



### Volunteer - Bingo

Location	Delta OLG Gaming Centre (St. Catharines, Welland, Niagara Falls, Fort Erie)
Time Commitment	<p>Flexible, scheduled shifts (typically 2–4 hours)          Evenings and weekends available          Up to 10 hours per year, with further opportunities available</p> <p>Sample time slots include:</p> <ul style="list-style-type: none"> <li>• St. Catharines: Sunday 9:30am - 11:30am</li> <li>• Welland: Tuesday &amp; Thursday 4pm - 6pm</li> <li>• Niagara Falls: Schedule varies</li> </ul>

### Why Volunteer for the YMCA?

The YMCA is a charity dedicated to building healthy communities. The YMCA of Niagara delivers programs in Health, Fitness and Aquatics, Community Outreach, Child Care, Day Camp and Employment & Immigrant Services throughout the Niagara Region. We are committed to nurturing the potential of children, youth, and families, promoting healthy living and fostering social responsibility within the community. Our focus on inclusiveness and accessibility means we serve people of all ages, backgrounds, and abilities through all stages of life.

### Nature & Scope

Volunteers play an important role and make a meaningful impact by enabling the YMCA of Niagara to deliver programs and services that strengthen individuals, families, and the

broader community. As a charitable organization, the YMCA is dedicated to building healthy communities by supporting children and youth development, promoting health and well-being, and fostering a sense of belonging for people of all ages, backgrounds, and abilities.

In this role, volunteers support charitable gaming activities within the OLG Charitable Gaming Centre model, following site procedures and provincial requirements. Working alongside staff and fellow volunteers, you will help ensure a positive, well-organized experience for patrons while supporting transparency, accountability, and the integrity of charitable gaming.

### **Impact of the Role**

Funds raised through bingo events directly support YMCA of Niagara programs, including health and wellness initiatives, child care, day camps, newcomer services, and community outreach. Your time and contribution help make these programs accessible and impactful for individuals and families across the Niagara Region.

### **RESPONSIBILITIES:**

- Provide friendly, welcoming customer service to bingo patrons
- Greet participants and assist with general inquiries
- Help maintain a clean, organized, and comfortable environment (e.g., tidying tables)
- Represent the YMCA of Niagara in a positive and professional manner
- Follow all OLG site procedures and Delta Bingo operational guidelines
- Follow established procedures, including dress code provided by the YMCA
- Redirect any concerns or issues to staff as appropriate

### **QUALIFICATIONS:**

- Friendly, approachable, and team-oriented
- Reliable and punctual
- Comfortable interacting with the public

- Ability to follow guidelines and work within a structured environment
- Must be at least 18 years of age
- Police record check required if volunteering more than 10 hours

#### **TRAINING AND SUPPORT:**

- Volunteer orientation inclusive of all relevant YMCA Policies and Procedures.
- Online OLG training provided.

#### **APPLICATION PROCESS**

Complete an online volunteer application at <https://ymcaofniagara.org/volunteer/opportunities/> or submit an application on our job board.

Accessibility accommodations and material in alternative formats for individuals with disabilities can be arranged upon request.

For more information for this and other opportunities at the YMCA of Niagara please visit our website: [www.ymcaofniagara.org](http://www.ymcaofniagara.org)