

# IPS ROUNDTABLE ON “RESPONSIBLE GAMING”

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Orchard Hotel, Ballroom 3

# IPS Roundtable on Responsible Gambling

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# Presentation Topics

- Overview of Gambling and RG in Canada
- Responsible Gambling Index
  - RG standards for Venues
- Second generation RG Issues
  - Informed Decision Making
- A comment about relationships

# Gambling and Responsible Gambling in Canada

Overview

# Key Facts

- Exclusive provincial jurisdiction
- Provinces are the owners/managers via Crown Corporations
  - Similar to Singapore Pools mandate
- Canadian investment in PG/RG programs
  - \$150 M annually



# Important Trends

- From venue expansion to product diversification
- From site to website
- From RG poster to RG strategy/integration
- From First to Second Generation Public Issues
- From shotgun programs to the search for RG Standards/Standardization

# Two Streams of Programs

## **Problem Gambling Programs**

- Health Ministries
- Treatment networks
- Public Awareness
  - Social marketing
  - School based youth programs
  - College and university programs

## **Responsible Gambling Programs**

- Gaming Corporation
- Target primarily players
  - Self-exclusion
  - Patron information
  - On-site RG centres
  - Etc.



# Responsible Gambling Index

What is it reasonable to expect gaming providers do to reduce the risk of problem gambling?

# Responsible Gambling Index

- *Do I have to eat broccoli to be healthy?*
- **Recognizes the differing roles/relationships of gaming provision**
- **Based on actual practice**

# Responsible Gambling Index

- **Best available evidence**
- **Consultation with experts**
  - Circulation to specialists
  - Three forums
  - Focus groups with recreational gamblers
- **Piloted in BC**
- **Represent RGC's independent judgment**

# Responsible Gambling Index

- Policies and Strategies
- Self-exclusion
- Staff Training
- Venue and Game Features
- Advertising and Promotion
- Patron Information
- Responding to Patrons with Problems
- Access to Money



Providing responsible gambling standards  
for industry leaders.

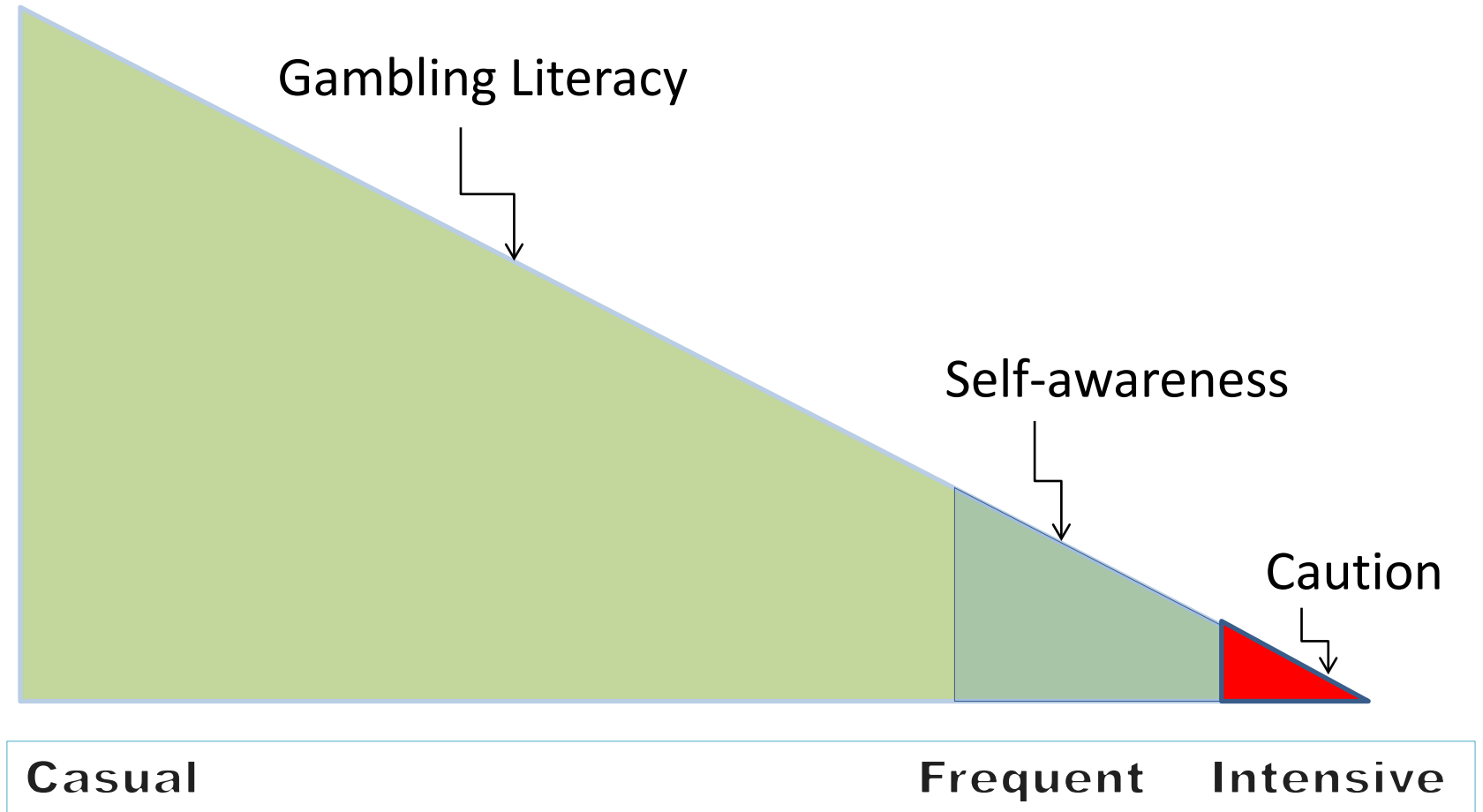
# Informed Decision Making

The Right Information

The Right Person

The Right Time

# Not all gamblers are made equal



# Multi-stakeholder Environment

- Gaming providers, non-profits, health ministries, research centres, university centres/researchers
- Many relationship models
  - Some close and collegial
  - Some contentious
- Collaborations have grown on a project or entrepreneurial mode
- Key challenge - bridging the differences in interests and ideology



# What works well

- Positive relationships
- Collaborations based on shared goals and what makes sense
- Respect for relative needs and interests