

From: Dutton, Sean
Sent: Monday, April 8, 2024 1:26 PM
To: ATIPP-DGSNL
Subject: FW: Feedback from Smash Volleyball
Attachments: smash_volleyball_canceled_031524.pdf

From: Jones, Scott <ScottJones@gov.nl.ca>
Sent: Tuesday, March 19, 2024 9:05 AM
To: Dutton, Sean <sdutton@gov.nl.ca>
Subject: FW: Feedback from Smash Volleyball

FYI.

My understanding from conversations with Jean last week that CFSF was not advised of the change to incorporation as a for-profit organization.
I'm working with Jean on it this morning.

Scott Jones, CPA, CMA
Assistant Deputy Minister, Regulatory Affairs
Superintendent of Securities
Superintendent of Credit Unions
Digital Government and Service NL
Government of Newfoundland and Labrador
709-729-2571
scottjones@gov.nl.ca

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From: Bishop, Jean E <JeanBishop@gov.nl.ca>
Sent: Tuesday, March 19, 2024 8:59 AM
To: Jones, Scott <ScottJones@gov.nl.ca>
Subject: FW: Feedback from Smash Volleyball

Please see below FYI

Ms. Jean Bishop, Director (she/her)
Consumer and Financial Services Division
Administrator of Private Investigations and Security Services
Director of Charitable Lottery Licencing
Director of Residential Tenancies
Registrar of Collection Agencies and Collectors
Registrar of Credit Reporting Agencies
Registrar of Direct Sellers
Registrar of Mortgage Brokers

Registrar of Payday Lenders
Registrar of Prepaid Funeral Services Sellers
Superintendent of Insurance
Superintendent of Real Estate Brokers and Salesperson

Department of Digital Government and ServiceNL
Government of Newfoundland and Labrador
P.O. Box 8700
St. John's, NL
A1B 4J6
Tel: 709-729-2717

From: Atik, Mohammad <MohammadAtik@gov.nl.ca>
Sent: Tuesday, March 19, 2024 8:56 AM
To: Bishop, Jean E <JeanBishop@gov.nl.ca>
Subject: FW: Feedback from Smash Volleyball

Good morning Jean,
Please see below is the response from Smash Volleyball. I think we need to talk for the further correspondence. Let me know your time schedule for meeting.

Kindest Regards,
Mohammad

From: SMASH Volleyball <smashvolleyballnl@gmail.com>
Sent: Monday, March 18, 2024 9:14 AM
To: Coombs, Wade <WadeCoombs@gov.nl.ca>; Atik, Mohammad <MohammadAtik@gov.nl.ca>; seamus.oregan@parl.gc.ca; Coady, Siobhan <SiobhanCoady@gov.nl.ca>
Subject:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Ms. Bishop and Mr. Atik,

The email below and attached letter was received after business hours on Friday evening, and was confusing for two reasons:

1. It states that CFSD just became aware of the incorporation of Smash Volleyball, yet that was already disclosed when the license applications were made. The only change between then and the date of the letter is an alleged complaint made by another organization that failed to receive a lottery license in recent weeks, which may have led to a complaint being made by that organization;
2. It states the license is suspended but there was already an email exchange earlier that week where instructions were given to cease ticket sales, which was acknowledged already.

We had also made the following request: *"We may also be receiving inquiries on why ticket sales have to be stopped, and want to ensure we are clear in in any messaging we convey on that, in order to avoid any*

confusion or miscommunication, and to further ensure we minimize any negative publicity to our program as a result of this." There was no response to this question.

We can and will of course gather and provide the information on ticket sales to date, but there is some urgency in communication with the large group of parents involved here. All it takes is one parent to make a call to the media to turn this into a story and media event, so we would very much appreciate if there could be some communication here on messaging we use. If the ultimate intention here is going to be to instruct us to complete the draw now and issue the prizes, then appropriate messaging can be prepared and conveyed here.

We note that in all correspondence we have not chosen to dispute or take issue here, we have only requested some information to avoid this becoming a public relations situation that would be embarrassing for all parties concerned. For context we are trying to work with CFSD, not against it, and good communication would really help this situation. We have copied our MHA, Siobhan Coady, and our MP, Seamus O'Regan in, as after an initial phone call, an e-mail exchange, and now a letter (sent after business hours on a Friday evening), we are now five days into this issue with still have nothing to state to parents, other than there was an issue with the corporate status that was already fully disclosed at the time of the application, and that we have no other information. We are hoping that they may be able to facilitate with communication so that we can get this resolved as quickly as possible. Again, we are not taking issue at with the decision of CFSD and we just want to work together to resolve this.

Thanks

President Paul Loveless

March 15, 2024

Smash Volleyball Inc.
c/o Bonnie Loveless
574 Topsail Road
St. John's, NL
A1E 2C9

Email: [REDACTED] s. 40(1)

Dear Bonnie Loveless:


The Consumer and Financial Services Division (CFSD) of Digital Government and Service NL is responsible for regulating charitable lotteries in the province of Newfoundland and Labrador. A recent review of the lottery licence numbers 24-10043000 LT, 24-10043600 LT, and 24-10044100 LT, issued to Smash Volleyball NL has determined that Smash Volleyball became incorporated under the name Smash Volleyball Inc. with share capital on June 8, 2022 and is therefore no longer eligible for charitable lottery licensing.

Under the authority of Lottery Licensing Regulations, section 4, I regret to inform you that the three active lottery licenses identified above with expiry dates of March 31, 2024, and May 6, 2024, are hereby immediately suspended. Smash Volleyball Inc. is required to report to the CFSD on the status of ticket sales for each of the three licences by end of business day on March 22, 2024. Upon review of this information, we will determine further action to be taken to close out these licences.

We prioritize upholding the integrity and compliance of our licensing program. Your cooperation is appreciated in this matter. Should you have any questions or require further clarification, please do not hesitate to contact Mohammad Atik, Manager of Examinations and Investigations at 709-729-4501 or Mohammadatik@gov.nl.ca.

Thank you for your attention to this matter.

Sincerely,



Jean Bishop
Director

cc. Mohammad Atik, Manager of Examinations and Investigations

From: Dutton, Sean
Sent: Monday, April 8, 2024 1:26 PM
To: ATIPP-DGSNL
Subject: FW: Heavenly Creatures

From: Jones, Scott <ScottJones@gov.nl.ca>
Sent: Monday, March 25, 2024 3:58 PM
To: Dutton, Sean <sdutton@gov.nl.ca>
Subject: RE: Heavenly Creatures

2 weeks is what we communicate.

Scott Jones, CPA, CMA
Assistant Deputy Minister, Regulatory Affairs
Superintendent of Securities
Superintendent of Credit Unions
Digital Government and Service NL
Government of Newfoundland and Labrador
709-729-2571
scottjones@gov.nl.ca

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From: Dutton, Sean <sdutton@gov.nl.ca>
Sent: Monday, March 25, 2024 3:58 PM
To: Jones, Scott <ScottJones@gov.nl.ca>
Subject: RE: Heavenly Creatures

Thank you. Is three weeks to process a complete application in line with service standards/norms?

Sean

From: Jones, Scott <ScottJones@gov.nl.ca>
Sent: Monday, March 25, 2024 3:53 PM
To: Dutton, Sean <sdutton@gov.nl.ca>
Subject: FW: Heavenly Creatures

FYI

Scott Jones, CPA, CMA
Assistant Deputy Minister, Regulatory Affairs
Superintendent of Securities
Superintendent of Credit Unions
Digital Government and Service NL
Government of Newfoundland and Labrador
709-729-2571
scottjones@gov.nl.ca

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From: Adams, Kris <KrisAdams@gov.nl.ca>
Sent: Monday, March 25, 2024 3:52 PM
To: Jones, Scott <ScottJones@gov.nl.ca>
Cc: Bishop, Jean E <JeanBishop@gov.nl.ca>
Subject: RE: Heavenly Creatures

December 21, 2023. They never changed it as well.

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From: Jones, Scott <ScottJones@gov.nl.ca>
Sent: Monday, March 25, 2024 3:39 PM
To: Adams, Kris <KrisAdams@gov.nl.ca>
Cc: Bishop, Jean E <JeanBishop@gov.nl.ca>
Subject: RE: Heavenly Creatures

What was the date of the planned draw identified on the application?

Scott Jones, CPA, CMA
Assistant Deputy Minister, Regulatory Affairs
Superintendent of Securities
Superintendent of Credit Unions
Digital Government and Service NL
Government of Newfoundland and Labrador
709-729-2571
scottjones@gov.nl.ca

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From: Adams, Kris <KrisAdams@gov.nl.ca>
Sent: Monday, March 25, 2024 3:14 PM
To: Jones, Scott <ScottJones@gov.nl.ca>
Cc: Bishop, Jean E <JeanBishop@gov.nl.ca>
Subject: RE: Heavenly Creatures

Hi Scott,

We received an inquiry from the organization on the afternoon of October 24, 2023 stating they were having issues approving the application using the online system. We responded to that inquiry on the morning of October 26, 2023. The organization submitted their application at 4pm on November 1, 2023 and the license was issued on November 23, 2023 and emailed to them at around 3pm. I don't see any correspondence regarding deficiencies with the application.

I know staff were busy processing applications during that time of year as organizations were applying for lottery licences for Christmas draws. Just to give you an idea we received 158 applications from Aug 1 to Sept 1, 297 applications from Sept 1 – Oct 1, 347 applications from Oct 1 – November 1, 297 application from Nov 1 – Dec 1 and 153 applications from Dec 1 – Jan 1.

Also, Andrew was off a few days from Nov 1 – Nov 23 and Lisa was off for almost a day during that time frame.

Also, there were 306 applications reviewed from Nov 1 – Nov 23.

Kris

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From: Jones, Scott <ScottJones@gov.nl.ca>
Sent: Monday, March 25, 2024 2:03 PM
To: Adams, Kris <KrisAdams@gov.nl.ca>
Cc: Bishop, Jean E <JeanBishop@gov.nl.ca>
Subject: Heavenly Creatures

Kris,

Sean received a compliant from operator of Heavenly Creatures about delays in the issuance of a lottery licence last fall, leading into Christmas. Could you please check their file to see what the issue was with that application?

Scott Jones, CPA, CMA
Assistant Deputy Minister, Regulatory Affairs
Superintendent of Securities
Superintendent of Credit Unions
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Government of Newfoundland and Labrador
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From: Christina Morgan <christinamorgan@rmhcnl.ca>
Sent: Tuesday, March 26, 2024 2:24 PM
To: Furey, Andrew
Subject: FW: Lottery Licensing Applications

Premier Furey

Writing to express concerns with the Lottery Licencing office. See below.

Hoping you can help resolve this issue.

Thank you
Christina



Christina Morgan, CFRE, bCRE
Director, Development & Communications
Ronald McDonald House Charities® Newfoundland and Labrador
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Toll Free: 1-855-955-HOME (4663)
e. christinamorgan@rmhcnl.ca
w. www.RMHCNL.ca www.WalkForFamilies.ca
Charitable Registration Number: 85050 2865 RR0001



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From: Christina Morgan
Sent: Tuesday, March 26, 2024 2:17 PM
To: wadecoombs@gov.nl.ca
Subject: Lottery Licensing Applications

We have quite a few applications to be processed at Lottery Licencing for several weeks now.

When we finally connected by telephone with lottery licencing late last week they said they are short staffed behind by about 20 business day and have about 200 licences backed up in their system. We have already had to cancel some because the draw dates requested have already passed.

What is happening at Lottery Licencing office? We really need them to catch up quickly as this is having a serious impact on fundraising for not only our organization – but for all charities and NPOs

Christina



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From: Dutton, Sean
Sent: Monday, April 8, 2024 1:26 PM
To: ATIPP-DGSNL
Subject: FW: Lottery Licensing Applications

From: Stoodley, Sarah <SarahStoodley@gov.nl.ca>
Sent: Tuesday, March 26, 2024 2:39 PM
To: Jones, Scott <ScottJones@gov.nl.ca>
Cc: Dutton, Sean <sdutton@gov.nl.ca>; Hoddinott, Fanny <FannyHoddinott@gov.nl.ca>; Connors, Kara <karaconnors@gov.nl.ca>
Subject: FW: Lottery Licensing Applications

From: Christina Morgan <christinamorgan@rmhcnl.ca>
Sent: Tuesday, March 26, 2024 2:32 PM
To: Stoodley, Sarah <SarahStoodley@gov.nl.ca>
Subject: FW: Lottery Licensing Applications

Minister Stoodley

Writing to address concerns we have with the Lottery Licencing office.

We have quite a few applications to be processed at Lottery Licencing for several weeks now.

When we finally connected by telephone with lottery licencing late last week they said they are short staffed behind by about 20 business day and have about 200 licences backed up in their system. We have already had to cancel some because the draw dates requested have already passed.

We really need them to catch up quickly as this is having a serious impact on fundraising for not only our organization – but for all charities and NPOs

Christina Morgan



Christina Morgan, CFRE, bCRE
Director, Development & Communications
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From: Christina Morgan
Sent: Tuesday, March 26, 2024 2:17 PM
To: wadecoombs@gov.nl.ca
Subject: Lottery Licencing Applications

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Christina



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From: Premier of NL
Sent: Tuesday, March 26, 2024 2:42 PM
To: Hoddinott, Fanny, Connors, Kara
Subject: HPE Records Manager Correspondence : COR/2024/01077 : COR/2024/01077 - Christina Morgan
Attachments: Email from Christina Morgan sent to the Premier regarding back-up of Lottery Licensing Applications.MSG

Fanny / Kara,

Attached is an email from Christina Morgan sent to the Premier regarding the backlog of lottery licencing.

Could we please have someone follow up.

Thank you,

Marian

-----< HPE Records Manager record Information >-----

Record Number:COR/2024/01077

Title:Email from Christina Morgan sent to the Premier regarding back-up of Lottery Licensing Applications

From: Stoodley, Sarah
Sent: Wednesday, March 27, 2024 10:56 AM
To: Lane, Paul
Cc: Connors, Kara, Hoddinott, Fanny
Subject: RE: Lottery Licensing Applications

MHA Lane

Thank you for your email. I received a similar email from Christina yesterday.

I was not aware that delays were as bad as she described, that is certainly not acceptable from our department and we remain committed to our two week turnaround service level (10 business days).

We are actioning.

Thank you
Sarah

From: Lane, Paul <PaulLane@gov.nl.ca>
Sent: Tuesday, March 26, 2024 3:46 PM
To: Connors, Kara <karaconnors@gov.nl.ca>; Stoodley, Sarah <SarahStoodley@gov.nl.ca>
Subject: FW: Lottery Licensing Applications

Hi Sarah,

Please see email below from Ronald McDonald House. This is not the first such email I have received from charitable organizations who depend on lottery licenses to fund their organizations and allow them to carry out important projects in the community. Not sure if you are aware of this, but there is an obvious human resource problem in the Lottery Licensing Division that needs to be addressed. In the meantime, if there is a way to expedite/clean up the current backlog via reassignment of staff or perhaps a little bit of overtime, it would be much appreciated by the 200 applicants that are currently waiting.

Best Regards,

Paul

From: Christina Morgan <christinamorgan@rmhcnl.ca>
Sent: Tuesday, March 26, 2024 2:23 PM
To: Lane, Paul <PaulLane@gov.nl.ca>
Subject: FW: Lottery Licensing Applications

We having a lot of issues with Lottery Licencing see below

Who is the minister responsible for Lottery Licencing?



Christina Morgan, CFRE, bCRE
Director, Development & Communications
Ronald McDonald House Charities . Newfoundland and Labrador
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From: Christina Morgan
Sent: Tuesday, March 26, 2024 2:17 PM
To: wadecoombs@gov.nl.ca
Subject: Lottery Licensing Applications

We have quite a few applications to be processed at Lottery Licencing for several weeks now.

When we finally connected by telephone with lottery licencing late last week they said they are short staffed behind by about 20 business day and have about 200 licences backed up in their system. We have already had to cancel some because the draw dates requested have already passed.

What is happening at Lottery Licencing office? We really need them to catch up quickly as this is having a serious impact on fundraising for not only our organization but for all charities and NPOs

Christina



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From: Stoodley, Sarah
Sent: Sunday, April 7, 2024 2:51 PM
To: Hoddinott, Fanny
Cc: Jones, Scott
Subject: Fwd: Lottery licences

For response please

Sent from my iPhone

Begin forwarded message:

From: "Lane, Paul" <PaulLane@gov.nl.ca>
Date: April 7, 2024 at 10:15:31 AM NDT
To: "Stoodley, Sarah" <SarahStoodley@gov.nl.ca>
Subject: Lottery licences

Good morning Minister. In addition to the excessive wait times to receive a lottery license, I have another issue to bring to your attention.

Currently if you are part of a sports team (for example) and are fundraising for a team trip, you can get a lottery license to assist in that endeavour as the sports organization is non-profit. However, if you are doing the exact thing for a dance team (for example) you cannot get a license because the dance studio is a private business.

I understand that private businesses (in general) dont qualify for lottery licenses but surely there must be a way to address fundraising for dance competitions and any other similar situations.

I would appreciate it if you could look into this.

Thanks

Paul
Sent from my iPhone

From: Stoodley, Sarah
Sent: Sunday, April 7, 2024 7:53 PM
To: Lane, Paul
Cc: Hoddinott, Fanny, Connors, Kara
Subject: Re: Lottery licences

MHA Lane

Thank you for your email.

There are no rules for any for profit or not-for-profit organization for fundraising. Selling cookies, almonds, asking for donations, selling advertising in a brochure or on a placemat - these are not what we regulate.

The criminal code of Canada outlines what is permitted for charitable games of chance/charitable lotteries. We regulate within what is allowed under the Criminal Code of Canada for charitable games of chance, which would be the same across Canada.

Hope this is helpful.

Thank you
Sarah

Sent from my iPhone

> On Apr 7, 2024, at 10:15 AM, Lane, Paul <PaulLane@gov.nl.ca> wrote:

>

> Good morning Minister. In addition to the excessive wait times to receive a lottery license, I have another issue to bring to your attention.

>

> Currently if you are part of a sports team (for example) and are fundraising for a team trip, you can get a lottery license to assist in that endeavour as the sports organization is non-profit. However, if you are doing the exact thing for a dance team (for example) you cannot get a license because the dance studio is a private business.

>

> I understand that private businesses (in general) dont qualify for lottery licenses but surely there must be a way to address fundraising for dance competitions and any other similar situations.

>

> I would appreciate it if you could look into this.

>

> Thanks

>

> Paul

> Sent from my iPhone

From: Stoodley, Sarah
Sent: Monday, April 8, 2024 1:51 PM
To: Hoddinott, Fanny
Subject: Fwd: Lottery Licence Wait Times

For response please

Sent from my iPhone

Begin forwarded message:

From: Jacquelyn Goulding [REDACTED] s. 40(1)
Date: April 8, 2024 at 1:45:51 PM NDT
To: "Stoodley, Sarah" <SarahStoodley@gov.nl.ca>, "Lane, Paul" <PaulLane@gov.nl.ca>, "Coady, Siobhan" <SiobhanCoady@gov.nl.ca>
Subject: Lottery Licence Wait Times

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Good afternoon, Honourable Minister Siobhan Coady, Honourable Minister Sarah Stoodley and Member of the House of Assembly, Mr. Paul Lane.

It is with dismay that I write today to request government action regarding the ongoing backlog of lottery licence requests. I have just left the lottery licence desk in Mount Pearl with no indication that the three week wait that the current application for an lottery licence for our performance group, **The Threnody Peace Education Project**, will be accommodated anytime soon.

Assurances that were in the queue is no comfort, as we were also provided with the information that they are seriously backlogged.

The increased lottery application numbers reflect the financial need within the community. The provincial economy requires that families fundraise to provide their children opportunities that they cannot afford out of pocket. Our hardworking families have fundraised to allow their children to engage in peace education projects in Japan, Russia, Estonia, Germany, Austria, England, France, Ireland, Belgium, The Netherlands, Latvia, Finland, Sweden and the United States. To have future participation negatively impacted by excessive waits to obtain government approval for fundraising events is certainly not in the best interest of our young people or their hardworking families.

Fundraising since 1986, we have never experienced such delays, with groups waiting months and some fundraising groups required to cancel planned events. Our young people and, indeed, all the fundraising groups working within the community for the common good of our province and its people, deserve far better.

Thank you.
Carl and Jacquelyn Goulding

April 12, 2024

DOC-2023-00804-003

Christina Morgan
Director of Development and Communications
Ronald McDonald House of Newfoundland and Labrador Inc.
Email: christinamorgan@rmhcnl.ca

Dear Christina Morgan:

Thank you for your correspondence of March 26, 2024, to Premier Andrew Furey and me regarding the charitable lottery licence applications submitted by Ronald McDonald House of Newfoundland and Labrador Inc. I understand that you have been in communication with Jean Bishop, Director of Consumer and Financial Services Division, regarding your concerns.

Jean has informed me that the outstanding lottery licence applications for your organization have been issued. We appreciate receiving information regarding issues with our program delivery so that they may be appropriately addressed. Divisional resources have been re-assigned to ensure lottery licence applications are being addressed in a timely manner and to address any backlog that may exist. We remain committed to high quality service delivery for charitable lottery licence applications.

Should you have any questions, please contact Kris Adams, Manager of Licensing and Registration, directly at (709) 729-5661 or krisadams@gov.nl.ca.

Sincerely,


SARAH STOODLEY, MHA
District of Mount Scio
Minister

cc. Hon. Dr. Andrew Furey, Premier
Kris Adams, Manager of Licensing and Registration
Jean Bishop, Director, Consumer and Financial Services