

# Responsible Gambling Training in Ontario Canada

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[ProblemGambling.ca](http://ProblemGambling.ca)

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# Agenda

- Responsible gambling training approach: 2005-2016
- What we know about how it's working
- Where we're heading
- What we know we don't know

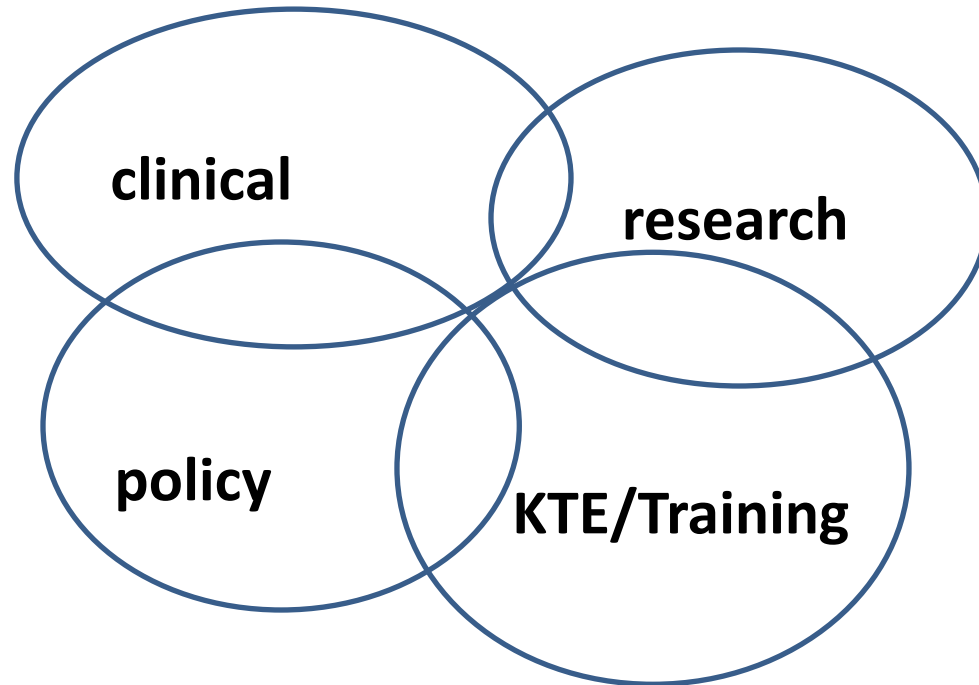


# Acknowledgements

- Dr. Lena Quilty
- Professor Alexander Blaszczynski
- Gambling Research Exchange, Ontario (& OPGRC)
- Ontario Lottery and Gaming



# The Problem Gambling Institute



[www.problemgambling.ca](http://www.problemgambling.ca)



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# RG by LOB

- Training 2005-2015
- Casino staff, 2014-15: 13,400 (950 additionally took advanced RG)
- All casinos (except 1), c-gaming centres, support centres etc
- C-gaming (bingo)
- Support centre/prize centre
- Lottery
- i-gaming

# Training Formats



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# Inverted Classroom Model



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# Content



## RESPONSIBLE GAMBLING RED FLAG GUIDELINES

Recognize	Red Flags	Common Myths	Money Seeking & Changes in Play	Serious Red Flags	Frequent or Extended Play	Extreme Behaviours	Request for Help
		<ul style="list-style-type: none"><li>Believes they can predict or influence the outcome of the game</li><li>Demonstrates a poor understanding of how the games work</li><li>Over-estimates the odds of winning</li><li>Doesn't leave a machine because it's "due to win"</li></ul>	<ul style="list-style-type: none"><li>Complains about Losses/ Overspending</li><li>Chasing losses</li><li>Makes frequent trips to the ATM</li><li>Changes in betting pattern and amounts wagered.</li><li>Complains about the fairness of the games</li></ul>	<ul style="list-style-type: none"><li>Sleeping or observable exhaustion</li><li>Uninterrupted play with no breaks for food</li><li>Poor self-care such as failure to take medications or hygiene issues</li><li>Daily Play - Noticeable increase in visit frequency/length of play</li></ul>	<ul style="list-style-type: none"><li>Asks to borrow money</li><li>Angry and aggressive</li><li>Making threats</li><li>Crying or depressed</li><li>Threat of self-harm, suicidal</li><li>Property damage</li><li>Breach of Trespass or Self-Exclusion</li></ul>	<ul style="list-style-type: none"><li>Customer states they have a gambling issue</li><li>Customer asks for information about Self-Exclusion</li><li>A family member or friend asks for support regarding someone they believe has a gambling problem</li><li>Disclosure of financial difficulties due to gambling</li></ul>	
Respond	First Response: All Gaming Employees	Provide clear and simple information about: <ul style="list-style-type: none"><li>Randomness and Independent Outcomes</li><li>House Advantage, Return to Player, Odds of Winning</li><li>Setting Time and Money Limits</li></ul> Refer to KnowYourLimit.ca or on-site RGRC. If the issue is ongoing or there's an increase in frequency, intensity, and/or complexity, escalate to Advanced RG Team	Provide clear and simple information about: <ul style="list-style-type: none"><li>Randomness and Independent Outcomes</li><li>House Advantage, Return to Player, Odds of Winning</li><li>Setting Time and Money Limits</li></ul> Refer to KnowYourLimit.ca or on-site RGRC. If the issue is ongoing or there's an increase in frequency, intensity, and/or complexity, escalate to Advanced RG Team	Serious Red Flags	Using a customer service approach, check in with the customer and assess for: <ul style="list-style-type: none"><li>Health issues and/or</li><li>Signs of impairment</li><li>Suggest a break</li></ul> Be prepared to provide basic RG information then escalate to Advanced RG Team	If a customer is displaying extreme behaviours, escalate immediately to the Advanced RG Team <ul style="list-style-type: none"><li>Do not leave a depressed or suicidal customer alone</li><li>If a customer asks to borrow money, explore RG issues and provide information about help options</li></ul>	Be prepared to provide basic RG information then escalate to Advanced RG Team <ul style="list-style-type: none"><li>Briefly describe help options</li><li>Provide brochures for the helpline, ProblemGambling.ca Self-Help Tools and Self-Exclusion as appropriate</li><li>Inform family members that they can access services even if the person who gambles does not attend</li></ul>
	Response if Escalated: Advanced RG Team*	Reinforce and support the first response provided to the customer and offer additional information on key gambling concepts: <ul style="list-style-type: none"><li>Randomness and Independent Outcomes</li><li>House Advantage, Return to Player, Odds of Winning</li><li>Setting Time and Money Limits</li></ul> Assess for other RG Red Flags and refer customer to KnowYourLimit.ca or on-site RGRC	Reinforce and support the first response provided to the customer and offer additional information on key gambling concepts: <ul style="list-style-type: none"><li>Randomness and Independent Outcomes</li><li>House Advantage, Return to Player, Odds of Winning</li><li>Setting Time and Money Limits</li></ul> Assess for other RG Red Flags and refer customer to KnowYourLimit.ca or on-site RGRC		Check in regularly with the customer: <ul style="list-style-type: none"><li>If customer is found sleeping or displaying observable exhaustion, utilize Fatigue Impairment Policy</li><li>Pay particular attention to the customer's well-being</li><li>Assess for lucidity and clarity of judgment or whether a medical condition exists</li><li>Ensure customer has a safe way to get home</li></ul> Offer to provide RG information; refer customer to KnowYourLimit.ca, on-site RGRC or Ontario Problem Gambling Helpline, as required	<b>ANGRY:</b> Use ABC, 123 Model <b>CRYING:</b> Use containment strategies and respond to any suicide red flags <b>SUICIDAL:</b> <ul style="list-style-type: none"><li>Tell them you are concerned and are calling someone to help</li><li>Stay with the customer until Security arrives</li><li>Follow site suicide protocol (involve Security)</li><li>Refer to local support services, if appropriate</li></ul> Once contained, offer to provide RG information; refer customer to KnowYourLimit.ca, on-site RGRC or Ontario Problem Gambling Helpline, as required	Provide information about help options including: <ul style="list-style-type: none"><li>Describe problem gambling counseling</li><li>Explain/conduct voluntary Self-Exclusion</li><li>Assess for suicide risk</li><li>ProblemGambling.ca Self-Help Tools</li><li>Inform family members that support services are available to them</li></ul> Offer to provide RG information; refer customer to KnowYourLimit.ca, on-site RGRC or Ontario Problem Gambling Helpline, as required
Report	Gaming employees report to Advanced RG Team for escalation, as required			Advanced RG Team will report all customer interactions related to these 'Serious Red Flags' utilizing the RG Interaction Reporting Tool			

\* Advanced RG Team: Gaming Managers (i.e., Shift, Department), Security Supervisors, Casino Hosts



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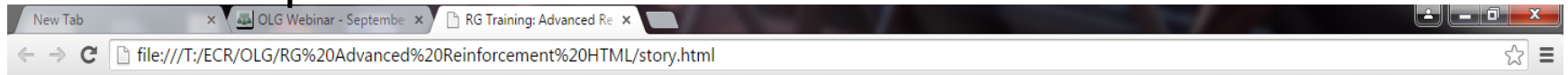
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# Key Learning: Continuum Approach and Tailoring the RG Message



# Sample content



**RG Training: Advanced Reinforcement Module**Menu | CC | Resources

## Gambling Support Resources

**RESOURCE CENTRE****ACTIVITY CENTRE****KNOWLEDGE CHECK CENTRE**

### Scenario: Tailoring your recommendations

Dom, one of your regular customers, mentions that once in a while he spends more than he had planned to at the casino. He says he doesn't think he has a problem, but wonders how you are supposed to know when you are going too far. **What resources would you recommend to Dom?**

Please enter your response here.

Know your limit  
Play within it

OLG

SUBMIT



10:11 AM  
9/16/2015

## Gambling Support Resources



RESOURCE CENTRE

ACTIVITY CENTRE

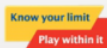
KNOWLEDGE CHECK CENTRE

### Scenario: Recommending resources to family

A distraught father just approached you and explained that he thinks his adult son has a gambling problem, and he doesn't know what to do about it. You explain that there are resources to help not only his son, but him as well.

Given that the father feels the situation has already become serious, which resources may be most appropriate? **Select all that apply.**

- A. [ProblemGambling.ca](#)
- B. The Ontario Problem Gambling Helpline
- C. The Responsible Gaming Resource Centre (RGRC)
- D. [www.knowyourlimit.ca](#)



SUBMIT



## RG Training: Advanced Reinforcement Module

Menu CC Resources

# Gambling Support Resources



RESOURCE CENTRE

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KNOWLEDGE CHECK CENTRE

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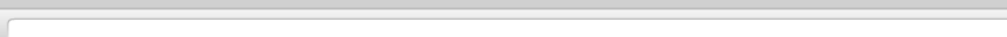
- ☒ ProblemGambling.ca
- ☒ The Ontario Problem Gambling Helpline
- ☒ The Responsible Gaming Resource Centre (RGRC)
- ☐ www.knowyourlimit.ca

**One resource is not ideal for this situation: D.**

Knowyourlimit.ca can explain how gambling works and provide other valuable information, however, the other resources would be more appropriate for serious or harmful gambling behaviours.

- **ProblemGambling.ca** can help assess the situation and advise what to do.
- **RGRC** can connect the father to help in his community.
- **The Helpline** is available 24/7 to speak directly with someone who can connect callers with free support services.

Continue



SUBMIT



10:15 AM  
9/16/2015

# Some Lessons from RG Casino

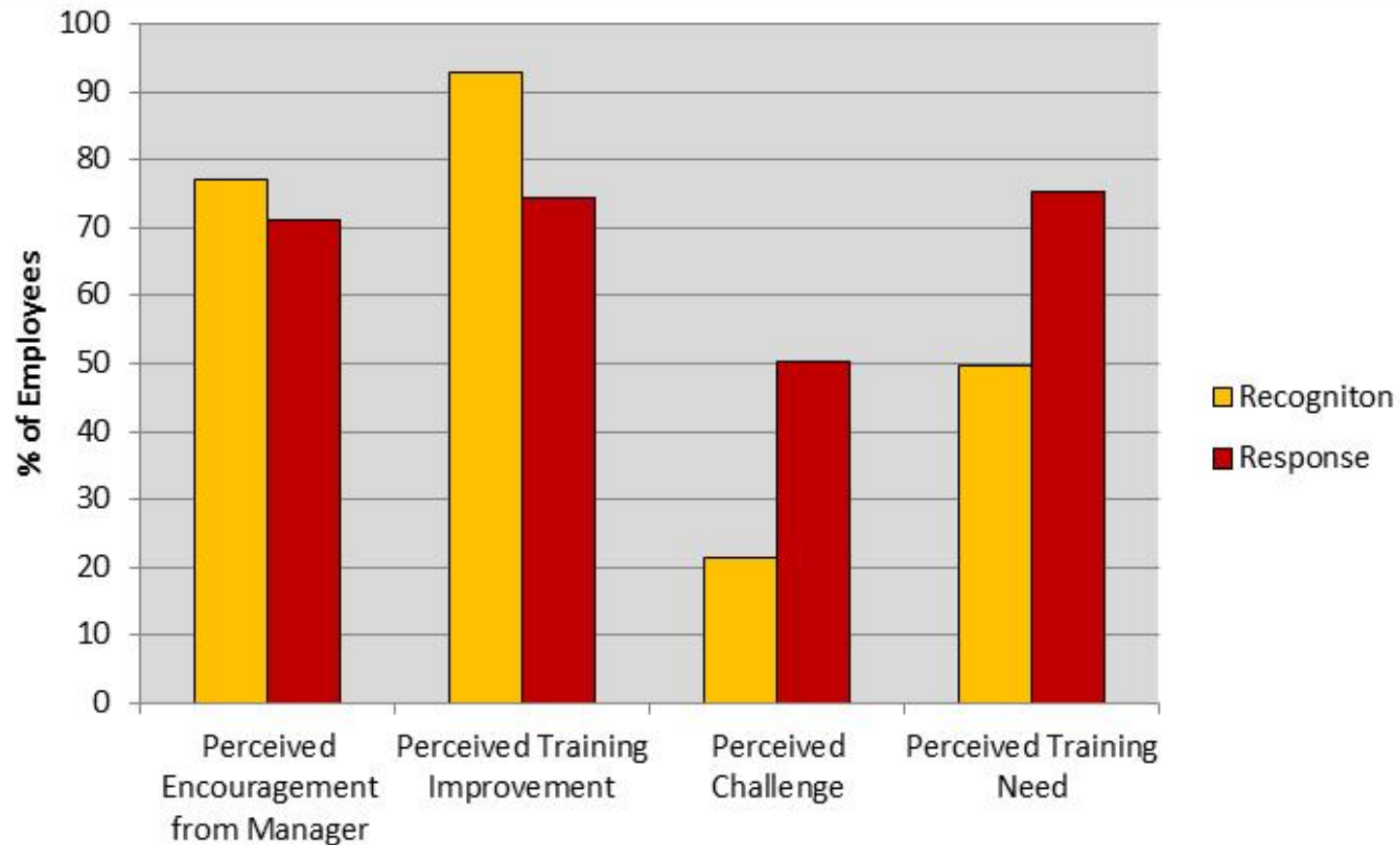


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# *Employee Perceptions*

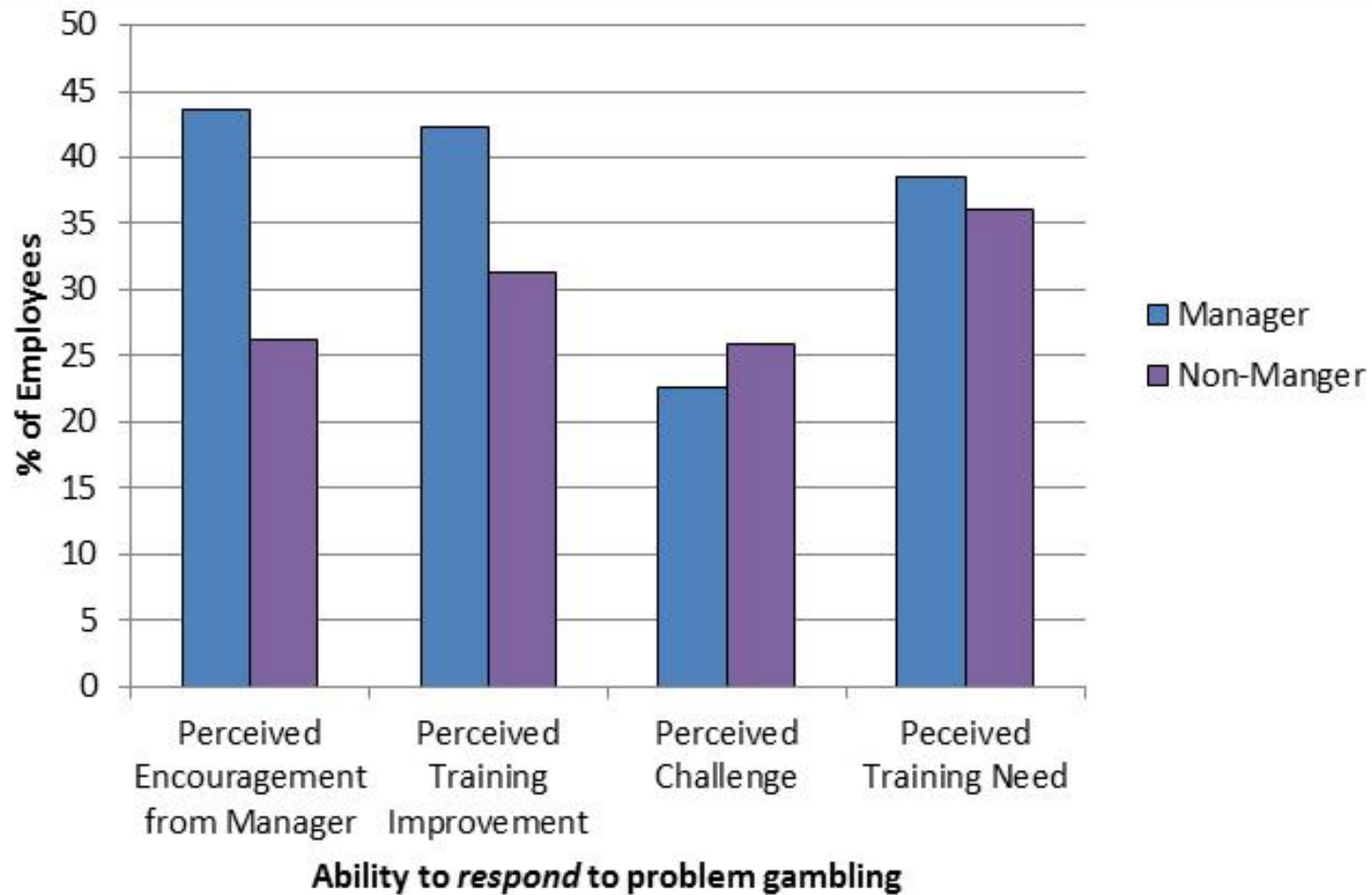




# *Employee Perceptions*



# *Employee Perceptions*



# Job Satisfaction and RG

**Responsible Gambling Training in  
Ontario Casinos: Employee Attitudes  
and Experience**

Quilty, Robinson and Blaszczynski



# What do we know we don't know???



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# Aspirations/Next Steps

Feel free to contact me

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