

## Are you experiencing gambling problems?

In the past year, have you:

- Bet more than you could really afford to lose?
- Needed to gamble with larger amounts of money to get the same feeling of excitement?
- Returned another day to win back money you lost?
- Borrowed money or sold anything to get more money to gamble?
- Experienced any financial problems as a result of gambling?
- Felt that you might have a problem with gambling?
- Experienced any health problems that you might attribute to gambling, including stress or anxiety?
- Been criticized for betting or told that you may have a gambling problem?
- Felt guilty about the way you gamble or what happens when you gamble?

These questions are based on a typical gambling behaviour analysis quiz, often used by problem gambling treatment agencies to help identify high-risk behaviour. If you answered "yes" to two or more questions, you may be experiencing gambling problems and should consider speaking to an RGIC representative and/or contacting a problem gambling treatment agency.

## Responsible and Problem Gambling Awareness Workshop

In addition to helping self-exclusion program participants reflect on and self-assess their gambling behaviour, this workshop provides information and resources to help program participants make informed decisions about whether or not to re-enter a casino or REC. Participants can also consider enrolling in the self-exclusion program for another term.

## Responsible Gambling Information Centres (RGICs)

RGICs are located on the gaming floors in 15 Alberta casinos and one REC (Edmonton's Northlands). The RGICs are staffed by representatives who meet with casino customers and family or friends, to talk about responsible and problem gambling. RGIC representatives also provide referral information and educate casino and REC staff about responsible gambling.

The RGICs are equipped with a variety of public education materials that provide gamblers with information about the cost of play and house advantage. Popular educational tools in the RGICs include the Player Awareness Terminals (PATs), featuring interactive screens that offer a gambling behaviour self-test, examine popular gambling myths, and give tips on how to develop safe and responsible personal gambling guidelines. With the assistance of the RGIC representative, you can also access the online cost-of-play calculator.

self-exclusion  
PROGRAM

It starts with you.

It stops with you.



self-exclusion  
PROGRAM





It's an  
option  
worth  
exploring

## Finding Help

Are you or is someone you know having trouble controlling his or her gambling? The Alberta Gaming and Liquor Commission (AGLC) Responsible Gambling Information Centres, located on the gaming floors of most Alberta casinos, are staffed with representatives who are knowledgeable about responsible gambling and can provide information on problem gambling treatment resources. You can also call the 24-hour, toll free Alberta Health Services Addiction Helpline at 1-866-332-2322.



### My gambling feels out of control. What can I do?

One option is to enroll in the self-exclusion program, offered at Alberta casinos and racing entertainment centres (RECs). The self-exclusion program enables you to voluntarily ban yourself from all Alberta casinos and RECs, and the gambling opportunities these venues represent.

The self-exclusion program is not a problem gambling treatment program and you may need to access other resources to assist you with your gambling problem. An RGIC representative can provide you with a list of problem gambling resources. You can also contact the 24-hour, toll free Alberta Health Services Addiction Helpline at 1-866-332-2322.

### How does the self-exclusion program work?

By submitting an application to the AGLC, participants can voluntarily agree to be excluded from all Alberta casinos and RECs for a specified time period.

Participants choose the length of their exclusion period (minimum six months to maximum five years). Participants must also complete a mandatory Responsible and Problem Gambling Awareness Workshop (see back of brochure for more information).

### How do I access the self-exclusion program?

Self-exclusion agreement forms are available at all Alberta casinos, RECs and AGLC offices, or on the AGLC website at: [aglc.ca/responsiblegambling](http://aglc.ca/responsiblegambling).

### What will I be excluded from?

You will be prohibited from entering all Alberta casinos and RECs. This includes the gaming floor, restaurants, lounges and entertainment venues located within the properties.

### What happens after I voluntarily exclude?

When you enroll in the self-exclusion program, your information is shared with the security offices of all the casinos and RECs in Alberta. RGIC staff, casino and REC management and floor staff are also informed of participants in the program. Staff can work to help self-exclusion program participants uphold their contractual agreements; the primary one being to stay away from casinos and RECs and the gambling opportunities they represent.

## All Services Are Confidential

### Who will know about my self-exclusion?

All exclusion files are kept confidential and will only be shared with those staff of the AGLC, casinos and RECs that are responsible for maintaining the self-exclusion program. If you identify someone as your "Other Contact" on the Self-Exclusion Agreement form, that person may also be aware of your enrollment in the program. Your personal information is protected by Alberta's *Freedom of Information and Protection of Privacy Act*.

### What happens if I try to enter a casino or REC?

If you are detected attempting to enter any Alberta casino or REC after you have signed up for the program, your attempt will be noted and you will be escorted off the casino/REC property. Continued violations of the self-exclusion agreement may result in monetary fines and/or removal from the program. If you do gain entry and aren't detected, you are in violation of your agreement.

### How long does the exclusion last?

The program has the following possible enrollment periods:

- six months;
- one year;
- two years;
- three years; or
- five years.

You may re-enroll in the program after you have completed the enrollment period indicated on your agreement form.

### Can I ever return to a casino or REC?

If you choose to do so, you may return once you have completed your enrollment period as well as the mandatory Responsible and Problem Gambling Awareness Workshop (see back of brochure for more information). You cannot withdraw from or cancel the agreement prior to its expiry.

