

Lottery Line

Special Issue 2012

Alcohol and Gaming Commission of Ontario
90 Sheppard Avenue East, Suite 200
Toronto, Ontario
M2N 0A4

In This Special Issue...

We described in our last issue of Lottery Line (July 2012) how new laws recently came into effect governing the sale of lottery products. Specifically, new restrictions have been introduced that prohibit retailers from selling lottery products to certain classes of individuals. These new selling restrictions are *in addition to* what the OLG already has in place under its "No Play at Work" policy, and are intended to enhance the public's confidence in the integrity of gaming and ensure that gaming in Ontario is provided responsibly and in a manner that does not target vulnerable individuals.

This special issue of Lottery Line will provide you with more details regarding each of these new selling restrictions.

Under Ontario's new gaming regulations, lottery products cannot be sold to persons you believe or you are aware fall under one of the following classes:

X Anyone who appears to be intoxicated

There are several indications that someone is intoxicated. *If you see three or more of these signs, you can reasonably conclude that the person is under the influence and should not sell lottery products to them.*

Keep in mind that some of these signs can also be exhibited by an individual who is not intoxicated, such as a person with a disability. Where you determine that a person's mobility issues and/or behaviour is the result of a disability rather than being as a result of too much alcohol, that person may be sold a lottery ticket.

Inappropriate speech volume or pace:

People who are intoxicated often speak in volumes that are not appropriate to the situation. For example, they may shout when it isn't necessary or whisper when there's no need for secrecy. Their voice may go from low to high (or vice versa) when a change in volume doesn't seem necessary.

Motor control (fine) deteriorates:

As people become intoxicated, their skills requiring fine motor control (hand-eye coordination) deteriorate. They may fumble with their wallets, cell phones, etc., or have trouble picking up change. They may also misjudge distances, such as thinking the counter is lower than it is.

Alertness decreases:

Intoxicated people take longer to respond to questions or react

to events. They may not be able to understand or pay attention to what you're saying. They easily become confused, and you have to repeat simple questions or requests before they respond.

Inappropriate sweating:

Intoxicated people may sweat more than might be considered normal given the surrounding temperature, conditions or situation.

Red eyes:

Take note if a customer's eyes are bloodshot.

Motor control (gross) deteriorates:

Intoxicated customers may have difficulty standing upright or walking a straight line. They weave, misstep or stumble, perhaps bumping into other people or objects. They may put their hands out to the sides for support or balance.

Poor enunciation, slurring words:

Intoxicated people may have difficulty speaking clearly and distinctly. An intoxicated person may make a single error — repeatedly stumbling over one word — or slur several words together.

Noticeably shallow breathing:

Can you notice a difference between your breathing and the customer's? An intoxicated person may breathe noticeably slower or shallower than others. There may be weakness in breath, with little air inhaled or exhaled.



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Tiredness:

As people become intoxicated, they show signs of being tired or sleepy. Their eyes may be heavy or closed, or they may have a placid or fixed gaze.

X Officers, directors and partners of the registered seller

If your business takes the form of either a corporation or partnership, then any officers, directors or partners associated with your business cannot be sold a lottery ticket at any of your stores. This means that if XYZ Co. were registered as a “Seller” with the AGCO, it would be a contravention of the law to sell lottery tickets to XYZ Co.’s CEO or President, or any other of its corporate officers or board directors, at any of XYZ Co.’s stores.

To promote awareness of these new requirements and ensure compliance with the law, larger chains may want to convey this information to their executives. These individuals should be made aware that by purchasing a lottery ticket at any of their company’s stores they may be putting their employer in a potential breach situation. A breach may result in a monetary penalty or a suspension or revocation of registration and the ability to sell lottery tickets.

X Category 1 Gaming Assistants employed at the retail store

Individuals registered with the AGCO as “Category 1 Gaming Assistants” (formerly known as “Lottery Retailer Managers”) cannot be sold lottery tickets at the store where they work. Individuals registered with the AGCO who work for larger corporate entities and have responsibility for multiple stores should not be sold a lottery ticket at any of the stores falling under their jurisdiction.

Keep in mind that other employees who are not registered with the AGCO may still fall under the OLG’s “No Play at Work” policy. According to the OLG’s policy, any person who handles lottery tickets at a retail outlet is not allowed to play, purchase, check or redeem their own tickets at the place they work. These people can only buy OLG lottery

products if they do so at other retail locations. This policy continues to be in effect. If you have questions about it, contact the OLG.

X Executives and employees of a trade union

If your store is unionized, you cannot sell lottery products to anyone you believe is an executive of the union (e.g. President, Vice President) that represents the employees, or someone who is employed by the union. Note the prohibition does not cover union stewards or other such volunteers who although they may belong to the union are employed by the retail store. It only applies to employees or executives of the union itself.

X Anyone who maintains or repairs OLG lottery equipment at the retail store

In this case, “OLG lottery equipment” refers to items such as your OLG terminal or ticket checker. You may not sell lottery tickets at any time to anyone who installed, maintained or fixed your lottery equipment at your store.

X AGCO employees or Board members

You cannot sell to any person who you believe works for the AGCO such as an AGCO Inspector, or is a member of the Board of Directors of the AGCO.

AGCO employees and members of the Board are not permitted to buy lottery tickets or claim a prize anywhere in the province.

If you have any questions about these new selling restrictions, please contact the AGCO Customer Service department at 1.800.522.2876 (toll free in Ontario) or 416.326.8700 (in the Greater Toronto Area). We would be pleased to assist you. ■

AGCO website has lots of information

Please visit us at **www.agco.on.ca**



AGCO

Alcohol and Gaming
Commission of Ontario

CAJO

Commission des alcools
et des jeux de l'Ontario



Contact Us



Alcohol and Gaming
Commission of Ontario

90 Sheppard Avenue East
Suite 200
Toronto, Ontario M2N 0A4

Telephone: 416.326.8700

Toll free in Ontario: 1 800.522.2876

Fax: 416.326.5555

Email: customer.service@agco.ca

Other Languages:

Pour lire la version française de ce bulletin, veuillez consulter le site Web de la CAJO à <http://www.agco.on.ca/fr/pdfs/index.aspx>

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