

# Card Room Employee Orientation



Washington State Gambling Commission

GC5-007 (Revised 5/18)

## **Regional Office Phone Numbers**

Renton (425) 277-7022

Spokane (509) 325-7900

Toll Free 1-800-345-2529



## **Licensing Phone Numbers**

Licensing (360) 486-3440, ext. 2331 or 2332

Financial & Criminal Investigations (360) 486-3606

**Agency Website** - [www.wsgc.wa.gov](http://www.wsgc.wa.gov)

## **Presentation Overview**

- Definitions and General Information
- Licensing Requirements
- Operational Requirements
- What Happens if You Violate a Law or Rule?
- Problem Gambling

## Objectives

- Train new employees on required Functions as Outlined in Approved Internal Controls
- Consequences from Gambling Commission of Failing to Follow Laws and Rules
- Seek Voluntary Compliance

*“It is not possible to teach anyone anything. It is only possible to arrange for someone to learn.”*

# Definition of a Card Room Employee

*WAC 230-03-265*

- Collect fees
- Deals
- Supervises: Pit Boss, Floor Person, etc.
- Cashier; Selling (Class E or F) or Redeeming Chips
- Surveillance
- Security
- Accounting for Card Room Funds
- Count Room
- Controlling keys to secure areas, or
- Game Starters (Poker)



## Types of Card Room Employee Licenses

- **Class A Employee –**

Performs duties as defined in WAC 230-03-265  
in a non-house banked card room

Non-house banked card rooms offer poker  
utilizing standard fees to play and cannot offer  
player supported jackpots (PSJ's)

## **Types of Card Room Employee Licenses**

- **Class B Employee –**  
Performs duties as defined in WAC 230-03-265  
in Class F and house banked card rooms

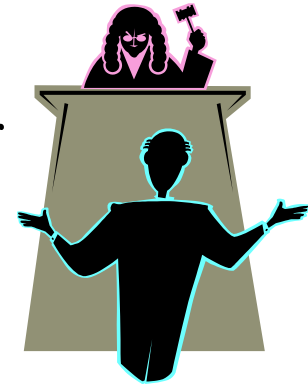
Class F card rooms offer poker with alternative collection methods for fees and also offer player supported jackpots.

House banked card rooms offer house banked table games.

## Zero Tolerance for Certain Violations

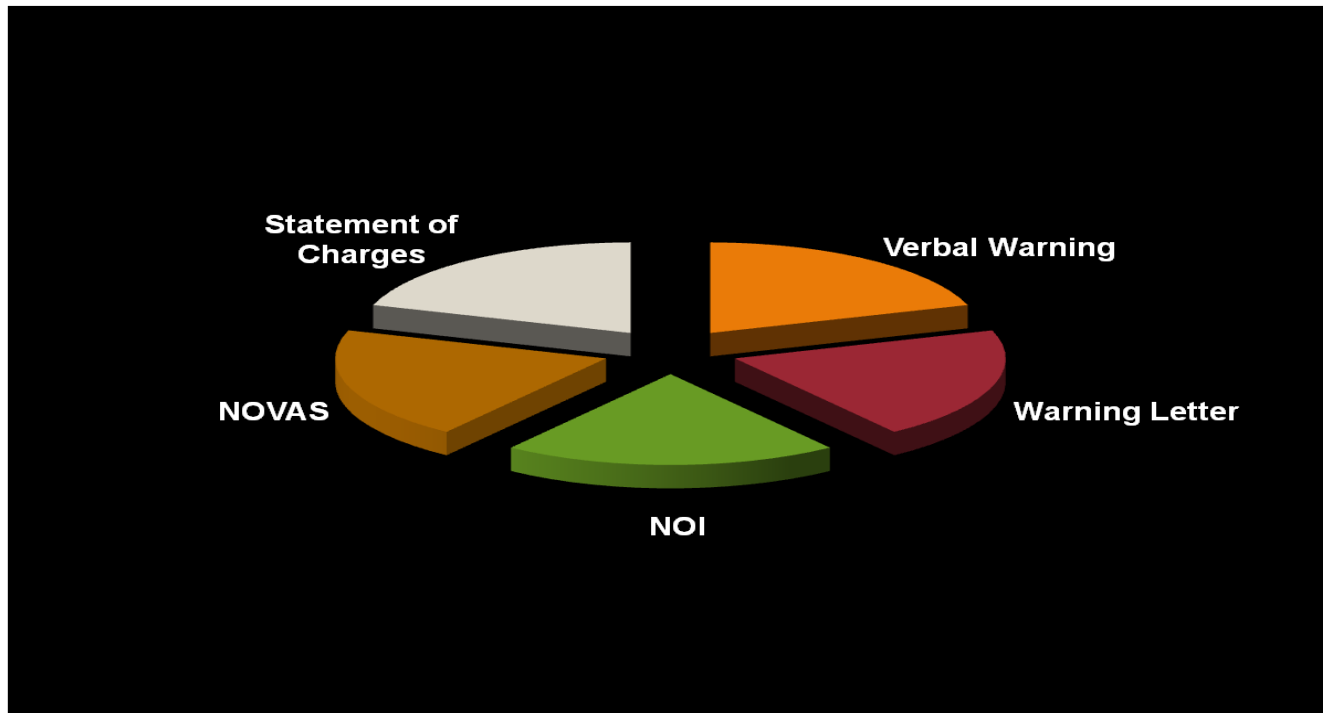
There will be *no verbal or written warnings* for the following violations:

- Working with no or an expired license
- Cheating the public or employer
- Stealing from the public or an employer
- Lying
- Allowing minors to gamble
- Allowing intoxicated players to gamble



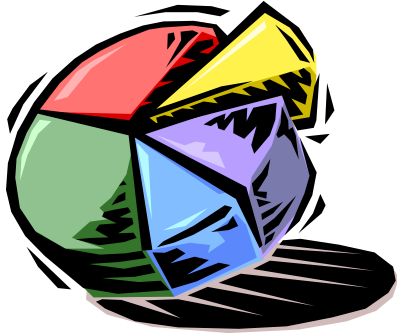


# How an Administrative Violation May be Handled



## Verbal Warning

Given by Special Agent to a Card Room Employee for a minor violation that can be corrected at time discussed

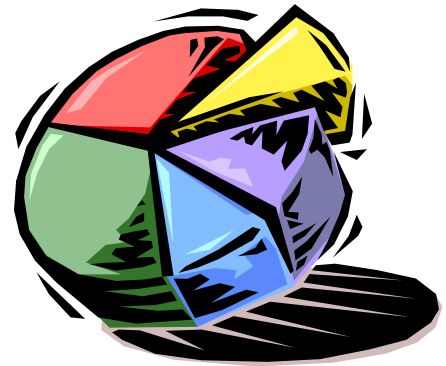


## Warning Letter

- Failure to correct after verbal warning given or for a more serious offense
- Letter sent to you and your employer
- Copy of letter kept in permanent license file and will be used as evidence in future

## N.O.I. (Notice Of Infraction)

- On-site written warning given by Special Agent to Card Room Employee
- Violation permanently documented in Card Room Employee's licensee file



# **N.O.V.A.S.**

## **(Notice of Violation and Settlement)**

- Issued by Special Agent for a violation
- Up to \$200 fine for card Room Employee
- Up to a \$2500 for card room
- Must be paid within 15 days of issuance
- Once paid, the matter is considered closed

## Statement of Charges



- Administrative Action taken against a Card Room Employees license
- Statement of charges physically sent to you and your employer
- Administrative Hearing set
- You may represent yourself or hire an attorney

# Administrative Hearing Process

- Suspension of license
- Revocation of license
- Appeal Process: 5 member Commission and then to Superior Court if necessary
- Outcome posted in the Card Room  
Industry newsletter

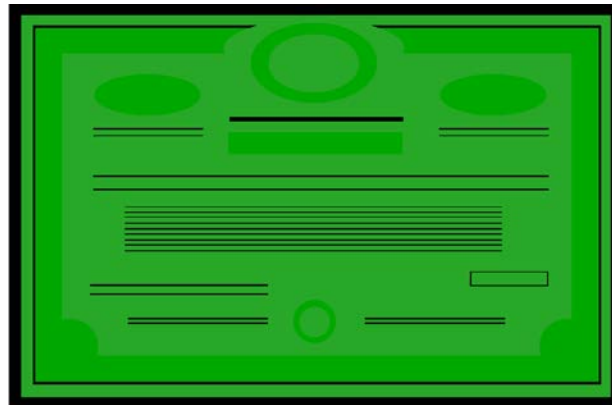


## Criminal Violations

- The Criminal Complaint/Citation form is used for offenses classified by RCW as misdemeanors or gross misdemeanors.
- Misdemeanors and gross misdemeanors are criminal offenses which carry the possibility of a jail sentence upon conviction.
- The Criminal Citation is sent to the local Prosecutor's Office for filing and charges are heard by a District or Municipal judge/court.

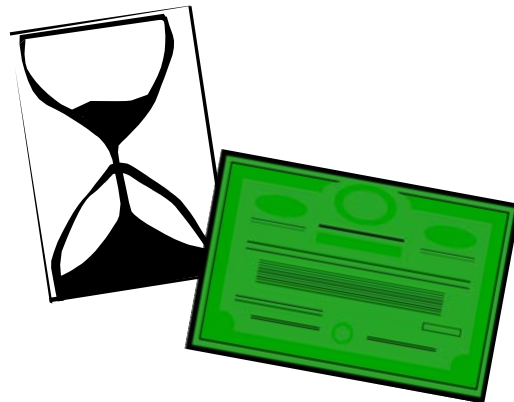


# Licensing Basics



## Expiration Dates

- One year minus a day from the date application is received by commission
- Expiration date remains the same if you transfer to another card room or tribal casino



## Renewing Your License

- Must have a current license on premise to work
- Mandatory to renew and pay online for your license
- A courtesy renewal notification is mailed/emailed 45 days prior to the expiration date of your license
- The renewal license will be mailed to your employer and can be printed by your employer through their WSGC “My Account”
- Check with your HR dept. to know exactly what day the application and fees were mailed

## **Transferring to a New Employer or** **Adding an Employer**

- Employer must submit a Transfer/Add Employer Application Form in writing or through their WSGC “My Account” to the Gambling Commission when you are transferring to new card room or working for an additional card room
- Transfer fee must be mailed with the Transfer Application
- Terminations must be submitted within ten (10) days of terminating employment

## Changes to Your License Information

- **Employers can report these changes through their WSGC “My Account”**
- **Individual Name** – You must notify us and pay a fee no later than thirty days after the effective date of the change
- **Address** – You must report the change in writing to our Licensing Dept within 30 days

## Reporting Criminal, Administrative, and Civil Actions



- You must report, in writing, within 30 days, all criminal actions filed against you and all administrative charges filed by other gambling regulatory agencies.
- We must receive a copy of the final written decision or settlement within 30 days after the case is resolved.

# Operational Section



# Inspection of Premises and Records



- WSGC – Unlimited access to premises and records
- Local law enforcement – unlimited access to premises and records
- Procedures for accessing sensitive areas of premises
- Procedures for removing records, video tapes, files etc.



## **Criminal Activity**

The WSGC's goal is to keep the criminal element out of gambling. If you become aware of ANY criminal activity occurring at a licensed location, please contact your local agent immediately. All contact information will be kept anonymous by your WSGC agent.

Failure to contact the WSGC could result in you losing your license.

# Criminal Activity

Types of crimes investigated:

- Animal Fighting
- Assault
- Bookmaking
- Burglary
- Cheating
- Child Abuse
- Criminal profiteering
- Domestic Violence
- Drug Activity
- Elder Abuse

# Criminal Activity

Types of crimes investigated:

- Forgery
- Fraud
- Gang Activity
- Harassment
- Hate Crimes
- Identity Theft
- Illegal Games
- Internet Gambling/  
Cybercrimes
- Malicious Mischief

# Criminal Activity

Types of crimes investigated:

- Mentally Ill
- Money Laundering
- Organized Crime
- Prostitution
- Robbery
- Sports Wagering
- Theft
- Trespass
- Unlawful Factoring of Transactions/Structuring

## Credit

- Giving chips to a player who has not paid for them
- Accepting a check from a person who has an NSF check on file at your facility
- Accepting a check from a person and “holding” it rather than depositing within two banking days
- Allowing an employee to play with “house money”

## Problem Gambling

- Washington State Council on Problem Gambling  
(800) 547-6133.
- Problem Gambling signs must be posted at all public entrances and exits.
- Card Room Employees should be aware of the house policy on barring and self-barring of or by an individual. Procedures should be in place for a barring to occur and also how to handle an individual who is on site and has been barred.

## Intoxicated Players

- All Card Room Employees should be aware of the house policy on the handling of intoxicated patrons.
- An intoxicated person is NOT allowed to gamble.
- WSGC will investigate all complaints of an intoxicated person being allowed to gamble.

## Underage Players

- Problem Gambling among our youth is on the rise.
- Do not allow a minor to gamble at your facility.
- Know your house policy on who is responsible to check I.D.'s.
- Any person who allows a minor to gamble will at a minimum receive a NOVAS.



## **Acceptance of Tips**

- Only dealers and cage cashier's can accept tips from patrons
- For dual rate employees, a record must be kept documenting the hours worked in a position allowed to receive tips

## Acceptance of Tips

- Forced tipping is not allowed. You cannot ask for tips or show favoritism to someone who is tipping you.
- You cannot let tips “ride”. If a tip is placed as a wager for the dealer, at the conclusion of the hand, the tip must be taken from the table and placed in the tip box if it is a winning wager or the chip tray if it is a losing wager.

# Internal Controls

- Departmentalized by:
  - Gaming
  - Accounting
  - Security
  - Surveillance
- You are required to know and review your areas of responsibility found in the internal controls.

## **Record Keeping Requirements**

- **Signature Requirements**

Any transfer of cash, coins or chips must be documented and verified by a card room employee(s). The card room employee(s) responsible for the record must sign it attesting to the accuracy of the information provided.

## Record Keeping Requirements

- Signature Cards:

All licensed card room employees must have a signature card on file

The cards must be filled out completely

The original cards are maintained by the accounting department.

A copy of the cards are maintained in the cashier's cage

## Record Keeping Requirements

- Key Controls:

Card rooms must use keys or electronic key control systems to control access to restricted areas of the business

Card rooms must restrict access to the keys or electronic key control systems to only those licensed card room employees whose specific job requires access to them

## Record Keeping Requirements

- Key Controls (continued):

Card rooms must keep a key control log in the format we require. This log must be fully completed each time a card room employee signs out or signs in a key(s) they have removed to conduct their job

## **Job Duties/Conflicts**

- Incompatible Functions

There are certain departments, functions, duties and responsibilities that must be kept separate from one another to ensure the information being documented is accurate



## **Job Duties/Conflicts**

- Incompatible Functions (continued):

Examples of Incompatible Functions -

Working as a cage cashier and in the count room on the same gaming day

Working as a cage cashier and then in accounting verifying documents you completed

Working in both Security and Surveillance

## **Job Duties/Conflicts**

- Required Levels of Supervision:

A Floor Supervisor is responsible for the dealers and the conduct of gaming within the pit

A Shift Manager responsible for the overall supervision of gaming employees and all gaming related activity

## Surveillance Requirements

All visual gaming related activity in the facility is being monitored and recorded at all times

Visual and Audio monitoring and recording is being done in the count room

Surveillance officers are required to be monitoring activities at all times the casino is open

# **Surveillance Requirements**

(continued)

Access to the Surveillance Room is restricted to certain required staff, any WSGC Special Agent and any Law Enforcement Agency

This concludes our  
card room employee  
orientation session

