

National Council on Problem Gambling Conference
Pre-Conference Workshop Session

Crafting Your Problem Gambling and Responsible Gambling Plan

Best Practices for Problem Gambling Prevention and Intervention



**Responsible Play
Partnership**

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I. Introduction

This Best Practices (BP) Manual is a compilation of recommendations for improved Problem Gambling (PG) and Responsible Gambling (RG) practices. The recommendations are based on existing Responsible Gambling research and current practices of New York State Racinos.

Striving for the protection of casino patrons in the most effective form must be the long-term goal. Therefore, we envision the process of analyzing and implementing Best Practices at Gaming Facilities as an ongoing process to achieve the highest standards possible.

Problem Gambling is a pervasive disorder that can result in serious consequences for individuals, families, and communities. A *Gambling Disorder* is a diagnosable condition outlined in the *American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders 5*. According to the National Council on Problem Gambling, approximately 1% of US adults meet criteria for a Gambling Disorder and another 2-3% are considered Problem Gamblers.

While most casino patrons gamble for fun and entertainment, there is a small percentage that will experience problems. With this in mind, it becomes the responsibility of the gaming facility to actively promote Responsible Gaming and to promote Responsible Gambling practices. Additionally, when interventions are appropriate, the gaming facility should initiate customer service practices that support the affected individual while it continues to serve the expectations of other patrons..

In this manual we will review the following eight areas:

1. Responsible Gambling Policies
2. Underage Gambling Policies and Practices
3. Self-Exclusion Programs
4. Information and Messaging
5. Informed Decision Making
6. Assisting Patrons Who May Have Problems with Gambling
7. Access to Money
8. Employee Training

These eight areas and their accompanying standards and criteria were adapted from the Responsible Gambling Council's *Responsible Gambling Index*. More information can be accessed at <http://rgcheck.com/>. Adaptations were made to the standards and criteria based on New York Gaming Association's gaming facilities current practices and existing regulations, feasibility for implementation, and practical application.

II. Recommendations

1. Responsible Gambling Policies- *The facility demonstrates awareness of Problem Gambling and creates integrated corporate policies and strategies to actively address it.*

Example Policy-

The gaming facility pledges to our employees, our patrons, and the community to make Responsible Gaming an integral part of our daily operations. This pledge includes employee assistance and training and casino gambling advertising and marketing. This policy also covers the commitment of our company to continue support for patron assistance and public awareness surrounding Responsible Gaming and Underage Gambling (UG).

According to Blaszczynski, et. al (2004), "...there is no clear operational definition or consensus as to what 'Responsible gaming practices' or 'responsible code of conduct' actually means; therefore, it is difficult to develop an empirical base for research related to these constructs." However, the general definition of Responsible Gambling refers to policies and practices designed to prevent and reduce potential harms associated with gambling.

To that end, The New York Responsible Play Partnership recommends that:

- a. A clear set of policies and practices on Problem Gambling exist at each gaming facility
- b. These policies and practices should include a focus on the eight areas addressed in this BP Manual and when possible address incorporating safeguards into game features and advertising
- c. The RG policies and practices be informed by current research and Best Practices
- d. RG policies are written and accessible to all staff, patrons and the public
- e. RG policies and practices should be reviewed regularly with all gaming facility staff, at minimum twice per year
- f. An executive level staff person at the gaming facility is responsible for the RG program
- g. The overall program is evaluated for effectiveness in reducing Problem Gambling and Underage Gambling incidence at the facility
- h. The overall RG program is reviewed by executive staff or an RG Committee annually and necessary improvements and revisions are made

Once these policies and practices are developed and written, multiple modes for sharing them should be utilized including Responsible Gambling brochures, posting them to the gaming facility website, including them in the employee training, employee handbook and periodically featuring them in the gaming facility newsletter.

Responsible Gambling policies and programs should target all patrons at the facility, including infrequent social gamblers, regular patrons and patrons who may be experiencing problems. The

program should address all patrons generally through information and messaging and target those who are at-risk through enforcement efforts, customer assistance, and by providing direct linkages to Problem Gambling specific support services. Specific recommendations in each area are outlined in the following sections.

2. Underage Gambling Policies and Practices- *The facility prohibits Underage Gambling and focuses efforts on preventing youth access to the gaming floor.*

Example Policy – Persons under the age of eighteen/ twenty-one are prohibited from gambling, or traversing the gaming floor. Underage persons may traverse the gaming floor utilizing pathways that have been specifically excluded from the gaming floor, with an adult over the age of 18/21 and a security escort.

Some people, including young adults, are considerably more prone to gambling addiction than other people. Adolescents may be neurologically more vulnerable to addictive behaviors, such as gambling, compared to adults. Therefore preventing youth gambling is an important effort.

To that end, The New York Responsible Play Partnership recommends that:

- a. Prominently posted signs with an Underage Gambling related message are posted at the entrances to the facility and within a reasonable distance to all entrances to the gaming floor
- b. A palm or brochure on Underage Gambling should be available facility wide
- c. All staff not just security are trained to identify underage gamblers and report them to security
- d. Security is posted at all entrances to the gaming floor and required to ID anyone who appears to be under the age of 30
- e. A system is in place for tracking underage individuals who attempt to enter the gaming floor
- f. ID card readers or scanners should be utilized
- g. If a patron is under the legal gambling age they will not be allowed on the gaming floor for any reason
- h. If an underage person is identified on the gaming floor they will be immediately removed from the gaming floor and a clear plan of action that involves reporting it to their parents or the local authorities is in place
- i. Parking lot surveillance should be utilized to ensure that unattended minors are not on the premises
- j. Internal compliance checks be conducted to assess the effectiveness of the program

Young adults inherently have the highest rates of ‘at-risk’ behavior therefore, delaying exposure to gambling activities for as long as possible can reduce the rates of developing problems (Williams, et.al, 2012). Currently research on brain development shows that the adolescent brain is not fully developed for skills such as higher level decision making until the age of 24, therefore increasing the legal age for gambling would be beneficial to minimizing gambling-related harm.

3. Self-Exclusion Programs- *A well managed and communicated self-exclusion program is in place that facilitates access to counseling and other supports.*

Example Policy- The facility will offer a self-exclusion program that allows patrons to voluntarily remove themselves from gambling at the gaming facility and which focuses on offering self-excluded patrons help and support.

Self-exclusion is a tool to help people in their efforts to overcome gambling problems. While the current and predominant model of self-exclusion continues to be primarily based on enforcement, gaming facilities are beginning to move toward an assistance model. A model based on delivering individual assistance involves responding to individuals in a helpful way, working through the registration process in a respectful and timely manner; providing information about counseling options including financial, self-help and treatment referrals, and encouraging individuals to take advantage of the assistance available (Responsible Gambling Council, 2008).

To that end, The New York Responsible Play Partnership recommends that:

- a. Self-exclusion programs are well advertised at the gaming facility and explained through informational palm cards or other take-away materials, as well as on the gaming facility website where registration forms can be downloaded
- b. All staff are aware of the self-exclusion program and can assist patrons looking for further information or interested in registering
- c. Specific staff are selected and trained to handle the self-exclusion. Staff must be able to provide responsive, respectful and professional service
- d. The self-exclusion registration process should be carried out in a comfortable setting located off the gaming floor
- e. Staff clearly explains the registration process, options, breach consequences and follow up procedures
- f. Support options are clearly explained and written take home materials are provided (See Appendix C)
- g. During the individual's period they are removed from all marketing systems and are no longer able to accumulate Player's Club points or other benefits
- h. A player tracking system is utilized and self-excluded patrons are flagged across all systems including marketing, security, Player's Club, cage and customer service areas
- i. Excluded patrons should not be allowed on the premises for any reason including entertainment events, use of restaurants, etc.
- j. There is a strong enforcement process in place at the gaming facility that includes the use of facial recognition technology when possible
- k. There are clear policies and procedures for handling self-exclusion violations

- l. Self-excluded individuals should not be able to request a reinstatement prior to the expiration of their exclusion period
- m. Once the exclusion period has expired, reinstatement is not automatic and the individual must initiate the reinstatement process
- n. The reinstatement process should require the individual complete an education program on Problem Gambling and provide proof of completion with their request letter for reinstatement
- o. Additionally a mandatory meeting should take place at the end of the exclusion time period, including an evaluation of the self-excluder's gambling situation, information about chance and Responsible Gambling, and referrals to additional resources, if needed. The self-exclusion period continues if the mandatory meeting is not attended
- p. Once the individual has been reinstated being added back on marketing and email lists is not automatic and the patron must specifically request a return to all promotions and communications

It is of note that internationally there has been a shift in allowing individuals to register for self-exclusion at multiple access points such as treatment providers' offices, regulators offices, and resource centers or even by mail. This is a positive step in making self-exclusion a more user friendly program.

The change from an enforcement model to individual assistance model requires more effort on the part of casino staff such as security, who are already focused on several other issues. We suggest that this process may be better served through an onsite Responsible Gambling Center (RGC). More information on RGCs is available at <http://www.RGRC.org/en> or through discussion with the New York Council on Problem Gambling.

4. Information and Messaging- *Information on Responsible Gambling and Problem Gambling is up to date and readily available to patrons.*

Example Policy- Information on Problem Gambling, Responsible Gambling, Self-Exclusion, Underage Gambling and the 24 Hour HOPEline will be available to patrons onsite. To the greatest extent possible all policy and educational measures will align with this messaging so as not to negate any intended positive impact.

Providing information and resources to patrons as part of a larger Responsible Gambling program is necessary and casinos should be guided by the principle that it is their obligation to establish information and support links.

To that end, The New York Responsible Play Partnership recommends that:

- a. Underage Gambling signs are posted throughout the gaming facility
- b. Responsible Gambling Signs which include the 24 Hour HOPEline number and text information are posted throughout the gaming facility
- c. Signs are conspicuously posted
- d. At minimum signs are posted at entrances and exits.
- e. Signs are posted in multiple languages
- f. Signs are large enough to be easily read at a distance
- g. Wall posters, back lit displays and or electronic signs include RG messages
- h. Brochures, palm cards or other take-away materials are available on Responsible Gambling, Problem Gambling, Underage Gambling, and the self-exclusion program
- i. Brochures should be prominently displayed (not placed behind other pamphlets) in brochure holders and available at multiple high visibility locations.
- j. An RG message is on all electronic and print communication including email marketing, website, etc.
- k. Posted signs on Problem Gambling including the 24 hour HOPEline number and text information and Gamblers Anonymous resources are posted “back of the house” for employees
- l. Other outreach efforts on RG take place at the facility such as tabling events, health fairs, RG specific emails, mailers, posting to social media sites, etc.

It is important that Responsible Gambling information and messaging not be overshadowed by advertising and promotion of the gambling itself. While advertising and promotion are important to fulfilling the casino’s economic mandates, it is essential that social responsibility and high standards are maintained by following an International Code of Advertising Standards.

- Advertising and marketing campaigns and / or materials must not:
 - Imply exaggerated chances of winning;
 - Encourage gambling beyond one's means;
 - Explicitly imply that financial rewards are a likely outcome of gambling;
 - Portray gambling as an alternative to employment or as a financial investment;
 - Suggest that gambling longer will increase the chances to win;
 - Suggest that skill can influence the outcome of purely random games of chance;
 - Suggest that using playing systems or "lucky" icons can influence the outcome of games;
 - Contain endorsements by well-known personalities that suggests playing games of chance contributed to their success;
 - Focus unduly on the possibility of benefits accrued to players based on their volume of gambling activity; and,
 - Perpetuate myths that are commonly associated with gambling.

- Advertising and marketing of gambling products must never be targeted towards children and must not:
 - Appear in any media where the primary target audience is under the age of majority;
 - Appear at venues where the primary audience is reasonably expected to be minors;
 - Be based on themes, or use language intended to appeal to minors;
 - Appear during television, radio programming and / or on websites where the primary audience is expected to be minors; and,
 - Contain child-focused cartoon figures or themes, or use celebrity endorsements whose primary appeal is to minors.

- Product advertising, marketing campaigns and / or materials must include a visual message regarding the legal age of play.

- Billboard advertising must not be placed at sites that are adjacent to primary or secondary schools.

- Minors, or persons who appear to be minors, must not be used to promote gambling in advertising or marketing materials.

- Actors appearing in advertising and marketing materials must appear to be of age

5. Informed Decision Making- *Facility provides substantial and readily available information to enable patrons to make informed decisions.*

Example Policy- Information and resources will be onsite at the gaming facility to assist patrons in making informed decisions about their gambling. This information will be provided to patrons with the expectation that better, more complete, information will promote better decisions.

“Gambling, like many activities, comes with risks. Gamblers like the consumers of any product, have the responsibility to assess the benefits and risks involved in this pastime. For their part, gaming providers have a responsibility to ensure that players have the information they need to make decisions and to minimize the risk that their patrons will lose control of their gambling”.

- *Responsible Gambling Centre Center for the Advancement of Best Practices, 2010*

To that end, The New York Responsible Play Partnership recommends that:

- a. The facility has policies and procedures related to informed decision making, which promote gambling literacy (i.e. basic, general information about the fundamental aspects of how gambling works and key safeguards all gamblers should know, risk factors, and help availability)
- b. Brochures on Informed Decision Making are available throughout the facility
- c. Brochures should be prominently displayed (not placed behind other pamphlets) in brochure holders and available at multiple, highly visible locations
- d. Information minimally includes how gambling works, gambling safeguards, risk factors and help available
- e. Informed Decision Making messaging should be included in email marketing and electronic signage
- f. At information awareness/tabling events Informed Decision Making activities and information are featured
- g. When possible, staff should be available to further explain how the machines work, odds, and myths and facts about gambling
- h. When appropriate RGC staff can also participate in a tabling event or other education opportunities.

6. Assisting Patrons Who May Have Problems with Gambling - *Assistance to patrons who may have problems with gambling is readily available and systematically provided.*

Example Policy- To the extent that the patron is willing to receive information, the facility will provide individuals suspected of having a gambling problem with information and assistance in connecting with local support services. The process of identifying individuals who may have a problem is both proactive and responsive.

A compulsive gambler may beg for money, harass staff, and disturb other patrons in addition to suffering their own personal, financial and social consequences. An individual with a gambling problem should not be at any other gambling establishment. For their own protection as well as that of other patrons individuals with a gambling problem should be offered assistance and removed from the facility if necessary.

“The patron interaction process has been in transition for many years from a ‘look the other way’ model to an individual response and assistance model. This shift is widely supported by those with gambling problems, gaming operators, and specialists in Problem Gambling.”

- *Responsible Gambling Center Centre for the Advancement of Best Practices, 2011*

Casino staff have daily involvement with patrons and therefore play a critical role in recognizing and assisting patrons who may be experiencing problems. This assistance is essentially an extension of their already existing customer service goals.

To that end, The New York Responsible Play Partnership recommends that:

- a. Clear policies are in place for assessing and assisting a patron who may have a gambling problem
- b. All staff are aware of the policies and procedures for assisting patrons
- c. All staff is knowledgeable about the helpline and self-exclusion and are able to direct patrons seeking information. As was referenced in the previous section on Self-Exclusion, The Council suggests that this process may be better served through an onsite Responsible Gambling Center (RGC) where individuals can relax, take a break from gambling, educate themselves and reach out for assistance if needed.
- d. Designated and trained staff (see Appendix B) initiates discreet discussions with patrons who show patterns or behaviors that may be signs of a gambling problem
- e. Designated staff or third party designees can provide assistance in a comfortable setting

- f. Local treatment resources, gamblers anonymous information, and other support service information is provided to the patron in a form that can be taken away for review (See Appendix C)
- g. If the patron is interested and willing a direct connection with a local resource is made by designated staff or a third party designee.

7. Access to Money- *Money and money services are provided to patrons in a responsible manner that does not encourage excessive spending.*

Example Policy- Access to money within the gaming facility will be limited by 1) the ways that funds can be accessed, 2) the number of machines or cashiers that can provide cash, 3) the proximity of options to get cash to the gaming floor and 4) by imposing a maximum daily amount that can be accessed. These limitations will be set with the intention of protecting individual patrons who may have a gambling problem.

Effective prevention of Problem Gambling includes making environmental changes that reduce the availability or access to the means to gamble. Examples include reducing hours of operation, restricting the placement of VLTs in only gambling venues, restricting gambling venue access to residents, or drastically limiting the number of gambling venues available (Williams, et.al., 2012). Many of these are public policies set by government laws and regulations.

However, one such environmental policy that can to an extent be controlled by the casino is the accessibility of money. Research findings suggest that policies to restrict immediate access to cash are potentially effective approaches in reducing the degree to which gamblers exceed financial limits.

To that end, The New York Responsible Play Partnership recommends that:

- a. The cashing of any check except personal check be prohibited
- b. The cashing of any check payable to an individual including Social Security, unemployment insurance, disability payment, public assistance or payroll check be prohibited
- c. Access to money directly at electronic gaming machines is prohibited
- d. A reasonable number of ATM machines are in place
- e. ATM machines are available but not advertised in such a way as to encourage withdrawal or excessive spending

8. Employee Training - *Staff understands the importance of RG and is knowledgeable about its role and the corporation's expectations.*

Example Policy – All employees are required to complete training on Responsible Gambling and Problem Gambling. Training will be provided upon initial hiring and periodic refresher training will be required. An evaluation process is in place that measures the individual employee's increase in knowledge and readiness to provide assistance.

Employees whether floor staff, security, or executive level staff members play an important role in any RG program. Not only do employees provide assistance to those who seek them out, but they can be a resource to patrons who are interested in learning more about Responsible Gambling in general. Providing employees training on Problem Gambling allows them to provide better customer service. Floor staff can often be the first to see the signs of a gambling problem and therefore are key to helping those in need get assistance.

To that end, The New York Responsible Play Partnership recommends that:

- a. All new employees be educated on Responsible Gambling and Problem Gambling
- b. Periodic refresher training be provided to staff
- c. The gaming facility implements communications programs for employees to improve their understanding of Responsible Gambling and related policies and procedures
- d. Information on Responsible Gambling awareness including the HOPEline number and text info will be posted in various places where employees congregate
- e. The training objectives are clear to the learners
- f. The training includes content that answers questions such as: (1) What is chance and randomness? (2) Is there a link between misunderstanding the concept of chance and excessive gambling? (3) How does one recognize the symptoms of this illness? (4) How should the employee intervene if they decide to do so? (Blaszczynski, et.al., 2004)
- g. Designated staff are taught skills and procedures required of them for assisting patrons who may have problems with gambling
- h. There is a verification process in place to ensure staff complete the training
- i. There is an evaluation process in place to measure the effectiveness of the training program

See Appendices A and B for sample training outlines recommended.

III. Responsible Gambling Center

Responsible Gaming Centers (RGC) provide patrons with information on safer gambling practices as well as assistance and local referrals for help with gambling-related problems.

Information

The RGC provides gamblers with information to make informed decisions. The primary focus is preventing gambling-related problems.

Assistance

An RGC provides assistance to patrons concerned about their own, or someone else's gambling. RGC staff also provide assistance in the self-exclusion process.

Referral

Through RGC, patrons can get connected to problem gambling treatment agencies and other community help. The RGC staff knows the programs in the community and how to access them. The RGC does not provide ongoing counseling, but rather acts as a bridge to provide help for those who would like it.

Speaking with a RGC Service Coordinator

An RGC Service Coordinator is usually available on-site to answer questions or discuss an issue related to gambling problems during peak gambling hours, 7 days per week. If staff is not on-site, and patrons require information about problem gambling, patrons can contact the NYS Problem Gambling HOPEline.

Where Utilized the RGC Physical Space is typically:

- Located off of the gaming floor but within close proximity
- Situated in a high traffic area where all patrons would be aware of its presence and have a visual line to the resources available, etc.
- Includes a private meeting room attached where interviews can be conducted
- Accommodates computer and televised technology
- Occupies 500 square feet with an adjoining private meeting room of 150 square feet

IV. Addressing Problem Gambling at the Community Level

1. Develop a Problem Gambling Steering Committee in the Local Community

The facility will encourage the County, Town and/or Village to provide representatives to form a steering committee to address problem gambling. The Problem Gambling Steering Committee will be comprised of local and town officials, gaming facility staff, problem gambling treatment and prevention providers, local school personnel, consumers and community members. The Steering Committee will meet quarterly to address ongoing issues, review current programs and practices and support the work of the community-based providers.

2. Develop and Provide Problem Gambling Treatment in the Local Community

THE TREATMENT

In partnership with local and state entities the gaming facility will ensure that problem gambling specific treatment for individuals and family members is available in the immediate and surrounding area.

- Treatment will be high quality, culturally competent and provided regardless of ability to pay.
- Where available the onsite Responsible Gambling Center Staff will refer patrons requesting assistance or those who have self-excluded to community-based treatment
- Community-based Problem Gambling therapy options will include individual, family and group sessions.
- The New York Council on Problem Gambling (NYCPG) recommends that individual therapy focus on the use of Cognitive Behavioral Therapy and Motivational Interviewing or other evidenced-based practices for treating Problem Gambling.
- NYCPG encourages clinicians to recommend that the client/ family member also participate in Gamblers Anonymous, Gam-Anon or another self-help program.
- NYCPG recommends that all patients participate in the development of a care plan to address problem gambling or risk behaviors for the development of a gambling disorder
- NYCPG recommends that providers complete at least three telephone outreach attempts, including one off-hour attempt, in an effort to reach individuals who do not keep initial appointments.

3. Develop a Program to Focus on Problem Gambling Prevention, Outreach and Education in the Local Community

In partnership with local and state entities the gaming facility will work to develop adequate prevention, outreach and education to vulnerable populations in the immediate and surrounding area.

- All local program staff involved should be trained on Problem Gambling related issues. Staff delivering problem gambling programming will be required to complete the New York Council on Problem Gambling 30-hour Problem Gambling Prevention Specialist training.
- Initiatives to address problem gambling should focus on impacts in the workplace, family, neighborhood, youth, older adults, public safety and crime prevention, and public awareness.
- Problem gambling public awareness efforts should target messaging at specifically vulnerable populations including youth, parents as influencers on youth, family members of problem gamblers, individuals and families with substance abuse disorders, college students, low income residents and aging adults.
- Based on the target population of each campaign, problem gambling public awareness efforts should be developed to specifically reach each population where they currently receive other types of messaging and be market tested with a relevant focus group.
- Family impact issues to be addressed include child abuse and neglect, co-occurring substance abuse and gambling, divorce, domestic violence, homelessness, bankruptcy and suicide.
- Partners in this process should minimally include Faith-based programs, school districts, mental health providers, Department of Social Services, local Office for the Aging chapter, County Community Colleges, local law enforcement agencies, and suicide prevention networks.
- Culturally relevant programs specifically targeting residents should be developed
- The problem gambling version of the evidenced-based screening and brief intervention program “Teen Intervene” will be encouraged at all sites currently implementing the “Teen Intervene” program
- The local program will where possible include the evidenced-based problem gambling prevention program “Stacked Deck” in local school districts or other youth-based programs in the counties. The program is intended for grades 9-12 and must be implemented with fidelity.
- The local program should work with all local school districts to develop and implement a no gambling policy on school premises and at all school sponsored events.

- Outreach and education sessions should be conducted with school personnel, parent teacher associations and students.
- Age appropriate programming and education on problem gambling should target youth beginning at age 12.
- Problem gambling resources and materials should be available at all local programs involved in problem gambling.
- Outreach and education specifically targeted at the Aging Adult population should take place at senior centers, retirement community events, etc.

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VI. Appendices

Appendix A: Problem and Responsible Gambling Training for Casino Employees Outline

- Gambling Opportunities in NYS
- Accessibility of Gambling Opportunity and Addiction
- Spectrum of Gambling Behaviors
 - Non Gambling, Responsible/Social Gambling, Problem Gambling, Gambling Disorder
- DSM5 Criteria and Warning Signs
- Phases of Gambling Addiction and Recovery
- Special Populations
 - Women
 - Senior Citizens
 - Adolescents
 - Stats
 - Brain Development
- Gambling in the US
- Problem Gambling Affects Everyone
 - Individual Effects
 - Family/Friend Effects
 - Community Effects
- Why Gaming Facilities Should Have RG Programs
- Responsible Gambling Program Areas
 - Underage Policies and Practices
 - Informed Decision Making
 - Chance and Randomness
 - Self-Exclusion Programs
 - Information and Messaging
 - NYS HOPEline
 - Access to Money
- Warning Signs on the Floor/When to Be Concerned

- Assisting Patrons who May Have a Problem
- Resources

Appendix B: Responsible Gambling Ambassador Training Outline

1. The Importance of Responsible Gambling Ambassadors: The Importance of Responsible Gambling from the Corporation Perspective – Presented by *Casino Executive Staff Member*
2. Overview
 - RGA Role and Responsibilities
 - Training Goals and Objectives
 - Real Stories: GA and/or Gam-Anon members
3. Supporting the Staff
 - Addressing the issue
 - Staff wellness in relation to these issues
 - Following up
 - Large Group Exercise: Supporting Staff
4. Assisting Patrons
 - Determining whether a patron should be approached
 - Visiting the Responsible Gambling Center
 - Dissemination of written materials to a patron

Video and Discussion: Demonstrating Techniques for Talking to Patrons

- Small Group Exercise: Techniques to be used when problem gambling is suspected
5. The Responsible Gambling Center
 - The Concept, Logistics (Casino Staff)
 - Self-exclusion policies and procedures
 - Referral and support
 - Setting boundaries with patrons
 6. Providing Support from Initial Concern to Referral: Group Role Play Exercise
 7. Problem Gambling Treatment Provider Panel
 - Meet the NYS problem gambling providers in the areas surrounding the casino and learn about the referral process and how the programs work
 - Treatment Program #1
 - Treatment Program #2

- Treatment Program #3
 - Gamblers Anonymous
 - Gam-Anon
8. Reporting interactions or incidents in the electronic responsible gambling registry
 9. Wrap Up/ Q & A/ Resources

Appendix C: NYCPG *Know the Odds* Resource Kit

The New York Council on Problem Gambling has developed a resource tool for NYS casinos to utilize in assisting patrons with a gambling problem or with those interested in self-exclusion. This resource kit includes three informational booklets, a DVD and resource directory brochure. This material provides individuals seeking help and recovery, more information on Problem Gambling. The *Know the Odds Resource Kit* has been produced and is ready for use by Gaming Facilities.

The kit should contain:

KTO Resource Book 1: *Understanding Problem Gambling*

KTO Resource Book 2: *The Faces of Problem Gambling*

KTO Resource Book 3: *Staying Safe After Problem Gambling*

KTO DVD: *Bet the House*

Resource Directory Postcard: *If You Are Looking for Support for a Gambling Problem*

To request view the Resource Kit or request copies please contact the New York Council on Problem Gambling directly at mhadden@nyproblemgambling.org