



## 2022 Dream Home Sales Group Instructions

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2022 Dream Home Lottery tickets will be sold at the Dream Home between December 27, 2021 and April 24, 2022. The Rotary Dream Home is at 7967 Willow Grove Way in Taylor Estates <https://winadreamhome.ca/the-home/hours-directions-2022>

Groups may apply to participate by submitting a Sales Group Application form prior to the deadline of **Sunday, October 31, 2021**.

All groups will be contacted by the Dream Home Management Team no later than **November 19, 2021**, at which time the successful applicant Groups will be notified of their assigned selling period.

**IMPORTANT: Please read the VERY IMPORTANT information below BEFORE completing the application.**

By submitting an application, your Group is asserting that they have read and understand The Rotary Club of Grande Prairie's requirements for participating in the 2022 Dream Home Lottery.

- **Group Contact Person** - Every Sales Group must designate a **Lead Contact Person** to communicate with the Rotary Club of Grande Prairie and/or the Dream Home Management Team. This Group Contact Person is expected to remain the same individual for the entire process, from application submission through to the completion of the Lottery.
- **Group Captains** - Every Sales Group must provide a **Captain** for the duration of their assigned selling period. This individual is responsible for opening and closing the Dream Home each day during the Group's selling period. The Captain is expected to remain the same individual for the entire assigned selling period. Captains are responsible for ensuring that every individual representing their Group has completed the required training and is capable of fulfilling the duties and responsibilities of their assigned roles. Captains are responsible for passing on any and all pertinent information, updates, or communications received from The Dream Home Management Team to all individuals representing their groups. Captains must **complete the Captain Training** provided by the Dream Home Management Team prior to the Group's scheduled selling period in order to receive updated training and information, even if the Group/Captain has participated in the Dream Home Lottery in previous years.
- **Time Commitment** - Group shifts are scheduled for all hours that the Dream Home is open for public viewing. Typical shifts are 3 hours in length, and most shifts require 5 individuals per shift. Every Group is solely responsible for ensuring that all their assigned shifts are covered.
- **Compensation** - Groups will receive compensation of \$30/hour/Person for all shifts that they sell Dream Home Lottery tickets. Groups will also receive \$60/day/Captain for the duration of their assigned period. Groups will receive **NO** compensation for **any** unfilled shifts therefore, it is expected that all Groups treat their shifts as firm commitments.

**Late or No-Shows may negatively impact future applications to participate in the Dream Home Lottery.**

- **Training Videos** - All individuals **MUST** watch the current year's training videos prior to their assigned shifts **REGARDLESS** of their previous Dream Home Lottery participation.



Online confirmation of watching the videos is required and is to be entered at the link provided on the training site. The Dream Home Management Team keeps electronic records of which individuals have submitted this online confirmation.

Every individual **MUST** understand their roles and duties upon arrival for their shifts.

- **Shift Roster** - At least 1 week prior to their assigned selling period, each Group must submit a **roster of the individuals** that will be filling their assigned shifts to the Dream Home Management Team. This roster is to include the name and contact phone number of the individuals filling each shift for that Group.

### **SALES GROUP COMPLIANCE REQUIREMENTS**

Please keep in mind that all Individuals selling Dream Home Lottery Tickets are representing their Group and The Grande Prairie Rotary Club during their shifts.

The Dream Home Management Team reserves the right to remove any individual who fails to comply with any of the following compliance requirements.

All individuals selling Dream Home Lottery Tickets **MUST**:

- Behave in a professional and friendly manner during their shift.
- Dress appropriately for the venue and task. Business casual is a good standard.
- Watch all current training videos and confirm same.
- Arrive on time for assigned shifts and remain for the duration of the shift.  
**'On time'** means being on-site and ready at the beginning of the shift.
- Be comfortable working on a computer and speaking with members of the public.
- Wear the red Rotary vests that are provided for the duration of their shift.
- Refrain from bringing food or eating during their shift
- Refrain from chewing gum during their shift.
- Be 18 years of age or older.
- Remain focused on their assigned tasks and duties during their shifts.  
This means refraining from talking on cellphones, playing games, reading, or engaging in any other activities that take their attention from the customers.
- Not bring their family, friends, or children with them for their shift, or encourage them to loiter and/or visit with them during their assigned shifts.  
Infants and small children should not accompany an individual during their shift.
- Refrain from holding overly personal or negative conversations in front of customers or where these conversations may be overheard.

### **ADDITIONAL COVID COMPLIANCE REQUIREMENTS – may change at any time**

The Rotary Club of Grande Prairie and the Dream Home Management Team will be following all Alberta Gaming and Alberta Health recommended guidelines for public safety throughout the 2022 Dream Home Lottery Season. As such, there will be some additional responsibilities placed on any and all volunteers at the Dream Home. Ensure that all of your volunteers are comfortable working under these conditions.

- Volunteers **MUST** Ensure that all COVID Guidelines are being followed. Including:
  - Wearing a mask. It is mandatory for anyone volunteering at the home and advised for anyone visiting. Masks will be available on site.



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- Completing frequent routine sanitizing of the Dream Home
  - Be comfortable working behind a plexiglass shield.
  - Volunteers who are feeling unwell should find someone else to cover their shift.
  - Additional Home Opening/Closing Duties include (Generally performed by the captain. Closing duties are to be completed only after all visitors have left the home):
    - Opening
      - Disinfect common spaces with antibacterial cleaners including door handles, light switches, cupboard knobs, sink handles, counter surfaces.
      - Turn on all lights, open all interior doors including closets to minimize the need for visitors to touch them.
    - Closing
      - Disinfect common spaces with antibacterial cleaners including door handles, light switches, cupboard knobs, sink handles, counter surfaces.

Groups that violate any of the above requirements risk affecting their eligibility to participate in future Dream Home Lotteries.

**Please submit completed Sales Group applications via email no later than Sunday, October 31, 2021**

**Email:** [info@winadreamhome.ca](mailto:info@winadreamhome.ca)

**Subject Line: Dream Home Sales Group Application – You Club Name**

Please attach the application in **PDF format only**, no JPG files.

If you do not receive confirmation that your application has been submitted within two business days please contact the Dream Home Management Team.

**For any additional information please call the Dream Home Lottery Line at 780-513-8887.**

**All subject to change as per AGLC and AB Gov regulations around COVID**