Underage Gambling

- If *any* guest looks under 30 years old they should be asked for identification.
- Customers may be issued a form of identification to indicate they are of age to play, e.g. a colored wrist band
- In response to identifying an underage gambler managers will write an incident report, winnings will be confiscated (to PGCB) and formal eviction will be made.
- A second offense may lead to arrest and prosecution for criminal trespass.

The Customer Assistance Program:

A Service Approach to Problem & Underage Gambling

- **Though most people can enjoy gambling responsibly a small number of players cannot.**

  – These players are Problem Gamblers.

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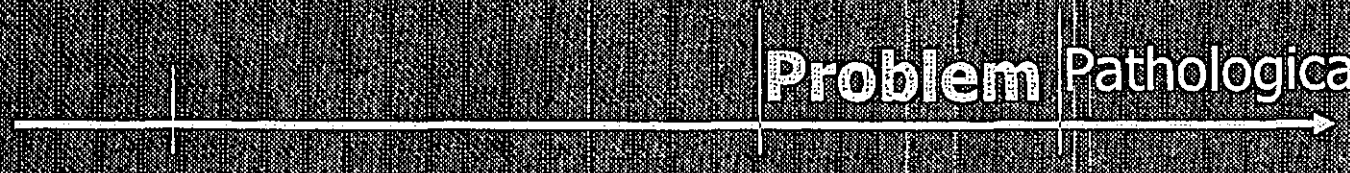
Who Are Problem Gamblers?

- About 2-3% of the Adult Population of the U.S. has a Gambling Problem

- Estimated to be over 300,000 people in Pennsylvania.

Who Are Problem Gamblers?

- **Problem Gambling is a less severe term that describes gambling behavior, which is beginning to negatively effect important life areas.**



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Who Are Problem Gamblers?

- **Compulsive or Pathological Gambling is a progressive psychiatric (mental health) disorder.**

- **<u>Failure to resist the impulse to gamble</u> disrupts:**
  - **Family life ex. divorce**
  - **Jobs/careers**
  - **Financial goals ex. bankruptcy**
  - **Educational pursuits**
  - **Legal conflicts**

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Why Have a Responsible Gaming Program?

- **Because Compulsive Gamblers have a progressive psychiatric disorder, their gambling can cost them everything…including their lives.**
  - **Emotional Illness**
  - **Depression**
  - **Anxiety**
  - **Substance Abuse**
  - **SUICIDE ATTEMPTS**

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Problem Gambling: "Just the Facts"

Based on the 1-3% PG in treatment

- **Affect disorders:** depressions- 40-60% of gamblers presenting for care
- **Substance Abuse Disorders**- 30-60% of gamblers in treatment and, **10-30%** of addicts in treatment may have a gambling problem.
- **Suicidal thoughts** among GA members in some studies is as high as 80-97%.
- **Suicide Attempt** rates 15-20%.

Why Have a Responsible Gaming Program?

- **The Gaming Industry is most concerned about Compulsive Gamblers because they have a very high suicide attempt rate compared to other mental health disorders.**

- **Informed and educated employees can effectively identify many of the most serious consequences of problem gambling and offer help.**

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Know the 7 Warning Signs of Problem Gambling

1. **Change in Pattern of Play -**
   - An increase in frequency of play or amount of money spent.

2. **Appearance -**
   - Someone usually neat and well groomed begins to look disheveled, is wearing the same clothes day after day, etc.

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Know the 7 Warning Signs of Problem Gambling

3. **Loan Seeking –**

Borrowing from others after all money is lost. Annoying other customers as well as staff trying to get just a few dollars more.

4. **Irrational Thinking**

Customers making what seem to be desperate wagers, *chasing their losses*, or irrational in their interactions with others.

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Know The 7 Warning Signs of Problem Gambling

5. Cannot Stop/ No Control

- "I was only going to spend a few dollars now I have spent all I have. I've been buying more and more tickets every day."
- "I was only going to spend $25...I've lost my whole paycheck."

The inability to stick to limits is a sign of loss of control.

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Know The 7 Warning Signs of Problem Gambling

6. **Emotional Upset –**

"I can't go home now, I'm in so much trouble."

– Tears, angry shouts, pounding or kicking machines, tables, walls, throwing tickets, pencils, etc. are all signs of increasing frustration and desperation.

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Know The 7 Warning Signs of Problem Gambling

7. Self-Destructive Behavior –

– "I can't go on anymore."

– "That's it I've lost it all, it's all over."

– "My family is better off without me,"

– "I keep trying to stop and I can't."

Such comments may be the signs of hopelessness common among desperate compulsive gamblers.

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What You Can Do

- **Provide Assistance to Someone Asking for Help**
  - **Provide the Helpline Number 1-800-Gambler and brochures to anyone asking for help with a gambling problem.**
  - **Offer information on how to Self-Exclude**

Self-Exclusion Program

The Office of Compulsive and Problem Gambling of the Pennsylvania Gaming Control Board has established and will maintain the self-exclusion program.

Patrons may select to ban themselves, voluntarily, for 1 year, 5 years or a lifetime ban.

The program details include definitions, instructions and resources. Brochures with details are available.

Features include possible arrest for trespass, forfeit of winnings, no check cashing, no credit and removal from computer mailing data bases. Security will assist all customers interested in the Self-Exclusion program.

PGCB-OCPG

As of May 28, 2009:

700 individuals have voluntarily requested to be placed on the PGCB Self-Exclusion List.

Violations

- Most individuals who have violated the PA Self-Exclusion Program have been identified visually by a PGCB Casino Compliance Representative or a facility employee (security, surveillance and players services).

- Other self-exclusion violators have been identified when the self-excluded individual attempted a transaction that requires proof of identification (obtaining a player club card, receiving a jackpot, cashing a check or simply being "carded").