

Why Should I Be Concerned About Problem Gambling?

Missouri Alliance to Curb Problem Gambling

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Problem Gambling is Not Good Business

“Everyone involved in legal wagering has a responsibility to take proactive steps to address problem and underage gaming.”

- Jan Jones, senior vice president at Harrah's

Responsible Gaming Makes Good Business Sense

Do you have:

- The same people at bingo every time;
- The same people writing bad checks;
- A few individuals who appear upset/mad as they leave;
- A few individuals who talk about spending too much time/money gambling.

Responsible Gaming Makes Good Business Sense

Do you:

- Educate your staff about problem gambling and the help line – 1-888-BETSOFF;
- Keep problem-gambling brochures in convenient locations for players;
- Post posters in visible areas in the hall;
- Prohibit use of credit cards or floating checks;
- Discourage superstitions;
- Remind players they are there to have fun?

How big a problem is problem and pathological gambling?

A 1996 study conducted by the National Gambling Impact Study Commission found that:

- 95 percent of individuals who take part in gambling activities do so responsibly.
- The range of adult lifetime pathological gambling is somewhere between .6 and 1.5 percent.
- Between 3 to 5 percent of adults who gamble experience personal, financial and social difficulties due to a gambling problem. The number of youths at risk of becoming problem gamblers is more than double that of adults.

In Missouri ...

In 2003:

- Almost 3 percent of all the callers to the problem gambling help line were from bingo players, as compared to 6 percent for the lottery and 91 percent from the casinos.



Code of Conduct

The American Gaming Association recently pledged to make responsible gaming an integral part of their daily operations across the United States.

It includes two multi-section pledges; one to employees and the other to patrons.

Code of Conduct

Pledge to Employees

- New employees will be educated on responsible gaming;
- All employees will be trained and retrained on an ongoing basis;
- Brochures will be made to all employees about where to find assistance;
- Responsible gaming awareness signs will be posted in employee areas of the casinos.

Code of Conduct

Pledge to Patrons – 1 of 6 parts

To Promote Responsible Gaming:

- Brochures are made available on the gaming floor and near ATMs;
- Web sites will include responsible gaming info. and where to find help;
- Posters with the help line will be posted in gaming areas, etc.;
- Information explaining the probabilities of winning and losing will be made available;

Code of Conduct

Pledge to Patrons – 1 of 6 parts

- Provide opportunities for patrons to request in writing that they not be sent promotional mailings and for revocation of their privileges for player card privileges, on-site check-cashing, etc.;
- Reserve the right to exclude a patron from gaming without a request from the patron.

Code of Conduct

Pledge to Patrons – 2 of 6 parts

To prevent underage gambling and unattended minors in casinos:

- Make diligent efforts to prevent underage individuals from being in the gaming area;
- Will communicate legal age through signs/brochures;
- Employees will be trained to deal with unattended children, underage gambling and the purchase and consumption of alcohol and tobacco by minors.

Code of Conduct

Pledge to Patrons – 3 of 6 parts

To serve alcoholic beverages responsibly:

- To not serve minors;
- To not serve visibly intoxicated patrons;
- To not permit gaming by a visibly intoxicated patron;
- Train all employees on policy

Code of Conduct

Pledge to Patrons – 4 of 6 parts

To advertise responsibly (highlights) :

- Include responsible gaming message and/or toll-free help line;
- Make no false or misleading claims;
- Do not include images designed to appeal specifically to children/minors;
- Steer clear of youth areas in the media or in venues where the audience is expected to be mostly underage.

Code of Conduct

Pledge to Patrons – 5 & 6 of 6 parts

Continue to fund research.

Provide oversight and review:

- One year following the adoption of the Code of Conduct, each member company will implement the code and begin conducting annual reviews of its compliance.

Missouri Alliance to Curb Problem Gambling (MACPG)

MISSOURI ALLIANCE
TO CURB PROBLEM GAMBLING

MACPG voting members

- Missouri Department of of Mental Health
- Missouri Lottery
- Missouri Gaming Commission
- Missouri Riverboat Gaming Association
- Missouri Council on Problem Gambling Concerns, Inc.
- Port Authority of Kansas City

Participating Members

- Association of Charitable Games of Missouri
- Co-occurring Distractions, Lee's Summit
- Missouri Department of Elementary & Secondary Education
- Life Crisis Services
- N-the Wrightway Corp., Kansas City
- Provident Counseling, St. Louis
- Treatment providers
- Researchers

MACPG goals

- Promote prevention & education programs for Missouri's youth.
- Raise public awareness of the dangers of problem and underage gambling.
- Publicize toll-free 888-BETSOFF help line.
- Promote the availability of free treatment.
- Promote responsible gaming.

Free treatment

- Free treatment is provided through 20 addiction service providers located throughout the state.
- More than 344 individuals received free treatment in calendar year 2003.
- Currently there are 155 certified compulsive gambling counselors in Missouri.
- Funding for treatment is provided through 1-cent/admission fee to Missouri's riverboat casinos. The admission fee is paid to the state, so funding must be allocated annually.

MACPG awareness tools

August is Responsible Gaming Education Month

2004 Featured:

- Multi-state problem gambling conference;
- Gambling prevention track in national youth conference held in St. Louis;
- Educational exhibits.

Additional MACPG awareness tools

- www.888BETSOFF.com Web site;
- Play responsible message in advertising;
- Employee training;
- Informational video;
- Billboards in major cities;
- Educational exhibits;

- Quarterly newsletter, "Bets Off Bulletin";



- Speakers Bureau;
- Youth Gambling Prevention programs.

MACPG awareness tools

Posters & brochures in riverboats,
retailers and mental health outlets.

AGA personal guidelines for gambling responsibly

1. The decision to gamble is a personal choice.
2. Gambling is not essential for having a good time.
3. What constitutes an acceptable loss needs to be established before starting to gamble.
4. Borrowing money to gamble should be avoided and discouraged.
5. There are times when people should not gamble.
6. There are certain high risk situations during which gambling should be avoided.
7. Excessive use of alcohol when gambling can be risky.

What can you do to help?

- Learn more about problem gambling and prevention.
- Observe peers, employees and family members for the warning signs associated with compulsive gambling.
- Help raise awareness through displaying/distributing prevention posters and brochures.
- Publicize the 888BETSOFF help line for employees, patrons, family and friends of compulsive gamblers.



**MISSOURI ALLIANCE
TO CURB PROBLEM GAMBLING**

**Missouri Alliance to Curb Problem
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