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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PGIO Mandated Region
Problem/Responsible Gambling Education
The future is here
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
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?
Web Therapy

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Rapport
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.

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]
The future?
Special skills/training
Thank you

Please contact me for further discussion:

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