

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
November 5, 2013

Meeting Called to Order: 1:01 pm

ROLL CALL:	John Berrey, Chairman	Present
	Larry Ramsey, Secretary	Present
	Ranny McWatters, Treasurer	Present
	Marilyn Rogers, Member	Present
	Tamara Smiley, Member	Present

DECLARATION OF QUORUM: announced by Larry Ramsey

Marketing Meeting
Jani, Kathy

December Newsletter

- Proof attached
- Swoosh – red/green
- Merry Christmas/Happy Holidays
- Legend's logo on calendar

Valentine's Play & Earn

- Box of chocolates
 - 3 options presented
 - Consensus of the DD to use the gold box

Father's day

- Money Clip – 2 options presented
 - Look at options for different finishes

March – Suit yourself survey

- Logo hoodie – week 1
- Qplay – week 2
- Cash drawing - week 3
- Consensus of the DDA to approve

Possible Play & Earn gift presented

- Pots & Pans – basic essentials
 - Check on colors

February Promotions

- Heartbreaker
 - Sundays
 - Grand prize - \$7,000
 - Art chosen
- Secret Admirer
 - Wed
 - Hot Seat winner – every ½ hour \$250 QPlay

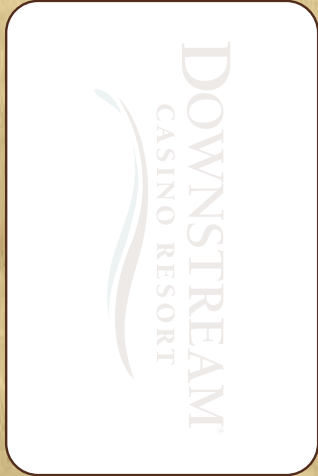
- Seats next to the winner get \$25 in Qplay
 - Art Chosen
- Life is like a box of Chocolates
 - 200 points
 - Feb 14-15
 - Requested a change to the art
- Slot tournament
 - Slots of love
 - Feb 10
 - \$9,300 cash & 700 Qplay - \$10,000
 - Art chosen
- Sweetheart Tournament
 - Poker tournament
 - Feb 14
 - \$100 buy in
 - Requested changes to art
- Super Sunday Sizzling Seats
 - Feb 16
 - Poker Hot seat
 - Did not like art – requested new
- Poker Manager Poker Bounty Tournament
 - Feb 15
 - \$200 buy in
 - Art approved
- VGT Tournament
 - 3/1-3/2
 - 8/30-8/31
 - 11/22-11/23

All promotion requests signed by DDA

General Manger

- Consultant
 - Steven Karol
 - One Week assessment
 - Player development
 - Last week of November
 - Consensus of the DDA
- IT Policy revision
 - 6010.10.02 (see attached)
 - Secured area, backup and recovery

Motion by DDA Secretary Larry Ramsey to approve policy as presented. Seconded by DDA Treasurer Ranny McWatters. VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes. (5 yes, 0 no, 0 abstain, 0 absent) Motion Carries.



DOWNSTREAM
CASINO RESORT

69500 East Nee Road
Quapaw, Oklahoma 74363
1-888-396-7876



Visit us online at downstreamcasino.com



DECEMBER
2013

Q CLUB

NEWSLETTER

DOWNSTREAM
CASINO RESORT

WHERE WINNING COMES NATURALLY



Tribal Spotlight



Buffalo | Teh-toh-kah

This magnificent animal gave so much of himself to the Quapaw people. He gave us food to eat for survival. We also utilized many different parts of his body in every day life. His bones were used to create breast plates that the warriors used during warfare to protect the chest from arrows. The bones were also used to create dice for entertainment. His sinew was dried and used as sewing thread. The bladder was cleaned and used to carry water.

The hides were cleaned and used for clothing, drum making, hair ties, shields, footballs and many other things. It is no wonder that we honor him by putting him on our tribal seal. He gave so much of himself to us. So we say gun-e-gay to our big brother, the buffalo!



FLASHBACK FEVER



SUNDAYS IN DECEMBER
3PM - 7PM

1 winner every 30 minutes

WIN A SHARE OF
\$225,000

WIN UP TO
\$5,000 PER DRAWING

Entries start Sunday, November 24, 2013 at 12:01AM
1 entry for every 100 points earned
See Q Club for Details



THE PAVILION AT DOWNSTREAM®



AARON LEWIS
SATURDAY, JANUARY 18



**LITTLE RIVER
BAND**
SATURDAY, FEBRUARY 15



**KC &
THE SUNSHINE BAND**
SATURDAY, MARCH 15



BB KING
SATURDAY, APRIL 5



BILL ENGVALL
SATURDAY, APRIL 19

ALL SHOWS ARE ON SALE NOW!

Receive \$10 in Q Play after show with ticket. One per person
downstreamcasino.com | 918-919-6099 | Heckaton Gift Shop

**OVER \$40,000
IN CASH & Q PLAY**
DRESS IN 70's ATTIRE FOR SPECIAL DRAWINGS



BOOGIE! DO THE HUSTLE! GET DOWN! NEW YEAR'S EVE PARTY ON THE FLOOR

DJ AT THE MAIN ENTRANCE
**SUPERFREAK &
FUNK SYNDICATE** AT LEGENDS
WITH **LIGHT UP DANCE FLOOR
& BALLOON DROP**

FLOOR ENTERTAINMENT
PHOTO BOOTH
PARTY FAVORS
CONFETTI CANNONS
NYE COUNTDOWN



groovin' into
2014

Wednesday, January 1, 2014
1PM - 5PM

1 winner every 30 minutes will win up to \$500 cash or Q Play

Grand Prize Drawing - 5:30PM
14 guests have a chance to win up to \$5,000

See Q Club for details and to receive entry



DOWNSTREAM CASINO RESORT **DECEMBER PROMOTIONS**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 	2	3 	4	5 	6 LIVE ENTERTAINMENT AT LEGENDS	7
8 	9	10 	11	12 	13 LIVE ENTERTAINMENT AT LEGENDS	14
15 	16 	17 	18	19 	20 LIVE ENTERTAINMENT AT LEGENDS	21
22 	23 	24 	25	26	27 LIVE ENTERTAINMENT AT LEGENDS	28
29 	30	31 	January 1 			

Must be 18 years of age or older and a Q Club member to participate in featured promotions.
 Official rules for each promotion are available at the Q Club.
 Management reserves the right to change or cancel any promotion without notice.
 Gambling problem? Call 1-800-522-4700.

PIE PLAY & EARN



SUNDAY, DECEMBER 22
MONDAY, DECEMBER 23
TUESDAY, DECEMBER 24

**Earn 75 points from
9AM - 10:30PM
each promotional day to
receive your choice of an apple,
cherry or pumpkin pie!**

One pie may be redeemed per day
Must be picked up by 11PM day of promotion
While supplies last. See Q Club for details



Winner
Wonderland

Slot Tournament
Monday, December 16, 2013 | 2PM

1ST - \$5,000 | 2ND - \$2,500 | 3RD - \$1,800
4TH TO 10TH - \$100 Q PLAY

\$10 buy-in and receive \$10 Q Play

Purchase entries at the cage - 1:55PM - 7:55PM
Can re-buy multiple times. See Q Club for details



Blackjack Tournament

\$10 buy-in at the cage and receive \$10 Table Play
Tuesdays, December 3, 10, 17 | 4PM
Sign up Mondays - Tuesdays

1ST - \$250 | 2ND - \$150

3RD - \$100 | 4TH - 7TH - \$10 IN TABLE PLAY

Limited to the first 56 entrants
See Q Club for details



BLINGIN' IN THE NEW YEAR

December 31, 2013

3 winners every hour 5PM - 11PM can win up to \$2,014
Grand prize drawing at 12:30AM on January 1, 2014 for

\$20,014

Entries start Wednesday December 25th, 2013 at 12:01AM
See Q Club for details



FUNKY THREADS

TUESDAY, DECEMBER 31, 2013

Entries start at 5PM

**All guests that come wearing 70's disco/hippy
clothing will receive one entry into the
11:30PM drawing**

**Nine guests will receive \$100 in Q Play and one
lucky guest will receive \$1,000 cash**

See Q Club for details



Winter Cranberry/Pomegranate Body Treatment

December • January • February Special

A scrumptious treatment that refines the silhouette with natural sugar cane to melt away dryness and roughness. Your skin is caressed with the vitamin richness of cranberry and pomegranate, enriching with nutrition and a softness that will leave your skin lustrous and radiant. An application of hydrating body butter completes the experience leaving the skin nourished and enriched.



Call 918-919-6350
to make your appointment

WE PAID OUT
9.1 MILLION
OVER IN JACKPOTS IN OCTOBER



WILLIAM H.
\$10,000



TIMOTHY H.
\$10,000



ROBERT C.
\$12,000



Spring River BUFFET

Lunch Buffet Special

\$6.95

(Available Monday through
Saturday only)

Christmas Special

\$16.95

10AM - 3PM - Brunch
3PM - Close - Dinner

Tuesday Seafood Night

\$19.95 | 4PM - Close

Friday Best of the Buffet Night

\$18.95 | 4PM - Close

Saturday Prime Rib Night

\$18.95 | 4PM - Close



All You Can Eat Breakfast Buffet | \$5.95

Every Day

Lunch Special | \$5.95

Choose a 1/2 sandwich and a cup of
soup or side salad
(Friday - Sunday 11AM - 4PM Only)

Ultimate Surf and Turf | \$26.95

Fridays, Saturdays and Sundays
4PM - Close

6oz. grilled sirloin with garlic cream
lobster sauce, 1/2 pound Alaskan King
Crab, red skin mashed potatoes,
steamed broccoli, salad and bread



\$2 - 20oz Drafts

During all NFL games
(Miller Lite and Coors Light ONLY)

\$2.25 Bottles

(Budweiser and Bud Light ONLY)

\$5.95 | Cup of Chili with 1/2 BLT or Rueben Sandwich

\$10.95 | All you can eat wings
during all NFL games

Wa Na Bée Déa

COME EAT

\$6.95 Daily Special

(Lunch and Dinner)



Enjoy our wonderful Illy coffee
creations and house made cakes
and chocolates



Come enjoy an adult beverage at
our non-smoking lounge

LOADED ON YOUR CARD AND READY TO PLAY.
NO NEED TO WAIT IN LINE AT THE Q CLUB.

DOWNSTREAM
VALID FOR Q PLAY ONLY ON LISTED DATES. MUST
HAVE VALID PHOTO ID TO PARTICIPATE. NO CASH
VALUE. PIN # REQUIRED FROM Q CLUB. REDEEM Q
PLAY OFFER BY INSERTING Q CLUB CARD IN SLOT
MACHINE AND ENTERING PIN #. INSERT A SLOT TICKET
OR CASH TO RECEIVE CREDITED PLAY ON MACHINE.
NOT VALID ON ALL MACHINES. MANAGEMENT
RESERVES THE RIGHT TO CHANGE OR CANCEL
PROMOTION AT ANY TIME.

QUAPAW TRIBAL GAMING AGENCY



DATE RECEIVED	11/5/13
COMMENTS	
REVIEWED BY	11/6/13 JB 11.10.13 Bm 11/09/13
APPROVED	TENTATIVE
NOT APPROVED	FINAL

POLICY AND PROCEDURE SUBMISSION

Policy Name and Number: INFORMATION TECHNOLOGY PROCEDURES Policy # 6010.10.02	Department: IT	Submission Date: 9/4/2013
Narrative Description: Establishment of standard operating policies and procedures for Information Technology Department of the Downstream Casino Resort.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED NOV 05 2013

DCR Compliance Authorization

Signature: Samantha Carr 3611

Date: 10-14-13

Department Director Authorization

Signature: [Signature] #920

Date: 10-22-13

Assistant General Manager Authorization

Signature: [Signature]

Date: 11-5-13

QTGA Authorization

Signature: [Signature]

Date: 11-5-13

DDA QTGA Authorization:

[Signature] #2285

Date: 11/8/13

INFORMATION TECHNOLOGY PROCEDURES	Policy No: 6010.10.02	Issue Date: 11/8/2013
PURPOSE: Establishment of standard operating policies and procedures for Information Technology Department of the Downstream Casino Resort.		

DCR Compliance – ITEM Tracking	Date
Issue Date	11/8/2013
Compliance Revisions to #6010.10.01	8/2/2013
QTGA Submission	8/6/2013
Compliance Revisions	9/4/2013
QTGA Submission	9/4/2013
Asst GM Approval	11/5/2013
QTGA Approval	11/8/2013
DDA Approval	11/5/2013

POLICY

1. Downstream Casino Resort (DCR) management shall take an active role in making sure that physical and logical security measures are implemented, maintained, and adhered to by personnel to prevent unauthorized access that could cause errors or compromise data or processing integrity.
2. All Team Members requiring access to DCR computer network will be required to have an IT User Profile form (pg. 7) filled out and signed by their Director. The form will be approved by the Director of Information Technology (IT). After creation, a copy of the form will be scanned in and saved on the network.
 - a. Any system access for Directors and above must be approved by the Senior Assistant General Manager, Assistant General Manager or the General Manager.
 - b. Access for IT personnel shall be determined by the Director of IT or above and must be approved by the Senior Assistant General Manager, Assistant General Manager or General Manager which allows for independence from the IT Department
3. IT Department Team Members shall be independent of the gaming areas (e.g., cage, pit, count rooms, etc.).
4. IT Department procedures and controls should be documented and responsibilities communicated. Duties of IT Team Members must be adequately segregated and monitored to detect procedural errors and to prevent the concealment of fraud.
5. IT Department Team Members shall be precluded from unauthorized access to:
 - a. Computers and terminals located in gaming areas;

- b. Source documents; and
 - c. Live data files (not test data).
6. IT Department Team Members shall be restricted from:
- a. Access to cash or other liquid assets; and
 - b. Initiating general or subsidiary ledger entries.
7. IT Team Members having access to Class II gaming systems may not have signatory authority over financial instruments and payout forms and must be independent of and restricted from access to:
- a. Financial instruments;
 - b. Accounting, audit and ledger entries; and
 - c. Payout forms.
8. All areas in which significant IT components are maintained shall remain locked at all times. Access to such areas is limited to IT Team Members only. (This would include DCR systems' software and application programs, data associated with Class II gaming, and communications facilities, systems, and information transmissions associated with Class II gaming systems.) Any non-IT Team Member or outside Vendor needing access to these areas must obtain approval from the Director of IT or above and must be escorted by the IT Department at all times. Access to/from IT areas (including IDF rooms), with the exception of office areas, shall be recorded on a log that requires the following information:
- a. IT Team Member Name and badge number
 - b. Vendor Name & Name of person representing Vendor, if applicable
 - c. Non-IT Team Member name and badge number, if applicable
 - d. Purpose for entering the area
 - e. Date and time of entry
 - f. Date and time of exit
9. All completed logs shall be given to the Director of IT or above for review and storage. The logs must be maintained for at least 1 year.
10. One of the IDF rooms is located in the basement of the Ossatoy hotel. There is a sensor for the door that connects the IDF and electrical room. That door should not be opened except for an emergency situation. If the door is opened, however, Surveillance will be notified via the alarm

system and can then view the camera to see who opened the door. Surveillance will generate a report and submit to the DCR Compliance Department for resolution. The Compliance Department will work with the departments involved for resolution.

11. Management shall ensure that all new gaming vendor hardware and software agreements/contracts contain language requiring the vendor to adhere to tribal internal control standards applicable to the goods and services the vendor is providing.
12. Unused services and non-essential ports must be disabled whenever possible.
13. The computer systems, including application software, shall be secured through the use of passwords or other approved means where applicable. DCR management or Team Members independent of the department being controlled shall assign and control access to system functions.
 - a. Each user shall have their own individual password;
 - b. Passwords shall be changed at least quarterly with changes documented; and
 - c. For computer systems that automatically force a password change on a quarterly basis, documentation shall be maintained listing the systems and the date the user was given access.
 - d. A description of the access rights assigned to the user shall also be given.
14. Lost or compromised access credentials must be deactivated, secured or destroyed within 24 hours notice.
15. Access credentials of terminated users must be deactivated within 24 hours of notice.
16. Only authorized IT Team Members have access to inactive or closed accounts of other users, such as player tracking accounts and terminated user accounts.
17. Adequate backup and recovery procedures shall be in place and include:
 - a. Data files shall be backed up daily;
 - b. Program files shall be backed up no less than weekly;
 - c. Complete back up's shall be done no less than monthly
 - d. Secured off-site storage of all backup data files and programs, or other adequate protection;
 - e. Mirrored or redundant data source;

- f. Redundant and/or backup hardware;
 - g. Recovery procedures, including, but not limited to, the following:
 - i. Data backup restoration;
 - ii. Program restoration; and
 - iii. Redundant or backup hardware restoration.
 - h. Recovery procedures, which are tested on a sample basis at least annually with documentation of results.
 - i. Adequate information technology system documentation shall be maintained, including descriptions of hardware and software, operator manuals, etc.
18. The main computers (i.e., hardware, software, and data files) for each gaming application (e.g., gaming machines, etc.) shall be in a secured area with access restricted to authorized persons, including vendors.
19. Network Communication Equipment must be physically secured from unauthorized access. Communications to and from systems via Network Communication Equipment must be logically secured from unauthorized access.
20. Access devices to DCR's computer systems' secured physical location, such as keys, cards, or fobs, must be controlled by an independent agent.
21. Incompatible duties shall be adequately segregated and monitored to prevent error in general IT procedures to go undetected or fraud to be concealed.
22. Gaming Program Changes:
- a. Program changes for in-house developed systems or new systems should be documented as follows:
 - i. Requests for new programs or program changes shall be reviewed by the IT Director or above. All new programs or program changes must be approved by the Director of IT or above, Assistant General Manager or the General Manager and QTGA;
 - ii. A written plan of implementation for new and modified programs shall be maintained, and shall include, at a minimum, the date the program is to be placed into service, the nature of the change, evidence of verification that the installation or the modifications are approved; a description of procedures required in order to bring the new or modified program into service (conversion or input of data, installation procedures, etc.), and an indication of who is to perform all such procedures;

- iii. Testing of new and modified programs shall be performed and documented prior to implementation; and
- iv. A record of the final program or program changes, including evidence of user acceptance, date in service, programmer, and reason for changes, shall be documented and maintained.

23. Security Logs:

- a. If computer security logs are generated by the system, they shall be reviewed by IT supervisory Team Members for evidence of:
 - i. Multiple attempts to log-on, or alternatively, the system shall deny user access after three (3) attempts to log-on;
 - ii. Unauthorized changes to live data files; and
 - iii. Any other unusual transactions.
- b. All security incidents must be responded to within 3 days or less.

24. Remote Dial-up:

- a. If remote dial-up to any associated equipment is allowed for software support, DCR shall maintain an access log that includes:
 - i. Name of Team Member authorizing modem access;
 - ii. Name of authorized programmer or manufacturer representative;
 - iii. Verification of the agent's authorization;
 - iv. Reason for modem access;
 - v. Description of work performed; and
 - vi. Date, time, and duration of access.
- b. All remote access must be performed via a secured method.

25. Document Storage:

- a. Documents may be scanned or directly stored to an unalterable storage medium under the following conditions:
 - i. The storage medium shall contain the exact duplicate of the original document.

- ii. All documents stored on the storage medium shall be maintained with a detailed index containing the DCR department and date. This index shall be available upon request by the Quapaw Tribal Gaming Agency (QTGA) and/or the National Indian Gaming Commission (NIGC).
- iii. Upon request and adequate notice by QTGA and/or the NIGC, hardware (terminal, printer, etc.) shall be made available in order to perform auditing procedures.
- iv. Controls shall exist to ensure the accurate reproduction of records up to and including the printing of stored documents used for auditing purposes.
- v. The storage medium shall be retained for a minimum of seven (7) years.
- vi. Original documents must be retained for a period of five (5) years.

26. Software downloads, either automatic or manual, must be performed in accordance with 25 CFR 547.12.

27. Verifying downloads – Following download of any Class II gaming system software, the Class II gaming system must verify the downloaded software using a software signature verification method. Using any method it deems appropriate, the QTGA must confirm the verification.

28. Wireless Connections on the Gaming Floor

- a. This connection will be secured through the use of MAC addresses and a key that will be provided by the wireless device. This will be on the gaming network and only DCR owned equipment will be connected to this network. The wireless connections will not be broadcast. This will prevent other devices from seeing them and trying to connect to the device.

Downstream Resort Casino – IT User Profile

(Employee number must be given)

PLEASE MAKE SURE ALL IS LEGIBLE!

Fill Out All Fields That Apply

Employee Name: _____ Date: _____

Shift: _____

Department: _____ ☐ Casino ☐ Hotel

Position: _____ Employee Number: _____

CHECK ONE: ☐ Add ☐ Change ☐ Delete ☐ Deactivate ☐ Reactivate

Application Access:	YES	NO
Microsoft Exchange Mail	<input type="checkbox"/>	<input type="checkbox"/>
Windows Login Account	<input type="checkbox"/>	<input type="checkbox"/>
Internet - If yes please specify access below	<input type="checkbox"/>	<input type="checkbox"/>
IGT– Casino System	<input type="checkbox"/>	<input type="checkbox"/> Setup like IGT user: _____
Machine Accounting	<input type="checkbox"/>	<input type="checkbox"/>
Patron Management	<input type="checkbox"/>	<input type="checkbox"/>
Ezpay/IVS	<input type="checkbox"/>	<input type="checkbox"/>
CTA	<input type="checkbox"/>	<input type="checkbox"/>
Table Manager	<input type="checkbox"/>	<input type="checkbox"/>
Mariposa	<input type="checkbox"/>	<input type="checkbox"/>
Comp Authority	<input type="checkbox"/>	<input type="checkbox"/>
LMS– Hotel Management System	<input type="checkbox"/>	<input type="checkbox"/> Setup like LMS user: _____
Cashier Authority	<input type="checkbox"/>	<input type="checkbox"/>
MMS Purchasing System	<input type="checkbox"/>	<input type="checkbox"/> Limit _____ Direct Report _____ Setup like MMS user: _____
Infinium – Check All That Apply		<input type="checkbox"/> PL <input type="checkbox"/> GL <input type="checkbox"/> IR <input type="checkbox"/> AM <input type="checkbox"/> GT <input type="checkbox"/> FA
Infogenesis – Point of Sale	<input type="checkbox"/>	<input type="checkbox"/> Setup like user: _____
GA Account:		<input type="checkbox"/> Yes or <input type="checkbox"/> No
Type of Access: Check All That Apply	<input type="checkbox"/>	<input type="checkbox"/> Admin or Terminal
Stores: Check All That Apply		<input type="checkbox"/> F&B <input type="checkbox"/> Retail <input type="checkbox"/> Events
Keywatcher	<input type="checkbox"/>	<input type="checkbox"/> Key Access: _____
Biometrica	<input type="checkbox"/>	<input type="checkbox"/>
ResPak	<input type="checkbox"/>	<input type="checkbox"/>
Cell Phone	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify application)	<input type="checkbox"/>	<input type="checkbox"/>

Access to Department Network Folders and type of access (specify read only or full modify):

Folders:

Internet Access Level (If full or specific access please explain why.) Please Choose One.

None

Kronos Admin (HR/Payroll only) ☐ ☐

Authorization Approved By: _____ Title: _____ Date: _____
(Print)

IT USE: User's signature (Verifies Worked Form)

(Director or above's Signature)

FORM MUST BE SIGNED AND LEGIBLE BY DEPARTMENT DIRECTOR OR ABOVE