

SELF-EXCLUSION POLICY/PROCEDURES

Updated: July 18, 2000

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PREAMBLE

The majority of patrons enjoy the gaming experience for its excitement, entertainment and good service. For a minority, however, gaming can become a problem. The Ministry of Health has been given lead responsibility for public education, research and treatment programs related to responsible and problem gaming. The Ontario Lottery and Gaming Corporation ("OLGC") has taken proactive steps which complement and support the government's initiatives.

POLICY STATEMENT REGARDING RESPONSIBLE GAMING

The OLGC is committed to:

- take proactive steps which promote responsible gaming;
- communicate with patrons, employees and the public regarding responsible gaming;
- treat persons who request information or assistance regarding problem gambling with courtesy, respect, understanding and support;
- require the same commitment of operators which operate gaming venues on the Corporation's behalf; and
- protect the privacy of the persons who request self-exclusion.

SECTION 1: SELF-EXCLUSION PROCEDURES WHEN APPROACHED BY PATRON

The self-exclusion process begins when a patron informs a staff member that he/she wishes to be self-excluded.

- 1.1 Ensure that all front-line staff are aware that if a patron asks to be self-excluded, the person should be directed promptly to the security department. (Identify the individual/position best suited to be called upon to escort the patron to security - this could be a security member, or a casino shift manager - in the latter case, the shift manager can remain to participate in the self-exclusion process with security - see 1.2.)
- 1.2 The security representative escorts the patron to a room or area which affords privacy. Ensure that two personnel are present for the self-exclusion meeting, one being the most senior security department representative on shift, and the second from another department or also from security, at supervisor level or higher.
- 1.3 Explain the self-exclusion policy to the patron prior to the self-exclusion form being completed - that is, the period of the self-exclusion; the fact that it applies to all OLGC gaming venues, etc. i.e. all key information identified in the self-exclusion form.

(It has been suggested that the staff member actually read each paragraph of the form, and ask the patron to initial the respective paragraph when read – in the event of a subsequent assertion by the individual that he/she was illiterate or could not comprehend the content. This is not mandatory, but presented here for consideration.)

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As this can be a stressful event for the patron, ensure that the information is presented clearly, and in a non-judgemental manner. It is possible that the individual will change his/her mind when learning details about the program e.g. term, that it applies to all venues) - if so, tell the individual that he or she may self-exclude at any time, and give him/her information about the problem gambling help line. Do not attempt to persuade the individual to, or not to, self-exclude.

- 1.4 Request patron's identification, to ensure that the individual is self-excluding, not attempting to exclude another individual. (Optional: photocopy the identification so that such verification is on file.) (Avoid the use of Social Insurance Number or health card number, as these are particularly sensitive to fraud/breach of confidentiality.)

Also ask the patron if he or she has self-excluded before and, if necessary, check the records to verify. As noted in the form, if this is the individual's third request for self-exclusion at any of the gaming venues within the last three years, the patron is automatically self-excluded for a minimum of five years. If this applies, clearly note the fact on the form.

- 1.5 Complete the self-exclusion form.
- 1.6 Have patron sign form. Ensure the form is properly completed (if one staff member completes the form, the second staff member must that the verify form has been completed correctly, and signify that by signing where indicated on the form).
- 1.7 Take 2 photos of the patron. Append one photo to the original form signed by the patron; retain second to send to OLGC contact (see below).
- 1.8 Provide patron with copy of signed form, list of gaming venues and "problem gambling help line" brochure.
- 1.9 Escort patron from property; if applicable, stop en route to permit patron to cash out any winnings due to the patron.
- 1.10 Create incident report and log/file per internal standard procedures for incident reports.
- 1.11 Ensure self-exclusion forms are given some form of identification for filing/tracking purposes (commercial casinos will continue current practices; it is recommended that self-exclusion forms/photos be filed by alpha/surname and a self-exclusion log be created for quick-reference (e.g. name/date of self-exclusion/incident report number (if applicable)/ name of property from which self-exclusion originated/reinstatement date (if applicable).

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- 1.12 Forward copy of the self-exclusion form and photo to the OPP Casino Enforcement Unit immediately. (Note: if it is not possible to take a high-quality copy of the photo for this purpose, it might be necessary to take 3 original photos under step 1.7, one for file, one for enforcement unit and one to forward to OLGC head office contact).
 - 1.13 Security informs the appropriate staff member(s) to immediately render the patron's account inactive and to remove name from the mail list, to ensure that marketing initiatives including direct mail, credit, etc. are no longer directed to the patron.
 - 1.14 Forward one original photo and a copy of self-exclusion form to the OLGC contact person by courier. Ensure that the envelope is marked confidential and well sealed. Commercial casinos will forward to other commercial casinos and to the OLGC contact; OLGC venues will forward to OLGC contact only. The OLGC contact will copy the form/photo and send to the head of security at other gaming venues.
 - 1.15 Ensure that the privacy of the individual is protected throughout the process – e.g. that only those staff who need to know about the self-exclusion are informed, that the files are secure.
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SECTION 2: PROCEDURES UPON RECEIPT OF COPY OF SELF-EXCLUSION DOCUMENTATION FROM ANOTHER GAMING VENUE

- 2.1 At the Commercial Casinos
Security - open file and distribute completed copies to the appropriate departments, as identified in Section 1 procedures.
 - 2.2 Charity Casinos, Slot Facilities at Racetracks
Security - open file and file/record per procedures established under #1; distribute completed copies to the appropriate departments, as identified in Section 1 procedures (OPP enforcement unit; advise marketing, etc.)
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SECTION 3: PROCEDURES FOR REINSTATEMENT

Note: If a self-excluded person requests reinstatement prior to the end of the six month period, he/she must be told that reinstatement cannot be requested until six months after the self-exclusion date; further, that reinstatement cannot take effect until 30 days after the date of request; and that the reinstatement request must be in writing.

If a self-excluded individual requests reinstatement after six months have elapsed from the self-exclusion date, the following procedures apply.

Note that the individual may request reinstatement at the venue of his/her choice - it need not be the venue which originally processed the self-exclusion request; however, security at the venue at which the individual requests reinstatement must consult with the property from which the self-exclusion originated, prior to reinstatement.

- 3.1 The individual must contact the Security office in writing in advance of attendance at the gaming venue.
- 3.2 Security representative documents individual's name, date of birth, and telephone number, if possible, so that the file can be retrieved and an appointment be subsequently confirmed to conduct the reinstatement meeting.
- 3.3 Prior to meeting with the individual, security staff reviews the request (often in consultation with other personnel if necessary/appropriate e.g. legal counsel, at commercial casino; legal and/or general manager at other sites) and obtains all the relevant forms and documents to ensure the requisite 6 month minimum period has expired and the individual is not subject to the five year exclusion based on previous exclusions. If the individual qualifies for reinstatement, the security staff then contacts the individual to schedule an appointment to complete the reinstatement paperwork. During the appointment, the security staff
 - reminds the individual that reinstatement of access will not take effect until 30 days after the execution of the reinstatement request;
 - instructs the individual to self-identify to security personnel at casino entrance when arriving to complete the reinstatement documentation, so that the patron can be escorted to the meeting place
- 3.4 Ensure that the reinstatement meeting is conducted in the same manner as the self-exclusion meeting i.e. with respect to staff in attendance, ensuring that the policy and steps are clearly conveyed, the form fully completed and signed by a senior staff member, etc. per section #1.
- 3.5 Security processes/distributes the reinstatement documentation in the same manner as the original self-exclusion form, minus the photo requirements.