

## **Security and Surveillance Standards for the B.C. Gambling Industry (Casinos, Community Gaming Centres, Commercial Bingo Halls and Horse Race Tracks)**

### **Context**

The Province of British Columbia is committed to protecting the public interest at commercial gaming facilities. The implementation of these security and surveillance standards is one way in which the Province is meeting that commitment.

The Gaming Policy and Enforcement Branch (Branch) regulates gambling in British Columbia, and is responsible for the overall integrity of gaming and horse racing.

As an agent of the Crown, the BC Lottery Corporation conducts, manages and operates most commercial gaming in the province, including commercial casinos, lotteries, bingo halls and community gaming centres. The Corporation contracts with registered service providers to provide operational services at these facilities, in accordance with the Corporation's standards, policies and procedures, including rules respecting the security and surveillance at gaming facilities.

Private companies are licensed by the Branch, as service providers, to operate horse race tracks in accordance with the horse racing rules established by the Branch.

### **Objectives**

- To help ensure the integrity of gaming in British Columbia.
- To protect patrons, employees, assets and revenue at commercial gaming premises.
- To detect and deter any activity that may adversely affect patrons, employees and the fair and honest conduct of gaming at casinos, community gaming centres, commercial bingo halls and horse race tracks.

### **Authority and Application**

Section 27(2)(d) of the Gaming Control Act authorizes the general manager of the Branch to establish public interest standards for the gambling industry. The following security and surveillance public interest standards apply to all casinos, community gaming centres, commercial bingo halls and major (Class A) horse race tracks. Unless otherwise noted, these standards are effective July 1, 2005.

### **Security and Surveillance Public Interest Standards**

Security and surveillance is the physical and electronic viewing, monitoring and recording of the gaming facility and property, including gaming activities, facility assets, revenue, patrons and employees, through alarm systems, cameras, video and digital camera recorders, lighting, physical escorts and foot patrols.

### **Integrity of Gaming**

- Security and surveillance at all casinos, community gaming centres, commercial bingo halls and major (Class A) horse race tracks shall:
  - Ensure all gaming activities and financial transactions are conducted fairly and honestly, and can be independently verified;
  - Protect all public assets and revenues from theft, loss or damage; and
  - Ensure security and surveillance activities are conducted in compliance with all applicable laws & regulations.

- Security and surveillance at all casinos, community gaming centres and commercial bingo halls shall keep under observation and record clear and unobstructed views of the following gaming areas:
  - Cash handling areas;
  - Cash counting areas; and
  - All public entrances to the gaming facility.\*
- Security and surveillance at major (class A) horse race tracks shall keep under observation and record clear and unobstructed views of the following gaming areas:
  - Cash counting area;†
  - Pari-mutuel betting window – teller area;‡ and
  - Pari-mutuel betting window – customer area.‡
- The Branch must be notified, without delay, of any real or suspected conduct, activity or incident that affects the integrity of gaming at a gaming facility including, but not limited to, real or suspected activities that may be considered contrary to the Criminal Code of Canada, or British Columbia's Gaming Control Act and Regulation.

### **Public Security**

- Security and surveillance at commercial gaming facilities shall:
  - Protect the personal safety of patrons and employees in and on the grounds of a commercial gaming facility;
  - Protect the physical security of the premises and all assets, including personal property, in and on the grounds of a commercial gaming facility;
  - Protect the privacy and confidentiality of patrons;
  - Assist in the identification of problem gamblers, so they may be referred to appropriate treatment programs and services, where possible;
  - Assist in identifying and denying access to individuals who are:
    - Barred or voluntarily self-excluded from commercial gaming facilities; and/or
    - Minors under the age of 19 entering commercial casino facilities or commercial bingo halls, with the exception of minor employees carrying out their duties.
  - Assist in identifying minors, so they may not participate in gambling activities at commercial gaming facilities, including horse race tracks; and
  - Protect children from being left unsupervised on the grounds of a commercial gaming facility.

### **Staff Training**

All staff conducting security and surveillance functions at commercial gaming facilities must receive sufficient training and, where appropriate, certification, to properly fulfill their duties.

### **Issued by:**

Derek Sturko, Assistant Deputy Minister and General Manager  
June 2005

---

\* All commercial bingo halls must be in compliance by December 31, 2005

† Hastings Racecourse and Fraser Downs must be in compliance by October 31, 2005  
Sandown Raceway must be in compliance by December 31, 2005

‡ Fraser Downs must be in compliance by October 31, 2005  
Sandown Raceway must be in compliance by December 31, 2005  
Hastings Racecourse, must be in compliance upon redevelopment, or at a time to be determined