

**From:** Jamie Taras [<mailto:JTaras@bclions.com>]  
**Sent:** Friday, June 1, 2012 3:03 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:** RE: BC Lions 50-50

Thanks Doug I appreciate you looking into this for us, please let me know when you have chance to speak with your Director.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

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---

**From:** Woodworth, Doug MEM:EX [<mailto:Doug.Woodworth@gov.bc.ca>]  
**Sent:** Thursday, May 31, 2012 3:27 PM  
**To:** Jamie Taras  
**Subject:** RE: BC Lions 50-50

Jamie,

Good question. If the Canucks have been granted an exception to our standard policy on this point, I am not aware of it - or have forgot it.

It has occurred to me that, in focusing on the issue of time allowed to claim 50/50 prizes, I didn't give you thorough information on draw options. Section 12.4 of the Standard Procedures for Ticket Raffles says:

"For single-day raffles using bearer tickets, the draw must occur when ticket buyers are likely to be present to claim the prize. If a winning ticket holder is not identified in the first draw, additional tickets must be drawn in one of two ways:

1. Additional tickets are drawn at the event until a winner is identified, or
2. When pre-approved by the Branch, additional tickets are drawn at the original draw location during another licensed draw on another date within a 12-month period. This could be a "bonus" draw at which the unclaimed prize(s) are added to the prize of another, similar draw conducted when the same purchasers might be present. Approval will be considered only in cases where time restrictions due to the event being televised prevent a re-draw after the first draw. (For example, at televised hockey games, 50/50 draws in the arena must be announced during a single commercial break. There is not enough time during that break to conduct a re-draw, so a re-draw must be held at a subsequent game.)

I think it's important to note that the special case approval provides a way to deal with unclaimed prizes. I don't see any way that it allows for an extension of the time period in which a winner has to claim their prize. So, right now, I'm as puzzled as you are about the Canucks for Kids Fund 50/50 rules.

I'll discuss with our Director - tomorrow morning, when she's in - and get back to you ASAP.

---

**From:** Jamie Taras [<mailto:JTaras@bclions.com>]  
**Sent:** Thursday, May 31, 2012 1:21 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:** RE: BC Lions 50-50

Hi Doug,

Thanks for your help, can you explain how the Canucks are able to allow 60 days for the winner to claim their prize. Here are the guidelines from their website?

## Canucks for Kids Fund 50/50 Rules and Information for All Canucks Games:

- Tickets are 3 for \$5 or 7 for \$10 or 18 for \$20.
- Must be 19 years or older to purchase a 50/50 ticket.
- Ticket buyers receive their printed ticket listing their numbers. The corresponding individual tickets are printed electronically into the draw bin. One ticket printed per ticket purchased.
- Ticket sales are at all Vancouver Canucks hockey games at Rogers Arena.
- Tickets are sold from the time the doors open until the end of the 2nd period intermission. Volunteers sell tickets at all entrances to Rogers Arena, on the concourse, in the Brew House Grill and in the suites on the 200, 400 and 500 levels. Some volunteers also sell in the bowl during the 1st and 2nd periods.
- The draw is done within the first 10 minutes of the third period on the concourse at section 121. A random ticket is drawn from the ticket draw bin by an individual who has not purchased a ticket.
- The winning number is announced in the 3rd period. In the case of a discrepancy between the announced number and the actual number – the actual number will be considered to be the valid winning ticket.
- **Prize can be claimed at Guest Services at section 114. Winners have 60 days to claim the prize. Unclaimed prizes will be redrawn during the first game of the next regular season.**
- Prize is paid by cheque and will be mailed within 15 days of claiming the prize.
- Tickets must be sold and purchased only in British Columbia
- Winning numbers and amounts are posted at Guest Services on 100 and 300 levels as well as in the River Rock Club and with all concierge desks on suite levels 200 and 500.
- Winning numbers and amounts are also available on the Canucks website at [www.canucks.com/5050tickets](http://www.canucks.com/5050tickets) or by calling the 50/50 hotline number at 604-899-7850.
- The following individuals are not eligible to participate in the 50/50 raffle at Canucks' home games: 50/50 contractors, staff and volunteers, employees of the Vancouver Canucks who are at the director level or above, and members of the board for the Canucks for Kids Fund.
- To contact the 50/50 please call the 50/50 hotline number at 604-899-7850 or email us at [program5050@canucks.com](mailto:program5050@canucks.com).

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

*In 2012, your Grey Cup Champion BC Lions play their first full season in the new BC Place! Help us keep our home field advantage alive and defend our Cup in 2012. BC Lions Season Ticket Holders receive priority seating & exclusive advantages including up to 26% savings off the single game ticket price. Season Tickets start at just \$260\*. Reserve your seats for the 2012 season TODAY! Call 604.589.ROAR or visit [bclions.com](http://bclions.com). BC Lions - Proud 2011 Grey Cup Champions - The Pride of All BC!*



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---

**From:** Woodworth, Doug MEM:EX [<mailto:Doug.Woodworth@gov.bc.ca>]

## Dickson, Brandy MEM:EX

---

**From:** Jamie Taras <JTaras@bclions.com>  
**Sent:** Thursday, December 13, 2012 8:34 AM  
**To:** Gimena, Jean MEM:EX  
**Subject:** RE: BC Lions 2012 Gaming EVENT Audit - Sept 15th.

Thanks Jean.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

*The entire BC Lions Football Club would like to sincerely thank all of our loyal fans for their tremendous support during the 2012 season! Next year, we are proud to be celebrating our 60th season. Join us for 60 seasons of PRIDE and get your season tickets today! Plus, purchase or renew before Dec. 1st and be entered to win great early bird prizes! Season tickets are now available by calling 604.589.ROAR.*

*Lions football – The Pride of All BC*



Think about the environment before printing

---

**From:** Gimena, Jean MEM:EX [<mailto:Jean.Gimena@gov.bc.ca>]  
**Sent:** Wednesday, December 12, 2012 12:55 PM  
**To:** Jamie Taras; Carol Longmuir  
**Subject:** BC Lions 2012 Gaming EVENT Audit - Sept 15th.

Jamie and Carol:

Attached is my final report on the Sept 15<sup>th</sup> event, along with a transmittal letter. As always, your organization response has been attached to the report.

Thanks again for your cooperation.

Regards,

Jean

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)



## Dickson, Brandy MEM:EX

---

**From:** Carol Longmuir <CLongmuir@bclions.com>  
**Sent:** Thursday, December 20, 2012 9:26 AM  
**To:** Gimena, Jean MEM:EX  
**Cc:** Jamie Taras  
**Subject:** RE: final audit

Hi Jean  
Yes I am hoping to have it finalized with 50 50 centrals input.  
Carol

---

**From:** Gimena, Jean MEM:EX [<mailto:Jean.Gimena@gov.bc.ca>]  
**Sent:** December 20, 2012 9:20 AM  
**To:** Carol Longmuir  
**Cc:** Jamie Taras  
**Subject:** RE: final audit

Hi Carol and Jamie,

Just wondering how you are coming along with your response and if I can expect to receive it this week. Let me know, please ☺

Jean

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)

---

**From:** Carol Longmuir [<mailto:CLongmuir@bclions.com>]  
**Sent:** Wednesday, December 12, 2012 7:22 PM  
**To:** Gimena, Jean MEM:EX  
**Cc:** Jamie Taras  
**Subject:** final audit

Hi Jean

We had a conference call with 50 50 Central and other key associates today. We will respond to your audit as soon as possible. Just waiting to compile all relevant information and answers to your audit findings. Hope to have them by Friday or Monday.

Thanks for your understanding,  
Carol

The entire BC Lions Football Club would like to sincerely thank all of our loyal fans for their tremendous support during the 2012 season! Next year, we are proud to be celebrating our 60th season. Join us for 60 seasons of PRIDE and get your season tickets today! Plus, purchase or renew before Dec. 1st and be entered to win great early bird prizes! Season tickets are now available by calling 604.589.ROAR.

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## **Dickson, Brandy MEM:EX**

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**From:** Gimena, Jean MEM:EX  
**Sent:** Thursday, December 20, 2012 12:52 PM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** FW: Response to preliminary audit for Oct 19th Licence # 45150  
**Attachments:** BC Compliance Findings Comments \_v6\_ \_2\_x.pdf

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)

---

**From:** Carol Longmuir [<mailto:CLongmuir@bclions.com>]  
**Sent:** Thursday, December 20, 2012 12:26 PM  
**To:** Gimena, Jean MEM:EX  
**Cc:** Jamie Taras; Matthew Annis  
**Subject:** Response to preliminary audit for Oct 19th Licence # 45150

Hi Jean  
Here is the last piece you were waiting on.  
Don't hesitate to contact me if you need anything further.  
Thanks  
Carol

The BC Lions Football Club would like to sincerely wish you and your family a Merry Christmas and a safe & happy Holiday Season! All the best in 2013 – the year we celebrate our 60th season. Join us for 60 seasons of PRIDE and get your season tickets today! Season tickets are now available by calling 604.589.ROAR.

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Please note: Our office will be closed for the holidays from Saturday, December 22 and re-opening on Monday, January 7.

## Dickson, Brandy MEM:EX

---

**From:** Gimena, Jean MEM:EX  
**Sent:** Thursday, January 10, 2013 5:28 PM  
**To:** 'Carol Longmuir'  
**Subject:** RE: Tomorrow's Meeting

Great, thanks, Carol ☺

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)

---

**From:** Carol Longmuir [<mailto:CLongmuir@bclions.com>]  
**Sent:** Thursday, January 10, 2013 4:55 PM  
**To:** Gimena, Jean MEM:EX  
**Subject:** RE: Tomorrow's Meeting

Hi Jean  
Yes were on I am planning to come in for this meeting, normally my day off.  
See you then,  
Carol

---

**From:** Gimena, Jean MEM:EX [<mailto:Jean.Gimena@gov.bc.ca>]  
**Sent:** January 10, 2013 3:31 PM  
**To:** Carol Longmuir  
**Subject:** Tomorrow's Meeting

Carol,

I just wanted to check that we are still on for tomorrow's meeting at 10 am... nobody sick, etc?

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)



## Dickson, Brandy MEM:EX

---

**From:** Carol Longmuir <CLongmuir@bclions.com>  
**Sent:** Friday, January 11, 2013 3:11 PM  
**To:** Gimena, Jean MEM:EX  
**Subject:** RE: Disbursement of Net Proceeds

Thanks Jean

---

**From:** Gimena, Jean MEM:EX [<mailto:Jean.Gimena@gov.bc.ca>]  
**Sent:** January 11, 2013 1:34 PM  
**To:** Carol Longmuir  
**Cc:** Fitzgerald, Anna MEM:EX; Elder, Kathy A MEM:EX  
**Subject:** Disbursement of Net Proceeds

Carol,

In the *Conditions for a Class A and Class B Gaming Event Licence*, clauses #17 and #18 say:

17. Licensed community fundraising groups must donate all net gaming proceeds to the organization(s) specified in the licensee's application and approved by the branch.

18. Net gaming proceeds must be fully disbursed within 12 months of receipt of the gaming proceeds, or within 3 years if approved in writing by the General Manager.

The conditions are located here: <http://www.pssg.gov.bc.ca/gaming/licences/docs/cond-a-b-licence.pdf>

Approval in writing can be obtained from Kathy Elder, as previously mentioned.

Hope this helps!

Jean

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)

## Dickson, Brandy MEM:EX

---

**From:** Gimena, Jean MEM:EX  
**Sent:** Wednesday, January 16, 2013 9:46 AM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** FW: BC LIONS REVISED RESPONSE FW: Oct 19th audit finding response  
**Attachments:** oct 19th game response finalpdf.doc.pdf

**Importance:** High

Re-send

---

**From:** Gimena, Jean MEM:EX  
**Sent:** Tuesday, January 15, 2013 12:19 PM  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** BC LIONS REVISED RESPONSE FW: Oct 19th audit finding response  
**Importance:** High

This looks good to me. Are you happy with it?

Jean Gimena  
Gaming Policy and Enforcement Branch  
Audit and Compliance Division  
220-4370 Dominion Street  
Burnaby, BC V5G 4L7

Tel: 604-775-1131  
Fax: 604-660-0267  
Email: [Jean.Gimena@gov.bc.ca](mailto:Jean.Gimena@gov.bc.ca)

---

**From:** Carol Longmuir [<mailto:CLongmuir@bclions.com>]  
**Sent:** Tuesday, January 15, 2013 11:58 AM  
**To:** Gimena, Jean MEM:EX  
**Cc:** Jamie Taras  
**Subject:** Oct 19th audit finding response

Hi Jean  
Hope this works... let me know your thoughts,  
Carol

2013 marks the 60th season for your BC Lions and we want you to join us for all the exciting, hard-hitting action. Season tickets, Flex, and 3-game packs are now available by calling 604.589.ROAR or visiting us online at [bclions.com](http://bclions.com). Get your tickets today and join us for 60 seasons of PRIDE!

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**From:** Jamie Taras  
**To:** [Woodworth, Doug](#) MEM:EX  
**Subject:** BC Lions 50-50  
**Date:** Monday, February 18, 2013 1:08:44 PM  
**Importance:** High

---

Hi Doug,

I hope you are well, we are looking to add the BC Football Hall of Fame to our list of recipients on the application for our 2013 50-50 gaming license. Are they eligible for gaming funds?

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

***2013 marks the 60th season for your BC Lions and we want you to join us for all the exciting, hard-hitting action. Season tickets, Flex, and 3-game packs are now available by calling 604.589.ROAR or visiting us online at [bclions.com](http://bclions.com). Get your tickets today and join us for 60 seasons of PRIDE!***

***Lions football – The Pride of All BC***



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**From:** [Demitrius Marshall](#)  
**To:** [Fitzgerald, Anna](#) MEM:EX  
**Cc:** [Pat Mancuso](#)  
**Subject:** Re: Meeting today  
**Date:** Monday, May 28, 2012 8:08:53 AM

---

Anna,  
Would it be possible to have our discussion today at 2:00pm EST (11:00am) your time instead of 1:00pm? I have had a number of things come up that require my attention and I am not sure I can do 1:00pm

--

Demitrius Marshall | Vice President

Technology & Professional Services  
Mobile | [s.22](#) Office | [1-905-264-4775](#)

[RYCOM Inc](#)  
Unit#8, 6201 Highway#7, Vaughan, Ontario, L4H 0K7



**From:** [Fitzgerald, Anna MEM:EX](#)  
**To:** ["Demitrius Marshall"](#)  
**Subject:** RE: Review of conversation  
**Date:** Monday, June 18, 2012 1:11:00 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

---

Thank you Demetrius.

---

**From:** Demitrius Marshall [mailto:[demitrius.marshall@rycom.ca](mailto:demitrius.marshall@rycom.ca)]  
**Sent:** Monday, June 18, 2012 8:15 AM  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Dan Tanenbaum; Casey Witkowicz; Pat Mancuso; Van Sleuwen, Terri MEM:EX; Meilleur, Len MEM:EX; Cowland, Ursula MEM:EX; Lefler, Stephen C MEM:EX  
**Subject:** Re: Review of conversation

Anna,  
Just confirming receipt of you email. I will work with the team to get the information as requested.

Thanks  
Demitrius

On Wed, Jun 13, 2012 at 3:47 PM, Fitzgerald, Anna MEM:EX  
<[Anna.Fitzgerald@gov.bc.ca](mailto:Anna.Fitzgerald@gov.bc.ca)> wrote:

Hello Demetrius,

Thank you for getting back to me and I apologize likewise for the delay in my response. You summarize our role in gaming events very succinctly and we have an agreed understanding on everything except the registration status. I agree that Bump 50/50 was not initially deemed necessary for certification/Registration however, during our audit inspection, we identified that the system was more integral in the draw process than initially understood. Accordingly I have forwarded the recommendation to our Registration division that they consider whether the systems should be certified/registered following our observation of the process. I have copied Len Meilleur, Executive Director, Registration Division in this e-mail should you wish to initiate contact. We will be continuing with our audit and will be arranging a planning meeting with the Foundation in the near future. We will be testing the controls surrounding the system environment such as access controls. We will not be testing the system itself and will note this in our audit scope.

I would be very grateful if you are able to send the information that we discussed in our meeting if it is available:

- Documentation detailing the system for information purposes that will assist us in our audit.
- Details of any past, ongoing or regular reviews that have taken place that would give comfort to rely that all purchased tickets are in the barrel and that system generated reports are accurate.

Thank you again for your co-operation.  
Regards,

Anna

*Anna Fitzgerald, CA, CIA*  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
*Know your limit, play within it.*

**From:** Demitrius Marshall [mailto:[demitrius.marshall@rycom.ca](mailto:demitrius.marshall@rycom.ca)]  
**Sent:** Tuesday, June 5, 2012 8:12 AM  
**To:** Fitzgerald, Anna MEM:EX  
**Cc:** Dan Tanenbaum; Casey Witkowicz; Pat Mancuso  
**Subject:** Review of conversation

Anna,

Here is the summary to our discussion last week. I apologize for getting this to you so late. If there are any questions, please call me directly.

**Mandate for GPEB:**

To ensure Events are conducted with integrity in the public's interest.

**Notes:**

The Bump 50/50 raffle was deemed unnecessary to register.

Looking for a reliance on the digital raffle system to ensure that tickets sold are printed into the drum.

Obviously can't do a physical count of tickets vs. recorded/printed tickets due to volume

How is it ensured that duplicate tickets are not printed

**Outcome:**

To indicate internal controls that are in place to ensure that tickets sold are printed to the drum

external controls in place to ensure that the system has integrity

Thanks  
Demitrius

Demitrius Marshall | Vice President

Technology & Professional Services  
Mobile | s.22 Office | 1-905-264-4775

RYCOM Inc  
Unit#8, 6201 Highway#7, Vaughan, Ontario, L4H 0K7



--

Demitrius Marshall | Vice President

Technology & Professional Services

Mobile s.22 Office | 1-905-264-4775

RYCOM Inc

Unit#8, 6201 Highway#7, Vaughan, Ontario, L4H 0K7



**From:** Casey Witkowicz  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Bump 5050 Software Certification at Rogers Center  
**Date:** Friday, September 21, 2012 1:14:32 PM

---

Great, done..have a great weekend...

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

MOB s.22

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On Fri, Sep 21, 2012 at 4:12 PM, Lefler, Stephen C MEM:EX  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

That will work. I have it in my calendar. Office number please – 250 356-6166. Thanks.

**Steve Lefler, CPP**  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.

Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782



email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]

**Sent:** Friday, September 21, 2012 1:06 PM

**To:** Lefler, Stephen C MEM:EX

**Cc:** Dan Tanenbaum

**Subject:** Re: Bump 5050 Software Certification at Rogers Center

How about Wednesday 26/12 at 0800hrs PST ( 1100hrs Toronto time)....if that works should I call your office or cell number?

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC [905 264 4801](tel:905-264-4801) | FAX [905 264 4808](tel:905-264-4808)

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On Fri, Sep 21, 2012 at 3:22 PM, Lefler, Stephen C MEM:EX  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

At this time Monday is free except between 1:00 and 2:00, Tues through Thursday I am generally available for most of the day, Friday I am in meetings most of the day. My day starts around 0700 PDT and ends usually around 4-4:30.

**Steve Lefler, CPP**  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.

Phone Off. [250 356-6166](tel:250-356-6166), Cell. [s.15, s.17](tel:250-356-6166)  
Fax [250 356-0782](tel:250-356-0782)

email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

---

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Friday, September 21, 2012 11:59 AM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** Dan Tanenbaum  
**Subject:** Bump 5050 Software Certification at Rogers Center

Stephen

I was wondering if we can have a discussion next week on the pending certification of Bump 5050 software at Rogers Center in Vancouver. We have reviewed GLI-31 preliminary certification document and would like to discuss aspects and applicability of some of the sections to help it along to a conclusion and possible use in the certification process.

Other than Tuesday Sept 25th , I am generally available can you provide me some times that are good for you....

Thanks

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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**From:** Lefler, Stephen C MEM:EX  
**To:** "casey.witkowicz@rycom.ca"  
**Subject:** RE: Start 1/2 Earlier  
**Date:** Tuesday, September 25, 2012 12:50:00 PM

---

Yes, that will work.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

-----Original Message-----

From: casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
Sent: Tuesday, September 25, 2012 12:14 PM  
To: Lefler, Stephen C MEM:EX  
Subject: Start 1/2 Earlier

Stephen can we start our call tomorrow at 0730hrs Vancouver time ( you mentioned your in at 7)...

Thanks Casey  
Sent from my BlackBerry device on the Rogers Wireless Network

**From:** Casey Witkowicz  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Monday Con Call  
**Date:** Thursday, September 27, 2012 2:52:21 PM

---

understood....we can assess tomorrow afternoon...if Monday gives you enough time...

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

MOB s.22

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On Thu, Sep 27, 2012 at 5:45 PM, Lefler, Stephen C MEM:EX  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

That will depend on the amount of time we have to review the information you will be providing. I am available most of the day Monday but would request that it be after 0900 Pacific time as I have some morning commitments.

Steve Lefler, CPP  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,

Victoria, B.C. V8W 9J1.

Phone Off. 250 356-6166, Cell. s.15, s.17

Fax 250 356-0782

email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]

**Sent:** Thursday, September 27, 2012 2:41 PM

**To:** Lefler, Stephen C MEM:EX

**Subject:** Monday Con Call

Steve

We will be sending you the two pieces of information tomorrow that we discussed yesterday. Do you have time on Monday to discuss, if what time would work for you?

Thanks

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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**From:** Lefler, Stephen C MEM:EX  
**To:** "casey.witkowicz@rycom.ca"  
**Subject:** RE: Bump 5050 Information  
**Date:** Friday, September 28, 2012 3:12:00 PM

---

Yes, please. You have a great weekend as well.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
**Sent:** Friday, September 28, 2012 3:12 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Bump 5050 Information

Stephen

That will work...call your office #?

Have good weekend.

Casey  
Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <Stephen.Lefler@gov.bc.ca>  
**Date:** Fri, 28 Sep 2012 15:09:55 -0700  
**To:** 'Casey Witkowicz' <casey.witkowicz@rycom.ca>  
**Subject:** RE: Bump 5050 Information

Thanks Casey. We should be able to accommodate a phone call on Monday. Will early afternoon, around 1:00 our time work for you?:

Steve Lefler, CPP  
Director/Deputy Registrar



Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
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Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Friday, September 28, 2012 12:05 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Bump 5050 Information

Stephen

Further to our conversation earlier in the week here are the following pieces of information we discussed:

1. Bump 5050 software flow chart file title "SystemFlow\_V2\_Sept\_28\_2012.pdf".  
Describing the Bump 5050 software flow and key operating blocks.
2. The physical and logical network connectivity (layer) that hosts the Bump 5050 software as it is today, file is titled "Bump 5050 Current Connectivity Overview.pdf",
3.  
s.21
4. User manual "Bump 5050 User Manual V23.docx" describing the user interface and functionality for the administrator of the 5050 raffle.
5. also the user information for the ticket sellers using the tablets, file titled "Preparing the Pod to Sell Tickets QS.docx"

s.21

Thanks Casey

Casey J Witkowicz

President & CEO

RYCOM Management Corporation

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**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)  
**To:** [Lefler, Stephen C MEM:EX](mailto:Lefler, Stephen C MEM:EX)  
**Subject:** Re: Question on New Feature  
**Date:** Tuesday, October 2, 2012 8:35:28 AM

---

Let me flow chart it easier to visualise, get it to you shortly  
Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Tue, 2 Oct 2012 08:18:06 -0700  
**To:** 'Casey Witkowicz' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
**Subject:** RE: Question on New Feature

The restriction within the criminal code (Section 207 (4)) is not specific to the use of an RNG, that is just one of the means that is encompassed by the "on or through a computer, video device or slot machine" wording. Charities are not permitted to operate their draws "on or through a computer" hence the requirement to print and manually draw a ticket. What you are proposing would not be permitted in Canada as the digital/virtual drum is computer driven. I do not believe there are any restrictions in the US that I am aware of.

s.21

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Tuesday, October 2, 2012 8:00 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Question on New Feature

Steve

Can you give some of your insight on this new feature we are deploying;

Digital 5050 Drum "how it works"

s.21

Thanks

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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**From:** Casey Witkowicz  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Status  
**Date:** Wednesday, October 3, 2012 1:40:11 PM

---

Thanks

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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On Wed, Oct 3, 2012 at 4:38 PM, Lefler, Stephen C MEM:EX  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

s.13, s.17

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17

Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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-----Original Message-----

From: casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
Sent: Wednesday, October 3, 2012 1:31 PM  
To: Lefler, Stephen C MEM:EX  
Subject: Re: Status

Thanks the loop is closed we will work on the timing over the next day..

s.13, s.17

Sent from my BlackBerry device on the Rogers Wireless Network

-----Original Message-----

From: "Lefler, Stephen C MEM:EX" <Stephen.Lefler@gov.bc.ca>  
Date: Wed, 3 Oct 2012 13:19:06  
To: 'casey.witkowicz@rycom.ca' <casey.witkowicz@rycom.ca>  
Subject: RE: Status

Information from GLI yesterday morning (9:30 am Ontario time) was that Dan Tanenbaum had been given the draft scope yesterday morning and indicated that he was going to be speaking with you. So, yes you should have our draft scope document for discussion.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17 Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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-----Original Message-----

From: [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca) [mailto:[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)]

Sent: Wednesday, October 3, 2012 12:50 PM

To: Lefler, Stephen C MEM:EX

Subject: Status

Stephen

Checking-in do you have an agreed to scope that we can discuss.

Thanks Casey

Sent from my BlackBerry device on the Rogers Wireless Network

**From:** Lefler, Stephen C MEM:EX  
**To:** "casey.witkowicz@rycom.ca"  
**Subject:** RE: Update  
**Date:** Wednesday, October 10, 2012 1:22:00 PM

---

Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

-----Original Message-----

From: casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
Sent: Wednesday, October 10, 2012 1:22 PM  
To: Lefler, Stephen C MEM:EX  
Subject: Re: Update

I will call your office at shortly after 0730PST..  
Sent from my BlackBerry device on the Rogers Wireless Network

-----Original Message-----

From: "Lefler, Stephen C MEM:EX" <Stephen.Lefler@gov.bc.ca>  
Date: Wed, 10 Oct 2012 13:18:32  
To: 'casey.witkowicz@rycom.ca' <casey.witkowicz@rycom.ca>  
Subject: RE: Update

I will be available on Friday morning, I am in a 7:30 PST. I do have meetings from 9 - 12 and from 2 to 4.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17 Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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-----Original Message-----

From: casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
Sent: Wednesday, October 10, 2012 1:13 PM  
To: Lefler, Stephen C MEM:EX  
Subject: Re: Update

Steve

Thanks for the note I am travelling today/tomorrow would you be available for a conversation this Friday?

Casey  
Sent from my BlackBerry device on the Rogers Wireless Network

-----Original Message-----

From: "Lefler, Stephen C MEM:EX" <Stephen.Lefler@gov.bc.ca>  
Date: Wed, 10 Oct 2012 11:47:29  
To: 'casey.witkowicz@rycom.ca' <casey.witkowicz@rycom.ca>  
Subject: RE: Update

Hi Casey. Regarding you topics for discussion:

s.13, s.17

s.15

The issue for the regulator is our ability to audit what is being done to the system during the draw, in line with our mandate to ensure the integrity of the printing process, that every ticket sold makes it to the draw barrel and that there are no unsold tickets or duplicates in the barrel. Understanding that this is probably the most critical time for the charity, we would consider permitting access to the system during a draw in order to ensure the integrity of the printing process or in the event of a catastrophic failure, provided:

- a) s.15 Remote access permission is granted by the site operators on request by the vendor.
- b) Remote access to the system during a draw for any reason will mandate a report to GPEB on the circumstances.
- c) Server logs related to the access and the work done are created, annotated and made available for audit by GPEB if required.

I am fully aware that the remote access option is a selling point for your software so I am trying to propose a solution that will meet our needs, the charities needs and your needs. I am open to active discussions or suggestions on any other options. You should also know that other provincial jurisdictions are also considering the impact and expressing the same concerns about remote access, a function of the software they were not fully aware of until just recently.

Hope to hear about the status of the GLI proposal later today. Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17 Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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-----Original Message-----

From: casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
Sent: Tuesday, October 9, 2012 12:03 PM  
To: Lefler, Stephen C MEM:EX  
Subject: Update

Steve

Hope you had a great long weekend.

I am checking in on your progress on two remaining topics, namely;

s.13, s.17  
2) Remote monitoring and support during game time,

Let me know when we can discuss. Also I am expecting GLI proposal for the scope of work for Rogers Center no later than end of day tomorrow.

Thanks Casey  
Sent from my BlackBerry device on the Rogers Wireless Network

**From:** Lefler, Stephen C MEM:EX  
**To:** "Casey Witkowicz"  
**Subject:** RE:s.13, s.17 Remote Discussion  
**Date:** Tuesday, October 16, 2012 4:23:00 PM

---

Thanks for your efforts on the remote monitoring discussion. I have been tied up all day on some other issues and will read over the proposal. On first glance, it looks good but will need to address specifically restricted access to the system "during the draw" process and any requirements for logging/reporting. There needs to be defined criteria for the foundation manager in order to grant admin console or SSH command line access during the draw. I am OK with the management console during the draw period and all three levels of access outside of the actual time the draw is taking place. I think we agree in principle to this, it just needs to be documented in the policy.

s.13, s.17

You may have received a request from GLI to address the scope as we are trying to shoot for the field work to commence next week given the short time frame. Hope to get this signed off tomorrow. Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
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---

**From:** Casey Witkowicz [mailto:casey.witkowicz@rycom.ca]  
**Sent:** Tuesday, October 16, 2012 11:35 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** s.13, s.17 Remote Discussion

Steve

Looks like November 2nd is when the puck may drop....this puts s.13, s.17 and Remote monitoring policy back on the table based on our discussion last week and the UK spec you sent me ..

s.13, s.17

Also your commentary on the remote monitoring we have put together a Policy recommendation ( attached) for control and type of access that we will be putting forward and discussion with Vancouver tomorrow it reflects your points from last week....

GLI scope will be confirmed with Vancouver tomorrow as well.

Can we close off s.13, s.17 and remote monitoring by Thursday this week?

**Casey J Witkowitz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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**From:** Lefler, Stephen C MEM:EX  
**To:** "Casey Witkowicz"  
**Subject:** RE: s.13, s.17 Remote Discussion  
**Date:** Wednesday, October 17, 2012 1:33:00 PM

---

Hi Casey. Just an update. We had a discussion with our lab's network specialists on the

s.13, s.17

We are just awaiting confirmation from you on the finalized scope and a scheduled date and time for the audit to proceed.

Cheers.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.

Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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---

**From:** Casey Witkowicz [mailto:casey.witkowicz@rycom.ca]  
**Sent:** Tuesday, October 16, 2012 11:35 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** s.13, s.17 Remote Discussion

Steve

Looks like November 2nd is when the puck may drop....this puts s.13, s.17 and Remote monitoring policy back on the table based on our discussion last week and the UK spec you sent me ..

s.13, s.17  
Also your commentary on the remote monitoring we have put together a Policy recommendation ( attached) for control and type of access that we will be putting forward and discussion with Vancouver tomorrow it reflects your points from last week....

GLI scope will be confirmed with Vancouver tomorrow as well.

Can we close off s.13, s.17 and remote monitoring by Thursday this week?

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

MOB s.22

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**From:** Casey Witkowicz  
**To:** Robert Cutler  
**Cc:** Jay Lushington; Salim Adatia; Lefler, Stephen C MEM:EX; Jeff Morgan; Mackenzie Haugh  
**Subject:** Re: Updated Test Plan for Rogers Arena Evaluation  
**Date:** Wednesday, October 24, 2012 1:16:50 PM

---

Robert/et all

Thank you for the accommodation...

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

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On Wed, Oct 24, 2012 at 3:57 PM, Robert Cutler <[R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)> wrote:

Hi Casey / Jay,

We are able re-schedule the evaluation to October 28<sup>th</sup> and 29<sup>th</sup> to accommodate your staff movements.

I have revised the attached test plan to reflect the changed dates. In addition, following our discussion with Steve this morning I have also added GPEB to the list of attendees. The other



changes relate to staffing: I have replaced Patrick with Jay on the Rycom side, and I have changed the engineering assignment on our side because of the changed dates.

I hope this is acceptable. Let me know if you have any questions.

Kind Regards,

Robert Cutler

Business Systems Analyst

**GLI Test Labs Canada**

Suite 210 - 6400 Roberts St,  
Burnaby, British Columbia, Canada V5G 4C9.

Office: +1 (778) 331 0794 ext. 5015

Fax: +1 (778) 331 0799

Email: R.Cutler@gaminglabs.com

Web: www.gaminglabs.com

Skype: rcutler.tst



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**From:** [Jay Lushington](#)  
**To:** [Robert Cutler](#)  
**Cc:** [Lefler, Stephen C MEM:EX](#); [Amir Falaki](#); [Andre Kurniawan](#); [Casey Witkowicz](#)  
**Subject:** Re: Rogers Arena Evaluation  
**Date:** Saturday, October 27, 2012 9:33:06 AM

---

Hello Robert,

Sorry for the delayed response, i was just in transit.

- 1) we will meet at 8:00 as per the schedule at gate 9
- 2) I will bring a version of the apk
- 3) it is about 20 ticket sets every 20 sec

Thanks,  
Jay

On Fri, Oct 26, 2012 at 12:36 PM, Robert Cutler <[R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)> wrote:

Hi Jay,

Some additional questions/requests:

1. Any update on where to meet on Sunday?
2. Could you please bring the APK file(s) used to install the Bump app on the Galaxy Tabs? We will signature the APK file(s) and then watch while you load the files into one of the Tabs.
3. Can you give us an idea of the rate at which ticket information is transferred from the Pods to the server? e.g. from each connected Pod how many tickets/second are transferred to the server? [I'm not sure how to translate "500 bytes per transfer every 20 sec" into the time taken for actual events.]

Kind Regards,

Rob

---

**From:** Jay Lushington [<mailto:jay.lushington@rycom.ca>]  
**Sent:** October-25-12 6:03 PM  
**To:** Robert Cutler  
**Cc:** Lefler, Stephen C MEM:EX; Amir Falaki; Andre Kurniawan; Casey Witkowicz  
**Subject:** Re: Rogers Arena Evaluation

Hello Robert,

1. Where at Rogers Arena do you want us all to meet at 8:00am on Sunday? Is there a particular access door you use?

- I am not sure, but i will talk to Cheryl and send you a followup email on which is the best location to meet

2. Can you confirm that the Bump foundation server runs Ubuntu?

- Yes it does

3. Is there a maximum number of tickets which can be stored in each Pod's cache, or is this determined by the SD card size (32GB)?

- it is determine by amount of memory on the tablets (16GB)

4. What is the maximum number of Pods in use at Rogers Arena?

-Vancouver has 50 Pods

If you have any other question please feel to email me back or call my cell s.22

Thanks,  
Jay

On Thu, Oct 25, 2012 at 8:13 PM, Robert Cutler <[R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)> wrote:

> Hi Jay,

>

>

>

>

> A few housekeeping and technical questions to make the evaluation on Sunday go a little more smoothly:

>

>

>

> 1. Where at Rogers Arena do you want us all to meet at 8:00am on Sunday?  
> Is there a particular access door you use?

>

>

>

> 2. Can you confirm that the Bump foundation server runs Ubuntu?

>

>

>

> 3. Is there a maximum number of tickets which can be stored in each  
> Pod's cache, or is this determined by the SD card size (32GB)?

> 4. What is the maximum number of Pods in use at Rogers Arena?

> Kind Regards,

> Rob

> Robert Cutler

> Business Systems Analyst

> GLI Test Labs Canada

> Suite 210 - 6400 Roberts St,

> Burnaby, British Columbia, Canada V5G 4C9.

> Office: +1 (778) 331 0794 ext. 5015

> Fax: +1 (778) 331 0799

> Email: R.Cutler@gaminglabs.com

> Web: www.gaminglabs.com

> Skype: rcutler.tst

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**From:** [Lefler, Stephen C MEM:EX](#)  
**To:** ["casey.witkowicz@rycom.ca"](mailto:casey.witkowicz@rycom.ca)  
**Subject:** RE: Rogers Audit Report  
**Date:** Tuesday, November 13, 2012 2:29:00 PM

---

Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
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Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca) [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Tuesday, November 13, 2012 2:29 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Rogers Audit Report

Here it is:

RYCOM  
Casey Witkowicz  
6201 HWY, Unit 8  
Vaughan, Ontario  
L4H 0K7

Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Tue, 13 Nov 2012 14:18:12 -0800  
**To:** 'casey.witkowicz@rycom.ca' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
**Subject:** RE: Rogers Audit Report

Thanks. Can you provide your mailing address please.

Steve Lefler, CPP  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
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Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca) [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Tuesday, November 13, 2012 1:32 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Rogers Audit Report

Thanks I will call you on your cell..  
Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Tue, 13 Nov 2012 13:18:25 -0800  
**To:** 'Casey Witkowicz' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
**Subject:** RE: Rogers Audit Report

You can reach me on my cell in that case. It can be later if you wish as I will be out of the office.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
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Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Tuesday, November 13, 2012 1:16 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Rogers Audit Report

I am at an early dinner tonight should be wrapping up at about 4:30 PST can I call you then?

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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On Tue, Nov 13, 2012 at 3:51 PM, Lefler, Stephen C MEM:EX <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

Hi Casey. I will be available for a phone call after 2:30 PM (PST)

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca) [mailto:[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)]  
**Sent:** Saturday, November 10, 2012 8:05 AM

**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Rogers Audit Report

Sounds good drop me an email when you ready.  
Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Fri, 9 Nov 2012 15:25:21 -0800  
**To:** 'Casey Witkowicz' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
**Subject:** RE: Rogers Audit Report

Hi Casey.

Can we set a phone call for Tuesday, late morning. We have looked at the report and it will be brought forward at our meeting set for Tuesday morning and I would like to hold off having a discussion until we have met here internally. Thanks.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
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Fax [250 356-0782](tel:250-356-0782)  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** Casey Witkowicz [mailto:[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)]  
**Sent:** Friday, November 9, 2012 11:18 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Rogers Audit Report

Steve

When you had a chance to read the report can we make some time to discuss....let me know when

**Casey J Witkowitz**

President & CEO

RYCOM Management Corporation

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**From:** Lefler, Stephen C MEM:EX  
**To:** "casey.wilkowicz@rycom.ca"  
**Cc:** Nicholson, David MEM:EX; "Robert Cutler"; Elder, Kathy A MEM:EX  
**Subject:** Bump 50/50 Testing for the Canucks Installation  
**Date:** Thursday, November 15, 2012 12:48:00 PM

---

Good Morning Casey. Just as a further update to our conversation on Tuesday evening, I would see that the following are the next steps:

s.15

s.15

Please let me know if you have any further questions or concerns or where I can assist in any way.

Steve Lefler, CPP  
Director/Deputy Registrar

Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.

Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782

email: Stephen.Lefler@gov.bc.ca

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** [Lefler, Stephen C MEM:EX](#)  
**To:** ["casey.witkowicz@rycom.ca"](mailto:casey.witkowicz@rycom.ca)  
**Subject:** RE: Rogers Arena 50:50 System: Baseline Test  
**Date:** Friday, November 23, 2012 2:31:00 PM

---

Thanks. The 3<sup>rd</sup> will work better for me and Dave is away but it is not critical for our attendance I would like to attend if available.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
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Victoria, B.C. V8W 9J1.  
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Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca) [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Friday, November 23, 2012 1:10 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Rogers Arena 50:50 System: Baseline Test

BTW you and Dave are welcome to join...we are planning either the 3rd or 4th..  
Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Fri, 23 Nov 2012 11:03:52 -0800  
**To:** 'Casey Witkowicz' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
**Subject:** RE: Rogers Arena 50:50 System: Baseline Test

Thanks Casey. No issues with the planned testing criteria. Looks good from my perspective.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
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email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Friday, November 23, 2012 10:34 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Fwd: Rogers Arena 50:50 System: Baseline Test

Steve

I am sure you have seen the planned baseline test ( extract from your email)...Can you check the proposal and confirm it meets with the translation...I think it is...we have added the "near out of paper" and changed the back-end printers...key benefit's addressing all your concerns we discussed...

We are tentatively planning for Week of Dec 3rd for baseline test...

Thanks Casey

Casey J Witkowicz

President & CEO

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From: **Casey Witkowicz** <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
Date: Tue, Nov 20, 2012 at 3:46 PM  
Subject: Fwd: Rogers Arena 50:50 System: Baseline Test  
To: Dan Tanenbaum <[dan@bumpworldwide.com](mailto:dan@bumpworldwide.com)>

Please review and approve...

we are making sure the technology side is in-line with what we need to do to comply with BC Gaming...

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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----- Forwarded message -----

From: **Casey Witkowicz** <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
Date: Tue, Nov 20, 2012 at 3:17 PM  
Subject: Fwd: Rogers Arena 50:50 System: Baseline Test  
To: Jay Lushington <[jay.lushington@rycom.ca](mailto:jay.lushington@rycom.ca)>

FYI

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

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----- Forwarded message -----

From: **Juby Sprake** <[J.Sprake@gaminglabs.com](mailto:J.Sprake@gaminglabs.com)>

Date: Tue, Nov 20, 2012 at 2:30 PM

Subject: Rogers Arena 50:50 System: Baseline Test

To: Casey Witkowicz <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>

Cc: Dan Tanenbaum <[dan@bumpworldwide.com](mailto:dan@bumpworldwide.com)>, Robert Cutler

<[R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)>, Matt Stafford <[M.Stafford@gaminglabs.com](mailto:M.Stafford@gaminglabs.com)>, Salim Adatia

<[S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com)>

Dear Casey,

Further to your recent telephone conversation with Rob Cutler, please find attached our Proposal for the evaluation of the Bump Worldwide Rogers Arena 50:50 System: Baseline Test. If acceptable, kindly arrange for its signature and send back a copy via email (scan) or fax at your earliest convenience. Also attached is the Ticket Sales Plan and Baseline Test Plan for your perusal.

Please don't hesitate to let us know if you have any questions or concerns.

Regards,

Juby Sprake  
Administrative Assistant  
GLI Test Labs Canada  
Suite 210-6400 Roberts Street



Burnaby, BC V5G 4C9  
(t) 778 331 0794 Ext. 5008  
(f) 778 331 0799  
(e) j.sprake@gaminglabs.com  
Web: www.gaminglabs.com



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**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Subject:** Re: Monday Dec 3rd  
**Date:** Thursday, November 29, 2012 8:41:12 AM

---

Perfect...see you monday...  
Sent from my BlackBerry device on the Rogers Wireless Network

-----Original Message-----

From: "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
Date: Thu, 29 Nov 2012 08:33:08  
To: Casey Witkowicz <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
Subject: Re: Monday Dec 3rd

Thanks Casey. I will be the only one from GPEB. I am flying into the inner harbour and will be at the arena for 9:00.

Sent from my iPhone

On 2012-11-29, at 8:28 AM, "Casey Witkowicz"  
<[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)<<mailto:casey.witkowicz@rycom.ca>>> wrote:

Steve

We are confirmed for Monday Dec 3rd at Rogers center for the baseline test. The Agenda starts at 0900 Hrs PST....

Let me know who is coming from your side , we will arrange access to the site ...I am attending on Monday...my flight arrival will put me at the arena around 10:30hrs

Thanks

Casey J Witkowicz

President & CEO

RYCOM Management Corporation

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**From:** Casey Witkowicz  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Quick Call  
**Date:** Friday, December 7, 2012 12:32:49 PM

---

Works for me, call my cell s.22 when you get in...I am office bound on Monday catching-up from this week...

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

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On Fri, Dec 7, 2012 at 3:16 PM, Lefler, Stephen C MEM:EX  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

Hi Casey. s.22 Can we set up something for Monday morning.  
Thanks

Sent from my iPhone

On 2012-12-07, at 11:44 AM, "[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)"  
<[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)> wrote:

> Steve  
>  
> Do you have a couple of minutes for a quick call today?  
>  
> Casey

| > Sent from my BlackBerry device on the Rogers Wireless Network

**From:** Casey Witkowicz  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** Jay Lushington  
**Subject:** Analysis of Monday Dec 3rd Sales PODS - Rogers Arena  
**Date:** Monday, December 10, 2012 9:32:25 AM  
**Attachments:** baseline test - bearer tickets missing Casey's Comments.xlsx

---

Steve

As discussed here is our analysis of last Monday' s base test. In short the the MtP300 mobile printers rated performance was exceeded, refer to attached spread sheet. Further the test method did not emulate an actual selling transaction precipitating the breach in printer performance.

Following the normal protocol of selling a ticket to a fan it would be physically impossible to sell 500 tickets in 16 minutes let alone 3 minutes.

Give me a call if you have any questions, I am travelling tomorrow, available on Wed Dec 12 and today until 2PM EST....

Thanks

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

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10	2012-12-03 9:27	347	855565427	1
3	2012-12-03 9:27	347	855565428	1
Total printed				2468
Total Sale				3000
Missing ticket				532

Sel

Seller

Printed

322

500

s.22

444

258

444

500

Total

2468

\* time in minutes pulled from time stamp log

## Minimum Print Time for 500 tickets

Inches/Sec

Avr Tkt length (Inch)

Max Print Speed

3.3

Average Ticket length

8

Tickets Printed

Minimum Time to Print 500 tickets

## Memory Consumption for 500 tickets

Kilobits

SRAM

1000

3/\$5 Memory Capacity

30

7/\$10 Memory Capacity

35

18/\$20 Memory Capacity

40

Total

Kilobits

Inches

SRAM

1000

Average Ticket Memory Size

35

Average Ticket Length

8

Printer Speed

Maximum Tickets in Memory

Maximum Tickets in Memory @ 8in/Tkt

228.5714286

Time value of SRAM

MtP300 Specifications:

Printing Method: Direct thermal, up to 3.3 in

• Printing Resolution: 203 dpi (8 dots per mm)

• Serial: RS232 (RJ11 Type)

• Flexible Wireless Options: IrDA, Bluetooth®

• All wireless printers also include serial port

- Emulations: Emulates many popular printers
- Can be upgraded as new emulations become available
- Operating Temp: -4°F to 122°F (-20°C to 50°C)
- Storage Temp: -4°F to 140°F (-20°C to 60°C)
- Humidity: 10% to 90% RH (noncondensing)
- Rated IP54: per IEC 529, without optional enclosure
- Buttons for Power, Paper Feed, and Setup
- 4 illuminated icons for general fault, wireless, paper out, and door open
- 2-line LCD for system alerts and messages
- Sensors for paper out, door open, and black mark
- LP models add rear black mark and label gap sensor
- 2 MB Flash, 1 MB SRAM
- Standard memory supports large and graphic fonts



**ing Times of Each Test Seller**

Sold	Not Printed	Print *	Time (min)	De
500		178	3	Exceed print sp
500		0	7	Enough time, a mix between
500		56	5	Exceed print sp
500		242	3	Exceed print sp
500		56	5	Exceed print sp
500		0	16	Enough time, a mix between
3000		532		

**s using the MtP300 in Lots of 19@3/\$5, 17@7/\$10, 18@\$20**

#	Seconds	Minutes	
500	1212.121212	20:2020202	Only Possible if SR

**s using the MtP300 in lots 19@3/\$5, 17@ 7/\$10, 18@ 18/\$20**

Lots	Total Memory Used Klbs	
19	570	
17	595	
18	720	
	1885	Complete Lot Exceed S

**Print Time Value of SRAM**

Inch/Sec	Number	Seconds	
3.3	28.57142857	69:2640693	Time for

js  
n)

®, Wi-Fi (802.11b/g), Custom RF

r brands (O-Neil, Zebra CPCL and ZPL, and Printek Mt3)  
ne available  
°C)

environmental case

Menu Navigation

ess connection, MCR ready, and battery status

configuration setup, and battery charge indicator

k mark detection

ap detection

nic-intensive print jobs

[REDACTED]

scription

eed & SRAM capacity

n print speed and SRAM Capacity

eed & SRAM capacity

eed & SRAM capacity

eed & SRAM capacity

n print speed and SRAM Capacity

[REDACTED]

RAM expanded to 2MB

[REDACTED]

RAM Capacity

[REDACTED]

one byte to propagate through SRAM in FIFO method & printer speed

On Wed, Dec 12, 2012 at 6:09 PM, Robert Cutler <[R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)> wrote:

Hi Steve,

This email serves to formally advise Bump 50:50 and GPEB of an issue identified during field testing of the Bump 50:50 system at Rogers Arena on December 3, 2012.

As parties are aware, GLI's testing was intended to fulfill mutually agreed upon requirements which included the sale and printing of 3000 sample customer tickets using the mobile Pods, and the printing of the corresponding counterfoils to be used for the barrel draw. GLI collected the sample printed customer tickets and performed a manual count of the barrel tickets on-site and confirmed that 3000 counterfoil tickets had been produced. The database ticket list provided by the operator also showed 3000 tickets being sold. Further off-site testing involved the reconciliation of the customer tickets, the database ticket information and the printed counterfoil tickets.

While performing the reconciliation of the printed customer tickets with the database information GLI observed an unexpected finding. That is, some ticket numbers recorded as being sold in the database were not printed on the sample physical customer ticket(s). In total, of the 3000 tickets sold, 532 ticket numbers were not printed on sample customer tickets. This information was communicated to GLI's client of reference Bump 50:50 on December 5, 2012 in order to permit them to perform their own technical tests potentially needed to confirm GLI's finding.

While GLI has not yet received a written response from Bump 50:50 regarding this unintended finding, Bump 50:50 have informally advised GLI that they believe the cause to be that the load of simultaneous customer ticket numbers being requested exceeded the normal operating parameters of the Bump 50:50 system. In other words, GLI's testing requested the system to sell tickets at a speed which exceeded the capability of the system to retain and print all of the sold sample tickets. Bump 50:50 have advised they believe the loss of ticket numbers would not occur if their sellers followed the sales procedures laid out in the Bump 50:50 User Manual. GLI agrees that the initial informal technical explanation provided by Bump 50:50 is plausible and that GLI's testing process may have stressed the Bump 50:50 system to the point where it exceeded the capability of the system to retain and print all of the sold sample tickets. However, GLI wish to note for GPEB that if this explanation for the missing ticket numbers is indeed correct, the Bump 50:50 system will rely on end-user behaviour and protocols to compensate for the potential technical limitation. Given that the operation of systems of this nature is a combination of both technical and human elements, this may be permissible but the end-decision of course rests with GPEB.

In follow up to our conversation yesterday, GLI is prepared to work with all parties to find an acceptable conclusion to the testing of the Bump 50:50 system and we will call you presently to discuss further.

Kind Regards,

Rob

Robert Cutler

Business Systems Analyst

**GLI Test Labs Canada**

Suite 210 - 6400 Roberts St,

Burnaby, British Columbia, Canada V5G 4C9.

Office: +1 (778) 331 0794 ext. 5015

Fax: +1 (778) 331 0799

Email: R.Cutler@gaminglabs.com

Web: www.gaminglabs.com

Skype: rcutler.tst

**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Subject:** Re: Status Update  
**Date:** Monday, December 17, 2012 8:28:52 AM

---

I am not sure if GLI is proceeding with the report until they get guidance from either of us on how to proceed with analysis.

Did you speak to them?

Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Mon, 17 Dec 2012 08:01:24 -0800  
**To:** 'Casey Witkowicz' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>  
**Subject:** RE: Status Update

Hi Casey. Still waiting on GLI's report. We also have a project team meeting here in GPEB on Tuesday. Should be able to provide details Tuesday afternoon.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

---

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Monday, December 17, 2012 7:30 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Status Update

Steve

Checking-in on the status....thanks Casey

Casey J Witkowicz

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

MOB s.22

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**From:** Lefler, Stephen C MEM:EX  
**To:** "casey.witkowicz@rycom.ca"  
**Subject:** RE: Status Update  
**Date:** Monday, December 17, 2012 8:44:00 AM

---

Yes. I asked them to go ahead and complete their report based on no further testing. I will be presenting the GLI report, details on your (Rycom's) analysis on the issue of the missing sales tickets and our comments from the technical perspective, to our group.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** casey.witkowicz@rycom.ca [mailto:casey.witkowicz@rycom.ca]  
**Sent:** Monday, December 17, 2012 8:29 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Status Update

I am not sure if GLI is proceeding with the report until they get guidance from either of us on how to proceed with analysis.

Did you speak to them?  
Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <Stephen.Lefler@gov.bc.ca>  
**Date:** Mon, 17 Dec 2012 08:01:24 -0800  
**To:** 'Casey Witkowicz' <casey.witkowicz@rycom.ca>  
**Subject:** RE: Status Update

Hi Casey. Still waiting on GLI's report. We also have a project team meeting here in GPEB on Tuesday. Should be able to provide details Tuesday afternoon.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity



Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** Casey Witkowicz [<mailto:casey.witkowicz@rycom.ca>]  
**Sent:** Monday, December 17, 2012 7:30 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Status Update

Steve

Checking-in on the status....thanks Casey

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

MOB s.22

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**From:** Lefler, Stephen C MEM:EX  
**To:** "Casey Witkowicz"  
**Cc:** Mellieur, Len MEM:EX; Merchant, Ron J MEM:EX  
**Subject:** RE: Status Update  
**Date:** Wednesday, December 19, 2012 2:36:00 PM

---

Hi Casey. We are still waiting on the GLI final report however I can report that we have been advised by GLI that the only issue was that of the missing sales tickets. GLI has been advised that we will not require any further testing. GLI has been directed to complete their report as is, detailing the results of the baseline testing. I am satisfied with the explanation and analysis provided by Rycom concerning the issue and have advised our working group that I am willing to sign off on the software/system without any further testing. This will effectively release the suspension of the use of the Bump 50/50 electronic raffle system and will permit the Canucks to use the technology at any future home game. The Canucks organization and the charity will be advised accordingly.

Further documentation will be forthcoming from GPEB regarding the certification of your system. That leaves the outstanding issue of Corporate Registration as a service provider.

If you have any questions or concerns, please feel free to call me.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: Stephen.Lefler@gov.bc.ca  
Website: www.pssg.gov.bc.ca/gaming

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

---

**From:** Casey Witkowicz [mailto:casey.witkowicz@rycom.ca]  
**Sent:** Monday, December 17, 2012 7:30 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Status Update

Steve

Checking-in on the status....thanks Casey

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

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**From:** Casey Witkowicz  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Happy New Year  
**Date:** Thursday, January 3, 2013 9:23:32 AM

---

Thanks

**Casey J Witkowicz**

President & CEO

RYCOM Management Corporation

OFC 905 264 4801 | FAX 905 264 4808

MOB s.22

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On Thu, Jan 3, 2013 at 11:22 AM, Lefler, Stephen C MEM:EX  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

Hi Casey. Happy New Year and all the best in the new year. Hope you holidays went well?

You can expect a form of a certification document, we are in the process of developing the content and format.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782

email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

-----Original Message-----

From: [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca) [mailto:[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)]

Sent: Thursday, January 3, 2013 8:16 AM

To: Lefler, Stephen C MEM:EX

Subject: Happy New Year

Steve

Happy New Year and wish and yours only good things in 2013!

I herd from Vancouver that they were notified that Bump is approved. Is there any correspondence that we should be expecting from your team notifying us of the same?

Thanks Casey

Sent from my BlackBerry device on the Rogers Wireless Network

**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Subject:** NHL is back  
**Date:** Sunday, January 6, 2013 3:35:40 PM

---

Steve

The NHL will start the season in Jan.

Your final report (certification) or draft will it have operational guidelines, like;

- 1) Game time support,
- 2) Incident report requirements,
- 3) Software updates and/or upgrades...

s.13, s.17

Thanks Casey  
Sent from my BlackBerry device on the Rogers Wireless Network

**From:** [casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)  
**To:** [Lefler, Stephen C MEM:EX](mailto:Lefler, Stephen C MEM:EX)  
**Subject:** Re: Certificate of Technical Integrity - Canucks for Kids using Bump 50:50  
**Date:** Tuesday, January 15, 2013 9:16:17 PM

---

Steve

Thank you for quarter backing this new process...hopefully this gives you a working template going forward...the folks from Manitoba will likely be reaching out to you....

Talk soon Casey

Sent from my BlackBerry device on the Rogers Wireless Network

---

**From:** "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>  
**Date:** Tue, 15 Jan 2013 12:02:17 -0800  
**To:** 'casey.witkowicz@rycom.ca' <[casey.witkowicz@rycom.ca](mailto:casey.witkowicz@rycom.ca)>; 'Cheryl Mitchell' <[Cheryl@redballsolutions.com](mailto:Cheryl@redballsolutions.com)>  
**Cc:** Elder, Kathy A MEM:EX <[Kathy.Elder@gov.bc.ca](mailto:Kathy.Elder@gov.bc.ca)>; Bell, Suzanne N MEM:EX <[Suzanne.Bell@gov.bc.ca](mailto:Suzanne.Bell@gov.bc.ca)>; Cowland, Ursula MEM:EX <[Ursula.Cowland@gov.bc.ca](mailto:Ursula.Cowland@gov.bc.ca)>  
**Subject:** Certificate of Technical Integrity - Canucks for Kids using Bump 50:50

Thanks everyone for your patience and assistance in this developing program. Please find attached a copy of the Certificate of Technical Integrity for the Bump 50:50 system.

The system has been approved for use in the province of BC. Please remember that this is only one component of the requirements needed by our Licensing and Grants division to issue a licence to CFKF to operate in the up and coming Canucks home games.

If you have any further questions or concerns, please feel free to call me.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES.\*\*\*

**From:** Dan Tanenbaum  
**To:** Fitzgerald, Anna MEM:EX  
**Subject:** BC Regulatory Response  
**Date:** Thursday, July 12, 2012 8:54:34 AM  
**Attachments:** Technical Review of Ticket Flow V.1 DRAFT.docx

---

Anna,  
Please find attached the technical overview of the Bump Platform. Feel free to touch base with me to go over any questions you might have.

Regards,  
Dan Tanenbaum  
President

C s.22  
Bump Worldwide Inc.  
6201 Highway #7, Unit #8  
Vaughan, ON L4H 0K7  
[www.bump5050.com](http://www.bump5050.com)

Follow us on Facebook at [www.facebook.com/bump5050](http://www.facebook.com/bump5050)  
A CHANCE TO DO GOOD



## Background

Discussions with BC gaming Anna Fitzgerald in June 2012 further clarification was requested on the print process. The following is the clarification requested.

### 1.0 Technical Review of Ticket Flow

s.21

s.21

Figure 1.0 "System Ticket Flow"

## 2.0 Reporting Mechanisms

2.1

s.21

s.21

s.22

s.21

s.22

s.21

## Dickson, Brandy EMNG:EX

---

**From:** Lin, Dickson MEM:EX  
**Sent:** Tuesday, August 28, 2012 11:45 AM  
**To:** Fitzgerald, Anna MEM:EX; Desrochers, Blanca MEM:EX  
**Cc:** Fraser Cowan, Sandy MEM:EX; s.22 Cheryl Mitchell  
**Subject:** Bump 50:50 IT Audit Responses  
**Attachments:** Technology Audit Report 08.23.12.pdf

Hello All,  
Attached is Cheryl's responses for Bump 50:50

*Dickson Lin, CISA, CIA*  
Commercial Gaming Auditor  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC  
V5G 4L7

604-775-1128 office  
s.15, s.17 cellular  
[dickson.lin@gov.bc.ca](mailto:dickson.lin@gov.bc.ca)

*Know your limit, play within it*



Please consider the environment before printing.

Not Responsive

Not Responsive

Not Responsive

*Dickson Lin, CISA, CIA*  
Commercial Gaming Auditor  
Gaming Policy and Enforcement Branch  
220-4370 Dominion Street  
Burnaby, BC  
V5G 4L7

604-775-1128 office  
s.15, s.17 cellular  
[dickson.lin@gov.bc.ca](mailto:dickson.lin@gov.bc.ca)

*Know your limit, play within it*



Please consider the environment before printing.



## Technology Audit Responses 08.23.12

Item	Objectives	Document Request	Response
1	System testing was comprehensive	Documentation showing test performed, by whom and the results (load, data transmission, data integrity, reporting accuracy, reconciliation, error handling etc).	<ul style="list-style-type: none"> <li>Rycom's Stress test results summary ( Attachment 1.0)</li> </ul>
2	The printers can produce the total volume of tickets within allotted timeframe	Printer speed specifications	<ul style="list-style-type: none"> <li>Sales POD Printers are at 4in/min,</li> <li>Foundation printers are at 6in/min</li> <li>Print speeds confirmed in lab,</li> <li>Design used print speed of sales POD multiplied by number of Sales agents,</li> </ul> <p style="text-align: center; color: red;">s.21</p>
3	There are sufficient error handling safeguards in place (e.g. paper jam, out of paper, communication errors, out of ink etc)	Test results of scenarios by 3 <sup>rd</sup> party facilities	<ul style="list-style-type: none"> <li>1 year of successful operating experience with no problems in any of these areas.</li> <li>Foundation printer is constant visual inspection of printer operation during game time,</li> <li>Ability to reprint in the event of paper Jam, based on last ticket number to cause Jam,</li> </ul>
4	Reprint history to hip printer can be audited	Ask for reprint to hip printer logs/audit trail	<ul style="list-style-type: none"> <li>Ticket Reconciliation report identifies if ticket is re-printed,</li> <li>Ticket Report will identify any reprints at the Sales POD (hip printer),</li> <li>Also we can pull from the Bump 5050 message logs for forensic analysis</li> </ul>
5	Reprint history to drum can be audited	Ask for reprint to drum logs/audit trail	<ul style="list-style-type: none"> <li>Bump 5050 Message log shows all drum reprints</li> <li>Message log is vaulted and available for inspection for 1 year or however the business requirement mandates</li> </ul>
6	Reprint commands to drum can only be issued by authorized personnel only (within the draw room?)	Access matrix of who can issue reprint to drum commands	<ul style="list-style-type: none"> <li>Game is managed by Administrative Bump 5050 utility</li> <li>The administrator approves all and any access and privileges,</li> <li>Administrative access is also restricted by network firewall for remote access</li> <li>BUMP IT support team is an authorized staff member who accesses the system only at the request of the Canucks for Kids Fund 5050 team.</li> <li>Reprint requests are minimal – either no requests or less than 5 per game.</li> </ul>

7	Reprints do not cause duplicate tickets to be in the drum	Reprint design document, 3 <sup>rd</sup> party testing	<ul style="list-style-type: none"> <li>Reprint requests are minimal – either no requests or less than 5 per game.</li> <li>Rare possibility of reprints in drum depending on the number of reprints occurrences in a game.</li> <li>When ticket is pulled from drum It is checked against the System dB for validity for that game – both date and to ensure that it was not a reprint.</li> <li>See Attachment 2.0 for details on how tickets unique numbers are generated.</li> </ul>
8	All sold tickets are in the drum	System control to ensure every sold ticket is sent automatically to drum. Reconciliation controls, built in reports	<ul style="list-style-type: none"> <li>The drum is physically monitored for tickets falling to floor.</li> <li>The reprint function was created to accommodate the foundation printer Jam as a precaution.</li> <li>Ticket report lists all ticket numbers printed to the drum.</li> </ul>
9	There are no unsold tickets in the drum	Reconciliation controls, built in reports	<ul style="list-style-type: none"> <li>Not possible to have unsold tickets in the drum. Tablets generate the ticket issuance to the ticket buyer, and the systems ONLY prints to drum when a sale is completed.</li> </ul>
10	There are no duplicate tickets in the drum	Reconciliation controls, built in reports	<ul style="list-style-type: none"> <li>Each tablet generates its own unique ID which are the ingredients in creating the ticket number.</li> <li>There is a remote possibility during reprints that the reprint request range includes a ticket that was printed initially. This would be human error. We control for this operationally by always having 2 people in the back room monitoring the system.</li> </ul>
11	There are no duplicate tickets sold.	Test results of scenarios by 3 <sup>rd</sup> party facilities showing reprint to hip will not generate same numbers.	s.21
12	System can withstand disruptions (power, hardware, communications etc.)	Disaster recovery (Back up for power, data, application, restoration plans)	<p>s.21</p> <ul style="list-style-type: none"> <li>Tablet internal drive as primary storage</li> <li>Server is equipped with back-up power in secure IT room at the Vancouver Canucks offices</li> <li>Server has redundant processors and hard drives and power source.</li> </ul>
13	System reports are reviewed at the end of each session (not just saved).	Trend analysis by seller/volunteer on reprint volume	<ul style="list-style-type: none"> <li>Operationally we have two strategies. The first one is to analyze reports for security purposes which is done per game and monthly. The second strategic is to review reports to better optimize selling and efficiencies.</li> <li>After each game we review the reports primarily looking at ticket reprints and cash shortage/overages. We track these on an excel spreadsheet to look for trends.</li> <li>We also keep a manual log books to track issues or challenges and follow up with these after each game.</li> <li>Also we track location selling and peak times of sales as</li> </ul>

			<p>part of our strategic analysis.</p> <ul style="list-style-type: none"> <li>Year 1 focussed primarily on security operations. We anticipate looking at more strategic analysis for year 2.</li> </ul>
--	--	--	---

**Attachment 1.0**  
**"System testing was comprehensive"**

Test Performed by: RYCOM R&D Lab  
Date Test Performed: August 2011  
Tester: Jay Lushington  
Results of Test: PASS

**Summary of Test results below.**

NUMBER OF UNITS USED: 20  
NUMBER OF TICKETS SENT FROM EACH UNIT EVERY 30 SECONDS (CONSECUTIVELY): 98  
TOTAL SETS SENT EVERY SECOND PER UNIT: 14 SETS OF 7 TICKETS EACH WHICH LEADS UPTO 98 TICKETS.  
MISSING TICKETS IS BASED ON THE DIFFERENCE IN NUMBER OF TICKETS THAT JMETER SEND AND WHAT IS  
DISPLAYED ON THE DASHBOARD AND THE STATS QUEUE

Vancouver Canucks BACKEND  
TEST

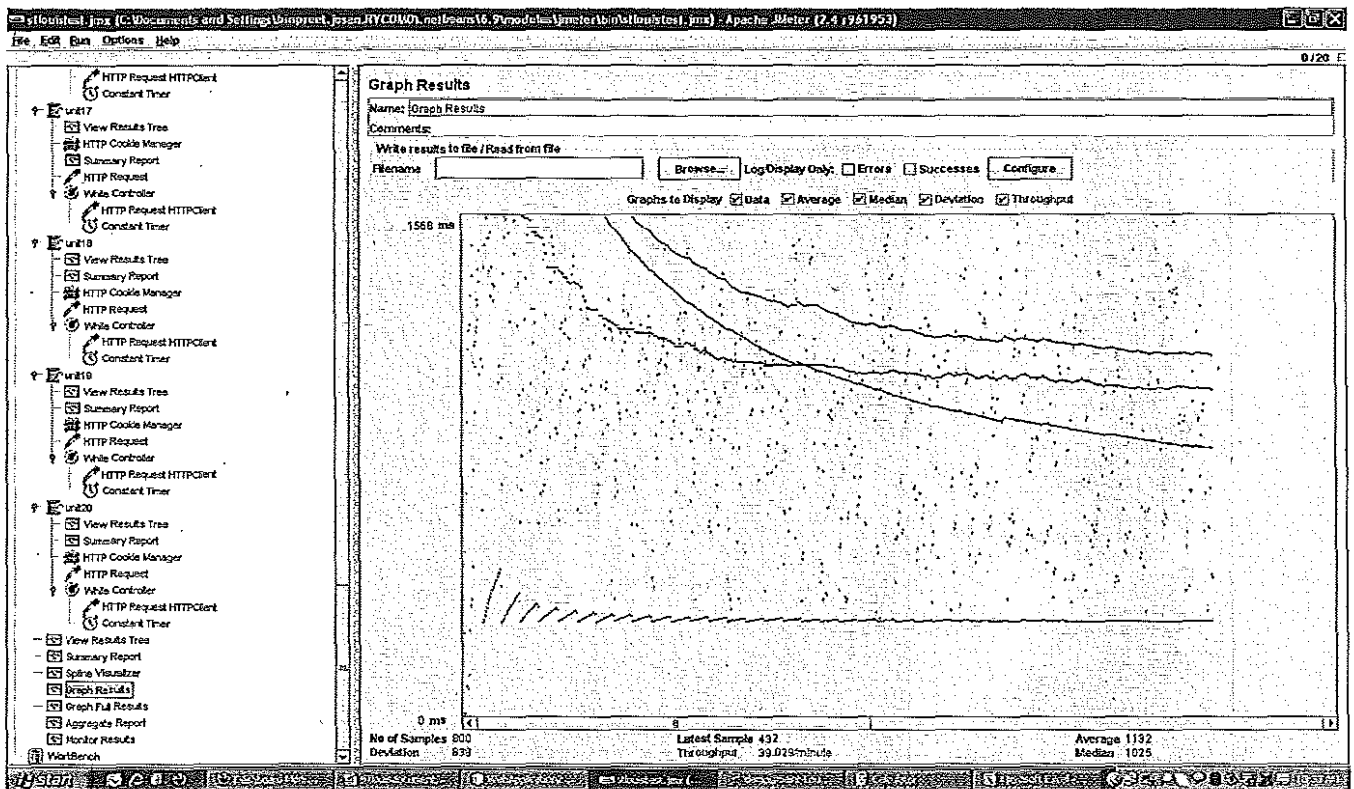
**MORNING TEST**

UNITS: 20  
Duration of test: 20 minutes  
Total tickets  
sent: 76440  
Total sets sent: 10920

Total tickets as on dashboard: 76440  
Total tickets in stats queue: 76440  
Total gross: \$109200

[REDACTED]

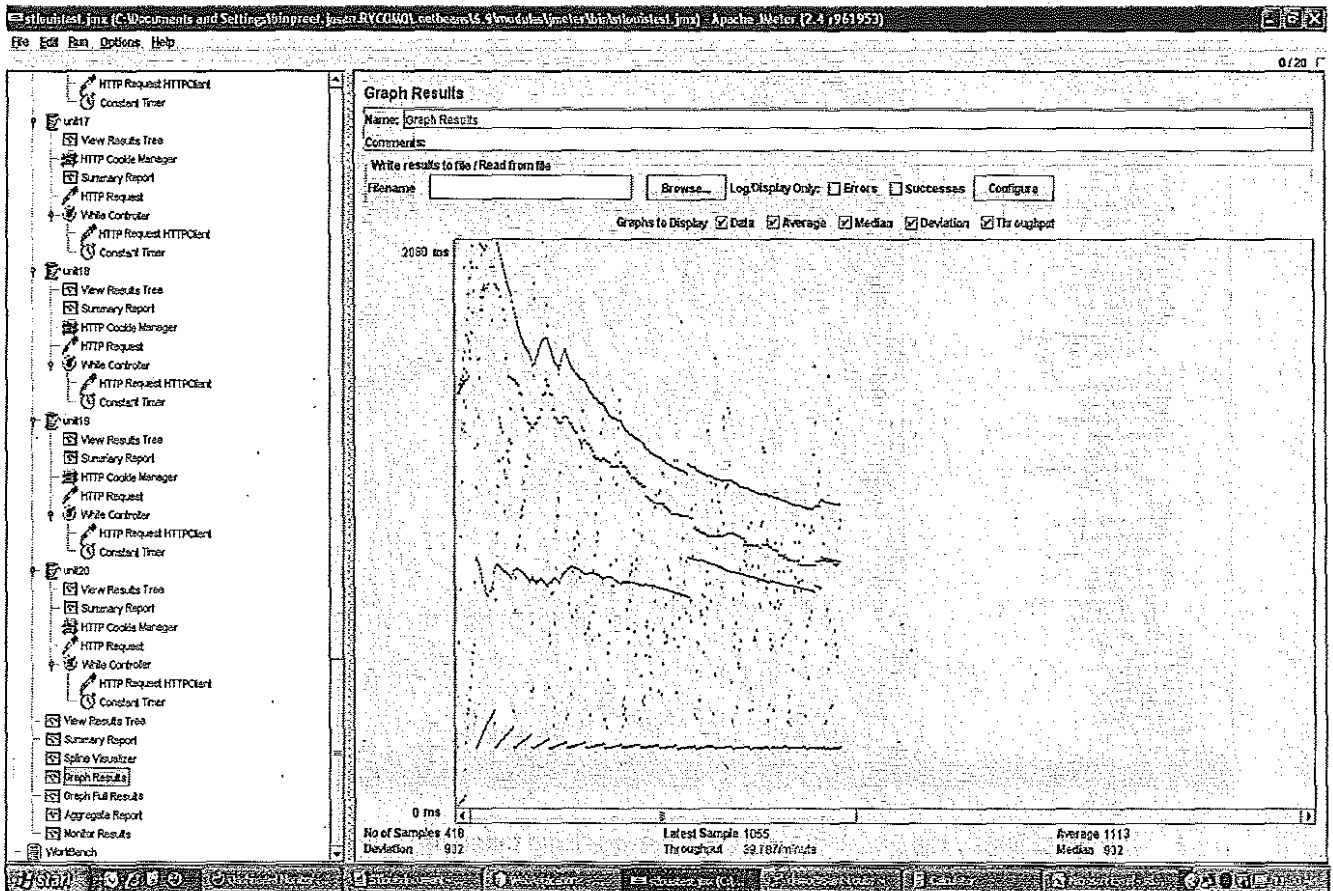
[REDACTED]



- The BLUE line in the graph displays the average time taken by samples to get the response.
  - Average for test: 1132 ms
- The GREEN line in the graph shows us the throughput or the number of samples per unit of time.
  - Throughput for test: 39.029/min
- The PURPLE line shows the MEDIAN which is the midway value for the times returned (response returned from the server).
  - Median for test: 1025
- The RED line states the Population standard deviation which stated the deviation in response times for samples (average variation in response times from the server)..
  - Deviation for test: 839

#### AUGUST, 2011 MORNING TEST 2

UNITS:	20
Duration of test:	10 minutes
Total tickets sent:	39004
Total sets sent:	5572
Total tickets as on dashboard:	39004
Total tickets in stats queue:	39004
Total gross:	\$27860



- The BLUE line in the graph displays the average time taken by samples to get the response.
  - Average for test : 1113 ms
- The GREEN line in the graph shows us the throughput or the number of samples per unit of time.
  - Throughput for test: 39.787/min
- The PURPLE line shows the MEDIAN which is the midway value for the times returned (response Returned from the server)
  - Median for test: 902
- The RED line states the Population standard deviation which stated the deviation in response times for samples (average variation in response times from the server)
  - Deviation for test: 902

Page 148 redacted for the following reason:

-----  
s.21

**From:** Lefler, Stephen C MEM:EX  
**To:** "dan@bumpworldwide.com"  
**Subject:** Canucks For Kids System  
**Date:** Tuesday, September 11, 2012 11:13:00 AM

---

Hi Dan. Thanks for the information you provided on Friday and the follow-up call this morning. As we discussed, the Bump system currently in place at Roger's Arena and being used by the Canucks for Kids 5050 draws is under suspension. GPEB would like to work towards re-instating this system as soon as possible. In order for GPEB to have confidence in the system, we will require the system to have a technical audit. We are currently reviewing the scope of this review and will require the following documentation before the final scope is determined. (Please note, you may have a duplicate request from Cheryl Mitchell for this information). This information will form part of the disclosure required for the test lab to develop their audit criteria.

- Documentation of the end to end draw process (process mapping)
- Network architecture
- Product specifications

GPEB will also require a clear understanding of the relationships between Bump50/50 and Rycom. Going forward, this information will be required in order for the appropriate entity to obtain registration to operate in BC. (Note: Registration is not a condition of the re-instatement of the system to operation)

Here is the contact information for the lab. Mr. Salim Adatia, CEO of GLI Test Labs Canada. [S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com) Phone: (604) 644 7076. Salim is currently in Montreal until Thursday and will be travelling to Toronto at the end of the week for meetings. GLI also released a draft copy of a technical standard related to Electronic Raffle Systems. The copy has been delivered to various regulators and vendors across Canada and the US for comment. As a vendor you may wish to provide your input. Mr. Salim can provide a link to the draft standard.

Should you require any further information, please feel free to call me on either my office number or my cell. Thanks again for your assistance.

Steve Lefler, CPP  
Director/Deputy Registrar

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Fax 250 356-0782

email: Stephen.Lefler@gov.bc.ca

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

**From:** [Scott Ackles](#)  
**To:** [Jamie Taras](#); [Woodworth, Doug](#) MEM:EX; [Tom Malone](#) s.22  
**Subject:** RE: BC Lions CFG 50-50  
**Date:** Monday, February 18, 2013 1:27:19 PM  
**Attachments:** [Image001.jpg](#)

---

Jamie – thank you very much for moving this conversation forward with Doug!

Doug – I have included Tom Malone, CEO BC Football Hall of Fame on this email. Tom and I will provide you with the information you have requested as soon as possible.

Thank you for your consideration. We are thrilled with the opportunity for this review of eligibility.

Sincerely,

Scott

**Scott Ackles**

CEO, viaSport

#1000-510 Burrard Street, Vancouver, B.C. V6C 3A8  
Ph 778.327.5134 Fax 778.327.5199 Toll Free 1.866.427.2010



[viaSport.ca](#)

*Formerly the BC Sport Agency*

---

**From:** Jamie Taras [<mailto:JTaras@bclions.com>]  
**Sent:** February-18-13 1:10 PM  
**To:** Woodworth, Doug MEM:EX  
**Cc:** Scott Ackles  
**Subject:** RE: BC Lions CFG 50-50

Thanks Doug I will forward this on and ask them to send you the necessary documents.

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

**2013 marks the 60th season for your BC Lions and we want you to join us for all the exciting, hard-hitting action. Season tickets, Flex, and 3-game packs are now available by calling 604.589.ROAR or visiting us online at [bclions.com](http://bclions.com). Get your tickets today and join us for 60 seasons of PRIDE!**

**Lions football – The Pride of All BC**



Think about the environment before printing

---

**From:** Woodworth, Doug MEM:EX [<mailto:Doug.Woodworth@gov.bc.ca>]  
**Sent:** Monday, February 18, 2013 12:51 PM  
**To:** Jamie Taras  
**Subject:** RE: BC Lions CFG 50-50

Hi Jamie,

I'm doing well, thank you. I hope the same for you.

We don't have any history of this group in our system, so we would have to do an eligibility review. I see they are a registered society, which is a good start, but there is a bit more to it than that. We would need to have some documents for a review, i.e., constitution, bylaws, minutes from the most recent Annual General Meeting, most recent financial statements and information on the programs and/or services they provide to the community. If you could have the group provide those items to me I could do a review; they could be sent by e-mail or faxed to my attention at 250-356-8149. I see they are a registered society in BC, so that's a good start.

---

**From:** Jamie Taras [<mailto:JTaras@bclions.com>]  
**Sent:** Monday, February 18, 2013 12:07 PM  
**To:** Woodworth, Doug MEM:EX  
**Subject:** BC Lions CFG 50-50

Hi Doug,

I hope you are well, we are looking to add the BC Football Hall of Fame to our list of recipients on the application for our 2013 50-50 gaming license. Are they eligible for gaming funds?

Kind Regards,

Jamie Taras | Director of Community Relations | 604.930.5467 | Fax: 604.583.7882  
[www.bclions.com](http://www.bclions.com) | [www.twitter.com/BCLions](http://www.twitter.com/BCLions) | [www.facebook.com/BC.Lions](http://www.facebook.com/BC.Lions)

**2013 marks the 60th season for your BC Lions and we want you to join us for all the exciting, hard-hitting action. Season tickets, Flex, and 3-game packs are now available by calling 604.589.ROAR or visiting us online at [bclions.com](http://bclions.com). Get your tickets today and join us for 60 seasons of PRIDE!**

**Lions football – The Pride of All BC**



Think about the environment before printing

**From:** Scott Secord  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: 50/50 Central uses ~~at Respons~~ BC Lions, Not Responsive  
**Date:** Thursday, October 18, 2012 10:11:31 AM  
**Attachments:** image001.jpg

---

Thanks Steve that helps a great deal.

signature logo



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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** Thursday, October 18, 2012 10:34 AM  
**To:** Scott Secord  
**Cc:** Nicholson, David MEM:EX; Matt Annis; Andrej Nemcek  
**Subject:** RE: 50/50 Central uses ~~at Respons~~ BC Lions, Not Responsive

Thanks Scott. We will be at your offices at 11:00 am. Basically the agenda items we were hoping to address are the topics noted at the bottom of this email (My email to you on October 10<sup>th</sup>). We are hoping to gather as much information as possible on your system so any documentation that addresses those noted topics will be appreciated.

Not Responsive

Please let me know if there is anything else you need from us prior to our meeting.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
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Victoria, B.C. V8W 9J1.  
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Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Wednesday, October 17, 2012 3:02 PM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** Nicholson, David MEM:EX; Matt Annis; Andrej Nemcek  
**Subject:** RE: 50/50 Central uses ~~at~~ **Not Responsive** BC Lions, **Not Responsive**

Stephen:

Matt Annis, VP of Technology for 5050 Central, will arrive at 9:30 am on Friday and should be to the Pointstreak offices by 10:30 am. I would suggest the meeting start around 11:00 am and hopefully Matt is not delayed. I will not arrive until 1:30 pm but will come straight to the Pointstreak offices. I am sure we can accomplish what you require prior to having to leave for the Lions game. Our offices are located at 400 – 999 West Broadway Avenue.

It would helpful to our group if you could provide a proposed agenda and we will prepare accordingly. Some information we may not be able to prepare in a written format prior to this meeting due to the short preparation time. Let me know if you have any comments or questions. Thanks

signature logo



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Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Wednesday, October 17, 2012 5:23 PM  
**To:** Scott Secord  
**Cc:** Nicholson, David MEM:EX  
**Subject:** RE: 50/50 Central uses ~~at~~ **Not Responsive** BC Lions, **Not Responsive**

Hi Scott. Still waiting to hear confirmation of a time and location. We will be over to Vancouver in the morning but will need to be at BC Place for 4:15 PM for the 4:30 start-up process.

**Steve Lefler, CPP**  
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Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Monday, October 15, 2012 9:01 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: 50/50 Central uses ~~at~~ BC Lions, Not Responsive

Steve:

I will call you today to discuss plans. Thanks

signature logo



**Scott Secord**  
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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
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Fax: (905) 731 0512

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Friday, October 12, 2012 5:05 PM  
**To:** Scott Secord  
**Subject:** RE: 50/50 Central uses ~~at~~ BC Lions, Not Responsive

Thanks Scott. We were hoping to meet prior to the 19<sup>th</sup> as it appears we will be attending the Lions' next home game on that day. Is there anyone else that would be available to meet? The game is an evening game and if we can arrange for the Friday, that would work best for us. We could meet in the AM and then our understanding of the system would be fresh for the site visit.

**Steve Lefler, CPP**  
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email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Thursday, October 11, 2012 1:54 PM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: 50/50 Central uses ~~at~~ **Not Responsive** BC Lions, **Not Responsive**

Stephen:

I spoke with Matt Annis today and I would like to propose we schedule the meeting for the following week as **s.22** Could we schedule something for the following week?

signature logo



**Scott Secord**  
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Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Wednesday, October 10, 2012 1:52 PM  
**To:** Scott Secord  
**Subject:** RE: 50/50 Central uses ~~at~~ **Not Responsive** BC Lions, **Not Responsive**

Thanks Scott. Thursday or Friday next week will work for myself and my technical investigator. If you are able to provide electronic copies of documentation prior to our attendance in Vancouver, this will allow us to familiarize ourselves with your system and we may be able to speed the process up. We would be looking for:

- Documentation describing the draw process - network process flow describing ticket and counterfoil production, printing processes, device communication. etc
- Network architecture
- Product specs for devices. (including the stationary terminal with Built-in Printer)
- **Not Responsive**
- Current list of clients

While this is not a technical audit we will also be looking at:

- IT general controls, the administrative and technical controls implemented to maintain the integrity of the ticket database and the printing process.
- Processes – Normal Sales (handheld wireless), Fixed terminal sales, Sales during communications failures.
- System capacity
- Reporting – all aspects
- Disaster recovery and data integrity/recovery
- Logical access controls including external/remote system access controls (if applicable)
- Change control management process

Going forward into the certification process, this information will assist in the finalization of the scope of our technical standard to ensure we are not stipulating something that is not practicable from either a technical or financial perspective.

Please call if you have any further questions or concerns. Thanks.

**Steve Lefler, CPP**  
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---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Tuesday, October 9, 2012 11:48 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: 50/50 Central uses Not Responsive BC Lions, Not Responsive

Steve:

I would be happy to arrange a demonstration at your earliest convenience. I would have our VP of Technology, Matt Annis, fly to Vancouver to provide you with the full demonstration of the system and answer and related questions. Would sometime late next week work for you and your colleagues?



Description: signature logo



**Scott Secord**  
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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Tuesday, October 09, 2012 2:39 PM  
**To:** Scott Secord  
**Subject:** 50/50 Central uses ~~not~~ **Not Responsive** BC Lions, **Not Responsive**

Hi Scott.

Further to our previous telephone conversation, we will need to set up a product demo at your earliest convenience. The viewing of an actual draw in progress does not adequately answer our technical questions.

**Not Responsive**

Additionally, we still need to address our technological understanding of the systems currently in use at the BC Lions **Not Responsive** While we have granted permission for these systems to remain in use, that decision is under review and that approval is contingent on our receiving technical details of the systems and a demonstration of the software. Please let me know when we will be able to have a product demonstration. Thanks.

**Steve Lefler, CPP**  
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**From:** [Scott Secord](#)  
**To:** [Lefler, Stephen C](#) MEM:EX  
**Subject:** FW: BC Lions 5050 - Gaming Policy Enforcement Branch audit  
**Date:** Thursday, October 18, 2012 10:11:00 AM  
**Attachments:** [Image003.jpg](#)  
[Image001.jpg](#)

---

Steve:

How many people are with dealing with on this matter and who is the main contact from your department. We have arranged meetings with you and your colleagues for this Friday and now we are getting additional emails from other people in the gaming department requesting similar information and further meetings. I trust you understand my concerns as we also have a business to run and clients that are beginning to become something concerned about the multiple audits and requests for information. It should be noted these people are volunteers in 90% of the cases. I would appreciate knowing who is the direct contact from BC Gaming and would like to note that Matt Annis and myself will be the direct contact for your department. Thanks Steve

signature logo



**Scott Secord**  
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Fax: (905) 731 0512

---

**From:** Blair [<mailto:blair@5050central.com>]  
**Sent:** Thursday, October 18, 2012 7:59 AM  
**To:** Scott Secord  
**Cc:** Matt Annis  
**Subject:** FW: BC Lions 5050 - Gaming Policy Enforcement Branch audit

cid:image001.jpg@01CBE3B9.CD6D7A30



[blair@5050central.com](mailto:blair@5050central.com)  
Blair Smith

---

**From:** Fitzgerald, Anna MEM:EX [<mailto:Anna.Fitzgerald@gov.bc.ca>]

**Sent:** Wednesday, October 17, 2012 9:43 PM  
**To:** 'blair@5050central.com'  
**Subject:** BC Lions 5050 - Gaming Policy Enforcement Branch audit

Hello Blair,  
We met at one of the Lions games in September.

We have been asking Carol a number of questions and she has directed us to you.

We are in the process of auditing the Lions 50 50 raffle. We would like to see a report of both the tickets numbers printed in the barrel and also the ticket numbers sold. Are there reports developed that present this information. If so, would it be possible be sent a copy of such a report? We will be requesting that information for the game next Friday as we will be performing a count of the tickets.

We would also like to inquire whether there are any operators' manuals for the system.

Finally I would like to request a meeting with you or an alternative appropriate individual next week. I have requested one of our IT auditors perform a review of the system. I would like us to discuss the scope of our review and also will have a few more specific questions in relation to our ongoing raffle audit.

Thank you for your help. I look forward to talking to you.  
Regards,  
Anna

*Anna Fitzgerald, CA, CIA*  
Director, Charitable Gaming  
Audit and Compliance  
Gaming Policy and Enforcement Branch  
604-660-0269  
*Know your limit, play within it.*

**From:** Matthew Annis  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Re: Gaming Policy and Enforcement Branch Meeting Follow up  
**Date:** Monday, October 22, 2012 12:57:47 PM

---

Thanks Steve

Matthew Annis  
VP of Technology  
5050 Central / STEVA  
[Http://www.pointstreak.com](http://www.pointstreak.com)  
[Http://www.5050central.com](http://www.5050central.com)  
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Fax: (613) 680-0927

On 2012-10-22, at 3:42 PM, "Lefler, Stephen C MEM:EX"  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

Thanks Matt. We will be having a discussion with our licensing division on the **Not Responsive** application so I cannot give you a definitive time frame on the approval. We will be assessing the information you have provided and the results of Friday's game. I don't see anything further to be added to your list at this time but will let you know if anything further surfaces.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
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Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. **s.15, s.17**  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Matthew Annis [<mailto:mannis@pointstreak.com>]

**Sent:** Monday, October 22, 2012 10:09 AM  
**To:** Lefler, Stephen C MEM:EX; Nicholson, David MEM:EX  
**Cc:** 'Kevin Lovitt'  
**Subject:** Gaming Policy and Enforcement Branch Meeting Follow up

Gents:

Just wanted to thank you again for the opportunity to meet last Friday. I felt it was very positive and constructive meeting which helped clarify expectations moving forward. Below is a list of items I noted as requiring follow up. I will be generating this information throughout the week and will follow up Thursday or Friday. If there is something missing from the list please advise me.

We will also be emailing out the report containing all sold numbers, all printed numbers and all voided numbers later today to yourselves and the auditors. From our analysis all tickets that were sold were also printed with no missing tickets occurring or duplicates. There were voided tickets printed because of the nature of how voids are entered when using load and go as we discussed and witnessed at the game.

Not Responsive

If you have any questions or concerns please let me know.

Thanks  
Matt

Follow up List

Not Responsive

<!--[if !supportLists]-->	<!--[endif]-->	Copies of all reports generated from the 5050 System
<!--[if !supportLists]-->	<!--[endif]-->	Clarification on whether reports can be emailed to BC Gaming as PDF's or similar format
<!--[if !supportLists]-->	<!--[endif]-->	Clarification of Receipt Number column on reporter
<!--[if !supportLists]-->	<!--[endif]-->	Scan of the sellers backup ticket copy that can be used in the Load and Go scenario for disaster recovery
<!--[if !supportLists]-->	<!--[endif]-->	Clarification if terminals lock out after a predefined period of inactivity
<!--[if !supportLists]-->	<!--[endif]-->	Clarification of password / user name protection of the DB or encryption
<!--[if !supportLists]-->	<!--[endif]-->	Flow chart describing the sales process
<!--[if !supportLists]-->	<!--[endif]-->	Description of ticket # generation and

reference number generation

<!--[if !supportLists]--> <!--[endif]-->Analysis of syncing issues during BC Lions  
game on 10.22.12

<!--[if !supportLists]--> <!--[endif]-->List of all tickets sold, printed and voided  
at BC Lions game on 10.22.12

<image001.jpg>

**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
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[www.5050central.com](http://www.5050central.com)  
[www.stevasports.com](http://www.stevasports.com)

**From:** Matthew Annis  
**To:** Lefler, Stephen C MEM:EX; Nicholson, David MEM:EX; Fitzgerald, Anna MEM:EX  
**Cc:** "Kevin Lovitt"  
**Subject:** BC Lions Oct 20 Audit  
**Date:** Tuesday, October 23, 2012 8:30:54 AM  
**Attachments:** Image001.jpg

---

Yes we will be preparing that, I believe it was one of the line items I emailed yesterday. We will be submitting that list as a whole as opposed to one or a few at a time so It will be a few days before we have all the information together.

Email subject line update also, sorry about that.



**Matthew Annis**  
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[www.5050central.com](http://www.5050central.com)  
[www.stevasports.com](http://www.stevasports.com)

---

**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** October-23-12 10:54 AM  
**To:** 'Matthew Annis'; Nicholson, David MEM:EX; Fitzgerald, Anna MEM:EX  
**Cc:** 'Kevin Lovitt'  
**Subject:** RE:

Thanks for the quick turnaround Matt. Can we also expect a post mortem of the root cause of the synchronization problem from the initial setup problems through to the failures to sync throughout the draw period.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
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email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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---

**From:** Matthew Annis [<mailto:mannis@pointstreak.com>]  
**Sent:** Tuesday, October 23, 2012 7:46 AM  
**To:** Lefler, Stephen C MEM:EX; Nicholson, David MEM:EX; Fitzgerald, Anna MEM:EX  
**Cc:** 'Kevin Lovitt'  
**Subject:**

Good morning everyone

Just following up on our audit of the logs from Friday night's game. Attached you will find a spread sheet that lists:

- All ticket #'s sold
- All ticket #'s voided
- All ticket #'s printed

Based on our audit we have verified that:

- All numbers sold were printed.
- Sold numbers are all unique.
- Printed numbers are all unique.
- There are 94 more printed numbers than sold. All of these numbers appear in the void list.
- No voided numbers appear in the sold list.

If you have further questions please let me know,  
Matt



**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
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**From:** Scott Secord  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** **Not Responsive**  
**Date:** Wednesday, October 24, 2012 7:32:50 PM  
**Attachments:** Image001.jpg

---

Steve:

First thanks for taking the time to meet with us last week in Vancouver. Both Matt and I felt the meeting was highly productive for planning purposes but also to gather insight as to the key components of the system from BC Gaming's perspective. We look forward to next steps in the process regarding certification and compliance with BC standards.

**Not Responsive**

signature logo



**Scott Secord**  
President/CEO  
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Work: (905) 731 9867  
Fax: (905) 731 0512

**From:** Scott Secord  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Urgent Call  
**Date:** Thursday, October 25, 2012 6:27:23 PM  
**Attachments:** Image001.jpg

---

Steve:

I left a detailed message on your voicemail with respect to the notice we received from our client the BC Lions that the license was suspended to use electronic raffling. We have never received any notice from BC regarding this matter and are obviously caught extremely off guard. Could you please call me asap to discuss. My cell is s.22 Thanks

signature logo



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Fax: (905) 731 0512

**From:** Scott Secord  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Contact Information  
**Date:** Friday, October 26, 2012 9:54:20 AM  
**Attachments:** Image001.jpg

---

Steve:

Thanks for returning my call last night. I apologize if I came of frustrated but this decision seems to have been made without any reasonable thought to the financial impact this has on many BC charities. Further it seems somewhat ridiculous that this type of decision is made without even discussing the concerns and seeing if we can collective come to some resolution. I would appreciate the contact person I should be speaking with at BC Gaming to address this matter.  
Thanks

signature logo



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Fax: (905) 731 0512

## Dickson, Brandy MEM:EX

---

**From:** Matthew Annis <mannis@pointstreak.com>  
**Sent:** Friday, January 4, 2013 11:12 AM  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** Accepted: Pointstreak/GPEB - Testing of 50/50 Central System

**From:** [Scott Secord](#)  
**To:** [Lefler, Stephen C. MEM:EX](#); [Matt Annis](#)  
**Cc:** [Nicholson, David MEM:EX](#)  
**Subject:** RE: Set up a conference call  
**Date:** Friday, January 4, 2013 9:52:06 AM  
**Attachments:** [Image001.jpg](#)  
[Image005.jpg](#)  
[Image002.jpg](#)

---

Stephen:

Matt and I are available at 11 am PST (2 pm EST). We will call you directly at that time. Thanks and have a good weekend.

signature logo



**Scott Secord**  
President/CEO  
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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** [Lefler, Stephen C MEM:EX \[mailto:Stephen.Lefler@gov.bc.ca\]](#)  
**Sent:** Friday, January 04, 2013 11:42 AM  
**To:** [Scott Secord](#); [Matt Annis](#)  
**Cc:** [Nicholson, David MEM:EX](#)  
**Subject:** RE: Set up a conference call

Thanks Scott. Dave and I are currently available anytime from 10:00 am to 2:00 pm PST on Monday. Thanks for your input on the audit report. Dave and I will be reviewing your comments and will be prepared to discuss during our phone call. Please arrange the call at a time of your convenience within the noted period.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
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---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Thursday, January 3, 2013 4:44 PM  
**To:** Lefler, Stephen C MEM:EX; Matt Annis  
**Cc:** Nicholson, David MEM:EX  
**Subject:** RE: Set up a conference call

Stephen:

Matt and I are available on Monday next week if that works for you. Please let us know a couple of times that may work for you and your colleagues. Also please find attached our formal response that was provided to BC Gaming a couple of weeks ago regarding the audit findings. As you will see from the response we have several areas of disagreement with BC Gaming both from a technical perspective and operations perspective. We look forward to our discussions. Thanks

signature logo



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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
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---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** Thursday, January 03, 2013 5:30 PM  
**To:** Scott Secord; Matt Annis  
**Cc:** Nicholson, David MEM:EX  
**Subject:** Set up a conference call

Hi Scott and Matt. I hope your holiday season went well.

In order to move forward on the testing, I am wondering if we can set up a conference call next week some time. We will need to discuss specifics on the scope of any testing, location, etc. I am hoping that you will be able to discuss any analysis that may have been completed on some of the print discrepancies from the October 19<sup>th</sup> Lions game. We can also discuss the audit division's report as I understand from our last phone conversation that you have some concerns over some of the points.

Please let me know when it would be convenient to set up a call. Thanks.

**Steve Lefler, CPP**  
Director/Deputy Registrar  
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Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** [Matthew Annis](#)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Cc:** [Scott Secord](#)  
**Subject:** Re: Accepted: Pointstreak/GPEB - Testing of 50/50 Central System  
**Date:** Monday, January 7, 2013 3:15:25 PM

---

Hi Stephen

Thanks again for taking the time today.

Not Responsive

Is a technical standard or preliminary document available for that testing? If so could you send it along when you send me your technical standard for the 5050 system?

Also if you could send me the document of what we will be tested against as soon as possible that would be appreciated.

Thanks again  
Matt

Matthew Annis  
VP of Technology  
5050 Central / STEVA  
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[mannis@pointstreak.com](mailto:mannis@pointstreak.com)  
Work: (613) 680-0925  
Fax: (613) 680-0927



**From:** Matthew Annis  
**To:** Lefler, Stephen C MEM:EX; "Scott Secord"  
**Cc:** Nicholson, David MEM:EX; Meilleur, Len MEM:EX  
**Subject:** RE: Our Call on Jan 7, 2012  
**Date:** Friday, January 11, 2013 10:45:01 AM  
**Attachments:** image001.jpg  
image002.jpg

---

Thanks Stephen

We are reviewing this and will follow up with you in the coming days regarding questions we will have.

Best Regards

Matt

**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
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---

**From:** Lefler, Stephen C MEM:EX [mailto:Stephen.Lefler@gov.bc.ca]  
**Sent:** January-09-13 6:01 PM  
**To:** 'Scott Secord (ssecord@pointstreak.com)'; 'Matthew Annis'  
**Cc:** Nicholson, David MEM:EX; Meilleur, Len MEM:EX  
**Subject:** Our Call on Jan 7, 2012

Thank you both for your comments and discussion on Jan 7<sup>th</sup>. I wanted to restate a little of the background of the project for you so that you are informed as to GPEB's rational for certification and registration of electronic 50-50 raffle systems. .

As a result of several anomalies (some serious) discovered during audits and live game observations of the two electronic 50-50 raffle systems in use in the province, a working group was formed within GPEB (Gaming Policy and Enforcement Branch). The working group contained membership from all of the impacted divisions. The resulting decision of the group was to bring electronic 50/50 raffle system vendors in line with the regulatory regime for gaming equipment vendors, requiring certification of their software/systems and corporate registration as service providers. The decision was also made to suspend all charities' use of electronic 50/50 raffle systems until some verification testing was completed.

A scope of verification testing was developed in concert with GLI Test Lab Canada to provide GPEB with a level of confidence in the integrity of the overall operation of the electronic raffle systems. The testing was designed around field/operational testing that could be conducted quickly in order to have the systems approved for use in as early a time frame as was possible. This is a departure from the formal lab testing usually conducted by our test lab on gaming equipment, requiring full operational

systems to be delivered to the lab, including software source code examination, RNG testing, etc.

The intent of this testing is not to test for full compliance with either GLI-31 or BC's own Technical standard (Under development). It is intended to give the province a level of confidence in the system to permit it to continue to operate. Recognizing that all vendors have been offering their systems for use in the province and several charities have committed finances to the purchase of these systems, it is GPEB's intent to certify (approve) these systems for use in the province based on this field testing and grandfather the systems currently in use in the province under BC's technical standard. We will not require any current vendor to re-submit for certification under either of these standards unless there is a substantial change from the system currently being used.

As per your request, I have attached a copy of the scope of the testing that is being requested. We have reviewed the scope and it is in line with previously conducted testing and will address all of GPEB's concerns. I will be discussing with the test lab our desire to have this testing completed as soon as possible. The testing will be required on a fully operational system currently in use by one of the charities. I will leave it up to you to determine the most appropriate location, given that it will require participation by both the charities' administrative staff and someone from your company for technical support.

Additionally, as per our discussion, I have attached some photocopies of tickets from the October 19<sup>th</sup> game that were identified as anomalous during our forensic audit of the barrel contents.

- Ticket numbers **H-53667** and **H-68080** were printed on the same ticket. This ticket did not exhibit any overprinting which would support a printer jam/paper feed issue. This ticket appears to have missed a line feed command and began printing the next ticket before completing the first ticket (Missing the barcode). A second instance of Ticket **H-53667** was found separately in the barrel as a fully printed ticket.
- Ticket number **H-15564** exhibits the same missing line feed however the ticket was manually cut and the barcode is missing. The resolution of the photocopy is poor and it cannot be determined whether ticket **H-50902** is the bottom half of the cut ticket.

Until it is ready for publication, I am unable to release a draft copy of the BC Standard. I am expecting it to be completed within the next couple of weeks.

Let me know if there is anything further required at this time.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
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email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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**From:** Zeleny, Karen MEM:EX  
**To:** Merchant, Ron J MEM:EX  
**Subject:** FW: Teleconference Request  
**Date:** Friday, January 11, 2013 1:26:00 PM  
**Attachments:** image001.jpg  
image003.jpg  
December 31, 2012 Stock Certificate Registry.xls

---

FYI too

*Karen Zeleny*  
*Manager, Corporate Compliance*  
Registration and Certification  
Gaming Policy and Enforcement Branch  
☎ (250) 356-2971  
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Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)  
*Know your limit, play within it*

---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Friday, January 11, 2013 1:24 PM  
**To:** Zeleny, Karen MEM:EX  
**Subject:** RE: Teleconference Request

Please see requested information attached.

Note: This information is extremely confidential in nature. Thanks

signature logo



**Scott Secord**  
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Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** Zeleny, Karen MEM:EX [<mailto:Karen.Zeleny@gov.bc.ca>]  
**Sent:** Friday, January 11, 2013 4:12 PM  
**To:** Scott Secord  
**Cc:** Merchant, Ron J MEM:EX  
**Subject:** FW: Teleconference Request

Hello Scott.

Thank you for the organization chart. We also require details on the company ownership. Could you please provide us with a chart/breakdown of the company which includes the ownership

percentages by Monday afternoon?

Thanks kindly.

*Karen Zeleny*

*Manager, Corporate Compliance*

Registration and Certification

Gaming Policy and Enforcement Branch

☎ (250) 356-2971

📠 (250) 356-0782

✉ [karen.zeleny@gov.bc.ca](mailto:karen.zeleny@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it*

---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]

**Sent:** Friday, January 11, 2013 1:03 PM

**To:** Zeleny, Karen MEM:EX

**Subject:** RE: Teleconference Request

Please find our corporate chart showing Board Management to members of our senior management team. If you require anything more detailed I will be happy to send that along as well. Thanks

signature logo



**Scott Secord**

President/CEO

[www.pointstreak.com](http://www.pointstreak.com)

[www.pointstreaksolutions.com](http://www.pointstreaksolutions.com)

50 Minthorn Blvd., Suite 400

Thornhill, ON, Canada. L3T 7X8

[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)

Work: (905) 731 9867

Fax: (905) 731 0512

---

**From:** Zeleny, Karen MEM:EX [<mailto:Karen.Zeleny@gov.bc.ca>]

**Sent:** Thursday, January 10, 2013 1:17 PM

**To:** Scott Secord

**Cc:** Merchant, Ron J MEM:EX

**Subject:** RE: Teleconference Request

Hello Scott.

Thank you for your email.

Ron Merchant and I are both available at 10:00 am tomorrow. We will call you then.

Best regards,

*Karen Zeleny*

*Manager, Corporate Compliance*

Registration and Certification  
Gaming Policy and Enforcement Branch  
☎ (250) 356-2971

📠 (250) 356-0782

✉ [karen.zeleny@gov.bc.ca](mailto:karen.zeleny@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it*

---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]

**Sent:** Thursday, January 10, 2013 9:54 AM

**To:** Zeleny, Karen MEM:EX

**Cc:** Merchant, Ron J MEM:EX

**Subject:** RE: Teleconference Request

Karen:

Thanks for the voicemail and email. I am free today at 2:30 PST if that works. Also I am free tomorrow anytime between 10-11 am PST. Thanks

signature logo



**Scott Secord**  
President/CEO  
[www.pointstreak.com](http://www.pointstreak.com)  
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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
Fax: (905) 731 0512

---

**From:** Zeleny, Karen MEM:EX [<mailto:Karen.Zeleny@gov.bc.ca>]

**Sent:** Thursday, January 10, 2013 12:31 PM

**To:** Scott Secord

**Cc:** Merchant, Ron J MEM:EX

**Subject:** Teleconference Request

**Importance:** High

Good morning Scott.

I left you a voice mail message this morning regarding setting up a teleconference with you, Ron Merchant (Director of Corporate Registration) and myself to discuss GPEB registration requirements for Point Streak.

Could you please advise when you would be available. Ron and I are available anytime today or tomorrow, before 3:00 pm (BC time).


Thanks kindly.


*Karen Zeleny*

*Manager, Corporate Compliance*

Registration and Certification

Gaming Policy and Enforcement Branch

 (250) 356-2971

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 [karen.zeleny@gov.bc.ca](mailto:karen.zeleny@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it*

Shareholders	Share Certificate #	Total # of Common Shares	% of Equity Participation
--------------	---------------------	--------------------------------	------------------------------

s.22

TOTAL

4,151,913

100%



**From:** [Matthew Annis](#)  
**To:** [Lefler, Stephen C MEM:EX](#); ["Scott Secord"](#)  
**Cc:** [Nicholson, David MEM:EX](#)  
**Subject:** RE: Confirmation  
**Date:** Friday, January 18, 2013 10:52:13 AM  
**Attachments:** [Image001.jpg](#)  
[Image004.jpg](#)  
[Image005.jpg](#)  
[Image006.jpg](#)  
[GPEB System Audit- GLI31 Certification.docx](#)

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Hi Steve

As part of the first step in this process to merge both GLI-31 certification and 50/50BC I have identified several areas in the 50/50BC Scope that are covered in GLI-31. The attached document covers areas in the Controls Verification that may be covered off in the initial Phase 1 lab testing. The Process Audit section I have not addressed as it deals strictly with on site auditing though I would be interested in discussing any areas in that section which you feel could be covered by phase 1 testing.

This can serve as a starting point for our discussions to identify the scope of the combined certification. I will be following up shortly with an email to both yourself and GLI to coordinate a conference call to discuss moving this forward. Let me know your initial thoughts on the document and we'll talk soon.

Thanks

Matt

**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
Pointstreak Sports Technologies Inc.  
420 O'Connor St., Suite 700  
Ottawa, Ontario Canada K2P 1W4  
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[www.pointstreak.com](http://www.pointstreak.com)  
[www.5050central.com](http://www.5050central.com)  
[www.stevasports.com](http://www.stevasports.com)



---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** January-17-13 3:25 PM  
**To:** 'Matthew Annis'; 'Scott Secord'  
**Cc:** Nicholson, David MEM:EX  
**Subject:** RE: Confirmation

Matt, I would agree that we need to have a 3-way discussion on this issue.

I will comment on your email, hopefully to provide some further clarification.

My email indicated acceptance of GLI-31 was based on both phases being completed, not just the

phase two testing. It may be that some regulatory bodies may waive the requirement for the second phase of testing, in which case the phase one results could be used for certification however I cannot speak to other jurisdictional requirements. The establishment of any phase two scope will be based on the specific requirements for each jurisdiction. In addition to addressing those areas that cannot be replicated in the lab environment, (field testing), the phase two scope will include those unique requirements for the jurisdiction not found in GLI-31.

As per one of my previous emails, GLI provided you with a scope of testing (for clarification, I will refer to it as 5050/BC) to be conducted on the system in order to give GPEB the confidence that the system performs as required. 5050 Central received a copy of the 50/50BC scope from GLI based on a review and discussion between GLI and GPEB. This testing was not intended to qualify for full certification either through GLI 31 or BC's technical standard. As I indicated, given 5050 Central's historical operation in the province, GPEB was willing to grandfather 5050 Central for operation in BC based on the 5050/BC testing and provide a certification document to that effect. It was intended to expedite the approval process and get the systems up and running in the province. Because the 5050/BC scope encompasses components of GLI-31's phase one and phase two testing, what I meant to infer was that should 5050 Central decide to go the route of full GLI-31 certification, then the GLI phase two testing may not be as extensive as the 5050/BC testing currently before you.

GPEB will accept the successful 5050/BC testing results for immediate certification of the system for use in the province. Should 5050 Central decide to proceed with full GLI-31 certification, GLI/GPEB will need to discuss the scope of any phase two testing. It would not be appropriate to certify based solely on phase two testing results with phase one following up.

Please feel free to arrange a meeting/discussion with all parties and advise.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17  
Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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\*\*\*THIRD PARTY RULE APPLIES. \*\*\*

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**From:** Matthew Annis [<mailto:mannis@pointstreak.com>]

**Sent:** Thursday, January 17, 2013 9:42 AM  
**To:** Lefler, Stephen C MEM:EX; 'Scott Secord'  
**Cc:** Nicholson, David MEM:EX  
**Subject:** RE: Confirmation

Hi Stephen

Based on my understanding of your email GPEB will accept GLI-31 certification based on phase 2 testing providing coverage for the specific concerns related to BC. However since the scope of phase 1 testing has not been provided to GPEB the scope of phase 2 remains undefined so as to not duplicate phase 1 testing unnecessarily and at additional cost to 5050 Central.

I recommend that the 3 parties involved - GPEB, GLI and 5050 central, coordinate our efforts to ensure that the testing that will take place will satisfy the requirements of all stakeholders. I would like to begin by bringing GLI into the conversation and having them provide both of us the scope of phase 1 for GLI-31. Following that we can work together to identify the scope of phase 2 to cover off any additional GPEB requirements. Additionally, if there is an opportunity to complete phase 2 first to allow resumption of operations in BC followed by phase 1 it would be preferred.

Please let us know if you are in agreement with this plan I will reach out to GLI and begin the process of coordinating our efforts as described above.

Thanks  
Matt

**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
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[www.5050central.com](http://www.5050central.com)  
[www.stevasports.com](http://www.stevasports.com)



---

**From:** Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
**Sent:** January-16-13 5:53 PM  
**To:** 'Scott Secord'  
**Cc:** 'Matt Annis'; Nicholson, David MEM:EX  
**Subject:** RE: Confirmation

Hi Scott. I wanted to point out Section 1.4 of GLI-31. It states:

*The approval of an Electronic Raffle System will be certified in two phases:*

- A) Initial laboratory testing, where the laboratory will test the integrity of the system in conjunction with Raffles Sales units, in the laboratory setting with the equipment assembled; and*

*B) As required by the regulatory body, on-site testing following the initial install of the system to ensure proper configuration of the security applications. This may include, but is not limited to conducting event simulations with and without challenges to system operations, testing the stability of the system at maximum anticipated loads, verifying the internal controls and IT infrastructure at the venue, and any other tests as mandated by the regulatory agency.*

It is certainly your prerogative to have the system tested and approved under GLI-31 using the above noted criteria. GPEB will accept GLI-31 certification provided that both phases of testing are completed successfully. The second phase of testing and the scope of that testing would need to address those differences between GLI-31 and the technical standard requirements for BC. In all likelihood, that scope would be reduced from what is currently being proposed as many of those requirements would have been tested during the first phase lab testing. Without knowing the full scope of the proposed phase one testing, I am unable to speculate on the scope of the phase two testing using the GLI-31 model.

In the gaming world, phase two testing is usually completed by the operator implementing the game/product. The testing must be conducted independent of the vendor/manufacture. As an example, in the case of gaming devices used in BC, BC Lottery Corp does their own QA testing and we as the regulator accept their testing/verification and approve it as if it were phase two testing. In some US jurisdictions, the phase two testing is done either by the regulator who may have a test lab of their own, or by a test lab contracted to do it.

With these electronic raffle systems, we are dealing with charities, who are operators, and they do not have the ability to conduct phase 2 testing for the purposes of regulatory certification.

Given the newness of this technical standard, I am not sure how GLI is addressing their requirement for a two-phase testing regime with other Canadian and/or North American jurisdictions. Regulators in other jurisdictions may or may not require phase two testing or may in fact have the expertise/capability to conduct their own testing on behalf of the charitable operators.

Let me know if you have any further questions.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch

---

**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Wednesday, January 16, 2013 10:01 AM  
**To:** Lefler, Stephen C MEM:EX  
**Cc:** Matt Annis  
**Subject:** Confirmation

Steve:

I wanted to get confirmation from you as per our last call regarding BC Gaming's acceptance of GLI31 for certification purposes. In our discussion GLI is trying to separate the BC testing from GLI 31 and wants to charge us separately for both tests. Would BC Gaming accept GLI31 certification for BC?

signature logo



**Scott Secord**  
President/CEO  
[www.pointstreak.com](http://www.pointstreak.com)  
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## Purpose

The purpose of this document is to serve as a starting point in discussions to define any testing from the First Pass 50:50 System Audit that would already be addressed by Phase 1 GLI-31 certification testing.

## Process Audit

To be completed.

## Controls Verification

Verification that the administrative and technical controls used to maintain the integrity of the printing process and the server ticket database are implemented in the 5050 Central system. This will include:

- Physical security controls for the the 5050 Central server, the draw barrel and associated barrel printers.

Does this refer to onsite physical security controls or tamper detection requirements?

- Technical / Logical controls:
  1. For the printing process – both mobile and server, (i.e.: what controls are in place to ensure that only sold tickets in the ticket database are printed into the barrel).
  2. For the mobile devices (i.e.: controls to prevent tampering, ability to disable in the event of lost device).

Addressed in 3.2.1 RSU Access Controls

Addressed in 5.4.2 RSU Controls

Tamper Detection easily verifiable via the tamper detection strips to be installed on RSU's

3. For the Display output (i.e.: what controls are in place to ensure that the display output accurately reflects the jackpot value and cannot be manipulated).

- Access controls to the server and core system (onsite or remotely).

Addressed in 5.2.2 Access Control

Addressed in 6.3 Remote Access

- Access controls to the ticket database, i.e.: what controls are in place to ensure that no changes can be made to the information on sold tickets in the ticket database.

Addressed in 5.2.4 Data Alteration

Addressed in 5.2.5 Server Programming

- Review of the ticket number generation process to ensure uniqueness for every ticket sold and invalidation of voided, unsold ticket numbers.

Addressed in 2.3.1 Bearer Tickets  
Addressed in 2.3.2 Validation Numbers  
Addressed in 2.3.3 Voiding a Ticket  
Also addressed by pre existing RNG Certification

- Review of barrel ticket physical characteristics (i.e.: consistency in cutting, size, printed information, etc.).

Addressed in 2.4.1 Counterfoils

- System reporting functions to verify that the information provided in system reports is a true reflection of the information held in the system database, including reports for:
  1. Sales accounting – total sales, winnings, funds distribution, trending etc.

Addressed in 2.8.1

2. Reconciliation Reports – comparison of tickets sold and tickets printed.

3. Error/Exception Reporting – paper jam, out of paper, reprint requests for mobile and server printers.

Addressed in 2.4.2 Printer Error Conditions  
Addressed in 2.8.1 System Reporting Requirements

4. Ticket report – sales by station, total tickets, unsold tickets, voided tickets, etc.

Addressed in 2.8.1 System Reporting Requirements

5. Winner information – winner details, unredeemed tickets, etc.
- Review of system data backup processes including data disaster recovery to facilitate a delayed draw.

Addressed in 3.4 Critical Memory Requirements  
Addressed in 5.6 Backup and Recovery

- Review of system monitoring and logging functions i.e. what controls are in place to ensure that the system running is the approved system, and that system logs cannot be tampered with.

Addressed in 3.5 RSU Program Requirements  
Addressed in 3.6 Independent Control Program Verification  
Addressed in 5.7 Verification of System Software

**From:** Matthew Annis  
**To:** Salim Adatia  
**Cc:** Nicholson, David MEM:EX; Lefler, Stephen C MEM:EX; David Elmore; ssecord@pointstreak.com; Robert Cutler  
**Subject:** Re: GLI-31 / BC GPEB Certification  
**Date:** Monday, January 21, 2013 5:15:17 AM

---

Steve/David

Does 3 pm Est work for you?

Matthew Annis  
VP of Technology  
5050 Central / STEVA  
[Http://www.pointstreak.com](http://www.pointstreak.com)  
[Http://www.5050central.com](http://www.5050central.com)  
[Http://www.stevasports.com](http://www.stevasports.com)  
420 O'Connor St., Suite 700  
Ottawa, Ontario Canada K2P1W4  
[mannis@pointstreak.com](mailto:mannis@pointstreak.com)  
Work: (613) 680-0925  
Fax: (613) 680-0927

On 2013-01-20, at 11:27 PM, Salim Adatia <[S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com)> wrote:

Matt

Apologies. I have a last minute conflict that has arisen. Can we move call to 12 noon EST or 3pm EST tomorrow?

Regards,

Salim L. Adatia

s.22

Sent from Samsung Mobile

----- Original message -----

From: Matthew Annis <[mannis@pointstreak.com](mailto:mannis@pointstreak.com)>  
Date:  
To: Salim Adatia <[S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com)>  
Cc: "Nicholson, David MEM:EX" <[David.Nicholson@gov.bc.ca](mailto:David.Nicholson@gov.bc.ca)>, "Lefler, Stephen C MEM:EX" <[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)>, David Elmore <[d.elmore@gaminglabs.com](mailto:d.elmore@gaminglabs.com)>, Scott Secord <[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)>, Robert Cutler <[R.Cutler@gaminglabs.com](mailto:R.Cutler@gaminglabs.com)>  
Subject: Re: GLI-31 / BC GPEB Certification

Gentleman

I will be sending out the call in instructions tomorrow morning for our 1 pm EST meeting. Please advise immediately if a conflict arises.



Thanks  
Matt

Matthew Annis  
VP of Technology  
5050 Central / STEVA  
[Http://www.pointstreak.com](http://www.pointstreak.com)  
[Http://www.5050central.com](http://www.5050central.com)  
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Fax: (613) 680-0927

On 2013-01-18, at 8:07 PM, Salim Adatia <[S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com)> wrote:

That works for me Matthew.

I will be in Winnipeg that day but will dial in remotely.

Please include Rob Cutler cc'ed here also on the call invite.

Regards,  
Salim

Salim L. Adatia  
Chief Executive Officer  
**GLI Test Labs Canada**  
Suite 210 - 6400 Roberts Street  
Burnaby, British Columbia, Canada, V5G 4C9  
O +1 (778) 331 0794 Ext. 5016  
F +1 (778) 331 0799  
C s.22  
Web: [www.gaminglabs.com](http://www.gaminglabs.com)

---

**From:** Nicholson, David MEM:EX [<mailto:David.Nicholson@gov.bc.ca>]  
**Sent:** January-18-13 3:14 PM  
**To:** 'Matthew Annis'  
**Cc:** Lefler, Stephen C MEM:EX; David Elmore; Salim Adatia; 'Scott Secord'  
**Subject:** RE: GLI-31 / BC GPEB Certification

That time is fine. Steve is only busy from 3:00 pm PST on.  
Sorry, we were thinking in our time zone.  
Thanks very much,  
Dave

---

**From:** Matthew Annis [<mailto:mannis@pointstreak.com>]  
**Sent:** Friday, January 18, 2013 3:07 PM

**To:** Nicholson, David MEM:EX  
**Cc:** Lefler, Stephen C MEM:EX; David Elmore; [S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com);  
Scott Secord  
**Subject:** Re: GLI-31 / BC GPEB Certification

Does 1 pm est work for everyone?

Matthew Annis  
VP of Technology  
5050 Central / STEVA  
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On 2013-01-18, at 5:22 PM, "Nicholson, David MEM:EX"  
<[David.Nicholson@gov.bc.ca](mailto:David.Nicholson@gov.bc.ca)> wrote:

Matt,  
I have spoken with Steve, He has another appointment  
booked offsite at 3 pm. We are available Monday if it could  
be earlier as the rest of the day looks pretty free.  
Thanks very much,  
Dave

---

**From:** Matthew Annis [<mailto:mannis@pointstreak.com>]  
**Sent:** Friday, January 18, 2013 1:44 PM  
**To:** Lefler, Stephen C MEM:EX; 'David Elmore';  
[S.Adatia@gaminglabs.com](mailto:S.Adatia@gaminglabs.com)  
**Cc:** 'Scott Secord'; Nicholson, David MEM:EX  
**Subject:** GLI-31 / BC GPEB Certification

Gentlemen

In order to begin a process where 5050 Central can achieve  
both GLI-31 certification and BC Audit certification I would  
like to bring together all three parties to discuss the  
creation of one scope of work that will achieve Phase 1 GLI-  
31 certification followed by Phase 2 certification testing  
with some modifications to include specific requirements  
for BC GPEB. The purpose of this meeting would be to  
analyze the "First Pass 50:50 System Audit" proposal and  
identify areas that would already be covered by the

standard phase 1 GLI-31 certification proposal that was previously submitted to 5050 Central by GLI. Using this method we can optimize the certification process and reduce unnecessary testing duplication while at the same time satisfying all requirements and achieving GLI-31 certification and BC GPEB certification.

Please advise if you are available for a call at 3 pm Monday January 21<sup>st</sup> and I will arrange an appropriate conference line.

Best Regards,  
Matt

<image001.jpg>

<image002.jpg>

**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
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Inc.  
420 O'Connor St., Suite 700  
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[mannis@pointstreak.com](mailto:mannis@pointstreak.com)  
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[www.5050central.com](http://www.5050central.com)  
[www.stevasports.com](http://www.stevasports.com)

**From:** [Matthew Annis](#)  
**To:** [Nicholson, David](#) MEM:EX; [Lefler, Stephen C](#) MEM:EX  
**Subject:** RE: Remote Access - Log Me In Question  
**Date:** Tuesday, January 22, 2013 9:59:22 AM  
**Attachments:** [image001.jpg](#)  
[image005.jpg](#)  
[image002.jpg](#)

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We use an Adesso Nuscan 1000U, we didn't buy this particular model for any reason then that's what was in stock at the time through our local distributor. It works well has a feature to set the scan mechanism as always on so you don't have to keep pulling the trigger to scan a ticket. One thing we do notice in our tests is if a ticket is bent in the bar code area it is possible that number is scanned incorrectly.

Matt



**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
Pointstreak Sports Technologies Inc.  
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[www.5050central.com](http://www.5050central.com)  
[www.stevasports.com](http://www.stevasports.com)



---

**From:** Nicholson, David MEM:EX [<mailto:David.Nicholson@gov.bc.ca>]  
**Sent:** January-22-13 12:27 PM  
**To:** 'Matthew Annis'; Lefler, Stephen C MEM:EX  
**Subject:** RE: Remote Access - Log Me In Question

Good Morning Matt,  
Yes LogMeIn will satisfy our requirements.

I was wondering if you could you let me know what kind of barcode reader you use. Make, model etc.

s.17

Thanks very much.  
*Dave*

---

**From:** Matthew Annis [<mailto:mannis@pointstreak.com>]  
**Sent:** Tuesday, January 22, 2013 8:27 AM  
**To:** Lefler, Stephen C MEM:EX; Nicholson, David MEM:EX  
**Subject:** Remote Access - Log Me In Question

Hi Steve

Just a follow up question to our conversation yesterday regarding remote access.

We currently use Log Me In as our remote access tool, there is a preference that can be set to require consent to be granted by the draw administrator to allow remote access to the system, if access is denied or times out then access is automatically rejected. I know we had talked yesterday about a temporary password to grant access during a live draw but I would assume that this method would also satisfy your requirements?

Thanks

Matt



**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
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**From:** Scott Secord [<mailto:ssecord@pointstreak.com>]  
**Sent:** Thursday, February 14, 2013 5:10 PM  
**To:** Zeleny, Karen MEM:EX  
**Cc:** Merchant, Ron J MEM:EX; Lefler, Stephen C MEM:EX; Smith, Kevin M MEM:EX  
**Subject:** RE: Registration of Pointstreak Sports Technologies Inc.

Karen:

It was my belief that this had been sent to your attention several weeks ago. I am travelling now and will follow-up with our office tomorrow to find out why this has not reached your desk. We will certainly have this taken care of by tomorrow. Thanks

signature logo



**Scott Secord**  
President/CEO  
[www.pointstreak.com](http://www.pointstreak.com)  
[www.pointstreaksolutions.com](http://www.pointstreaksolutions.com)  
50 Minthorn Blvd., Suite 400  
Thornhill, ON, Canada. L3T 7X8  
[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
Fax: (905) 731 0512

**From:** Zeleny, Karen MEM:EX [<mailto:Karen.Zeleny@gov.bc.ca>]  
**Sent:** Thursday, February 14, 2013 11:59 AM  
**To:** Scott Secord  
**Cc:** Merchant, Ron J MEM:EX; Lefler, Stephen C MEM:EX; Smith, Kevin M MEM:EX  
**Subject:** FW: Registration of Pointstreak Sports Technologies Inc.

Good morning Scott.

This is in reference to my email of January 11, 2013 outlining registration requirements for Pointstreak Sports Technologies Inc.

It was our understanding in January that registration of Pointstreak was time sensitive and GPEB had expected receipt of your disclosure package and fees by now.

Please be advised that Pointstreak must be registered by GPEB in order to provide any gaming product/services in British Columbia and unless we are in receipt of the requested disclosures and fees by February 28<sup>th</sup>, 2013 we will administratively close our file.

Regards,


*Karen Zeleny*

*Manager, Corporate Compliance*

Registration and Certification

Gaming Policy and Enforcement Branch

☎ (250) 356-2971

 (250) 356-0782

 [karen.zeleny@gov.bc.ca](mailto:karen.zeleny@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it*

---

**From:** Zeleny, Karen MEM:EX

**Sent:** Friday, January 11, 2013 3:37 PM

**To:** 'Scott Secord'

**Cc:** Merchant, Ron J MEM:EX; Smith, Kevin M MEM:EX; Lefler, Stephen C MEM:EX

**Subject:** Registration of Pointstreak Sports Technologies Inc.

Good afternoon Scott.

Further to our teleconference this morning and upon review of the organizational chart and Stock Certificate Registry you subsequently provided, please be advised that GPEB requires the following disclosures, fees and information:

**Disclosure Forms and Fees:**

**Corporate Disclosure Form:**

- Pointstreak Sports Technologies Inc. (Other Gaming Services Provider) - \$1,000 registration fee

**Corporate Disclosure Form 2:**

- Scott Secord, President/CEO and Shareholder - \$250 registration fee
- Richard Crowe, Director and Shareholder - \$250 registration fee
- Ken Cook, COO - \$250 registration fee
- Blair McGibbon, CFO - \$250 registration fee

**Corporate Disclosure Form 2A:**

- Kevin Lovitt, President – 5050 Central - \$250 registration fee
- Matt Annis, VP Technology - \$250 registration fee

NOTE: Applicants residing outside of Canada are required to provide a 'Police Certificate' from his/her local police jurisdiction indicating whether or not he/she have any criminal history with their personal disclosure form.

The required disclosure forms are attached and may also be downloaded from our website at:

- <http://www.pssg.gov.bc.ca/gaming/registration/docs/form-corporate-disclosure.pdf?>
- <http://www.pssg.gov.bc.ca/gaming/registration/docs/form-personal-disclosure-2.pdf?>
- <http://www.pssg.gov.bc.ca/gaming/registration/docs/form-personal-disclosure-2a.pdf?>

In an effort to reduce paper, space and postage costs, the supporting documents (excluding the

signature pages on the disclosure forms) are requested to be submitted electronically. Please keep in mind that additional information and/or disclosures may be required once the investigation commences.

**BC Registration Requirement:**

Section 59 of the *Gaming Control Act* which states, "A corporation is not eligible to be registered as a gaming services provider unless it is a company, or an extraprovincial company, within the meaning of the *Business Corporation Act*, or unless it is incorporated or continued under the *Society Act* or another enactment." If the company is not already registered in British Columbia, it must do so as a extraprovincial company and provide GPEB with a copy of the certificate issued by the BC Registry office. The website for the BC Registry office is [www.bcregistryservices.bc.ca](http://www.bcregistryservices.bc.ca).

**Background Investigation Fees:**

In addition to the disclosures and fees requested above, pursuant to section 63 of the *Gaming Control Act* applicants for registration are required to advance funds to cover the estimated and related costs of any background or due diligence investigation. Effective January 1, 2011 applicants and registrants will also be charged \$150 per hour of investigator time for the due diligence or background investigation.

Once we receive and conduct a preliminary review the disclosure/registration fees requested, an invoice outlining estimated travel and background investigation costs will be forwarded for payment. The fees must be received prior to the commencement of the investigation and will be held on deposit with GPEB. Upon completion of the investigation, all excess funds will be refunded to the applicant.

We look forward to receiving the requested information, as soon as possible, in order to commence the investigation. If you have any questions please feel free to contact us in Victoria.

Kind regards,

*Karen Zeleny*

*Manager, Corporate Compliance*

Registration and Certification

Gaming Policy and Enforcement Branch

☎ (250) 356-2971

📠 (250) 356-0782

✉ [karen.zeleny@gov.bc.ca](mailto:karen.zeleny@gov.bc.ca)

Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

*Know your limit, play within it*



**From:** Scott Secord  
**To:** Zeleny, Karen MEM:EX  
**Cc:** Merchant, Ron J MEM:EX; Lefler, Stephen C MEM:EX; Smith, Kevin M MEM:EX  
**Subject:** RE: Registration of Pointstreak Sports Technologies Inc.  
**Date:** Monday, February 18, 2013 8:26:18 AM  
**Attachments:** image001.jpg  
image003.jpg  
image004.jpg

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Karen:

We have tracked that down and it was an internal mistake by our staff and the documents are scheduled to be sent by courier tomorrow as today is a holiday in Ontario. Sorry for the mixed-up. Thanks

signature logo



**Scott Secord**  
President/CEO  
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[ssecord@pointstreak.com](mailto:ssecord@pointstreak.com)  
Work: (905) 731 9867  
Fax: (905) 731 0512



---

**From:** Zeleny, Karen MEM:EX [mailto:[Karen.Zeleny@gov.bc.ca](mailto:Karen.Zeleny@gov.bc.ca)]  
**Sent:** Friday, February 15, 2013 4:36 PM  
**To:** Scott Secord  
**Cc:** Merchant, Ron J MEM:EX; Lefler, Stephen C MEM:EX; Smith, Kevin M MEM:EX  
**Subject:** RE: Registration of Pointstreak Sports Technologies Inc.

Hello Scott.

Thank you for your email yesterday.

Could you please advise if you have been able to track down when/where the disclosure package was sent.

Thanks kindly,

*Karen Zeleny*  
*Manager, Corporate Compliance*  
Registration and Certification  
Gaming Policy and Enforcement Branch  
☎ (250) 356-2971  
📠 (250) 356-0782  
✉ [karen.zeleny@gov.bc.ca](mailto:karen.zeleny@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)  
*Know your limit, play within it*

**From:** Matthew Annis  
**To:** Lefler, Stephen C MEM:EX  
**Subject:** RE: 5050 Respons Certification  
**Date:** Tuesday, February 19, 2013 7:09:42 AM

---

11:30 am PST? Don't think it should take more than 30 mins.

Matt

Matthew Annis

VP of Technology  
5050 Central / STEVA  
Pointstreak Sports Technologies Inc.  
420 O'Connor St., Suite 700  
Ottawa, Ontario Canada K2P 1W4  
w.613.680.0925 f.613.680.0927  
mannis@pointstreak.com

www.pointstreak.com  
www.5050central.com  
www.stevasports.com

-----Original Message-----

From: Lefler, Stephen C MEM:EX [<mailto:Stephen.Lefler@gov.bc.ca>]  
Sent: February-18-13 10:13 AM  
To: 'Matthew Annis'  
Subject: RE: 5050 Respons Certification

Hi Matt.

I have meetings from 09:00 - 11:00 and 2:30 - 3:30 but other than that, I am free.

Steve Lefler, CPP  
Director/Deputy Registrar  
Certification and Game Integrity  
Gaming Policy and Enforcement Branch  
P.O. Box 9202 Stn Prov Govt,  
Victoria, B.C. V8W 9J1.  
Phone Off. 250 356-6166, Cell. s.15, s.17 Fax 250 356-0782  
email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

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error or are not the named recipient, please immediately notify the sender and delete the message from your mailbox and trash without copying or disclosing it."\*\*\* \*\*THIRD PARTY RULE APPLIES. \*\*\*

-----Original Message-----

From: Matthew Annis [<mailto:mannis@pointstreak.com>]

Sent: Monday, February 18, 2013 6:17 AM

To: Lefler, Stephen C MEM:EX

Subject: Re: 5050 ~~Not Responsive~~ Certification

Hi Steve

My apologies for not getting back to you last week however things were quite busy.

~~Not Responsive~~

Thanks  
Matt

Matthew Annis  
VP of Technology  
5050 Central / STEVA  
[Http://www.pointstreak.com](http://www.pointstreak.com)  
[Http://www.5050central.com](http://www.5050central.com)  
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420 O'Connor St., Suite 700  
Ottawa, Ontario Canada K2P1W4  
[mannis@pointstreak.com](mailto:mannis@pointstreak.com)  
Work: (613) 680-0925  
Fax: (613) 680-0927

On 2013-02-13, at 11:22 AM, "Lefler, Stephen C MEM:EX"  
<[Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)> wrote:

> Hi Matt. I am free most of today and tomorrow. I know you will be tied up on-site tomorrow so anytime today would work. You can call me at the office number below when it is convenient. I may be in and out of the office for short periods throughout the day.

>

> Steve Lefler, CPP  
> Director/Deputy Registrar  
> Certification and Game Integrity  
> Gaming Policy and Enforcement Branch  
> P.O. Box 9202 Stn Prov Govt,  
> Victoria, B.C. V8W 9J1.  
> Phone Off. 250 356-6166, Cell. ~~s.15, s.17~~ Fax 250 356-0782  
> email: [Stephen.Lefler@gov.bc.ca](mailto:Stephen.Lefler@gov.bc.ca)  
> Website: [www.pssg.gov.bc.ca/gaming](http://www.pssg.gov.bc.ca/gaming)

>

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> APPLIES. \*\*\*

>

> -----Original Message-----

> From: Matthew Annis [<mailto:mannis@pointstreak.com>]

> Sent: Tuesday, February 12, 2013 5:54 PM

> To: Lefler, Stephen C MEM:EX  
> Subject: 5050 Not Responsive Certification  
>  
> Hello Steve  
>  
> I hope all is well. As I'm sure you are aware we are undergoing GLI 31  
phase 1 and phase 2 GPEB on site testing this week and I understand Dave  
will be on site with us on Thursday.  
>

Not Responsive

>  
> All the best,  
> Matt  
>  
> Matthew Annis  
> VP of Technology  
> 5050 Central / STEVA  
> [Http://www.pointstreak.com](http://www.pointstreak.com)  
> [Http://www.5050central.com](http://www.5050central.com)  
> [Http://www.stevasports.com](http://www.stevasports.com)  
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> [mannis@pointstreak.com](mailto:mannis@pointstreak.com)  
> Work: (613) 680-0925  
> Fax: (613) 680-0927

**From:** [Matthew Annis](#)  
**To:** [Lefler, Stephen C MEM:EX](#)  
**Cc:** [Nicholson, David MEM:EX](#)  
**Subject:** BC Place GPEB Question  
**Date:** Tuesday, February 19, 2013 12:12:26 PM  
**Attachments:** [image001.jpg](#)  
[image004.jpg](#)

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Hi Steve

Just a quick question, you mentioned you will be away starting next week until the 11<sup>th</sup>, we are hoping that everything with GLI is wrapped up in the next 7 days. If all goes smoothly will we have to wait until your return before we are authorized to resume operations? What is the process that will take place once GLI gives us the blessing?

Thanks again,  
Matt

**Matthew Annis**  
**VP of Technology**  
**5050 Central / STEVA**  
Pointstreak Sports Technologies Inc.  
420 O'Connor St., Suite 700  
Ottawa, Ontario Canada K2P 1W4  
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