Arizona Department of Gaming

2020 TRAINING CATALOG

Courses Designed for our Tribal Gaming Partners & Law Enforcement

Arizona Department of Gaming

The Arizona Department of Gaming (ADG) is proud to offer free training to our Arizona Tribal Partners in a wide variety of contemporary training topics. The following courses are designed and taught by subject matter experts from both the Gaming Industry and Law Enforcement.

Our free training encompasses a wide range of topics such as auditing, security, surveillance and general casino operations that will provide participants with knowledge and information to perform more efficiently in a creative, safe and friendly work environment.

Dedicated and certified instructors provide valuable information and expertize in their respective fields. Several offered courses have been certified as Continuing Education Hours for Arizona Law Enforcement Peace Officers to assist in their yearly training requirements per the Arizona Police Officers Standards & Training (AZPOST).

The Arizona Department of Gaming provides all training materials and handouts needed to attend the classes. We only ask that requesting organizations provide an appropriate training venue and necessary audio-visual equipment needed to provide our digital presentations.

To learn more about bringing this free training to your organization please contact:

Training & Security Lt. Juan Garza (ADOG Training Coordinator) at 602-255-3854 or jgarza@azgaming.gov

Special Agent David Valencia (ATGRA Training Coordinator) at 602-663-5090 or dvalencia@azgaming.gov

Arizona Department of Gaming

Our Vision:

World-Class Gaming Regulation for a Stronger Arizona

Our Mission:

To ethically and effectively regulate gaming, horse racing, and unarmed combat sports, while ensuring that they are conducted in a socially responsible manner.

Course Listing

(Click on class)

APPENDIX F(1) & F(2), G&A TRAINING 5

VENDOR CERTIFICATION 6

BASICS OF SLOTS 7

CASINO MATH 8

CLASS III NET WIN CACULATION & REPORTING 9

LOTTERIES & PROMOTIONS 10

POKER, HOUSE BANK POKER & BLACKJACK TRAINING 11

PROCEDURAL CHALLENGES FOR SECURITY, SURVEILLANCE & TGO INVESTIGATORS 12

BACKGROUND INVESTIGATIONS 13

ACTIVE SHOOTER* 14

GANG OVERVIEW 15

BASIC DRUG RECOGNITION* 16

COUNTERFEIT CURRENCY DETECTION* 17

HUMAN TRAFFICKING* 18

INTERVIEWING* 19

REPORT WRITING* 20

TITLE 4 (Liquor Laws)/ FAKE I.D. * 21

ETHICS* 22

EFFECTIVE & TACTICAL COMMUNICATIONS* 23

PREVENTING IDENTIFICATION THEFT* 24

BLOOD BORN PATHOGENS* 25

PERSONAL SAFETY 26

INSTRUCTOR BIOGRAPHIES 27

*Available for Law Enforcement continuing education.
Virtual Training can be provided for some classes upon request and availability.

APPENDIX TRAINING F(1), F(2), G & A

(3 Hour Each)

Appendix F (1) – Operational Standards, Specifications and Regulations Governing Blackjack

A discussion of the Tribal-State Compact appendix requirements relating to the play of Blackjack including the game approval process, installation and equipment specifications, and applicable restrictions and prohibitions.

Appendix F (2) – Operational Standards, Specifications and Regulations Governing Jackpot Poker

A discussion of the Tribal-State Compact appendix requirements relating to the play of Jackpot Poker including: Promotional Award Poker games and House Banked Poker games. Will discuss the game approval process, table and equipment specifications, and applicable restrictions and prohibitions.

Appendix G – Operations Standards, Specifications and Regulations for Lottery and Requirements for Promotions

A discussion of the Tribal-State Compact appendix requirements relating to lotteries as conducted at tribal gaming facilities. Will discuss how Lotteries are differentiated from Marketing Promotions and the approval process for each type of activity.

Appendix A – Electronic Incentive Systems

A discussion of the Tribal-State Compact appendix requirements relating to the technical standards and approval procedures for systems that allow for the electronic transfer of promotional and bonusing credits directly to or from a gaming device.

VENDOR CERTIFICATION

(2 Hours)

Class participants are provided with an overview of the state vendor certification process. The class is presented by the Arizona Department of Gaming Vendor Certification staff.

BASICS OF SLOTS

4 (Hours)

This course provides training and hands-on demonstrations introducing students to the basics of slot machines from early development to current manufacturers, independent lab certification, gaming machine components (hardware & software), and terminology. Students will be introduced to Probability Accounting Report (PAR) sheets, machine codes, testing procedures, progressive functionality/testing, and the importance of proper reel stripe placement. ADG staff also discuss and demonstrate their role in the Tribal-State Gaming certification process, so students will have a better understanding of the importance of this process.

(Gaming machines for hands on portions of the class provided by requesting organization)

CASINO MATH

(1 Hour)

This course provides classroom training on practical instruction on math and statistics of slots and table games. This course is designed for anyone in the casino industry.

CLASS III NET WIN CALCULATION & REPORTING

(2 Hours)

Participants receive training from ADG audit staff on the calculation, reconciliation, and reporting of Class III Net Win. This course is designed for Tribal Gaming Office employees and Finance staff that are part of the Class III Net Win reporting or review process.

LOTTERIES & PROMOTIONS

(1 Hour)

Classroom training from ADG Audit staff on operational standards, specifications and regulations for Lottery, and Regulations for Promotions. This course is designed for Tribal Gaming Office employees and individuals that are part of the creation or approval process of Lotteries and/or Promotions.

POKER, HOUSE BANK POKER & BLACKJACK TRAINING

(4 Hours)

A hands-on training in table game play, proper procedures and game protection. ADG staff will conduct hands-on training to casino personnel on game rules, proper play, and ways to protect the game. This course is geared towards anyone working in the casino industry.

(Poker Tables, Blackjack tables and training Cheque's provided by requesting Tribes.)

PROCEDURAL CHALLENGES FOR SECURITY, SURVEILLANCE & TRIBAL GAMING OFFICERS

(2 Hours)

Instruction (refresher) on basic patrol procedures, crime prevention, crime scene protection, evidence collection and preservation, professionalism for Tribal Security Officers, and casino investigation. Emphasis on crime scene protection and dealing with evidence and packaging methods in a safe, practical, and non-contaminating manner.

BACKGROUND INVESTIGATIONS

(4 Hours)

An overview of the ADG background process, understanding required forms, proper fingerprinting techniques, and understanding FBI reports. This training is designed for employees involved in the background investigation process. Presented by ADG Employee Certification staff.

(3 Hours)

This course offers training on how to prepare for and respond to an active shooter incident. Active shooter incidents are often unpredictable and evolve quickly. In the midst of the chaos, anyone can play an integral role in mitigating the impacts of an active shooter incident. This course is designed for all casino personnel.

GANGS OVERVIEW

(2 Hours)

This course is designed to provide students with a general understanding of criminal gangs to include the history and culture of the gang. Topics covered include; types of gangs, tattoos & their meanings, dress codes, and historical criminal behaviors of gangs.

BASIC DRUG RECOGNITION

(2 Hours)

Training on identification and recognition of illegal narcotics and drugs, typical packaging methods, and the associated drug paraphernalia used to store, conceal, and use these substances. This training is for all casino and hotel personnel.

COUNTERFEIT CURRENCY DETECTION

(2 Hours)

Classroom training will cover the identification and disposition of questionable currency. This course is designed for employees that handle currency or investigate counterfeit currency incidents.

HUMAN TRAFFICKING

(2 Hours)

This course is designed to understand the impact of Human Trafficking, recognizing the signs, cultures effected, and identifying potential victims. This class is intended for all casino and hotel employees.

INTERVIEWING

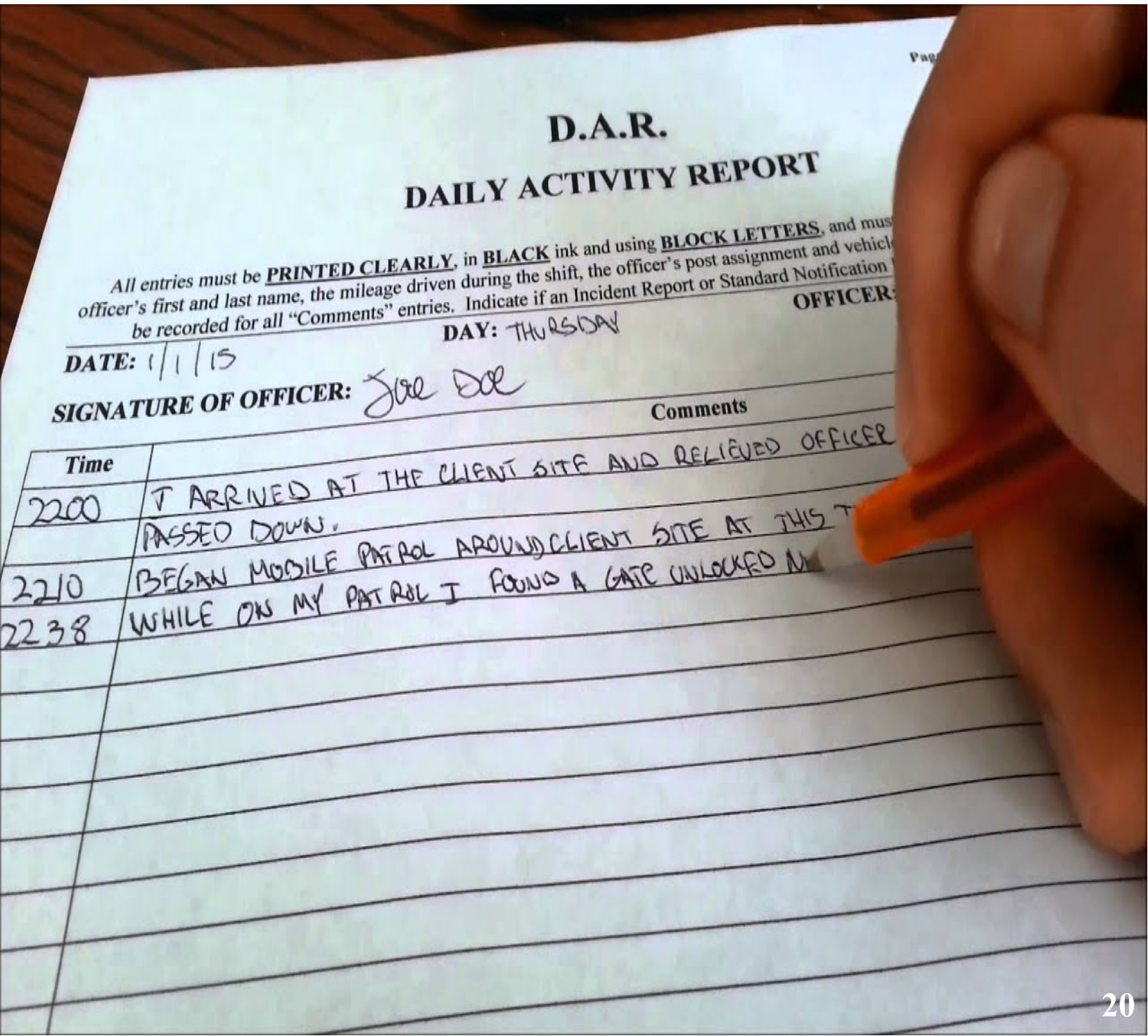
(2 Hours)

Introduction to the "PEACE" Method (Preparation, Explain, Account, Closure, and Evaluation) of Interviewing. The Peace interviewing model was adopted by the U.S. Military in 2009 as a successful "non-coercive" interview approach. This course is designed for Law Enforcement, Tribal Gaming Office Staff, Security and Surveillance employees, and anyone responsible for investigative interviewing.

REPORT WRITING

(3 Hours)

Training on the fundamentals of report writing, from preliminary field investigations to the importance of field notes and writing an effective report. This training is designed for Tribal Gaming Office staff, Security personnel, and anyone who is responsible for writing investigative reports.



TITLE 4 (Liquor Laws) & FAKE I.D.

(6 Hours)

This training outlines current laws pertinent to casino operations and covers the legal responsibilities and penalties associated with liquor sales. This course is designed for employees involved in the sale and service of liquor. The training is provided by the Arizona Department of Liquor.

PROFESSIONAL ETHICS

(2 Hours)

Training on professionally accepted standards of personal and business behavior, values and guiding principles covering the importance of ethics for all Casino employees. Students will understand what function acceptable ethics serve in their relationship towards honesty and integrity and how unacceptable ethics can endanger their self-respect, pride, and fair decisions.

EFFECTIVE & TACTICAL COMMUNICATION

(2 Hours)

Training on providing people with proper communication skills to help them in their day-to-day activities and using words to redirect behavior, prevent, de-escalate, or end a potential volatile situation.

Preventing Identification Theft

(2 Hours)

An Overview of Financial Crimes types, Common Scams and understanding the importance of obtaining, documenting, and organizing the necessary information in a report.

BLOODBORNE PATHOGEN TRAINING

Understanding the importance of personal protective equipment (PPE) for preventing transmission of Bloodborne Pathogens.

(2 Hours)

Personal Safety Training

(2 Hour)

Whether walking to or from the Casino, school, or the mall, criminals focus on the "opportunity" to attack. This class provides valuable tips and information to maximize a persons personal safety and not become an easy target.

Training Coordinator

Lieutenant Juan Garza
Arizona Department of Gaming
Training & Security Manager
Phoenix, Arizona

Juan Garza retired from the Phoenix Police Department after 31 years of service. Juan joined the police department in 1981 after serving four (4) years in the military.

During Juan's time with the police department, he worked patrol, night walking beat, and was an undercover officer with the Street Crimes Unit. The last 23 years on the police department he was assigned to the SWAT team as a tactical operator and hostage negotiator.

Juan joined the Arizona Department of Gaming in 2014 and as a Certified Arizona Law Enforcement Instructor, is the Department's Training Coordinator and Security Manager.

Instructor Biography

Special Agent David Valencia
Arizona State Gaming Investigator
Tucson, Arizona

David Valencia has been a Special Agent with the Arizona Department of Gaming (ADG) for eight years and is assigned to the Investigations & Inspections (I&I) Unit working out of the Tucson field office.

David retired as a Sergeant with the Pima County Sheriff's Department after 25 years of service. During his law enforcement career David worked in the Patrol Division and various units in the Criminal Investigations Sections that included Burglary, Robbery Assault, Narcotics, Community Problems, and Elder Abuse Task Force & Animal Cruelty Task Force.

David is a Certified Arizona Law Enforcement Instructor and is an alumnus of the University of Arizona.

David likes spending his spare time planning and plotting on how to properly spoil his grandchildren.

Instructor Biography

Special Agent Terry Staten
Arizona State Gaming Investigator
Tucson, Arizona

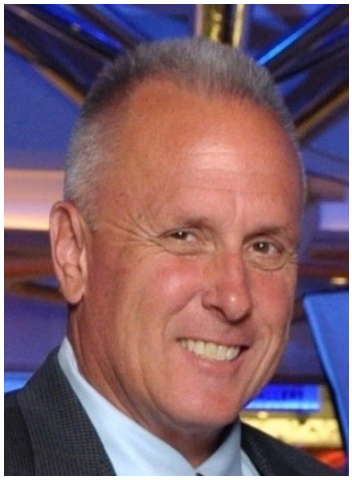
Special Agent Terry Staten is a 26 year veteran of the Pima County Sheriff's Department. Terry moved to Tucson when he was 12 years old and is a graduate of Marana High School.

Terry's Law Enforcement Career started as an Arizona State Corrections Officer where he spent four years before joining the Pima County Sheriff's Department in 1990.

During his time with the department, Terry has worked in several positions including patrol, detective, SWAT, community resources, and heading up the Mental Health Support Team.

Terry is a Certified Arizona Law Enforcement Instructor and has extensive training and expertize in a variety of areas to include Active Shooter Response.

Instructor Biography



Special Agent Slade Chestnut
Arizona State Gaming Investigator
Phoenix, Arizona

Special Agent Slade Chestnut is an Arizona native and attended Trevor Browne High School in west Phoenix. Prior to his career in law enforcement, Slade enjoyed running Track and Cross Country in high school and at Glendale Community College.

Slade served with the Phoenix Police Department for 25 years and retired as a Sergeant in 2011. During his career, Slade worked in Patrol, Walking Beat, General Investigations, Special Assignments Unit, Neighborhood Enforcement Unit, Gang Enforcement Unit, and at the Arizona Law Enforcement Academy as the Tactical Training Sergeant. Slade also served with the Buckeye Police Department for 7 years with assignments in Patrol, the Drug Enforcement Administration Task Force, and the Criminal Investigations Division. During his career, Slade was a General Instructor for AZ POST, master Taser Instructor, Defensive Tactics Instructor, Driving Instructor, High Risk Vehicle Stop Instructor, and Firearms Instructor.

Slade is an alumnus of Arizona State University and Northern Arizona University.

Instructor Biography

Special Agent Ryan Winfield
Arizona State Gaming Investigator
Phoenix, Arizona

Special Agent Ryan Winfield is a 20 year veteran of the Glendale Police Department where he has worked closely with the community. Ryan began his career as a patrol officer later being assigned to the Neighborhood Response Unit dealing closely with and solving community problems.

During his Career, Ryan spent 13 years as an investigator working areas of Domestic Violence, Adult Sex Crimes, and Auto Theft. Ryan worked closely with victims of crimes.

As a Certified Arizona Law Enforcement Instructor, Ryan has taught at several locations throughout Arizona to include The Arizona Law Enforcement Academy in Phoenix, The Glendale Police Academy, The Arizona Department of Public Safety, and the Glendale Police Department Citizen's Academy.

Among his many qualifications and expertize, Ryan is certified as a High Risk Vehicle Stop Instructor and Driving Instructor for the Arizona Police Officer Standards and Training Board.

TRAINING REQUEST

Date Requested_____ **CASINO**: _____

Tribal Contact Person:_____Position:_____

Phone #_____Email: _____

Training Venue:_____

Number of Expected Students: _____

Number of Sessions: _____

COURSE(S) Requested:

- ☐ APPENDIX F(1) & F(2) TRAINING
- ☐ VENDOR CERTIFICATION
- ☐ CLASS III NET WIN CACULATION & REPORTING
- ☐ LOTTERIES & PROMOTIONS
- ☐ POKER, HOUSE BANK POKER & BLACKJACK TRAINING
- ☐ INVESTIGATORS BACKGROUND INVESTIGATIONS
- ☐ COUNTERFEIT CURRENCY DETECTION*
- ☐ TITLE 4 (Liquor Laws)/ FAKE I.D. *
- ☐ EFFECTIVE & TACTICAL COMMUNICATIONS*
- ☐ PREVENTING IDENTIFICATION THEFT*
- ☐ PROCEDURAL CHALLENGES FOR SECURITY, SURVEILLANCE & TGO
- ☐ PERSONAL SAFETY
- ☐ BASICS OF SLOTS
- ☐ CASINO MATH
- ☐ INTERVIEWING*
- ☐ ETHICS*
- ☐ GANG OVERVIEW
- ☐ REPORT WRITING*
- ☐ BASIC DRUG RECOGNITION*
- ☐ HUMAN TRAFFICKING*
- ☐ ACTIVE SHOOTER*

Email request to: jgarza@azgaming.gov or dvalencia@azgaming.gov