

A Critical Conversation on Responsible Gaming in Canada and Beyond

Lena C. Quilty, Ph.D., C.Psych.

Disclosures

- In the past 5 years, I have received funding from:
 - ◆ National Institutes of Health (NIH)
 - ◆ Canadian Institutes of Health Research (CIHR)
 - ◆ American Psychiatric Association (APA)
 - ◆ Ontario Mental Health Foundation (OMHF)
 - ◆ Canadian Consortium for Gambling Research (CCGR)
 - ◆ Gambling Research Exchange Ontario (GREO)

Responsible Gambling (RG)

- *Responsible Gambling (RG)*
 - ◆ Policies and practices
 - ◆ To prevent and reduce potential harms associated with gambling
 - ◆ Diverse interventions to promote
 - ☞ Consumer protection
 - ☞ Community and consumer awareness and education
 - ☞ Community and consumer access to efficacious treatment
- Blaszczynski, Ladouceur, & Shaffer (2004, p. 308)

Responsible Gambling (RG)

- Blaszczynski, Ladouceur, & Shaffer, 2004
 - ◆ Reno Model provided key principles for RG policies
- Blaszczynski et al. (2011) outlined fundamental and minimal principles for RG programs
 - ◆ Communications
 - ◆ Employee training
 - ◆ Enforcement of underage play
 - ◆ Self-exclusion readily available
 - ◆ Modify environmental features contributing to excess play



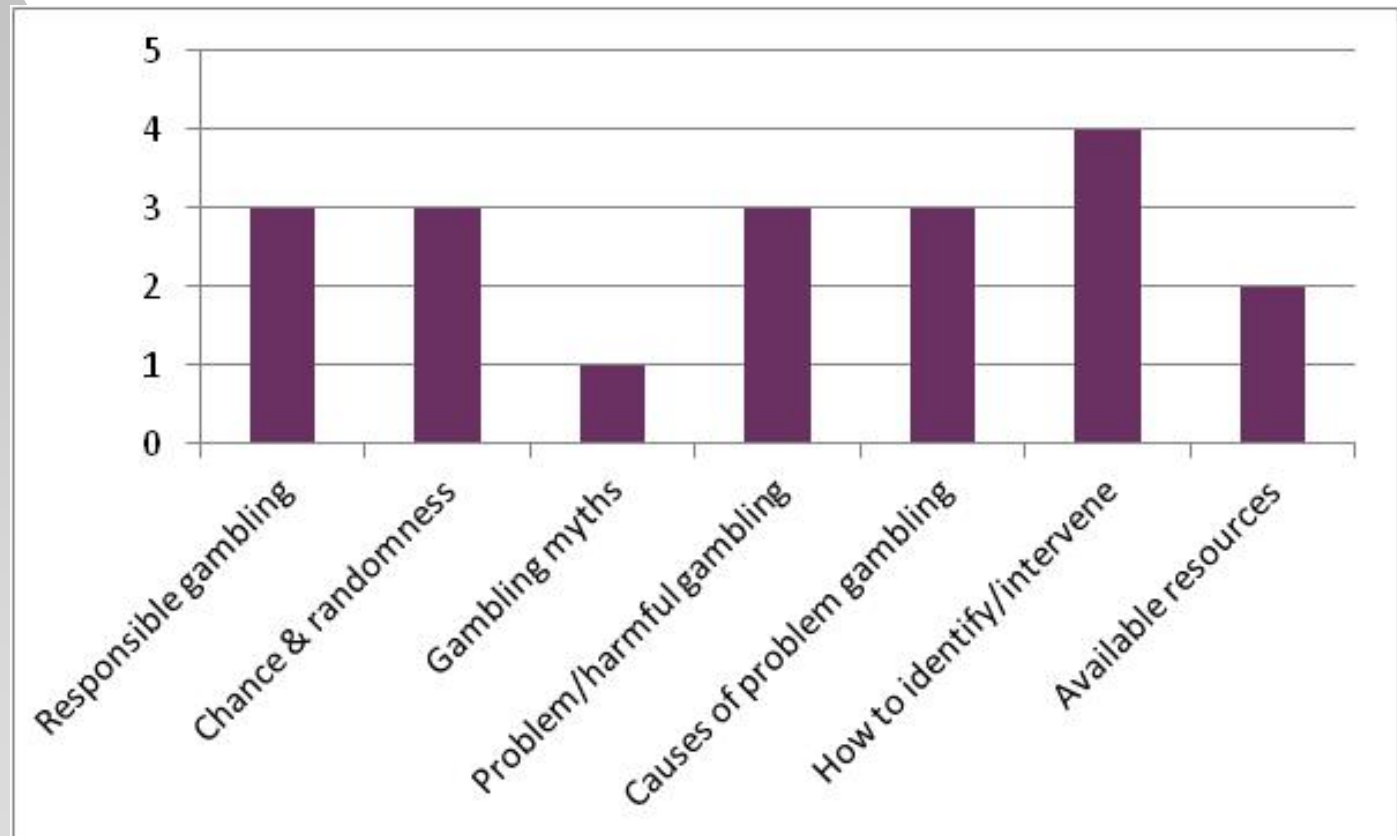
Responsible Gambling Training: A Focused Example

Is RG Training Effective?

- Published/available research limited
- Restricted to VLT and casino employees
 - ◆ VLT
 - ☞ Ladouceur et al., 2004
 - ☞ Dufour et al., 2008
 - ◆ Casino
 - ☞ Giroux et al., 2008
 - ☞ Wong & Poon, 2011
 - ☞ LaPlante et al., 2012

Is RG Training Effective?

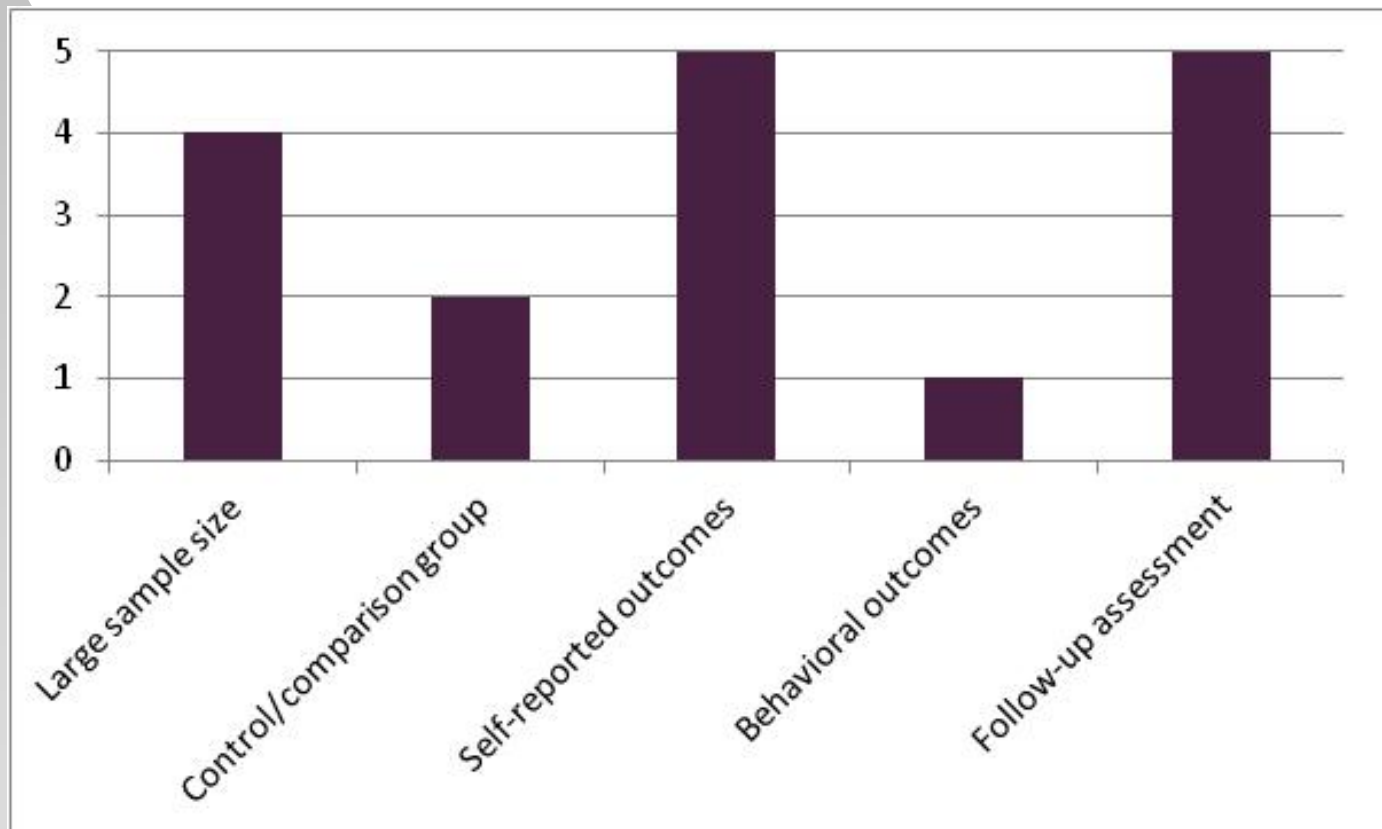
- Supports impact on knowledge, skills, and activities



Ladouceur et al., 2004; Dufour et al., 2008;
Giroux et al., 2008; Wong & Poon, 2011; LaPlante et al., 2012

Is RG Training Effective?

- Numerous methodological strengths



Ladouceur et al., 2004; Dufour et al., 2008;
Giroux et al., 2008; Wong & Poon, 2011; LaPlante et al., 2012

Is RG Training Effective?

- Important knowledge gaps
 - ◆ Impact of RG training on employee behaviors, player experience, problem gambling incidence
 - ◆ Impact of RG training on employee problem gambling
 - ◆ Links between RG training and culture of social responsibility, job satisfaction and performance
 - ◆ Relative impact, cost-effectiveness of RG training
 - ◆ Necessary format, trainer credentials
 - ◆ Necessary implementation procedures

Evidence for RG Training Content?

- How to identify players in need?
- Research supports a wide range of player behaviors to identify those in need, including:
 - ◆ Gambling frequency, duration, & expenditures;
 - ◆ Anger & depression;
 - ◆ Social behaviors, rudeness & hostility
- Evidence suggests that gaming venue employees can gauge gambling behaviors and harm
 - ◆ Combinations of indicators greater accuracy
 - ◆ More limited accuracy in categorizing players (presence/absence of problem gambling)

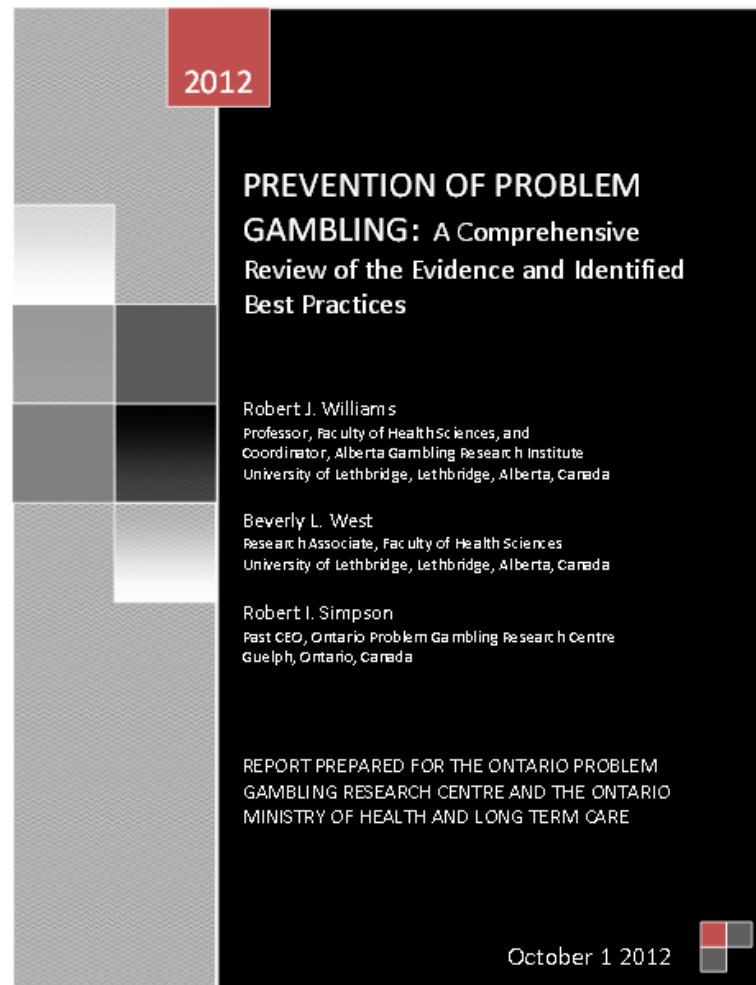
Evidence for RG Training Content?

- How to support players in need?
- Research suggests that players are not aware of the resources available, and may hold inaccurate beliefs about the nature of those resources (e.g., costs)
- Research supports the benefits of the most common resources available, namely:
 - ◆ Responsible gambling centres
 - ◆ Self-exclusion

RG Training: Conclusions

- Published research for RG training programs
 - ◆ Many strengths
 - ☞ Content generally consistent with standards
 - ☞ General information as well as practical, scenario-based content appropriate to local need
 - ◆ Areas for future research:
 - ☞ Impact & utility
 - ☞ Implementation after training
 - ☞ Explicit delineation of roles & boundaries
 - e.g., ↓ response to signs of moderate severity

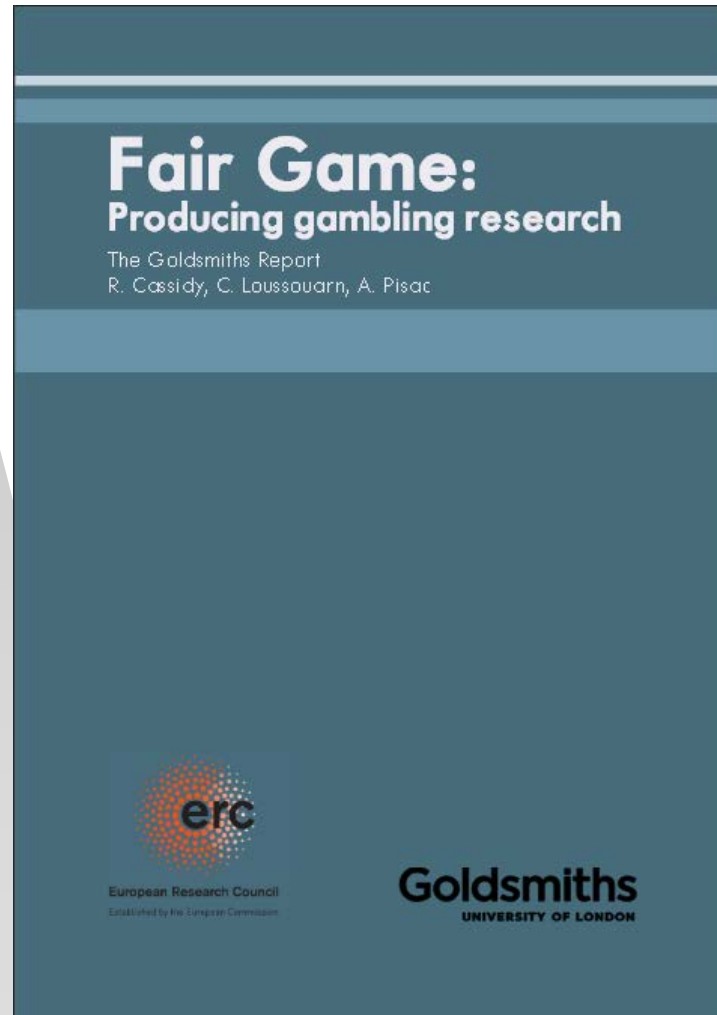
RG Programming: Impact & Issues



RG Programming: Impact & Issues

- Impact:
- Variable evidence for different RG programs
 - ◆ Education, self-exclusion, employee training
 - ◆ Limited evidence for impact on problem gambling incidence
- Disproportionate research regarding tertiary prevention, with a focus on gamblers, compared to primary prevention, with a focus on policy, structure
- Much research contained within internal reports or “grey literature” of varied/limited accessibility

RG Programming: Impact & Issues



RG Programming: Current Issues

- Issues:
- Challenges to research & innovation
- Research funding availability
 - ◆ Decreases in government/charitable funds
 - ◆ Complete objectivity possibly by any funding source (Wohl & Wood, 2015)
- Transparency & autonomy
 - ◆ In other areas, industry funding associated with pro-industry outcomes (Babor & Miller, 2014)
 - ◆ Research funding, methods, and reporting
 - ☞ Clear statements re source, restrictions, etc.

RG Programming: Current Issues

- Issues:
- Applications
 - ◆ Increases in commercialization, private sector partnerships



RG Programming: Current Issues

- Issues:
- Applications
 - ◆ Increases in commercialization, private sector partnerships



MAXIMISE YOUR RESEARCH IMPACT



research impact
turning research into action

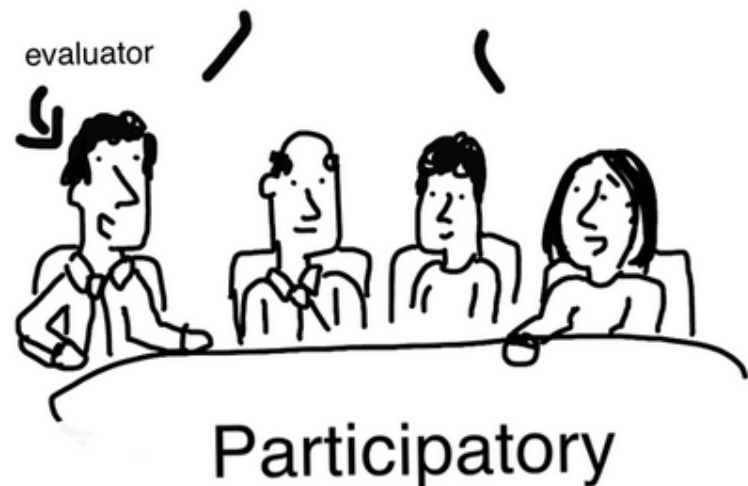
RG Programming: Current Issues

- Issues:
- Sustainability
 - ◆ Partnerships necessary for culture change

With your ongoing support
we can make this evaluation
a success.



Working together, we will
make this evaluation a success.



A Critical Conversation

- Janine Robinson, M.Ed., CPGC, RP
 - ◆ Advanced Practice Clinician & Educator
 - ◆ Problem Gambling Institute of Ontario,
Centre for Addiction and Mental Health

- Garry Smith, Ph.D.
 - ◆ Professor
 - ◆ Department of Government Studies,
University of Alberta