

Key Elements of a Responsible Gambling Program

- ❖ Awareness Information. Post written materials concerning the nature and symptoms of problem gambling in casino cash areas, entrances/exits, and ATM machines. Make pamphlets available to patrons explaining the signs of problem gambling, a toll free self-help line number, etc.
- ❖ Responsible Advertising. Campaigns should not make false or misleading claims and should not appeal to minors. Advertising should contain a responsible gambling message noting a toll free self-help line number.
- ❖ Training. Gambling establishments/facilities should provide for the training of all casino employees to detect the signs of problem gambling. Training should include knowledge of the nature and symptoms of problem gambling behavior, assisting patrons in obtaining information about problem gambling programs, and information on the self-restriction and self-exclusion programs. If casino has an EAP program, employees should know how to use it. Employees should receive initial training in new employee orientation and annual training thereafter.
- ❖ Self-restriction. A program that allows patrons to self-limit their access to credit, advertising, check cashing, or the entire gambling establishment/facility.
- ❖ Self-exclusion. A program that allows patrons to voluntarily ban themselves statewide from cardrooms & participating tribal casinos. Time limits of 1 year, 5 year, and lifetime.