

RESPONSIBLE GAMING

Customer Assistance Program

Training: 2020

Presented By

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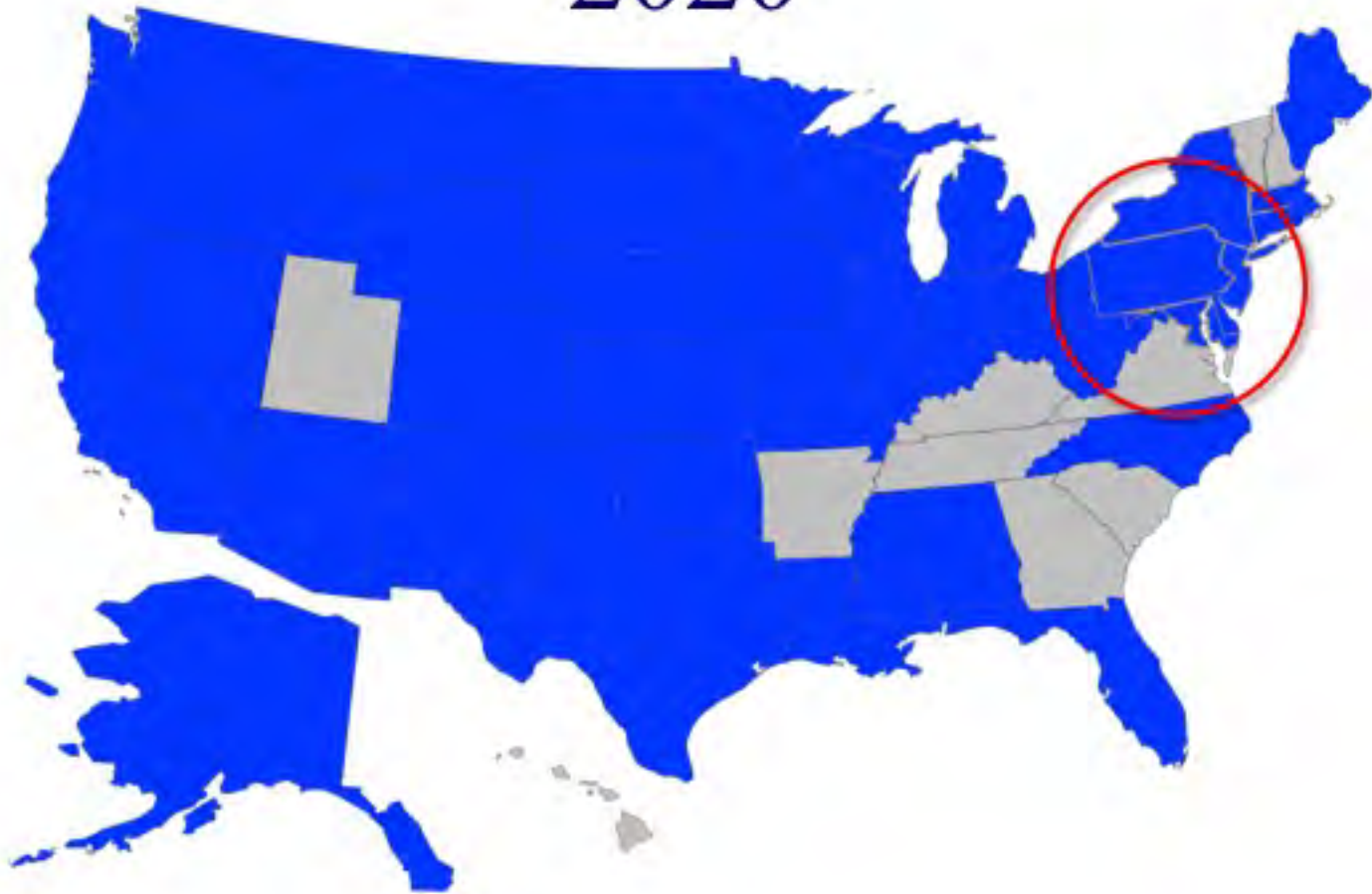
Helpline: 1-800-GAMBLER®

Council on Compulsive Gambling of Pennsylvania

- CCGP is non-profit advocacy organization affiliated with the National Council on Problem Gambling
- CCGP has operated the state funded Helpline since 1997 with funding from The Pennsylvania Lottery, our Casino Corporate Partners and DDAP
- We provide training programs, speakers, workshops, prevention and clinical training programs to business, schools, health care and treatment organizations

1-800-GAMBLER®

U.S. Casino Gambling 2020



Casino Gambling Pennsylvania: 2020



What Is Responsible Gaming?

Responsible Gaming Is:

- Gambling that is meant to be fun and entertaining.
- Sticking to **limits** with time and money.
 - Not spending more than you can afford to lose.
 - Gambling that **DOES NOT** cause problems at home, at work, legally or financially

Gambling Disorder

What is Gambling Disorder?

- Progressive, persistent and recurrent problematic gambling behavior, that leads to significant distress and major life problems
- Ongoing failure to control/refrain from gambling disrupts:
 - Finances
 - Family life
 - Jobs/careers
 - Educational pursuits
 - Legal conflicts

Prevalence of Problem Gambling

- Approx. 1-3% of the Adult Population of the U.S. has a Gambling Problem
- Estimated to be nearly 300,000 people in Pennsylvania

Underage Gambler

Underage Gambling

- Underage gambling is not only against company policy...

IT IS AGAINST THE LAW! *

Pa Racehorse Development and Gaming Act

- *“It shall be unlawful for an individual under 21 years old to wager, play or attempt to play a slot machine or table game at a licensed facility”*
- **All casino team members have the responsibility for identifying underage gambling at all times.**
- This policy is a gaming regulation - casinos and individuals can be, **and have been,** fined when allowing minors into gaming areas

Valley Forge Casino Resort Underage Gambling Policy

- Signage and announcements throughout Casino
- 30 years of age or younger – **Must Show ID**
 - Legally acceptable government issued identification must include a photograph and date of birth
- If you have any suspicion that a guest may be underage, contact Security

DO NOT STAY QUIET!

Valley Forge Casino Resort Underage Gambling Policy

- **Discovery of Underage Individual on Gaming Floor**
 - Security will notify PGCB Agent immediately
 - Individual will be removed from gaming floor
 - All winnings / money will be confiscated
 - Individual will be detained, possibly charged, evicted and/or arrested by PA State Police

Exclusion Program

Involuntary and non-confidential

Criteria for exclusion

- A person whose presence in a licensed facility goes against the best interest of the Commonwealth and/or of licensed gaming.
- Exclusion list contains identifying information and a photograph
- An excluded person may not enter or be on the gaming floor of a licensed facility.

Visibly Intoxicated Gambler

Valley Forge Casino Resort Intoxicated Gambler Policy

Signs of Intoxication

- Smell
- Staggered Walking
- Slurred Speech
- Glassy Eyes
- Shouting / Yelling
- Arguing / Fighting
- Erratic Behavior
- Etc.

Valley Forge Casino Resort Intoxicated Gambler Policy

- Maintain awareness of Sobriety Level
- If a guest appears intoxicated, any employee may notify Security
- Security will notify the F&B server and drinks will be monitored/restricted

Valley Forge Casino Resort Intoxicated Gambler Policy

- Visibly intoxicated individuals –
 - Alcohol service will be suspended
 - Removal from Gaming Floor
- Valet/Security will offer to assist guest in finding other means of transportation
- If customer attempts to leave premises by operating a motor vehicle, Security will immediately notify local law enforcement

7 Warning Signs of Problem Gambling

7 Warning Signs of Problem Gambling

1. Changes in Patterns of Play

- An increase in frequency of play or amount of money spent
- Increase in number of/length of visits

2. Appearance (Physical / Behavior)

- No longer taking pride in how they look
- No longer appearing to have fun

7 Warning Signs of Problem Gambling

3. Irrational Thinking / Statements

- Placing Desperate wagers
- Chasing losses
- Near wins/misses
- Displaying Irrational behaviors with others

4. Loan Seeking

- Borrowing money from others
 - Customers
 - Staff

7 Warning Signs of Problem Gambling

5. Inability to Stop / Loss of Control

“I was only going to spend a few dollars, now I’ve lost all I have”

“I was only stopping in for a few minutes – I missed my child’s birthday party”

The inability to stick to limits is a sign of loss of control

7 Warning Signs of Problem Gambling

6. Emotionally Upset

“I can’t go home - I’m in so much trouble”

– Tears, Angry Outbursts,

- pounding tables, kicking machines, yelling at people

All signs of increasing frustration and desperation

7 Warning Signs of Problem Gambling

7. Self-Destructive Behavior

- “I can’t go on anymore”
- “My family is better off without me”
- “That’s it, I’ve lost everything...it’s all over”

Comments like these may be signs of the hopelessness that is often present among desperate compulsive gamblers.

**What
YOU
Can Do**

What You Can Do

*How To Provide Assistance
To Someone Who Is Asking for Help*

The PA Helpline
1-800-GAMBLER®

What You Can Do

*How To Provide Assistance
To Someone Who Is Asking for Help*

Brochures / Rack Cards

What You Can Do

*How To Provide Assistance
To Someone Who Is Asking for Help*

Supervisor can offer info

Self-Exclusion

Casino Self-Exclusion Program

The Office of Compulsive and Problem Gambling of the Pennsylvania Gaming Control Board established and maintains the casino self-exclusion program

Patrons may select to ban themselves, **voluntarily**, for 1 year, 5 years or Lifetime

Features include:

- Removal from casino mailing data bases
- No check cashing / credit / player club membership
- Fines / Possible Arrest & Citation

Removal from Self-Exclusion

- SE for 1 and 5 years do not automatically expire
- Removal requires approval by PGCB
- Process: in person completion of form; valid ID with picture and signature
 - Offices: Harrisburg / Pittsburgh / Wilkes-Barre / Conshohocken
- PGCB approves and notifies casino licensees

Sports/iGaming

Casino Sports Betting

- Follows existing RG/PG regulations that are in place for casinos throughout PA
- Self-Exclusion – same as existing casino program
 - 1 year, 5 year, Lifetime term options
 - No expiration for 1 & 5 year
 - Manual removal request policy
- Online Sports Betting to follow iGaming regulations

Online Sports/iGaming Protections

- **800-GAMBLER®**
 - Number & statement on all promotions, websites, mailings, advertisements, etc.
- **Age Verification – 21 and over only!**
- **Spend Limits / Deposit Limits / Time Limits**
- **Account Statement Access**

Online Sports/iGaming Protections

- **Login History / Time Tracking & Notification**
- **Responsible Gaming page on website**
 - Risks associated with gambling
 - Where to find help
 - Rules of Responsible Gaming
 - Links to PGCB website, CCGP website
 - Downloadable informational materials

Online Sports / iGaming Self-Exclusion

The Office of Compulsive and Problem Gambling of the Pennsylvania Gaming Control Board has established and will also maintain the Sports/iGaming Self-Exclusion program

This program will be different from the existing casino based Self-Exclusion program

Online Sports / iGaming Self-Exclusion

- **Voluntary & Confidential**
- **Terms**
 - 1 year, 5 years, Lifetime
- **Excluded/Self-Excluded Individuals**
 - Removal from mailing data bases

Online Sports / iGaming Self-Exclusion

- **Electronic submission**
 - **Form on PGCB website**

- **Violations**
 - **Account will be suspended**
 - **Winnings confiscated**

Online Sports / iGaming Self-Exclusion Removal

- Removal from 1 year and 5 year
 - **AUTOMATIC**
- Possible Early Removal - 1 year & 5 year terms
 - Requires approval by PGCB
- Removal from Lifetime
 - Minimum 10 years participation
 - Petition filed w/PGCB Office of Hearings and appeals

Responsible Gaming Customer Assistance Program

Remember...

- Be Aware
- Know the Warning Signs
- Know the Resources

If a Customer asks for help...

- Express concern
- Do not label or accuse
- Be clear & non-judgmental
- Give information not advice
 - Helpline number
 - **1-800-GAMBLER**
 - Brochures / Rack Cards
 - Self Exclusion Program

If you suspect someone is...

- Underage
- Intoxicated
- Displaying signs of a Gambling Problem
- On the Exclusion List

DO NOT STAY QUIET!!

Contact your Supervisor or Security

Problem Gambling Helpline

1-800-GAMBLER

Free and Confidential Help

Thank You!

Presented By

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www.pacouncil.com



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