

# VLT News

COURTESY OF VIDEO LOTTO

VOL 7 | JULY 2017

## TOP 10

- BIG CITY 5's** - 5 cents | Spielo
- SUGAR SUGAR** - 25 cents | Spielo
- VIRACOCOA** - 5 cents | Spielo
- ZEUS** - 5 cents | WMS
- LOBSTERMANIA** - 5 cents | IGT
- FIVE TIMES PAY** - 25 cents | IGT
- GOLDEN NUMBER KENO** - 25 cents | WMS
- CATS** - 5 cents | IGT
- POWER KENO** - 25 cents | IGT
- THE WILD LIFE** - 25 cents | Spielo

As of May, 2017

## VLD News

### Software and Service Improvements

#### SUGAR SUGAR LAUNCHED IN OCTOBER 2016:

- Quickly became the second most popular game in the VLT library
- Average bet per game on Sugar Sugar is \$2.01 as compared to \$0.93 for all other games



#### VLD REDISTRIBUTION:

- Began in December 2016 and was completed in March 2017
- 107 VLT sites were identified as underperforming and subject to redistribution
- 69 sites appealed the redistribution process
- 17 appeals were fully successful while 13 appeals were successful with conditions
- 132 VLTs were relocated
- Further details regarding redistribution will be communicated in August 2017

#### TITO UPDATE | TICKET IN TICKET OUT:

- Progress continues to be made regarding TITO
- MBLL plans to launch TITO capability in the fall of 2018
- More details will be provided when the launch date gets closer

### REGULATORY TIPS

*Smart Choices* is the new responsible service training that replaces *Serving It Safe, It's Good Business*, and the *Problem Gambling Assistance Program* (PGAP).

#### Do my employees need *Smart Choices* training?

All managers, security, and employees who sell or serve liquor, who do not already have *Serving It Safe* or *It's Good Business* training, must complete *Smart Choices* before working in a licensed establishment.

If your employees already have the *Serving It Safe* or *It's Good Business* training, they still must complete *Smart Choices* before January 1, 2022.

#### What's changed for VLT establishments?

PGAP training is no longer a requirement for one senior employee at each VLT liquor site because gambling information is included in *Smart Choices*.

The LGA no longer inspects for PGAP training. They now inspect to ensure all managers, security, and employees who sell or serve liquor, have either the *Smart Choices*, *Serving It Safe*, or *It's Good Business* training.

If you have questions, please speak with your LGA inspector.

### DATES TO REMEMBER

VLTs are operational

**365**  
days a year.

Operating hours are  
9:00 am to 2:15 am

NOVEMBER  
**11**

Remembrance Day  
VLTs On At 1:00 pm

## TIPS & HINTS

During the 2016 redistribution process, VLT site owners/operators asked what they could do to potentially increase the play of the VLTS.

Some suggestions are:

- Review your operating hours. Are you able to open earlier, later or operate on days you may currently be closed?
- Advertise. Include VLTs as part of your overall advertising strategy.
- Ensure you have adequate float on hand to pay players.
- When applicable, request to extend your operating hours through the LGA (special events, festivals etc). The VLTs will mirror those operating hours.

Pay special attention to:

- Cleanliness of VLTs and the bar/lounge
- Attentiveness to the players' needs
- Seating comfort
- Lighting and sound levels in the room

## FAQ

**Q** How should I determine what the amount of my prize payout float should be?

**A** The amount of the payout float will be dependent on the VLT patron cashout and validation tendencies at each specific site. While historically, a general guideline used by many VLT siteholders has been \$500 - \$1,000 per VLT installed, this may not be the most accurate amount to keep on hand. A recommended approach would be for siteholders to review the validations processed on a weekly basis to determine what the appropriate daily amount should be.

For service and supplies, contact the VLD Hotline 1-800-565-6886

If gambling is a problem for you, or someone you know, call the Helpline 1-800-463-1554

Websites:  
[www.mbill.ca](http://www.mbill.ca)  
[www.manitobahotelassociation.ca](http://www.manitobahotelassociation.ca)  
[www.mrfa.mb.ca](http://www.mrfa.mb.ca)

## GAME / NEW FEATURES RELEASE

2017 Game Refresh Program

- Black Night | WMS
- Crystal Forest | WMS
- Egypt | WMS
- Eight Way Fever | WMS
- Ice Hot | IGT
- Bigger City 5's | IGT
- Cats- With increased bet and win amounts | IGT

## The Accessibility of Manitobans Act

\*The following information has been compiled using the Accessibility for Manitobans Act website.

For full details on the Act and your responsibilities as a business owner please visit the Accessibility for Manitobans Act website at: [www.accessibilitymb.ca](http://www.accessibilitymb.ca).

### Did you know?

The Accessibility for Manitobans Act (AMA) became law in December, 2013. This landmark legislation provides a proactive process to remove barriers affecting persons with disabilities and many other citizens. The Government of Manitoba is committed to achieve significant progress by 2023, making Manitoba more inclusive for everyone.

The AMA affects all Manitobans – individuals confronting barriers every day, as well as those in a position to identify, remove and prevent barriers to accessibility. The Government of Manitoba is working with representatives from the disability community, as well as public and private sector organizations to develop accessibility standards.

Accessibility standards are building blocks for making real, measurable and effective changes to accessibility. Each standard will outline specific requirements and timelines for organizations that have a responsibility to eliminate barriers.

Accessibility standards focus on five key areas of daily living; Customer Service, Employment, Information and Communications, Built Environment, and Transportation.

### What can you do as a business owner?

- Create a framework to ensure equal access and participation for people with disabilities
- Provide accessible customer service
- Provide accessible information and communications
- Create and maintain barrier-free facilities

To ensure your establishment is compliant with the Accessibility for Manitobans Act, contact the Disabilities Issues Office (DIO) at: [www.accessibilitymb.ca/contact.html](http://www.accessibilitymb.ca/contact.html).