

# Self-Exclusion Reinstatement and Renewal

*Session 4-1-A: Getting Gamblers to Get Help*

PRESENTED AT THE 16<sup>TH</sup> INTERNATIONAL CONFERENCE ON GAMBLING & RISK TAKING

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# Overview

- ▶ **DEFINITIONS:** *Self-Exclusion, Reinstatement, Renewal and Revocation*
- ▶ **RATIONALE:** Problems and Knowledge Gaps
- ▶ **RESEARCH DESIGN:** Objectives and Methods
- ▶ **FINDINGS**
- ▶ **SYNTHESIS:** Themes and Proposed Practice

# Quick Thanks and Acknowledgements

- ▶ This RGC project was made possible through financial support provided by the Atlantic Lottery Corporation, the British Columbia Lottery Corporation, Loto-Quebec, Manitoba Lotteries & Lotteries, the Nova Scotia Provincial Lotteries & Casino Corporation, the Ontario Lottery and Gaming Corporation, and the Saskatchewan Liquor and Gaming Authority.
- ▶ RGC also wishes to thank the many individuals who have contributed to this project. These include researchers, treatment specialists, gaming operators and employees, and On-Site Responsible Gambling Information Centre staff from across Canada and around the world. Special thanks are also due to the self-excluded individuals who participated in focus group discussions.



# DEFINITIONS:

Self-Exclusion, Reinstatement, Renewal and Revocation



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# Defining Self-Exclusion

**Self-exclusion** is a protective measure that allows people to voluntarily ban themselves from accessing gambling facilities. It is a commonly used by gambling industries and players to minimize the harms of problematic gambling.



# Defining *Reinstatement*

***Reinstatement*** refers to an individual's removal from the self-exclusion program upon completion of the agreed term, or a minimum exclusion period, and the ability to gain access to gaming venue(s) from which they were barred.

PASSIVE



ACTIVE



# Defining *Renewal*

**Renewal** refers to the process of renewing or extending a period of self-exclusion.



# Defining *Revocation*

**Revocation** is a feature of some self-exclusion programs. It represents a form of premature reinstatement whereby an individual can revoke their self-exclusion agreement before the end of the term. It typically proceeds a minimum non-revocation period after which an individual is eligible to apply for reinstatement.





# RATIONALE:

Problems and Knowledge Gaps



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# Problems and Knowledge Gaps

- ▶ Lingering questions following RGC's 2007 *Insight* project, entitled "From Enforcement to Assistance: Evolving Best Practices in Self-Exclusion"
- ▶ A general dearth of research evidence on the process of reinstatement and renewal
- ▶ Interest from Canadian operators and other stakeholders about reinstatement and renewal best practices

# RESEARCH DESIGN:

## Objectives and Methods



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# Project Objectives

To contribute greater contextual understanding of *reinstatement* and *renewal* processes in Canada

To examine the research, current practices, operator and gambler experiences and synthesize approaches to self-exclusion *reinstatement* and *renewal* that hold the potential to improve existing processes or reaffirm best practices

# Research Methods

- ▶ Literature Review
- ▶ Policy and Procedures Analysis
- ▶ Gambling and Corporate Staff Interviews
- ▶ Client Focus Group Discussions
- ▶ *Insight* Roundtable Discussion

# KEY FINDINGS:

Literature Review, Policy Analysis, Interviews,  
Focus Groups, and Roundtable Discussion



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# Literature Review: It Starts with VSE

- ▶ Programs vary in process and conditions (e.g., registration, terms, enforcement, etc.)
- ▶ Self-exclusion as 'enforcement' or as 'assistive' carries implications for reinstatement and renewal
- ▶ Effectiveness of VSE is associated with other measures to address problematic gambling behaviour—this carries over to the formation of reinstatement and renewal

# Literature Review: Reinstatement

Table 1: Reinstatement Options and Conditions Reflected in Literature Review

| Options or Conditions   | Sources   |
|---|---|
| Letter from player requesting reinstatement                           | (Parke & Rigbye, 2014; Responsible Gambling Council, 2011)  |
| Provision of responsible gambling support and information             | (Gainsbury, 2014; Responsible Gambling Council, 2011)   |
| Review of reinstatement requirements by operator                      | (Bellringer et al., 2010; Blaszczynski et al., 2007; Gainsbury, 2014)                                   |
| Discussion of breaches  | (Responsible Gambling Council, 2011)  |
| Mandatory pre-reinstatement meeting with professional                 | (Bellringer et al., 2010; Gainsbury, 2014; Leitzel, 2011; Murray & Savage, 2010; Tremblay et al., 2008) |
| Mandatory meeting with operator staff                                 | (Parke & Rigbye, 2014)  |
| Optional pre-reinstatement counselling                                | (Blaszczynski et al., 2007; Nowatzki & Williams, 2002)  |
| Mandatory education session   | (Nowatzki & Williams, 2002; Tremblay et al., 2008; Verlik, 2008)  |
| Off-site reinstatement option   | (Gainsbury, 2014; Parke & Rigbye, 2014)   |
| Creation of gambler safety plan                                       | (Murray & Savage, 2010; Nowatzki & Williams, 2002)  |
| Continued exclusion from direct marketing, unless requested by player | (Gainsbury, 2014; Parke & Rigbye, 2014)   |
| Post-reinstatement risk-monitoring                                    | (Parke & Rigbye, 2014)  |

# Literature Review: Renewal

- ▶ Like reinstatement, renewal conforms to two general pathways: *active* and *passive*
- ▶ Clear and unambiguous communication an important factor affecting renewal process effectiveness
- ▶ Active renewal: location of administration is important
- ▶ Continued restrictions on direct marketing



# Literature Review: Revocation

Table 2: Revocation Conditions Affecting Reinstatement

| Revocation Conditions                               | Sources   |
|---|---|
| Minimum non-revocation period                       | (GamblingCompliance, 2009; Nowatzki & Williams, 2002; Verlik, 2008)                                   |
| Revocation requires meeting and possible assessment | (Blaszczynski et al., 2007; Croucher & Croucher, 2005; Leitzel, 2011; Napolitano, 2003; Verlik, 2008) |
| No revocation during self-exclusion period          | (Robert Ladouceur et al., 2007; National Center for Responsible Gaming, 2011; Parke & Rigbye, 2014)   |

# Policy and Procedures Analysis

## International Perspective:

- ▶ Most VSE programs support *active* reinstatement
- ▶ Terms less than 6 months were rare
- ▶ Minimum non-revocation period OR no revocation of terms
- ▶ Requirements for some sort of interaction before approval
- ▶ Lots of ambiguity surrounding renewal

Table 3: Selected Overview of International Self-Exclusion, Reinstatement and Renewal Policies

| Jurisdiction    | Self-Exclusion  | Reinstatement   | Renewal  |
|-----------------|---|---|--|
| Kansas (USA)    | <ul style="list-style-type: none"> <li>• Must apply in person</li> <li>• Life-time or two-year bans</li> </ul>  | <p>Can revoke at any time, but must meet requirements; else, re-evaluated after two-years</p> <p>Requirements:<br/>Complete PG assessment with certified counsellor; complete educational courses</p> | Exclusion is indefinite, unless request to reinstate is made |
| Illinois (USA)  | <ul style="list-style-type: none"> <li>• Must apply in person or over phone</li> <li>• Life-time ban</li> </ul> | <p>Can apply for reinstatement after five years</p> <p>Requirements:<br/>Provide affidavit from licensed gambling addictions counsellor</p>   | Exclusion is indefinite, unless request to reinstate is made |
| Louisiana (USA) | <ul style="list-style-type: none"> <li>• Must apply in person</li> <li>• Life-time ban</li> </ul>               | <p>Can apply for reinstatement after five years</p> <p>Requirements:<br/>Board hearing determination</p>  | Exclusion is indefinite, unless request to reinstate is made |

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| Jurisdiction        | Self-Exclusion   | Reinstatement  | Renewal  |
|---------------------|--|--|--|
| Mississippi (USA)   | <ul style="list-style-type: none"> <li>• Must apply in person</li> <li>• Five, ten, life-time or custom ban lengths of at least 5 years</li> </ul> | Reinstatement is automatic at the end of the exclusion period  | No process indicated; assume re-application of self-exclusion at end of term |
| New Jersey (USA)    | <ul style="list-style-type: none"> <li>• Must apply in person</li> <li>• One year, five years, or life-time ban lengths</li> </ul>                 | One and five year: Can only apply after period has expired   | No process indicated   |
| Pennsylvania (USA)  |  | Life-time ban: Cannot reinstate<br><br>Requirements:<br>Submit reinstatement form  |  |
| Australia (general) | <ul style="list-style-type: none"> <li>• Telephone or in person</li> <li>• Six months to indefinite (life-time) ban</li> </ul>                     | May apply to reinstate after 6-12 months<br><br>Requirements (may include):<br>Attendance at a meeting and counselling; spending and visitation limits; submit reinstatement form      | Process indicated; details not found   |
| Singapore           | <ul style="list-style-type: none"> <li>• Must apply in person</li> <li>• Indefinite (life-time) ban</li> </ul>                                     | May apply to reinstate after twelve months<br><br>Requirements:<br>Participate in counselling, rehabilitation or special education; undergo assessment of harm by trained professional | Exclusion is indefinite  |
| South Africa        | <ul style="list-style-type: none"> <li>• Must apply in writing</li> <li>• Six months, one year, five years, life-time ban lengths</li> </ul>       | May apply to reinstate after six months<br><br>Requirements:<br>Proof of attendance in counselling   | No process indicated   |
| United Kingdom      | <ul style="list-style-type: none"> <li>• Apply in person</li> <li>• Six months and five years</li> </ul>   | After six months a reinstatement request can be made<br><br>Requirements:<br>Submit reinstatement form; wait 24 hours before full reinstatement  | Process indicated; details not found   |

# Policy and Procedures Analysis (Cont'd)

## Reinstatement in Canada:

- ▶ Generally, the *active* process begins with the submission of a letter or form requesting reinstatement
- ▶ Eligibility may take under consideration breaching history or other evidence of risk
- ▶ After approval, names and photos are removed from exclusion list
- ▶ Some conditions or restriction upon re-entry may apply

# Policy and Procedures Analysis (Cont'd)

## Renewal in Canada:

- ▶ Active renewal may require the submission of a new VSE agreement
- ▶ Submission of requests usually done in person on-site or off-site
- ▶ If the total ban length exceeded several years, applicants sometimes required to renew due to outdated photographic references
- ▶ *Passive* renewal does not require any action to be taken

Table 4: Overview of Canadian Self-Exclusion, Reinstatement and Renewal Policies

| Jurisdiction                         | Self-Exclusion Terms                               | Reinstatement  | Renewal   |
|--------------------------------------|--|--|---|
| British Columbia Lottery Corporation | Six months, one year, two years, or three years    | <p>Cannot be revoked prior to completion of the term.</p> <p><b>Requirements:</b><br/>No additional requirements once term is completed.</p>   | <p>Can re-enrol or extend the period of SE prior to the expiry date by attending a BCLC office or contacting BCLC Customer Support to arrange to be contacted by a designated BCLC Employee to complete the required documentation for the exclusion.</p> <p>If the expiry date of the SE has been reached, the person can attend a British Columbia gaming facility to re-enrol.</p> |
| SaskGaming                           | Minimum three months, up to five years. Agreements | Can request to have SE agreement revoked prior to expiry date, by email or letter, after a minimum of six months have passed.  | Can extend their VSE by entering a new agreement.   |
|                                      | made in monthly increments.                        | <p>Must complete a Gambling &amp; Risk Information session delivered by a trained regional health authority problem gambling counsellor, and sign a waiver indicating that they understand the risks associated with gambling and problem gambling. Request must be approved by the Manager of RG or Executive Director of Risk &amp; Compliance.</p> <p><b>Requirements:</b><br/>No additional requirements once term is completed.</p> |   |



|  |  |   |  |  |
|--|--|---|--|--|
|  | Manitoba Liquor & Lotteries            | Six months, one year, two years, or three years | Cannot be revoked prior to completion of the term.<br><b>Requirements:</b><br>Must complete an information course (on-line or in-person), and write a letter to Manitoba Liquor & Lotteries requesting to reinstate.   | Exclusion is indefinite, unless request to reinstate is made once the self-selected time frame is complete.  |
|  | Ontario Lottery and Gaming Corporation | Six months, one year, or indefinite             | If fixed term, cannot apply to reinstate prior to completion of the term.<br>If indefinite, cannot apply to reinstate prior to six months.<br><b>Requirements:</b><br>Submit request for reinstatement in writing. Request and individual's history are reviewed to consider the individual's breach history, with final determination made by Gaming Site management.<br>If eligible for reinstatement, the individual must complete a mandatory responsible gambling reinstatement tutorial, complete a minimum 30 day waiting period, then attend an appointment to sign reinstatement form at a Gaming Site. | Exclusion is indefinite, unless request to reinstate is approved.  |
|  | Loto-Quebec                            | Minimum three months, up to five years.         | Cannot be revoked prior to completion of the term.<br><b>Requirements:</b><br>No additional requirements once term is completed.   | Can renew at any of the six gaming venues, head offices, or specified addictions centres.<br>Can renew at any time as long as when combined with the existing contract, it does not exceed a 5 year period. The 'new' contract starts the day the previous one ends. |

|                                      |  |  |   |
|--------------------------------------|--|--|---|
| Nova Scotia Provincial Lotteries and | Indefinite                                       | <b>Requirements:</b> Complete an application to <i>Alcohol, Gaming, Fuel and Tobacco Division of Service Nova Scotia</i> , complete a  | Exclusion is indefinite.                                      |
| Casino Corporation                   |  | psychological assessment, potentially a financial assessment, and a hearing before the <i>Nova Scotia Utility and Review Board</i> .   |   |
| Atlantic Lottery                     | Six months, one year, two years, or three years. | Cannot be revoked prior to completion of the term.<br><b>Requirements:</b> Written request and attend meeting with PlayWise (RG) Information Centre staff. 30 day waiting period following completion of reinstatement form. | Exclusion is indefinite, unless request to reinstate is made. |

# Gambling and Corporate Staff Interviews

- ▶ Reasons for self-exclusion and reinstatement
- ▶ Objectives of reinstatement
- ▶ Perceptions of gambler sentiments
- ▶ Awareness of reinstatement and renewal process
- ▶ Benefits and challenges of reinstatement and renewal
- ▶ Additional reinstatement options (education, counselling, multiple VSE, multiple breaches)

# Client Focus Group Discussions

► **Self-exclusion:** awareness, motivation, ban length, experience

*"I heard about through group [here at the treatment centre]."*

*"For me, it was 6 years before I actually did it [enrolled in the self-exclusion program]."*

*"I was tired of hurting myself and my loved ones"*

*"I had chosen indefinite and was told that I could come back in six months. This made so angry. At that point I was at my lowest and broken. I chose indefinite because I never wanted to come back."*



# Client Focus Group Discussions

- ▶ **Reinstatement:** general thoughts, perspectives on options and consideration of multiple self-exclusions and breaches

*"This is treading on dangerous water."*

*"I don't want a stamp of approval that I can now gamble."*

*"We all want some autonomy for making decisions for ourselves."*

# Client Focus Group Discussions

- ▶ **Renewal:** awareness, thoughts on administration, other considerations for informed decision-making

*"It could be a phone call with some way of identifying myself."*

*"It could be done in writing, but definitely not in the casino."*

*"If it has to be done in person, then at a place that is not the casino."*

# *Insight* Roundtable Discussion

- ▶ **After reinstatement:** minimum requirement, implementation challenges, impressions of various reinstatement requirements
- ▶ **Scenario-based discussion:**
  - ▶ First-time self-excluder, no breaches
  - ▶ Multiple self-excluder, no breaches
  - ▶ Self-excluder, confirmed breaching
- ▶ **Renewal and active reinstatement**

Figure Three: Importance of marketing restrictions for reinstated players

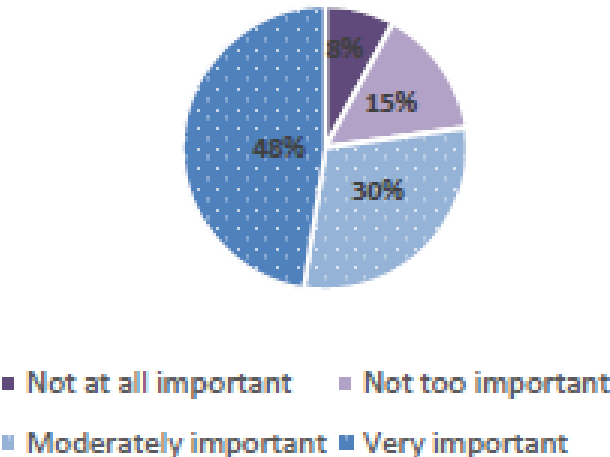


Figure Four: Importance of restricting player credit after reinstatement

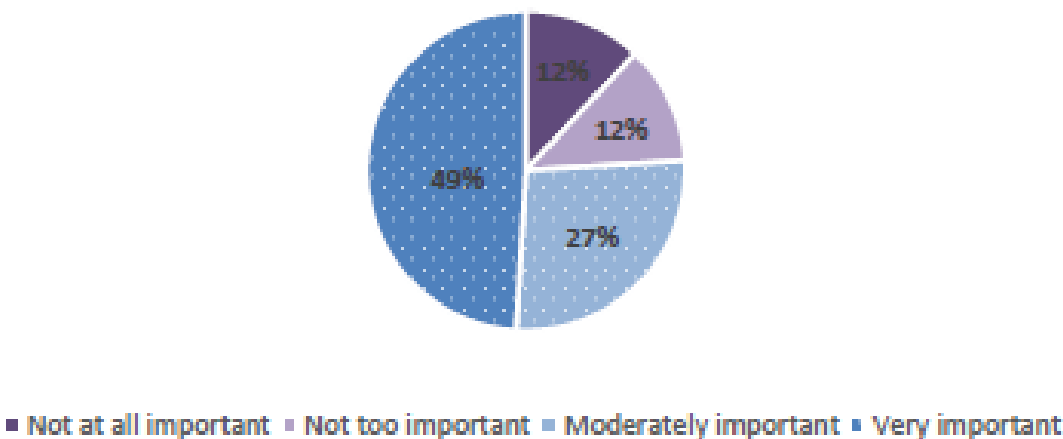


Figure Five: Importance of restrictions on player money and/or time limits after reinstatement

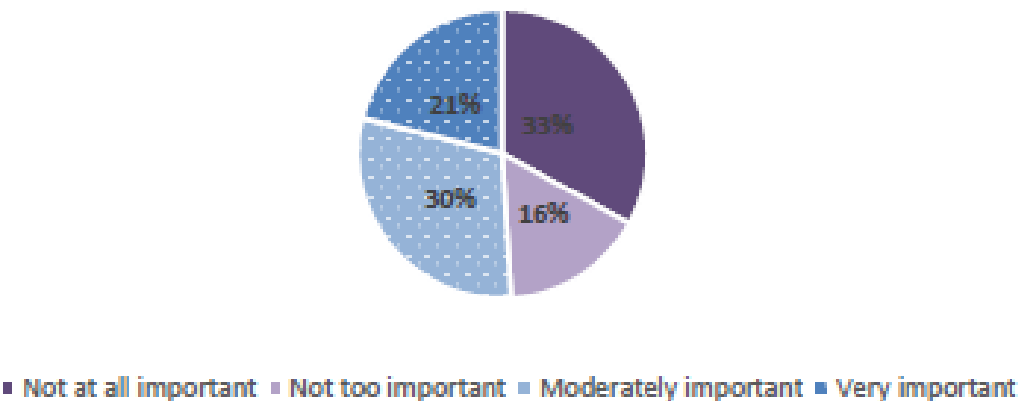
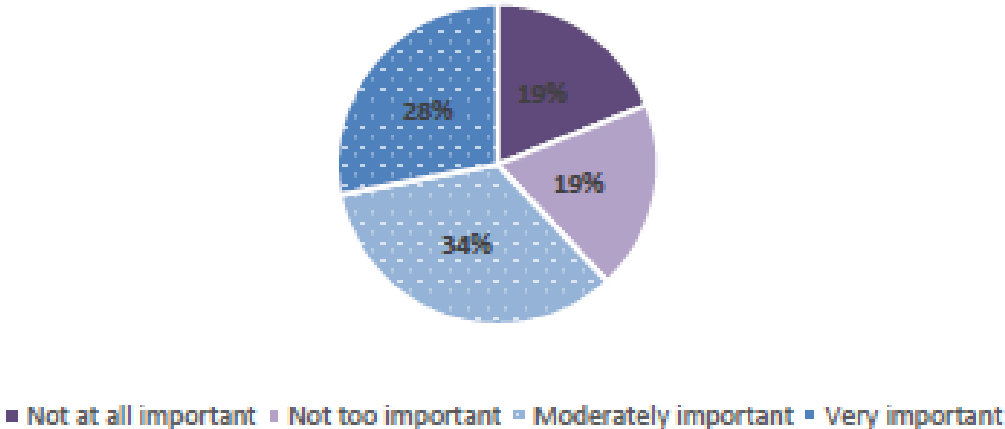


Figure Six: Importance of a probationary period for reinstated players





# Knowledge Synthesis and Recommendations



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# Active Reinstatement, *Passive/Active* Renewal and No Revocation

## Active Reinstatement:

- ▶ Positive Action
- ▶ Reinstatement Options (Meetings, Education Session, Counselling)

## After Reinstatement:

- ▶ Restriction of Credit
- ▶ Exclusion from Marketing
- ▶ Exclusion from Loyalty Programs

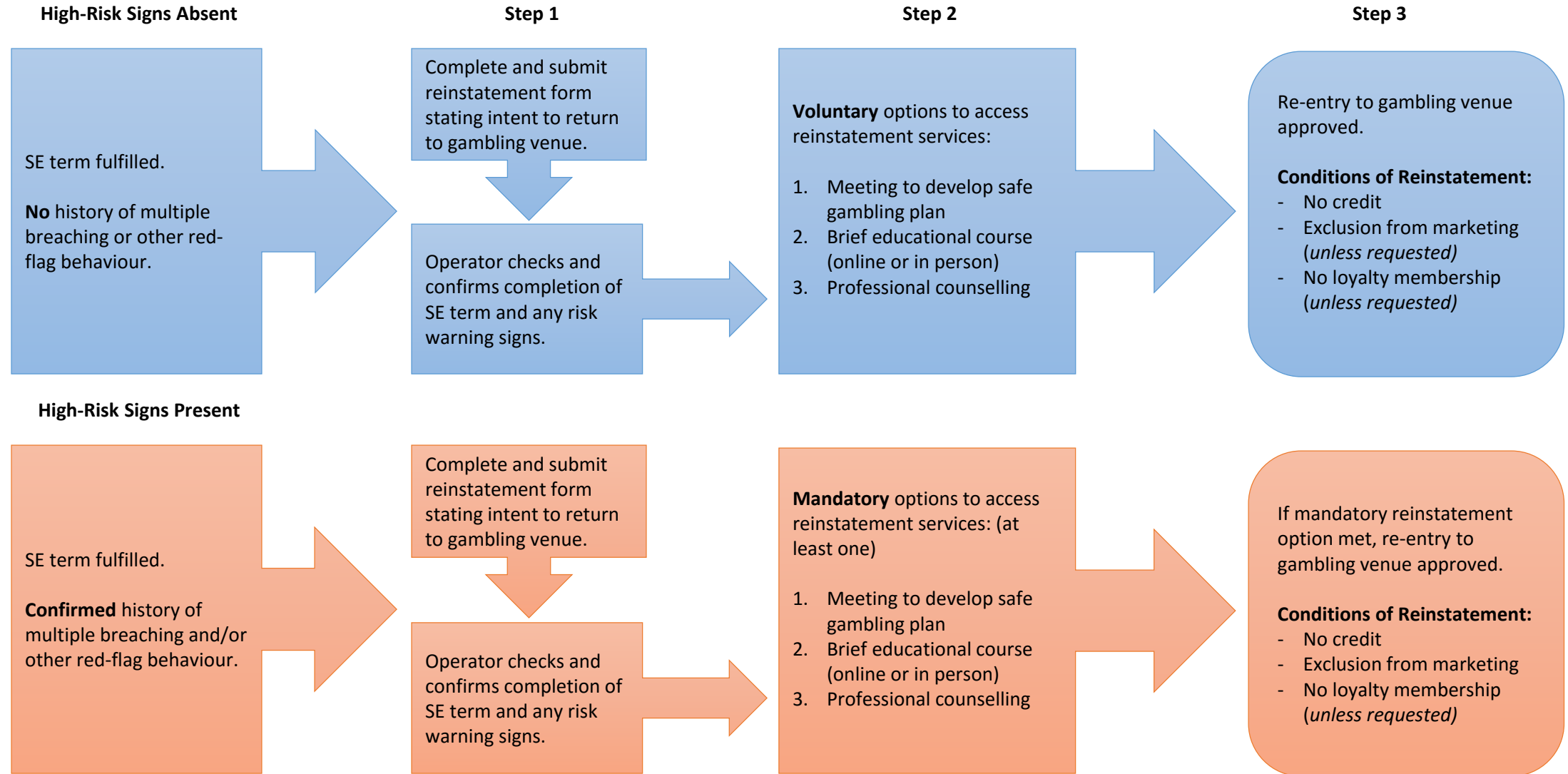
## VSE Renewal:

- ▶ Active or Passive, based on preference
- ▶ Off-Site Administration

## Revocation:

- ▶ Eliminate Feature

# Proposed Strategy for Self-Exclusion Reinstatement



Thank you! Questions?

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