

# Community Impact Report

2020/2021



# Playing it Forward

The Province of B.C. created BCLC 36 years ago with the purpose of giving back to British Columbia and helping communities grow. Thanks to our players, \$25 billion has been delivered to support communities, provincial programs and services, charities and major events that have helped shape B.C.

**\$965.6  
million**

in gambling revenues  
(total) was generated  
in 2020/21 by BCLC

**\$429.9  
million**

in net income was  
generated in 2020/21  
by BCLC for the  
Province of B.C.\*

**32**

communities  
across B.C. offer  
BCLC casino  
games

**16**

Community  
Gaming Centres

**17**

Casinos

**1**

Bingo Hall

**2**

Racetrack Casinos

**\$98.0  
million**

Distribution to  
government  
of B.C.

**\$147.2  
million**

Health  
Special  
Account

**\$139.8  
million**

Community  
Gaming  
Grants

**\$29.4  
million**

BC First Nations  
Gaming Revenue  
Sharing

**\$10.6  
million**

Distribution to  
Government of  
Canada

**\$4.9  
million**

Responsible  
Gambling Education  
and Services

**3,472**

Lottery  
Locations

**\$752  
million**

Lottery  
Winnings

**\$1.2  
billion**

Lottery  
Sales

**302.5  
million**

Lottery  
Transactions

**96.2  
million**

Lottery  
Winners

\*In an effort to slow the spread of COVID-19, all casinos, community gaming centres and bingo halls across B.C. were temporarily closed in March 2020. As a result of these closures, Host Local Governments did not receive funding in 2020/21. Gaming facilities reopened on July 1, 2021 and Host Local Government Payments have resumed.

**\$0\***

Host Local  
Government  
Payments \*

# Community Gaming Grants

Each year, the Province of B.C. allocates a portion of gambling revenue towards supporting thousands of local not-for-profit and charitable organizations through its Community Gaming Grants program.

Community Gaming Grants support the delivery of ongoing programs and the completion of capital projects that directly benefit local communities throughout B.C.

**\$140  
million**

distributed to not-for-profit  
organizations each year through  
Community Gaming Grants

**5,000+**

organizations receive  
Community  
Gaming Grants annually



## PENTICTON

The Penticton Art Gallery received a Community Gaming Grant for \$64,500. Part of this funding supported the planning, organizing and featuring of 18 exhibitions.

Photo: Penticton Art Gallery



## KTUNAXA NATION / CRANBROOK

Community Connections Society (CCS) of Southeast B.C. used a portion of its \$43,000 Community Gaming Grant to support its Food Recovery Program.

Photo: Adobe Stock



## PRINCE GEORGE

The Prince George Brain Injured Group Society is the largest and most extensive organization of its kind in B.C., serving almost 500 individuals annually. Last year, it received a Community Gaming Grant for \$82,000.

Photo: Prince George Brain Injured Group (PGBIG)



## SQUAMISH

Last year, the Sea to Sky Community Services Society supported a variety of projects during the COVID-19 pandemic, including the Pemberton Food Bank thanks to a \$350,000 Community Gaming Grant.

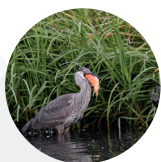
Photo: Sea to Sky Community Services Society



## COURTENAY

The Comox Art Gallery is an organization dedicated to exhibiting, interpreting and celebrating contemporary art. Last year, it received a Community Gaming Grant totaling over \$147,000.

Photo: Comox Art Gallery



## WILLIAMS LAKE

The Invasive Species Council of B.C. (ISCBC) received a Community Gaming Grant for \$328,530 to support a number of initiatives including educational programs, on-the-ground activities and training resources across the province.

Photo: ISCBC

“Community groups provide vital programs to our citizens. Through funds from Community Gaming Grants, they are able to support everything from healthcare to entertainment, making Burnaby a great place to work and live.”

– Mayor Mike Hurley  
CITY OF BURNABY

## B.C. First Nations revenue-sharing agreement

In 2020, the Province of B.C. signed a 25-year agreement committing to sharing 7 per cent of gambling revenues annually with First Nations in B.C. As part of the agreement, approximately \$3 billion of provincial gambling revenue will be shared with B.C. First Nations to fund projects such as health and wellness, housing, infrastructure, training, environmental protection, economic development, governance capacity, and other uses as determined by the First Nations communities.



## BCLC's Social Purpose

A social purpose company is a company whose enduring reason for being is to create a better world. Its growth is a positive force in society. After engaging extensively with stakeholders, facilitating additional research and conducting a number of in-depth interviews, BCLC recently achieved a significant milestone with the approval of our social purpose. At BCLC we exist to:

### Generate win-wins for the greater good.

Everything we do must benefit the well-being of all involved. "Win-win" within our social purpose asks our employees, partners, and stakeholders to continually consider the impacts of all activities and decisions on individuals, institutions, communities and the planet. Social purpose is a long-term journey, an ongoing quest, continuously pursued. With our social purpose, we're striving to ensure, in all our endeavours and transactions and relationships—in the most important sense of life, livelihood, meaning, and well-being—nobody loses and every person we touch comes out ahead.

"Revenue generated by gambling helps fund important services across B.C. and the communities in our Province benefit in countless ways. BCLC's social purpose strives to do even more, working to create not only thriving communities but a better world at large. Having participated in BCLC's social purpose journey, I look forward to seeing the positive impact of BCLC's social purpose in our Province and beyond."

— Mayor David Screech  
TOWN OF VIEW ROYAL

After participating in one of our social purpose engagement workshops,

**Pacific FC was inspired to explore what a social purpose could mean for its organization.**

"Like BCLC, our social purpose is community-focused yet impacts the entire Province by fostering an inclusive environment for professional athletes and provides a pathway for young players to stay in Canada," said Brad Norris-Jones, Vice President, Operations, Pacific FC. "We go beyond providing great sports entertainment by giving back to the communities we work and play in, we are creating a sense of pride, love and ensuring a future for the game of soccer in our country."



Photo: Pacific FC



# Environmental, Social, Governance (ESG)

BCLC's recently approved social purpose statement sets the foundation for the next chapter in our continued journey to make a positive and lasting impact on the communities we serve.

Through the lens of an ESG framework, we will establish how to affect meaningful change for our people, place, and planet. The ESG agenda will nurture the interconnectedness of people, place, and planet towards building and sustaining healthy, prosperous communities.



**People:** Social sustainability is already a foundational principle of BCLC. We are committed to creating an increasingly diverse, inclusive, empowered, and engaged workforce.



**Place:** BCLC functions to support communities in B.C. We will engage in more meaningful discussions with community stakeholders, to foster long-term, mutually beneficial relationships towards sustainable community development.



**Planet:** BCLC recognizes it has a leadership role to play in addressing the threat of climate change and the increasing loss of biodiversity. We will move beyond simply “doing better” to regenerative and transformative sustainability principles.

## Player Health Initiatives

At BCLC, player health is about prioritizing the well-being of the player in everything we do. With this mindset, BCLC uses new and innovative strategies to reduce harm related gambling.

GameSense Advisors (GSAs) are an integral part of player health. These responsible gambling specialists are located at every casino and community gaming centre in B.C., where they help players by answering gambling-related questions, supporting Voluntary Self-Exclusion enrollments, and when necessary, providing referrals to the free gambling outreach support offered by the Province of B.C.

Casino closures early on during the pandemic meant that GSAs were no longer available for in-person support. Through the closure, BCLC transitioned this critical service to be accessible through our Customer Support Centre by phone. Live Chat was also introduced on PlayNow.com for the first time ever—the only service of its kind in North America—giving all players new ways to connect with much-needed gambling support, referrals, and education.



### Anti-Money Laundering

BCLC takes its role and responsibility seriously when it comes to reducing the threat of money laundering.

#### Did you know?

BCLC has a dedicated anti-money laundering (AML) unit responsible for operating our anti-money

laundering program, upholding regulatory compliance and deterring illegal activity. We collaborate with a network of organizations, including law-enforcement agencies and our provincial regulator, each of which has a specific role in safeguarding B.C. casinos from money laundering.

BCLC is just one part of the anti-money laundering regime. Learn more here:

<https://corporate.bclc.com/what-we-do/security---compliance/anti-money-laundering.html>

# Host Local Government Payments

Local governments that host a gambling facility in their community receive a 10 per cent share of the net gambling revenue it generates each year. During the COVID-19 pandemic, all casinos, community gaming centres and bingo halls across B.C were temporarily closed in March 2020. As a result of these closures, Host Local Governments did not receive Host Local Government Payments in 2020/21. Gaming facilities reopened on July 1, 2021 and Host Local Government Payments have resumed.

The following chart shows the all-time revenue generated from each casino and community gaming centre as well as Host Local Government Payments in 2019/20. The calculations for these payments are done in accordance with the Host Financial Assistance Agreement between the Province of B.C. and each local government.

Net gambling income is defined as net win (revenue after prizes) from casino games less fees payable by BCLC to the casino operator in accordance with International Financial Reporting Standards. Operator fees are attributed to the specific facility and vary by community. BCLC administrative and operating costs are attributed to each facility based on net win from the facility and therefore also vary by community.

1 All-Time Total includes: Starlight Casino, Royal City Star Casino, Royal Towers Hotel

2 All-Time Total includes: Elements Casino Surrey, Newton Casino, Newton Community Gaming Centre

3 All-Time Total includes: Parq Casino, Edgewater Casino, Grand Casino, Holiday Inn, Mandarin Centre, Renaissance Casino, Royal Diamond Casino, Hastings Racecourse Casino

4 All-Time Revenue Includes: Elements Victoria, Mayfair Casino, Jack O' Clubs Casino

5 Elements Casino - Chilliwack—formerly Chances Chilliwack

## HOST LOCAL GOVERNMENT Share of Casino Revenue

LOCAL GOVERNMENT	CASINO	ALL-TIME TOTAL	TOTAL 2019/20
*in thousands of dollars rounded			
Burnaby	Grand Villa Casino	191,500	11,276
Coquitlam	Hard Rock Casino Vancouver	140,384	7,341
Kamloops	Cascades Casino Kamloops	37,385	1,673
Kelowna	Playtime Casino Kelowna	43,796	1,463
Ktunaxa/Kinbasket Tribal Council Society	Casino of the Rockies	23,360	1,947
Langley City	Cascades Casino Langley	99,243	7,331
Nanaimo	Casino Nanaimo	55,382	2,582
New Westminster	Starlight Casino <sup>1</sup>	119,173	6,045
Penticton	Cascades Casino Penticton	36,103	1,765
Prince George	Treasure Cove Casino	48,365	2,575
Quesnel	Billy Barker Casino	11,421	472
Richmond	River Rock Casino Resort	246,273	14,147
Surrey	Elements Casino Surrey <sup>2</sup>	56,089	3,797
Vancouver	Parq Vancouver	125,956	7,142
	Hastings Racecourse Casino	13,839	948
VANCOUVER TOTAL <sup>3</sup>		139,794	8,090
Vernon	Lake City Casino - Vernon	35,453	1,786
View Royal	Elements Casino Victoria <sup>4</sup>	77,382	4,313
<b>TOTAL</b>		<b>\$1,361,103</b>	<b>\$76,603</b>

## HOST LOCAL GOVERNMENT Share of Community Gaming Centre Revenue

LOCAL GOVERNMENT	CASINO	ALL-TIME TOTAL	TOTAL 2019/20
*in thousands of dollars rounded			
Abbotsford	Chances Abbotsford	11,064	1,343
Adams Lake Indian Band	Chances Salmon Arm	2,558	560
Campbell River	Chances Playtime Campbell River	9,655	870
Castlegar	Chances Castlegar	4,125	510
Chilliwack	Elements Casino - Chilliwack <sup>5</sup>	12,607	2,076
Courtenay	Chances Playtime Courtenay	10,611	1,084
Cowichan Tribes	Chances Cowichan	9,690	847
Dawson Creek	Chances Dawson Creek	10,403	515
Fort St. John	Chances Fort St. John	10,898	847
Kamloops	Chances Kamloops	9,420	988
Kelowna	Chances Kelowna	24,702	2,546
Maple Ridge	Chances Maple Ridge	11,524	1,608
Mission	Chances Mission	7,545	619
Port Alberni	Chances RimRock	5,539	442
Prince Rupert	Chances Prince Rupert	5,855	537
Squamish Nation	Chances Squamish	2,427	250
Terrace	Chances Terrace	6,919	727
Williams Lake	Chances Signal Point	8,437	576
<b>TOTAL</b>		<b>\$163,979</b>	<b>\$16,945</b>

# Spread The Local Love

Every lottery ticket purchased and play in a casino or online at PlayNow.com generates gambling revenue that goes back to the Province of B.C. Thanks to our players, these funds have helped support healthcare, education and important community programs across British Columbia for 36 years.



As we saw the effects that the COVID-19 pandemic had across our province, BCLC remained committed to supporting communities throughout B.C.

For two weeks in February, 2021, BCLC teamed up with 10 charitable organizations to launch a unique online fundraising experience, 'Spread the Local Love (STLL).' The STLL campaign supported local businesses and charitable organizations in municipalities across the province. BCLC purchased a number of gift cards and items from local businesses and made them available on the campaign page. When participants purchased a gift card to a local business or successfully bid on a silent auction item, their support went directly to a participating charity. This enabled both local businesses and charitable organizations to receive valuable support.

"BCLC has been a long-time friend and supporter of the Kamloops Food Bank. Through their sponsorships, events and volunteer visits, BCLC has helped us to feed 7000 individuals, 48 Community Agencies and nine Associate Member Food Banks. We are so grateful for their dedication to this community. Campaigns like 'Spread the Local Love' not only help raise important funds for the Kamloops Food Bank, but also help support our local businesses."

– **Bernadette Siracky**  
EXECUTIVE DIRECTOR  
KAMLOOPS FOOD BANK



"We were excited to partner with BCLC and the Victoria Hospitals Foundation for this fundraiser. As a lotto retailer, we know BCLC is committed to supporting our community. This campaign is a win-win for local charities, the families who rely on their services, and local businesses like ours."

– **Jennifer Loo**  
MARKETING DEVELOPMENT &  
COMMUNITY RELATIONS COORDINATOR  
FAIRWAY MARKET

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**CUSTOMER SUPPORT**

Telephone: 1 866 815 0222  
<https://corporate.bclc.com/customer-support/overview.html>

Read more about how gambling revenues help communities grow at: [corporate.bclc.com](https://corporate.bclc.com)