

## RESPONSIBLE GAMBLING PROGRAM ANNUAL AWARD APPLICATION 2009/2010

The Alberta Gaming and Liquor Commission's annual Responsible Gambling Awards program recognizes gambling venues that have met the requirements of the responsible gambling program. To receive recognition as a responsible gambling venue please complete this form, indicating your fulfillment of the mandatory requirements.

Please fax or email completed application form by **AUGUST 15, 2009** to the AGLC Social Responsibility Division at:

Fax Number: **780-401-3504** – Email: [responsiblegambling@aglc.ca](mailto:responsiblegambling@aglc.ca)

Location Name: _____	
Retailer #: _____	Address: _____
Date: _____	_____

### MANDATORY REQUIREMENTS

- I certify that **all** staff involved with VLTs have received responsible gambling awareness training certification. NOTE: All VLT staff are required to certify via the **Reel Facts** online training program by **January 1, 2010**. Staff must have their **Reel Facts** certificates on-site.
- I certify that **all** of the following AGLC signs (posters) are posted, current and in good condition:
  - *"The Odds Are, Someone Depends On You"*
  - *VLT Rules of Play/Gaming Irregularities*
  - *Robbery Procedures*

As you respond to the **Reel Facts** questions below, consider how knowledge of the signs and behaviours associated with responsible and problem gambling helps you and your staff provide responsible customer service:

Which of the following are the most effective strategies for interacting with problem gamblers when they are ready to reach out for help?

- Allow the patron to initiate discussion and listen attentively to his or her concerns.
- Be prepared with the appropriate support information and materials and present it in a non-judgmental way.
- Be observant and know the specific patterns of behaviour that suggest a patron has a problem with gambling.
- All of the above.

Which of the following statements is the most appropriate response for staff to use when trying to discourage gambling myths?

- "Let me know if your new system works!"
- "It's all random. There's no such thing as a "hot" or "cold" machine."
- "I wish I knew the secret of winning...then I'd be playing too!"
- "Doesn't your family need that money you're just throwing away?"

### RESPONSIBLE GAMBLING AWARDS PROGRAM – RETAILER RECOGNITION

VLT retailers fulfilling the mandatory requirements (noted above) are eligible to receive the following retailer recognition:

- An advertisement in their local newspaper(s), paid for by the AGLC, recognizing the retailers and their staff as having participated in responsible gambling awareness training and having met the requirements of the AGLC's Responsible Gambling Awards program; and
- A wall plaque, provided by the AGLC, that identifies the establishment as a socially responsible gaming venue.

Questions can be directed to the AGLC Hotline at **1-800-561-4415**