



PENNSYLVANIA GAMING CONTROL BOARD  
303 WALNUT STREET, COMMONWEALTH TOWER  
HARRISBURG, PA 17101

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**Sent via Electronic Mail**  
Live Studio Operators

*Chair*  
DENISE J. SMYLER

*Commissioners*  
FRANK DERMODY  
SHAWN DILLON  
DAVID S. HICKERNELL  
SARA MANZANO-DÍAZ  
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FRANCES J. REGAN

*Ex-Officio Members*  
PAT BROWNE  
STACY GARRITY  
RUSSELL C. REDDING

**RE: Live Studio Responsible Gaming Employee Training Requirements**

Dear Operators:

The Pennsylvania Gaming Control Board (“Board”) is issuing guidance pertaining to the training of live studio employees. As the Board moves forward with the development of live studio employee training regulations, the Board is requiring all Live Studio Operators to train their employees on the following topics:

- Characteristics and symptoms of compulsive behavior, including gambling disorder.
- The relationship of gambling disorder to other addictive behavior.
- The social and economic consequences of gambling disorder, including debt, treatment costs, suicide, criminal behavior, unemployment, and domestic issues.
- Techniques to be used when a gambling disorder is suspected or identified.
- Techniques to be used to...
  - o discuss a gambling disorder with registered players,
  - o discuss responsible gaming with registered players, and
  - o advise registered players to contact 1-800-GAMBLER to receive information regarding community, public and private treatment services.

Live Studio Operators must also comply with the following training requirements:

- All management-level employees and above, all live studio dealers, all customer service employees, and all employees who interact with players or the public shall complete the responsible gaming employee training program.
- Training and training materials shall be updated annually and include current research and information on responsible gaming and problem gambling by a person with specialized knowledge, skill, training, and experience in responsible gaming employee training programs.

- As part of each live studio employee's orientation, and prior to the start of their job duties, responsible gaming employee training shall be conducted by a person with specialized knowledge, skill, training, and experience in responsible gaming employee training programs. If an online training program is utilized, the training shall be created and maintained by a person with specialized knowledge, skill, training, and experience in responsible gaming employee training programs.
- Live studio employees are required to receive periodic responsible gaming reinforcement training at least once every calendar year starting with the year following the year in which the employee was hired.
- Live Studio Operators shall maintain a list of dates that each employee completed the orientation training and each annual reinforcement training.
- Live studio employees shall report persons with a suspected or identified gambling disorder to a designated employee or other supervisory employee. The designated employee is responsible for notifying the Interactive Gaming Operator(s) of responsible gaming incidents.
- The identity of an individual with suspected or known problem gambling behavior must be kept confidential except as provided under Board regulations regarding interactive gaming self-exclusion and section 1516(d) of the act (relating to list of persons self-excluded from gaming activities).
- A Live Studio Operator may collaborate with a person with specialized knowledge, skill, training, and experience in responsible gaming employee training programs to develop an in-house or internet-based employee training program to provide the training and reinforcement training required by the Board.
- A Live Studio Operator shall submit amendments to the responsible gaming employee training program to the Director of Office of Compulsive and Problem Gambling ("OCPG") for review and approval at least 60 days prior to the intended implementation date of the amendments.

Over the next 3 months, please ensure that your entity's responsible gaming employee training program is updated to include all requirements listed herein. Live Studio Operators should submit the updated training, training materials, and training plan to me directly via email at [elanza@pa.gov](mailto:elanza@pa.gov) no later than January 8, 2024. If you have any questions, please reach out to me at any time.

Sincerely,

Liz Lanza  
Director, Office of Compulsive and Problem Gambling

cc: Kevin O'Toole, Executive Director, PGCB  
Claire Yantis, Administrative Director, PGCB  
Steve Cook, Chief Counsel, PGCB  
Cyrus Pitre, Chief Enforcement Counsel, PGCB  
Paul Mauro, Director, Bureau of Investigations & Enforcement, PGCB  
Paul Resch, Director, Bureau of Gaming Operations, PGCB  
Lee Copello, Director, iGaming Compliance, PGCB