STANDARDS FOR RESPONSIBLE GAMBLING PROGRAMS

1. **RG Policy, Strategy and Culture**
   The venue and operator demonstrate awareness of the harms caused by gambling as well as prevention and mitigation measures. Issues are addressed with integrated policies, strategy and culture-related measures.

   - Commitment to Responsible Gambling: Policy statements outline corporate expectations and make a clear commitment to addressing harms related to gambling as well as mitigation and prevention measures.
   - Strategy for Responsible Gambling: The operator has a strategy for preventing and mitigating harm with defined objectives and a clear plan of action.
   - Responsible Gambling Culture: Leadership sets a tone from the top that establishes responsible gambling as an organizational priority.
   - Responsible Gambling Integration: Responsible gambling is an integrated part of all job functions.
   - Employee Awareness: Employees are well-informed about the comprehensive and integrated approach to the venue's responsible gambling policies and practices.

2. **Employee Training**
   Employees understand the importance of responsible gambling and how their jobs impact player protection as well as the fundamental concepts of responsible gam-bling and problem gambling.

   - Reflecting Corporate Commitment: Employees understand the operator's commitment to responsible gambling and how it is integrated throughout operations.
   - Understanding Key Problem Gambling and Responsible Gambling Concepts: Employees understand the harms associated with gambling as well as essential prevention and mitigation concepts.
   - Understanding Job Skills and Procedures: Employees are taught skills and procedures required of them for assisting players who may be experiencing harm from gambling.
   - Avoiding Misleading Information: Employees are trained to avoid messaging that reinforces misleading or false beliefs.
   - Training Requirements: The venue has policies in place that require employees to be trained upon hiring and retrained regularly.
   - Training Execution: All employees are trained upon hiring and are retrained regularly.
   - Key Learning Principles Applied: Training involves a dynamic approach to learning including accommodating different learning styles, practice scenarios and regular reinforcement of concepts.
   - Training Evaluation - programs are regularly evaluated to include current best practice research and employee feedback.

3. **Self-Exclusion**
   A well-managed and communicated self-exclusion program is in place that facilitates access to supports.
   - Self-Exclusion Policy: A comprehensive and support-oriented self-exclusion policy is in place and available publicly.
   - Promotion of the Self-Exclusion Program: The self-exclusion program is well-promoted.
   - Registration Process: The self-exclusion registration process is efficient, well-managed and support-oriented.
   - Ban Length: Players have options in term length.
   - Advertising Restrictions: Excluded individuals do not receive any advertising or promotional materials.
   - Access to Support Resources: Excluded individuals receive a wide range of information about where to get help.
   - Conditions of Ban Explained: During the registration process, conditions of the program and consequences of breaching are thoroughly explained.
   - Registration Materials Provided: Clearly-worded information about the conditions of the program and consequence of breaching is provided.
   - Data Collection: Data collection during registration is comprehensive and enables effective detection and enforcement.
   - Enforcement: An effective enforcement process is in place to identify and remove self-excluded patrons from the gaming floor.
   - Return to Play: There is a process in place for patrons to safely return to play.

4. **Assisting Players who may be experiencing harm from gambling**
   Assistance for players who may be experiencing harms from gambling is readily available, systematically provided and documented.

   - Policies and Procedures: Policies and procedures are in place to assess, detect and address situations where players may be experiencing harm.
   - Responding to Help Requests: All employees are knowledgeable about a variety of help resources and are able to provide that information upon request from players or affected others.
   - Responding to Players Experiencing Harm: Systems are in place for employees to respond appropriately to a player in distress, in crisis or disclosing a problem.
   - Identifying and Responding to High-Risk Behavior: Employees initiate discussions with players who show patterns or behaviors that may be signs of gambling-related harm.

5. **Informed Decision making**
   A systematic approach is used to support, integrate, and disseminate information to enable players to make informed decisions and encourage safer play.

   - Information about Gambling: The venue provides comprehensive information that helps promote gambling literacy and instill responsible gambling behaviours. Information is widely available throughout the venue including on the gaming floor.

- Dedicated Resources: The venue has a designated location for player information and/or support services (e.g. RG Centre).
- Play Feedback: The venue provides and promotes player access to play feedback during play including the option to set time and money limits as well as access to play history.

6. Marketing communications
Marketing, including advertising and promotions, does not mislead players, misrepresent products, or target potentially vulnerable players.

- Marketing Policy: A policy is in place that commits to marketing that does not mislead players, misrepresent products, or target potentially vulnerable players.
- Screening Process: A screening process is in place for all advertising to ensure adherence to the policy.
- Not Misleading: Marketing communications do not reinforce misconceptions about gambling.
- At-Risk Players and Minors: Marketing communications do not target at-risk groups or promote risky behaviors.
- Marketing Controls: Precautions are in place to limit marketing communications to high-risk players.

7. Access to money
Money and money services are provided to players in a responsible manner that helps prevent financial harm.

- ATMs: ATMs are placed in locations that encourage a break in play.
- Credit: Access to credit is prohibited or restricted.
- Cheque Cashing: Cheque cashing is prohibited or restricted.
- Player Accounts: Players cannot access direct electronic fund transfers at machines or gaming tables.

8. Venue and Game Design
Venue and game design helps prevent extended, continuous and impulsive play and enables low risk play behaviors.
- Passage of Time: Players have ample opportunities to take note of the passage of time.
- Breaks in Play: Features of the venue environment are designed to promote breaks in play and avoid excessive play.
- Alcohol Restrictions: Access to alcohol is well-controlled and never free.
- Display Credits as Cash: Machines are designed to display spending as cash.
- Gaming Machine Features: Machines display RG messaging during play. Stop buttons are disabled.
- New Game Screening: All new games are reviewed from a responsible gambling perspective.
- Gambling Literacy Features: Practices and procedures in the gaming venue do not reinforce myths and misconceptions or encourage risky behavior.