

## Alberta's gaming model

Gaming in Alberta is regulated by the *Gaming, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation, as well as AGLC policies. These regulations and policies help maintain the integrity and security of gaming activities, while maximizing the financial return to businesses, government, and community programs and services — providing a significant economic benefit in the province.

## Legal gaming in Alberta

Legal gaming includes table games, Alberta's only regulated online gambling site - PlayAlberta.ca, bingo, VLTs, slot terminals, lottery tickets, raffles and pull tickets.

## Play Alberta

Play Alberta is Alberta's only regulated, online gambling website for legal-aged residents with access to casino-style games, sports book and lottery products, and AGLC's best-in-class GameSense Responsible Gambling program. The platform is available to adults with a Canadian residence that are physically located within the province. Visit [PlayAlberta.ca](https://playalberta.ca) for details.

## Gaming integrity

Suspected illegal or unethical gaming or unresolved gaming disputes should be reported to AGLC through the Gaming Irregularities Line at 1-800-742-7818.

## Gaming financial results

- Net income from VLT's, slot terminals, online gambling and lottery tickets go into the General Revenue Fund.
- These funds are used to support communities across the province through vital programs and services.

## AML training for casino staff

Every year, AGLC also provides Anti-Money Laundering (AML) Training to more than 2,000 casino staff. For more information, visit [amlcertification.aglc.ca](https://amlcertification.aglc.ca).

## Training for gaming staff As at March 31, 2021.

*Deal Us In*, *Reel Facts* and *A Good Call* educate venue staff to recognize and respond to problem gambling behaviour. Certification is mandatory for registered gaming workers and staff who have contact with patrons. Visit [smartprograms.aglc.ca](https://smartprograms.aglc.ca) for details.

- **Deal Us In**—**28,265** certificates issued since the program began in 2008.
- **Reel Facts**—**52,027** certificates issued since the program began in 2007.
- **A Good Call**—**4,536** certificates issued since the program began in 2008.

## Inspections Between April 1, 2020 and March 31, 2021.

AGLC inspectors conducted **1,932** gaming inspections. Inspectors check licensees for compliance in a number of areas including, but not limited to: patron proof of age and ensuring games are run properly. **99.8** per cent of gaming licensees complied with legislation, regulation and policy.

### Financial results<sup>1</sup>

	2021 <sup>2</sup>	2020
<b>Gaming net revenue</b>	<b>\$ 626,641</b>	<b>\$ 1,228,264</b>
Operating expenses	(192,404)	(209,526)
Other revenue	2,740	861
Ticket lottery (Western Canada Lottery Corporation)	336,631	311,772
<b>Gaming net income (Revenue to GoA)<sup>3</sup></b>	<b>\$ 773,608</b>	<b>\$ 1,331,371</b>

<sup>1</sup>As at March 31, 2021 (in thousands of dollars).

<sup>2</sup>AGLC Annual Report 2020-21, page 72.

<sup>3</sup>Government of Alberta.

### Net sales<sup>1</sup>

	2021 <sup>2</sup>	2020
Slot terminals (slots)	\$ 493,504	\$ 1,080,503
Video lottery terminals (VLTs)	268,011	545,509
Online gambling (Play Alberta) <sup>3</sup>	37,027	N/A
Electronic bingo	N/A	10,918
<b>Gaming net revenue</b>	<b>\$ 798,542</b>	<b>\$ 1,636,930</b>

<sup>1</sup>For the year ended March 31, 2021 (in thousands of dollars).

<sup>2</sup>AGLC Annual Report 2020-21, pages 40-41.

<sup>3</sup>Online gambling was launched September 30, 2020.

## Charitable gaming

- In 2020-21, AGLC issued more than 6,300 charitable gaming licences for casino, raffle, bingo and pull ticket events.
- Other than licensing fees to offset costs, government does not receive revenue from charitable gaming activities.
- Charitable organizations in Alberta earned \$137.2 million in 2020-21 to support programs and services for Albertans.

### Charitable gaming proceeds<sup>1</sup>

Raffles	\$	62,876
Casinos		58,219
Bingos		9,416
Pull tickets		6,684
<b>Total</b>	<b>\$</b>	<b>137,195</b>

<sup>1</sup>For the year ended March 31, 2021 (in thousands of dollars).

\*AGLC Annual Report 2020-21, page 42.

## GAIN: Gaming Information for Charitable Groups

AGLC offers information sessions about charitable gaming requirements in Alberta. The GAIN program provides live webinars and online courses that cover all aspects of licensing, the acceptable use of proceeds and how to complete financial reports. Visit [gain.aglc.ca](http://gain.aglc.ca) for webinar schedules and online course details.

## Gaming venues As at March 31, 2021.

Find slots, table games and a variety of other entertainment at your nearest casino location by visiting [aglc.ca/find-casino-rec](http://aglc.ca/find-casino-rec).

### Casino facilities

- **24** casino facilities with **13,137\*** slot terminals, **464\*** VLTs.

### Racing entertainment centres

- **4** racing entertainment centres with **1,465\*** slot terminals.

### VLT locations

- **770** VLT locations accessible in a variety of licensed venues across the province.

### Bingo facilities

- **21** bingo facilities; **15** of these venues offer e-dauber devices.

### Lottery ticket centres

- **2,849** lottery ticket centres. These centres include the sale of a variety of draw-based, sports-based and scratch tickets.

\*Deployed as of March 31, 2021. Given public health restrictions, not all devices were enabled.

## Winner's Edge

Winner's Edge is Alberta's casino loyalty rewards program. It provides members with points for carded play and offers special promotions, exclusive contests and discounts on food and beverages. It also provides GameSense tools to help members monitor and manage their gaming activity. Visit [WinnersEdge.ca](http://WinnersEdge.ca) for details.

## Encouraging responsibility

AGLC fosters a culture of moderation, focusing on public awareness and education to promote responsible gambling experiences and help Albertans make healthy and informed decisions. Among Albertans surveyed, **96** per cent reported that they gamble responsibly.

## GameSense

GameSense is AGLC's responsible gambling program that encourages Albertans to view gambling as a form of entertainment and not as a way to make money. GameSense Info Centres are located in all Alberta casinos and racing entertainment centres and staffed by GameSense Advisors. The Advisors provide casino staff and patrons with tools and resources to make healthy gambling choices. Visit [GameSenseAB.ca](http://GameSenseAB.ca) for more information.

## Self-Exclusion Program

The Self-Exclusion Program allows Albertans to exclude themselves from all Alberta casinos and racing entertainment centres and the gambling opportunities these represent. As of March 31, 2021, the Program had 2,186 land-based sign ups and 1,600 players signed up on Play Alberta. Visit [aglc.ca/self-exclusion](http://aglc.ca/self-exclusion) for more information.

## Resources for problem gambling

Problem gambling prevention, education and treatment programs are available through Alberta Health Services. The 24-hour, toll-free Alberta Health Services (AHS) Addiction Helpline (1-866-332-2322) is available to those seeking professional support to help regain control of their gambling behaviours. GamTalk, an independent, non-profit organization also offers confidential support, information and referrals. Visit [aglc.ca/self-exclusion](http://aglc.ca/self-exclusion) for more information.