

**Tuesday, February 16 - Gaming Commission Roles and Responsibilities**

- 8:30 AM Welcome and Introductions
- 8:45 AM A Brief History of IGRA
- 10:15 AM Break
- 10:30 AM The Purpose of A Gaming Commission per Your Gaming Ordinance
- 11:30 AM Defining Roles and Responsibilities of a Gaming Commission  
Different Gaming Commission Structures and Approaches
- Noon Lunch (provided)
- 1:00 PM Roles, Cont'd.
- 2:30 PM Break
- 2:45 PM Group Definition of Roles Exercise
- 3:30 PM Budgeting for a Gaming Commission
- 5:00 PM Session Wrap Up

**Wednesday, February 17 - Surveillance Training from the Ground Up**

*An In- depth session for surveillance officers, covering all aspects of surveillance methods, suspicious activity and reporting procedures*

- 8:30 AM Continental Breakfast
- 9:00 AM Welcome and Introductions
- 9:00 AM Overall Casino Surveillance Policy and Procedures  
Role and Responsibilities of a Surveillance Officer and Standards
- 10:15 AM Break
- 10:30 AM Reporting and Recording Procedures for the Surveillance Department
- NOON Lunch (provided)
- 1:00 PM How to Detect Suspicious Activity
- 2:15 PM Break
- 2:30 PM Communication between the Departments
- 4:30 PM Seminar Ends

**Thursday, February 18 - Security Training from the Ground Up**

*An In- depth session for security officers, covering all aspects of a security officers job.*

- 9:00 AM Welcome and Introductions
- 9:00 AM Overall Casino Security Policy and Procedures  
Role and Responsibilities of a Security Officer and Standards  
Define Areas for Security Needs
- 10:15 AM Break
- 10:30 AM Reporting Procedures for the Security Department
- NOON Lunch (provided)
- 1:00 PM Liability/Risk Management Issues for the Security Department  
Medical Management and Reporting
- 2:15 PM Break
- 2:30 PM Communication and Customer Service for Security
- 4:30 PM Seminar ends