

The Human Touch and the Technological Age: Advancing Responsible Gambling, by Virtually Any Means

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The Human Touches....

- Stephen Meredith
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- Shawn Yu
- Sylvia Hagopian
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PGIO Mandated Region



Problem/Responsible Gambling Education



Problem Gambling
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Centre for Addiction and Mental Health

The future is here



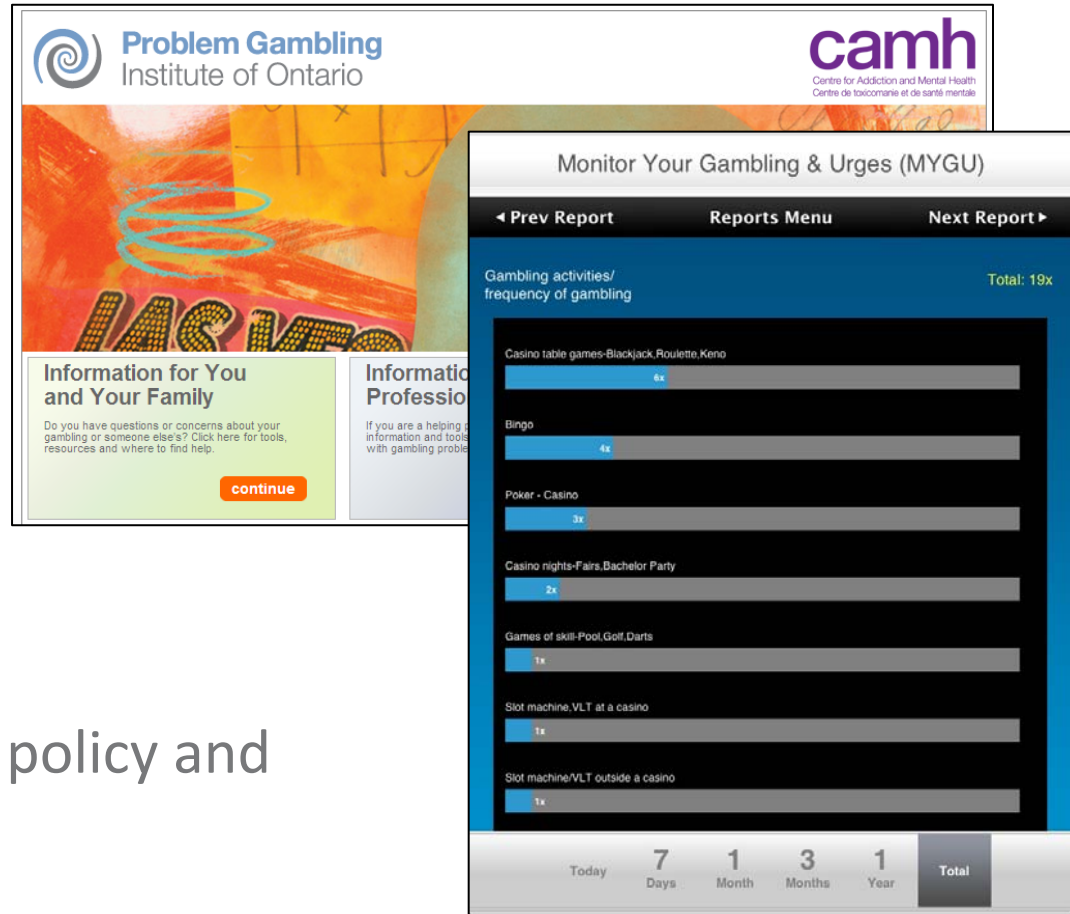
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What is the Problem Gambling Institute of Ontario doing?

- Our suite of Online Tools and MYGU App at ProblemGambling.ca
- Examining other behavioural addictions
- Regular programming on social media channels
- Ongoing research, education, policy and clinical work

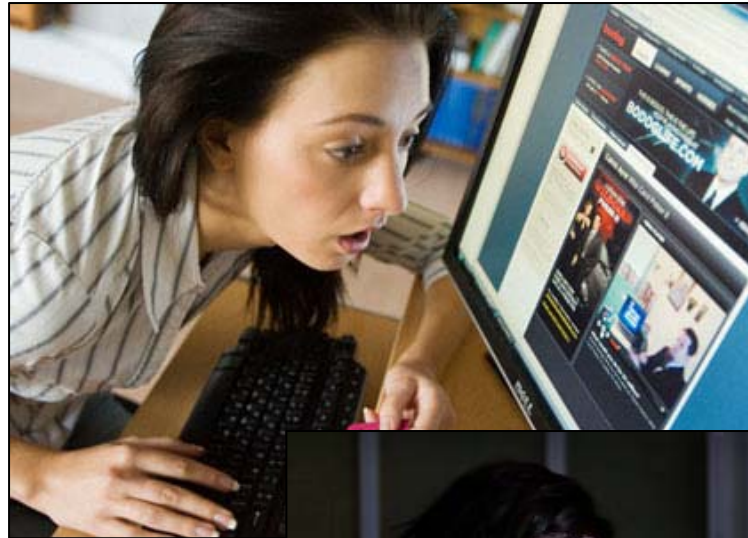


Today

1. RG Education/Training
2. PG Clinical Training
3. Support to the public

How do we respond?

- Engage people where they look for help
- Respect privacy and allow them to go at their own pace
- Make the barrier to accessing support low
- Demonstrate why the public can and should trust your organization and the information it provides



De-stigmatizing gambling help



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Newer approaches

Example:
National Problem Gambling
Prevention and Referral
Specialist course



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RG Education



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Gambling Industry Staff Training

- Online and classroom trainings
- Multi-media reinforcements
- Focus on micro-skills

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Tailoring your messaging

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What works in therapy?



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Web Therapy

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Rapport



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Welcome to Self-Help Gambling Tools



Self-Help for Those who Gamble

Do you gamble? These interactive tools will help you explore, cut down or stop gambling.



Self-Help for Family and Friends

Does someone you care about gamble too much? With these interactive exercises, learn why they gamble and what you can do to help.



Gambling Quiz

Answering these nine questions will help you understand if gambling is having a negative impact on your life.



Monitor Your Gambling Urges

Use this web tool to keep track of when you gamble, or feel the urge to gamble.
Mobile App also available.

Please remember that the tools on ProblemGambling.ca are self-help exercises. The information you enter online will be anonymous, and will not be reviewed by anyone.

Ontario Problem Gambling Helpline



1-888-230-3505

- Open 24 hours, 7 days a week
- Free, confidential and anonymous
- Available across Ontario
- Service in more than 140 languages

The Helpline provides information about and referrals to problem gambling counselling services, including telephone counselling and organizations such as Gamblers Anonymous and Gam-Anon.

How do we respond?

- Clinical excellence
- PG treatment program
- Treated over 6,000 clients
- Trained hundreds of PG therapists
- Teaching hospital
- Affiliated with the University of Toronto

Can a computer diagnose?

- Data is diagnostic, descriptive or predictive?
- Unusual play patterns based on algorithms?
- Potential problem play patterns?
- Idiosyncrasies? E.g. normative versus individual data?
- Problem gambling?
- Progress toward goals?

Your PGSI score is 2.



represents where your score falls. Here are the explanations of the scores:



The PGSI score shows whether a person's gambling should be considered a problem. High scores usually mean serious problems. The chart above is in the shape of a pyramid to show that there are more people with low scores than high scores.

Your score of **2** falls into the range of **Low-risk gambler**.

If your score indicates that you might be at risk, there are options available to you:

1. Anonymous, online support you can access now [click here](#)
2. Other resources and treatment options contact the Ontario Problem Gambling Helpline 1-888-230-3505
3. To email these results to yourself, [click here](#)

[Retake Quiz](#)

The future?



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Special skills/training



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Thank you

Please contact me for further discussion:

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