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## Responsible gambling programs inform, support gamblers

Responsible Gambling Awareness Week highlights the effective education and prevention programs that are available to the Alberta gambling public to educate and inform about responsible gambling and to provide help with problem gambling.

### Being Responsible

In Alberta, we all have a role to play in being socially responsible. For the Alberta Gaming and Liquor Commission (AGLC), this means identifying and applying industry policies, regulations and best practices to the development of information and programs that help players gamble responsibly.

Following are the educational customer care programs and industry training, relating to casinos, VLT outlets and bingo halls, that play a vital role in the AGLC's commitment to social responsibility:

- *Responsible Gambling Information Centers (RGICs)* – currently featured in six traditional and First Nation casinos and to be located in all Alberta casinos by 2009. *Responsible Gambling Terminals* – located in RGICs, a series of interactive screens offer a self-test and tips to gamblers on how to develop safe, responsible personal gambling guidelines.
- *Voluntary Self-Exclusion (VSE) Program* - This program has recently undergone an extensive evaluation by the AGLC and a team of professionals. This evaluation, the most comprehensive formal evaluation of voluntary self-exclusion programs ever conducted by a Canadian gaming jurisdiction, has resulted in the identification of 22 recommendations that would improve the program, making it more effective for participants. Administered by the AGLC and enforced by casino and REC security staff, the VSE Program is for people who feel it is in their best interest to take a break from gambling and who wish to be excluded from play at casinos and Racing Entertainment Centres (RECs).
- *Responsible Gambling training programs* – Jointly managed by the AGLC and AADAC, specifically tailored training programs are provided to casino staff ('*Deal Us In*'), VLT retailers and their staff ('*Reel Facts*' and '*Winning Moments*') and bingo staff ('*A Good Call*').
- *Responsible Gambling Features on VLTs* – Added to VLTs in 2003-2004, Responsible Gambling Features are designed to help players manage their time and money. Features include an AADAC scrolling banner message, pop-up reminders regarding time, including a query to continue or end play, wager tracking and a screen clock.
- *The VLT Responsible Gambling Awards Program* for VLT retailers and their staff
- *Information materials* - brochures, posters and a series of self-tests – provide information to gamblers in casino, VLT and bingo settings on how to gamble responsibly. All materials include the AADAC help-line number.

## **The Partners in Responsible Gambling Awareness Week**

### **The Alberta Gaming and Liquor Commission**

The Alberta Gaming and Liquor Commission's (AGLC) role — through its Board and operating arm — is to administer the Gaming and Liquor Act, Regulation and related policy. The AGLC is responsible for regulating Alberta's charitable gaming activities and conducting and managing provincial gaming activities. It also controls the manufacture, importation, sale, purchase, possession, storage, transportation, use and consumption of liquor in Alberta.

### **Alberta Alcohol and Drug Abuse Commission**

The Alberta Alcohol and Drug Abuse Commission (AADAC) is an agency of the Alberta Government. AADAC operates and funds a range of information, prevention and treatment services for people with concerns about alcohol, tobacco, other drugs and gambling. AADAC works with individuals, families, schools, workplaces and community groups through a network of services in 51 communities across the province.

### **The Alberta Charitable Casino Operators Association**

The Alberta Charitable Casino Operators Association (ACCO), consisting of operators of charitable casinos in Alberta, works with the Alberta government and charitable organizations to support Alberta's charitable gaming model. The member companies of the ACCO govern the conduct of their businesses based on a public pledge to their guests, their charities and their communities that they will honour the trust placed in them.

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