



Ipsos Public Affairs



BCLC Employee Survey Final Report

August 31, 2016



BACKGROUND AND METHODOLOGY

Survey Background

Canadian research indicates that gaming workers exhibit rates of problem gambling that are over three times the rate experienced by the general population. Several factors could explain the higher prevalence of problem gambling for gaming workers and it will be important to conduct further research to validate this assumption and better understand those factors.

An opportunity exists to implement programming that assists BCLC employees who may be experiencing problem gambling behavior and to raise awareness of problem gambling information and resources for BCLC employees in order to prevent problem gambling tendencies from beginning in the first place.

BCLC employees are a key resource in promoting healthy play among customers. Improving awareness and accessibility of responsible and problem gambling resources is important for BCLC. This campaign could increase interest among BCLC employees with responsible gambling, while helping to engage our business in Responsible Gambling, while encouraging employees to consider RG implications when making business decisions.

The results from this research will be used to inform program development for BCLC staff. More specific objectives include:

- Understand gambling behaviours of BCLC employees.
- Determine incidence of at-risk behaviours.
- Understand impacts of workplace influences.
- Measure awareness, attitudes and usage of RG and PG resources after experiencing, their own, or others, problem gambling.

Survey Methodology

A total of 434 interviews were completed online with BCLC employees between June 7th and June 28th, 2016.

The survey response rate was 50% (434 of 875 email invitations).

An informed consent process approved by the Center for IRB Intelligence (CIRBI) was followed for this research, in both survey invitations as well as within the survey itself. This consent included the following information:

- Survey sponsor and objectives.
- Ipsos' role to ensure confidentiality. Results will be reported to BCLC at an aggregate level with no personal identifiable data.
- Participation is voluntary and will have no impact on relationship BCLC.
- The survey can be quit at any time, any questions can be skipped, and that no action is required to refuse to take part.
- That all personal information is collected in accordance with BC's Freedom of Information and Protection of Privacy Act and will be used for research purposes only.

Margins of Error

The margin of error on the total sample size of 434 respondents out of a population of 875 employees is +/-3.4 percentage points, 19 times out of 20.

Many questions in this survey are asked only of the sub-sample of 402 past year gambling employees. The margin of error on the sub-sample of 402 past year gamblers is estimated at +/-3.5 percentage points, 19 times out of 20.



KEY POINT SUMMARY

Key Point Summary

Reasons for Working in Industry: Employees give a long list of reasons for choosing to work in the gambling industry. No single reason stands out and eight different reasons are rated as at least somewhat important. Much less frequent reasons include being a frequent gambler (5% at least somewhat important), familiarity with the games (14%) and previous industry experience (16%).

Gambling Participation: Only 7% of employees say they have not participated in any prompted gambling activity in the past 12 months. The two top past year activities are retail lottery purchases (85%) and retail Scratch and Win purchases (67%). Other past year participation above 10% includes gaming facility slot machine play (28%), non-PlayNow.com Keno (19%) and facility table games (12%).

Gambling Motivation: The top three reasons given for gambling are to have entertainment/fun (77% at least somewhat important), a chance to win big (63%) and the sense of anticipation/chance to dream (63%).

Secondary reasons include something to do with family/friends (48% at least somewhat important), to be sociable/among others (42%), to learn about BCLC products from a customer perspective (42%) and because it provide a rush/thrill (35%).

Key Point Summary

Gambling and Employment Influences: Working in the industry has not altered the frequency of gambling. Six-in-ten (61%) employees say their overall gambling has stayed about the same and roughly equal numbers say their participation has increased (17%) as decreased (18%).

Very few past year gambling employees mention negative gambling changes related to their work. Less than 1% say that gambling relieves work stress. Only 3% say they believe they can win more because they have become more knowledgeable about the games. Only 8% say the marketing/advertising tempts them to gamble.

Though the numbers are still low, roughly two-in-ten past year gambling employees agree that they are tempted to gamble by seeing winner stories at work (21%) and by seeing how much fun players are having (19%).

Responsible Gambling Behaviours: Nine-in-ten (90%) past year gambling employees think of themselves as responsible gamblers, including eight-in-ten (81%) who strongly agreed with this viewpoint. Only 1% of disagreed they are a responsible gambler

Half of past year gambling employees say they only sometimes, rarely or never leave their bank/credit card at home when going to a gambling facility (50%) and set any gambling winnings aside (49%). About one-third (36%) say they sometimes, rarely or never set a time limit on their gambling.

Key Point Summary

Canadian Problem Gambling Index (CPGI): Only 2% of employees classify as high-risk problem gamblers on the Canadian Problem Gambling Index. Another 2% classify as moderate-risk and 9% classify as low-risk. Most employees fall into the two non-problem categories of non-problem gamblers (80%) or non-gamblers (the 7% who haven't gambled in past year).

Responsible Gambling and Employment: Employees agree they have a good understanding of BCLC's responsible gambling policies and procedures (88%) and also that they understand the relevance of responsible gambling to their role at BCLC (94%).

Employees agree that responsible gambling promotes the long-term sustainability of the business (92%) and that it enhances customer service in gaming venues (81%).

Employees agree they can provide referrals to responsible gambling resources (81%) and that they can dispel gambling myths to friends, family and players (85%).

Employees also agree they feel they would be supported by their employer (73%), manager (69%) and by available resources/tools (72%) if they ever personally had a gambling problem.

Nearly four-in-ten (37%) employees agree that BCLC should be doing more to support players who may have a problem with their gambling.

Key Point Summary

Responsible Gambling Messaging and Resources: Employees say they are reading, seeing and hearing responsible gambling messages and about programs/resources in a number of different places both inside and outside their work. In BC in general, employees are most likely to mention television advertising (63%), lottery retailers (61%) and facility bathroom (57%). At the workplace, employees are most likely to mention YAK articles (73%), followed by meetings (51%), GameSense Info Centres (46%) and the Responsible Gambling Department (46%).

If employees suspected someone else might have a gambling problem, they would be most likely to refer them to a GameSense Advisor (29%), a GameSense Info Centre (25%) or the voluntary exclusion program (18%).

If employees suspected they might have a problem, they would be most likely to seek assistance through the problem gambling helpline (28%), the employee assistance program (16%), the voluntary exclusion program (13%) or by seeking professional counselling (13%).



SAMPLE PROFILE

Sample Profile

Nearly half (47%) of survey respondents are located in Kamloops and just over one-third (36%) are in Vancouver. The remaining 17% are field staff.

Survey respondents average just over 8 years of industry experience.

The average age of respondents is 42 years and the sample is more female (53%) than male (45%).

Most respondents (65%) said they do not spend any time interacting with players.

	Total Sample (n=434)
Work Location (Q1)	
Kamloops	47%
Vancouver	36%
Field Staff	17%
Industry Experience (Q2)	
<1 year	9%
1-5 years	29%
6-10 years	34%
11-19 years	20%
20+ years	8%
Average = 8.4 years	

	Total Sample (n=434)
Time Interacting with Players (Q3)	
0%	65%
1%-10%	18%
11% - 20%	6%
21% - 40%	4%
41% - 60%	3%
61% - 80%	2%
81% - 100%	2%
Average = 8.5%	
Methods of Interacting with Players (Q4)	
Among 11% or Higher in Q3 (n=75)	
In-person	85%
On the phone	32%
Through social media	12%
Email	9%
Through online chat windows	8%
Other	3%

	Total Sample (n=434)
Age (Q24)	
19-24 years	2%
25-34 years	22%
35-44 years	37%
45-54 years	26%
55-64 years	10%
65+ years	1%
Don't know/Refused	2%
Average = 41.9 years	
Gender (Q25)	
Male	53%
Female	45%
Don't know/Refused	1%



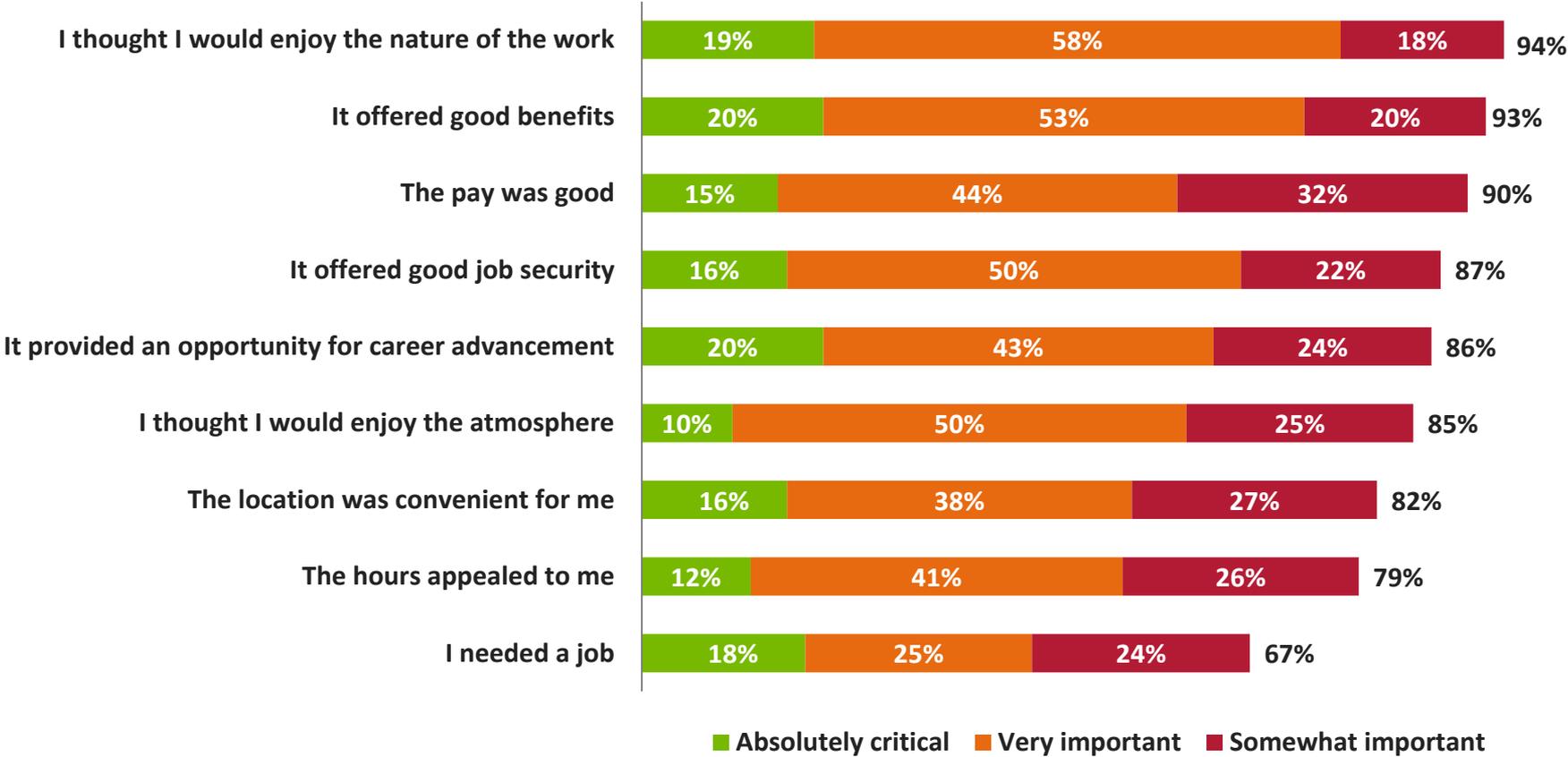
REASONS FOR WORKING IN INDUSTRY

Importance of Reasons for Working in Gambling Industry

Slide 1 of 2

Employees have a long list of motivations for choosing to work in the gambling industry. All of the reasons shown below were at least somewhat important to two-thirds or more of survey respondents.

The top rated reasons include expecting to enjoy the work (94% at least somewhat important), good benefits (93%) and good pay (90%).

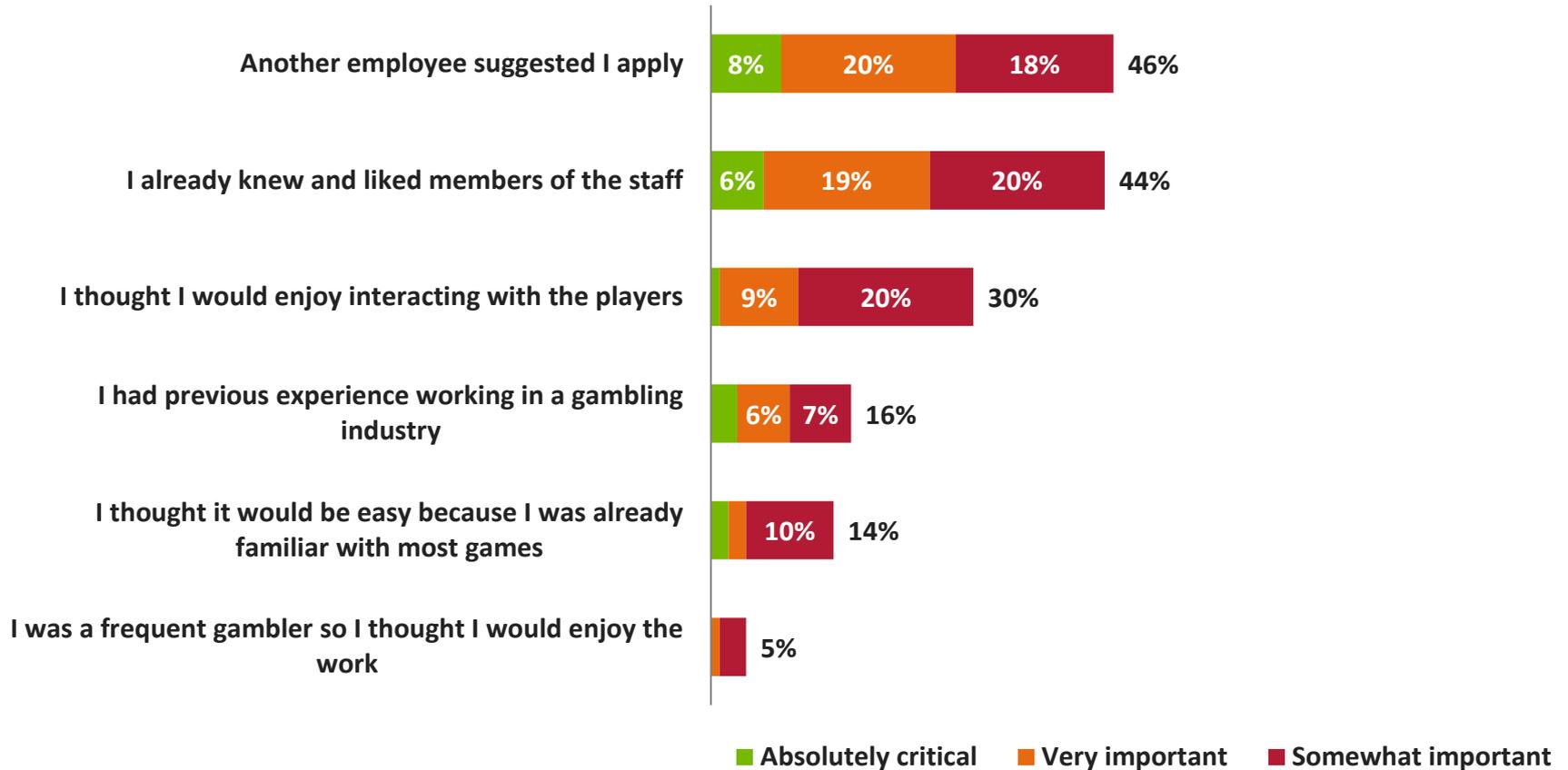


Importance of Reasons for Working in Gambling Industry

Slide 2 of 2

The six reasons shown below were less important for choosing to work in the gambling industry.

The least important reasons included being a frequent gambler (5% at least somewhat important), being familiar with most of the games (14%) and prior experience in the industry (16%).



Importance of Reasons for Working in Gambling Industry by Segments Ipsos Public Affairs

For the most part, the importance of reasons for choosing to work in the gambling industry are consistent by location and by amount of player interaction. Field staff and those with more player interaction are much more likely to rate player interaction and prior industry experience as important. Kamloops staff are more like to rate already knowing/liking other staff as important.

Absolutely Critical + Very Important + Somewhat Important

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
I thought I would enjoy the nature of the work	94%	94%	95%	93%	95%	94%	93%
It offered good benefits	93%	92%	93%	93%	94% E	87%	95%
The pay was good	90%	90%	90%	91%	90%	87%	95%
It offered good job security	87%	83%	88%	93% A	88% E	79%	92% E
It provided an opportunity for career advancement	86%	90% C	87%	78%	87%	86%	85%
I thought I would enjoy the atmosphere	85%	85%	88% C	76%	87%	83%	79%
The location was convenient for me	82%	74%	88% A	80%	85% F	78%	72%
The hours appealed to me	79%	80%	80%	74%	81%	77%	73%
I needed a job	67%	65%	68%	68%	68%	67%	63%
Another employee suggested I apply	46%	41%	50%	45%	47%	46%	41%
I already knew and liked members of the staff	44%	38%	51% AC	36%	44%	47%	40%
I thought I would enjoy interacting with the players	30%	31%	22%	54% AB	17%	41% D	68% DE
I had previous experience working in a gambling industry	16%	18%	12%	26% B	12%	28% D	21% D
I thought it would be easy because I was already familiar with most games	14%	19% B	8%	22% B	9%	23% D	27% D
I was a frequent gambler so I thought I would enjoy the work	5%	8% B	2%	5%	2%	9% D	9% D

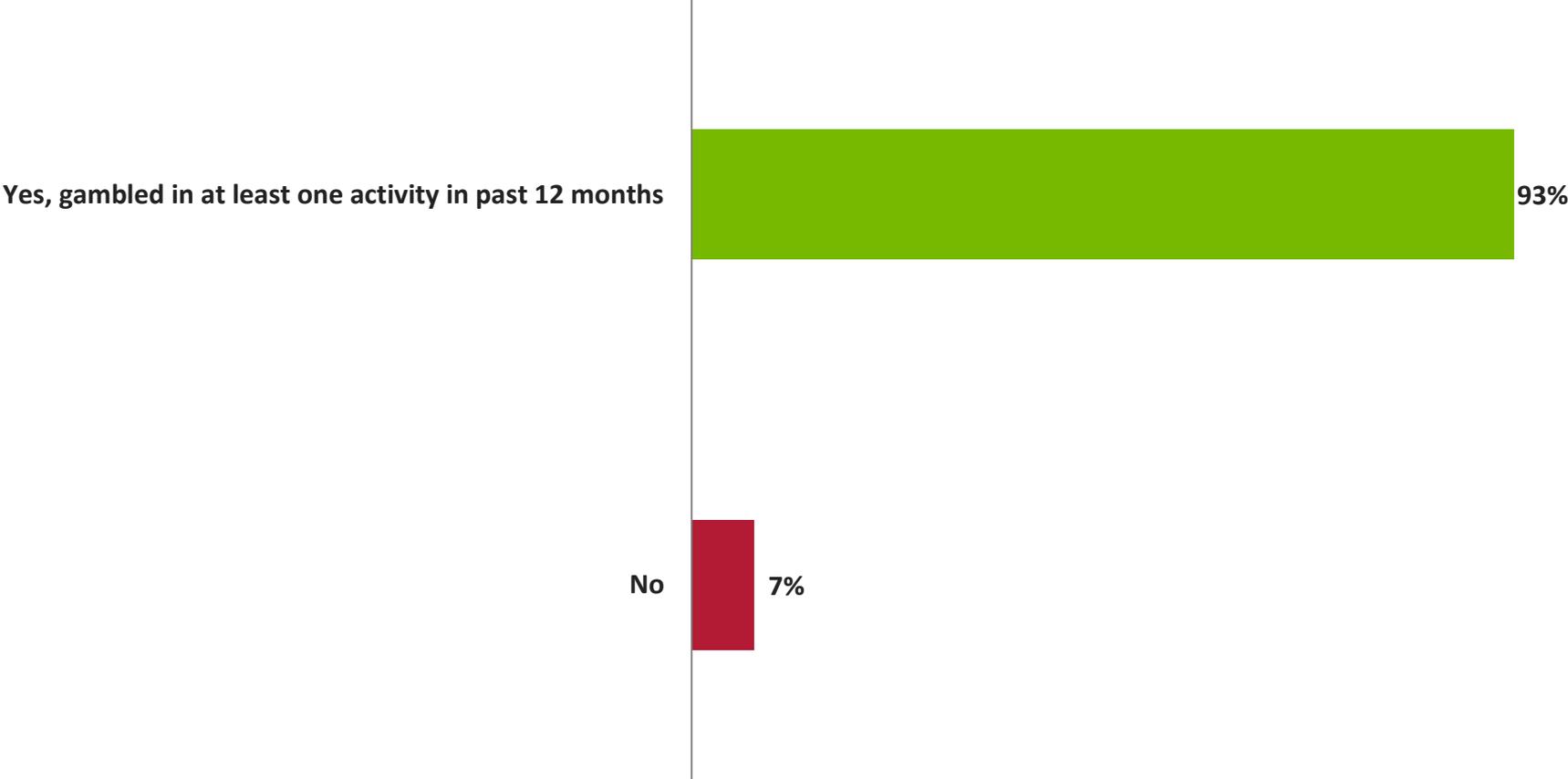
A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)



GAMBLING ACTIVITIES AND MOTIVATIONS

Past Year Gambling Any Activity

The vast majority of employees (93%) say they have participated in at least one prompted gambling activity in the past 12 months.



Q7. *In the past 12 months, how often have you bet or spent money on each of the following gambling activities in British Columbia?*

18 Q8. *On which of the following other activities have you bet or spent money in the past 12 months?*

Base: All respondents (n=434)



Field staff are less likely to have gambled in the past year.

In Gambling Activities Overall

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Yes	93%	96% C	92%	86%	93%	96%	89%
No	7%	4%	8%	14% A	7%	4%	11%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Q7. *In the past 12 months, how often have you bet or spent money on each of the following gambling activities in British Columbia?*

19 Q8. *On which of the following other activities have you bet or spent money in the past 12 months?*

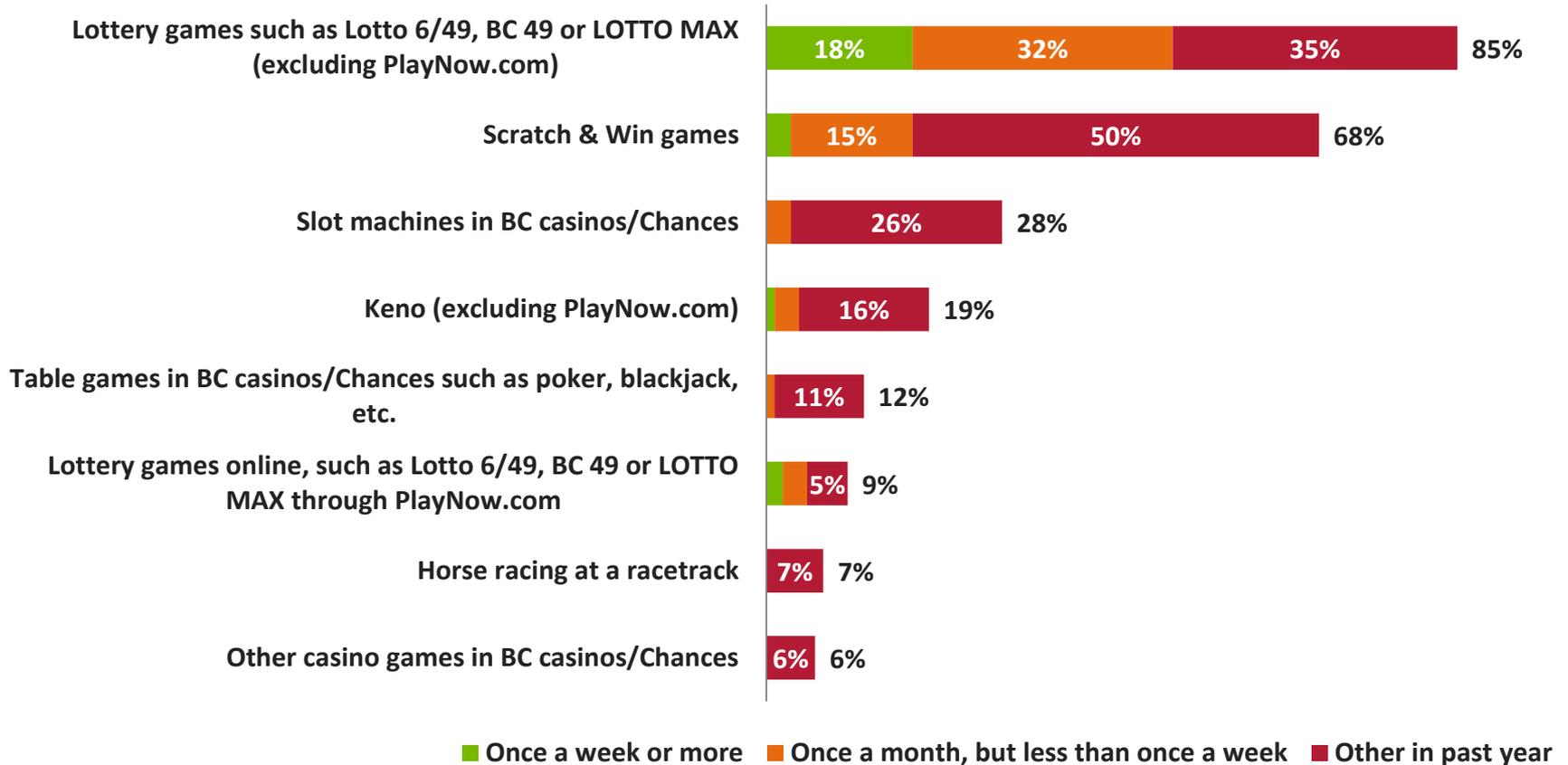
Base: All respondents (n=434)

Past Year Gambling in BC

Slide 1 of 2

Employees are most likely to have bet or spent money in the last 12 months on retail lottery games (85%) and retail scratch and win games (68%). Retail lottery games are the only activity with significant weekly play (18%).

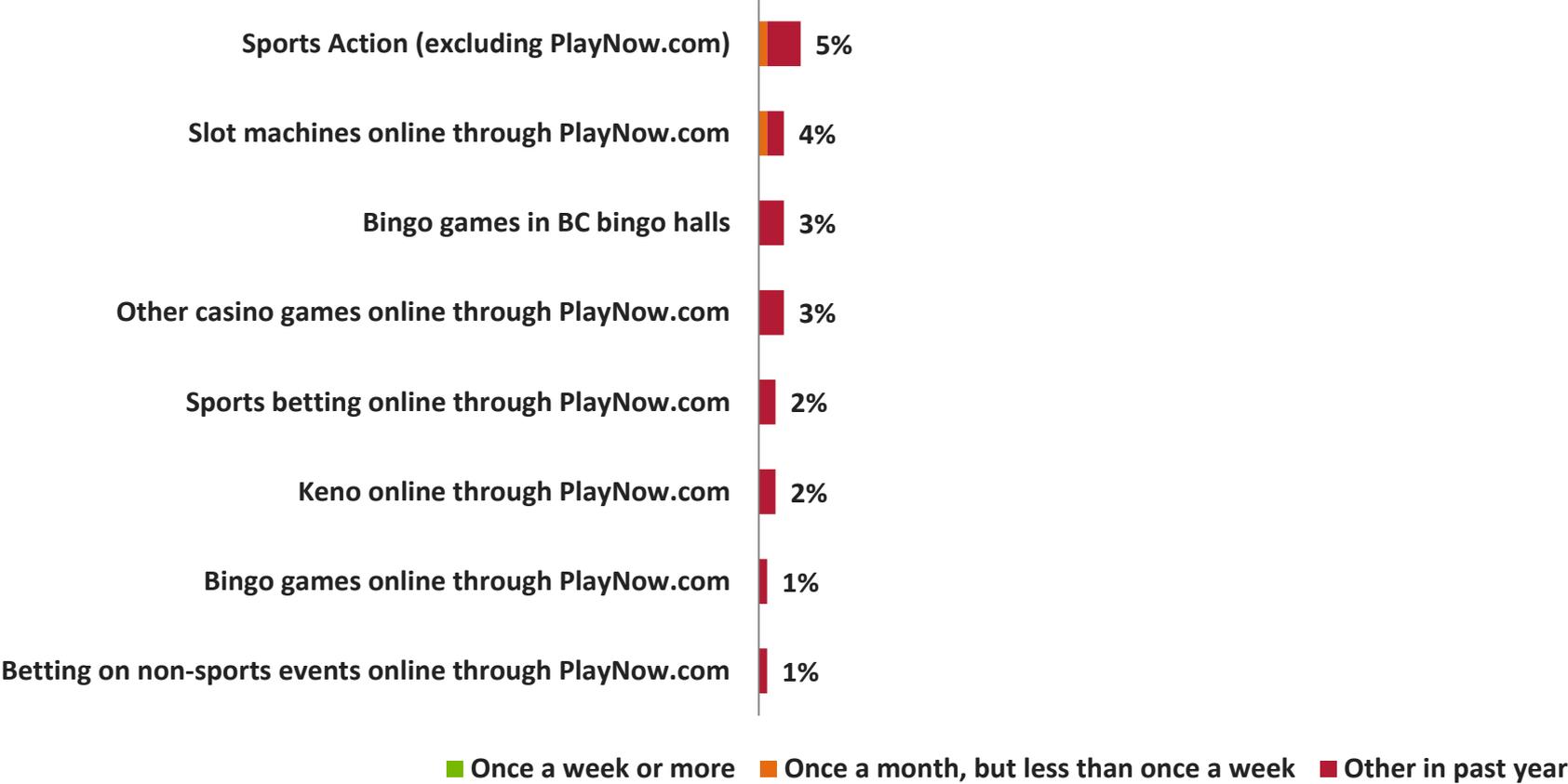
The next most played gambling activities include facility slot machines (28%), retail Keno (19%) and facility table games (12%).



Past Year Gambling in BC

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The activities shown below all have past year participation rates of 5% or less. The lowest are all PlayNow.com activities.



21 Q7. In the past 12 months, how often have you bet or spent money on each of the following gambling activities in British Columbia?
 Base: All respondents (n=434)



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Kamloops staff are by far the most likely to have played slot machines in the past year. Vancouver staff are the most likely to have bet on horse racing at a racetrack in the past year.

Staff with the most player interaction are more likely than other staff to have played Keno at a retailer and lottery games online in the past year.

Done in Past Year

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Lottery games such as Lotto 6/49, BC 49 or LOTTO MAX (excluding PlayNow.com)	85%	88% C	86%	78%	85%	87%	84%
Scratch & Win games	68%	70%	71% C	57%	69%	69%	64%
Slot machines in BC casinos/Chances	28%	22% C	40% AC	9%	28%	28%	27%
Keno (excluding PlayNow.com)	19%	13%	23% A	22%	15%	22%	35% D
Table games in BC casinos/Chances such as poker, blackjack, etc.	12%	12%	15% C	5%	10%	15%	16%
Lottery games online, such as Lotto 6/49, BC 49 or LOTTO MAX through PlayNow.com	9%	8%	9%	15%	8%	9%	16% D
Horse racing at a racetrack	7%	15% BC	2%	4%	5%	14% D	8%
Other casino games in BC casinos/Chances	6%	5%	8% C	1%	5%	10%	7%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Slide 2 of 2

Field staff are more likely to have played Keno online in the past year.

Staff with more player interaction are more likely to have gambled at a bingo hall or to have played Keno online in the past year.

Done in Past Year

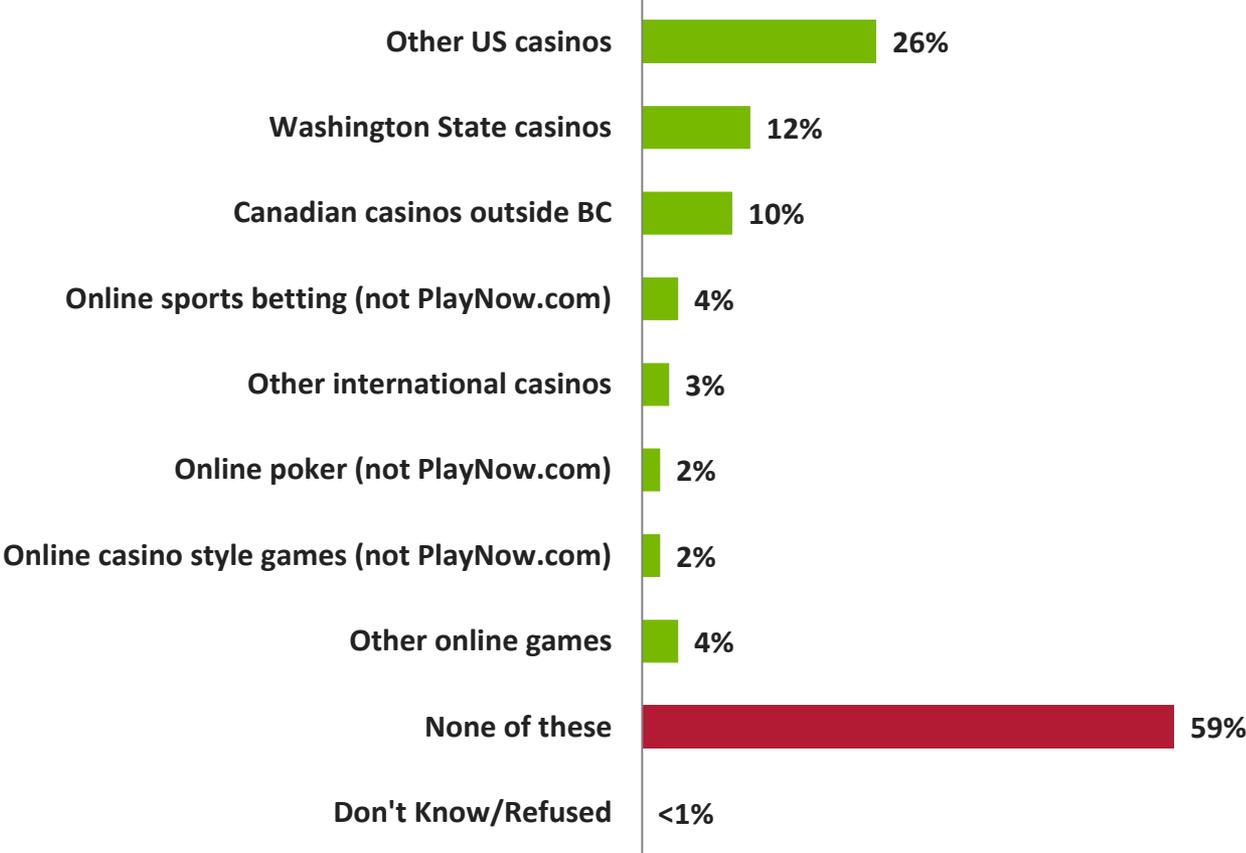
	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Sports Action (excluding PlayNow.com)	5%	4%	5%	7%	3%	10% D	8%
Slot machines online through PlayNow.com	4%	4%	1%	9% B	2%	3%	11% D
Bingo games in BC bingo halls	3%	1%	4%	1%	2%	1%	8% DE
Other casino games online through PlayNow.com	3%	3%	<1%	7% B	2%	1%	5%
Sports betting online through PlayNow.com	2%	3%	1%	3%	2%	4%	1%
Keno online through PlayNow.com	2%	1%	<1%	8% AB	1%	1%	8% DE
Bingo games online through PlayNow.com	1%	1%	0%	3%	0%	1%	3%
Betting on non-sports events online through PlayNow.com	1%	1%	0%	1%	0%	4%	0%

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Other Past Year Gambling

Employees were also asked about their participation in some gambling activities outside of legal British Columbia offerings. Roughly four-in-ten (40%) participated in at least one of these activities in the past 12 months, with participation highest for casinos in Washington State (12%), other US locations (26%) and other Canadian locations (10%).



Vancouver staff are more likely to have visited a non-Washington US casino and to have taken part in online sports betting (not PlayNow.com) in the past year.

Done in Past Year

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Other US casinos	26%	33% BC	23%	20%	25%	36% F	19%
Washington State casinos	12%	13%	10%	16%	11%	12%	16%
Canadian casinos outside BC	10%	13%	8%	8%	9%	17% D	7%
Online sports betting (not PlayNow.com)	4%	8% BC	1%	1%	3%	5%	4%
Other international casinos	3%	4%	3%	4%	4%	3%	1%
Online poker (not PlayNow.com)	2%	3%	1%	3%	1%	5% D	4%
Online casino style games (not PlayNow.com)	2%	1%	2%	3%	2%	0%	4%
Other online games	4%	2%	6%	1%	4%	5%	4%
None of these	59%	51%	65% A	61%	60%	51%	63%
Don't know/Refused	<1%	1%	0%	1%	<1%	0%	1%

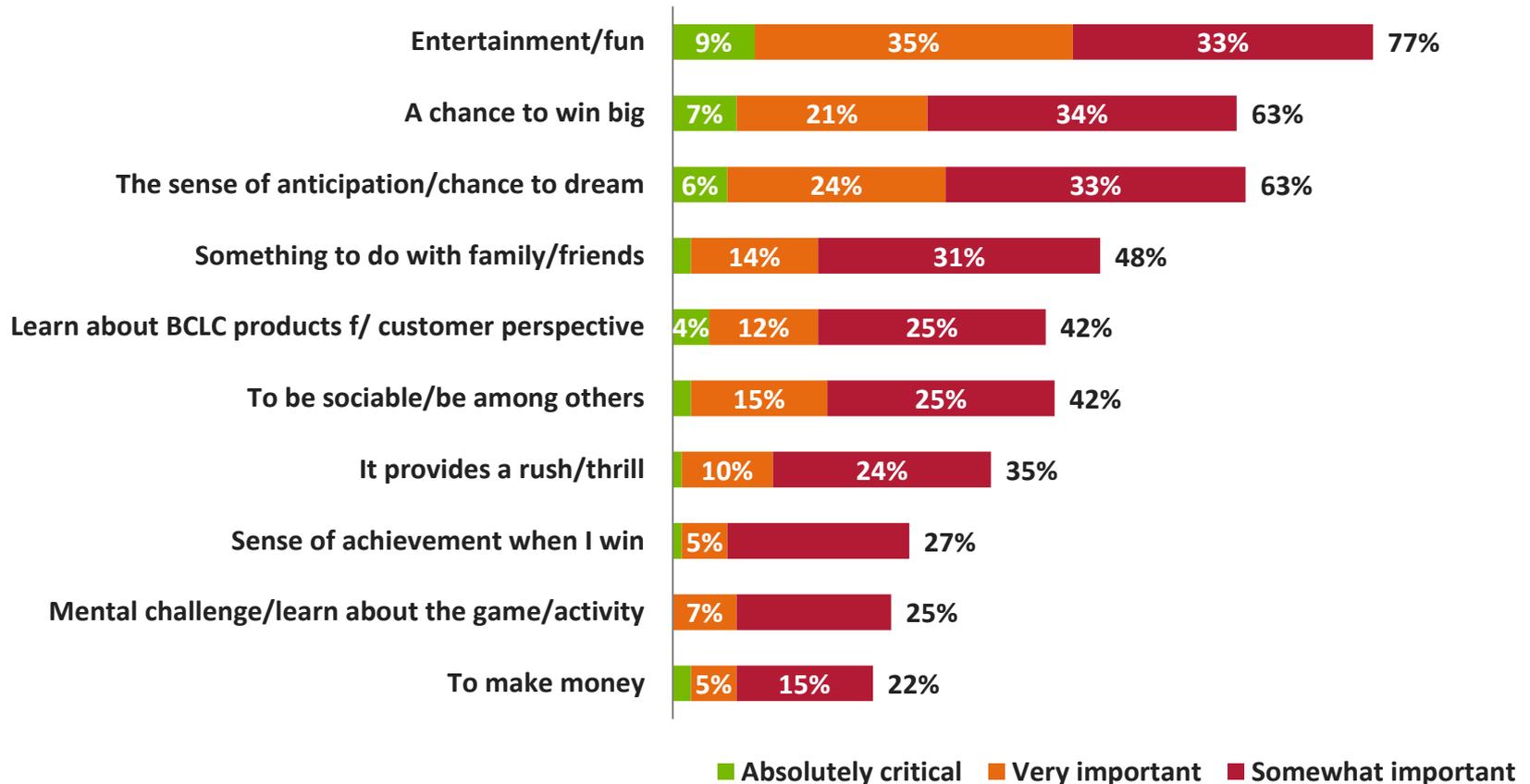
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Importance of Reasons for Gambling

Slide 1 of 2

Past year gambling employees are most likely to say they gamble for entertainment/fun (77% say at least somewhat important). Other top reasons for gambling include a chance to win big (63%) and a sense of anticipation/chance to dream (63%).

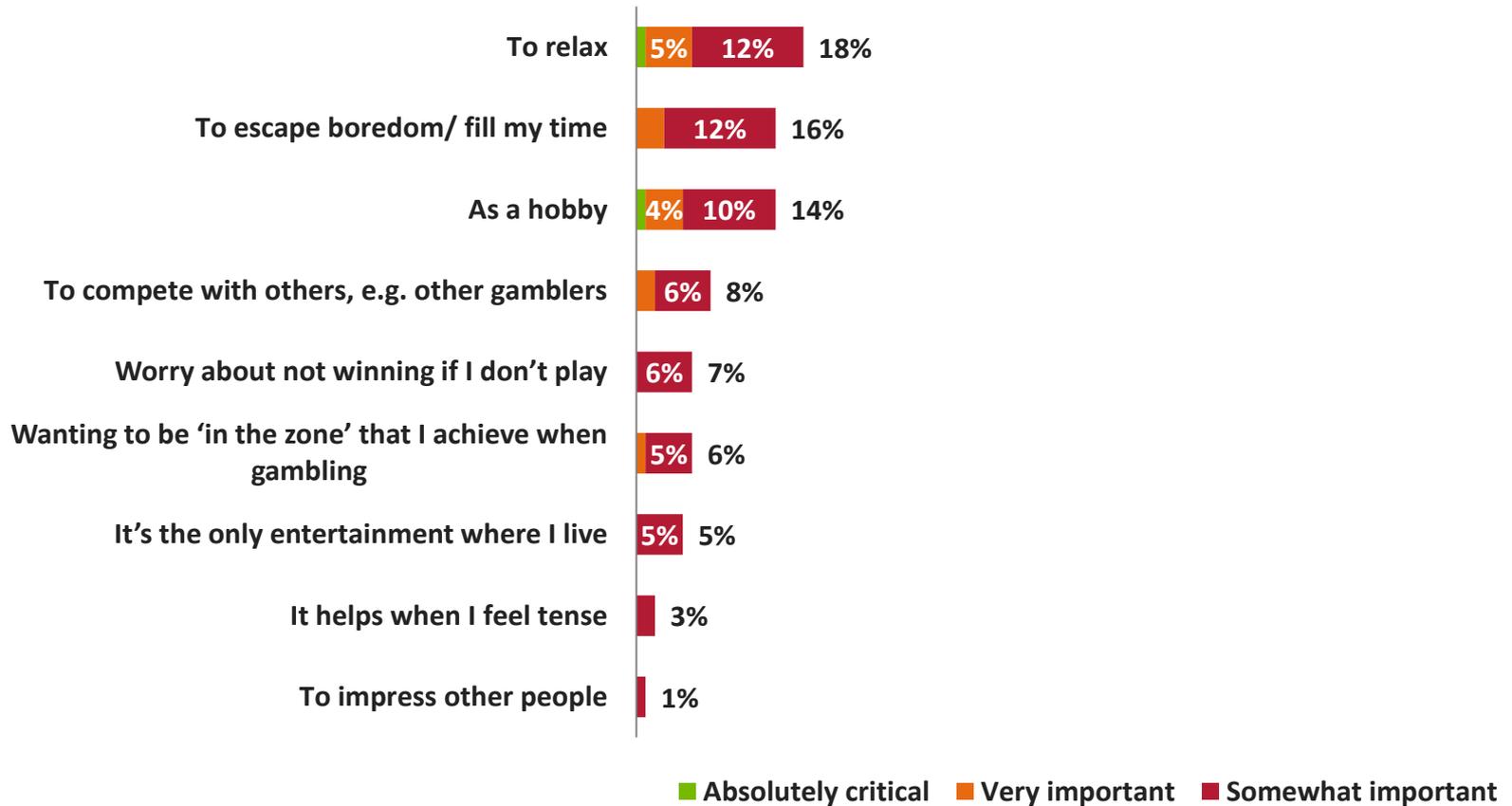
Second tier reasons for gambling include doing it with family/friends (48%), to learn about BCLC products (42%), to be sociable (42%) and for the rush/thrill (35%).



Importance of Reasons for Gambling

Slide 2 of 2

Very few past year gambling employees (less than 10%) said they gamble because they want to impress people (1% at least somewhat important), to help when they are tense (3%), it's the only entertainment where they live (5%), because they want to be 'in the zone' (6%), because they would worry if not playing (7%), or to compete with other gamblers (8%).



Slide 1 of 2

Field staff are less likely to rate many gambling motivations as important. They are especially less likely to rate being sociable and doing it with family/friends as important.

Absolutely Critical + Very Important + Somewhat Important

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
Entertainment/fun	77%	80% C	78%	66%	78%	77%	72%
A chance to win big	63%	64%	65%	55%	65%	59%	63%
The sense of anticipation/chance to dream	63%	70% C	60%	55%	66% E	53%	60%
Something to do with family/friends	48%	47%	53% C	33%	51%	43%	42%
Learn about BCLC products f/customer perspective	42%	49% C	39%	31%	44%	37%	39%
To be sociable/be among others	42%	45% C	46% C	22%	44%	43%	33%
It provides a rush/thrill	35%	39%	29%	41%	32%	36%	43%
Sense of achievement when I win	27%	32%	24%	20%	23%	35% D	33%
Mental challenge/learn about the game/activity	25%	28%	24%	20%	23%	35% DF	19%
To make money	22%	27% B	16%	25%	19%	31% D	22%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Slide 2 of 2

Staff with more player interactions are more likely to mention boredom and wanting to be in the zone as important reasons for gambling.

Absolutely Critical + Very Important + Somewhat Important

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
To relax	18%	20%	16%	20%	16%	24%	22%
To escape boredom/ fill my time	16%	15%	15%	19%	14%	13%	25% D
As a hobby	14%	17%	14%	9%	13%	17%	13%
To compete with others, e.g. other gamblers	8%	9% C	10% C	0%	8%	8%	9%
Worry about not winning if I don't play	7%	9%	7%	6%	7%	8%	7%
Wanting to be 'in the zone' that I achieve when gambling	6%	6%	5%	9%	4%	8%	12% D
It's the only entertainment where I live	5%	5%	6%	5%	5%	7%	6%
It helps when I feel tense	3%	4%	2%	3%	2%	4%	6%
To impress other people	1%	3%	1%	0%	1%	1%	1%

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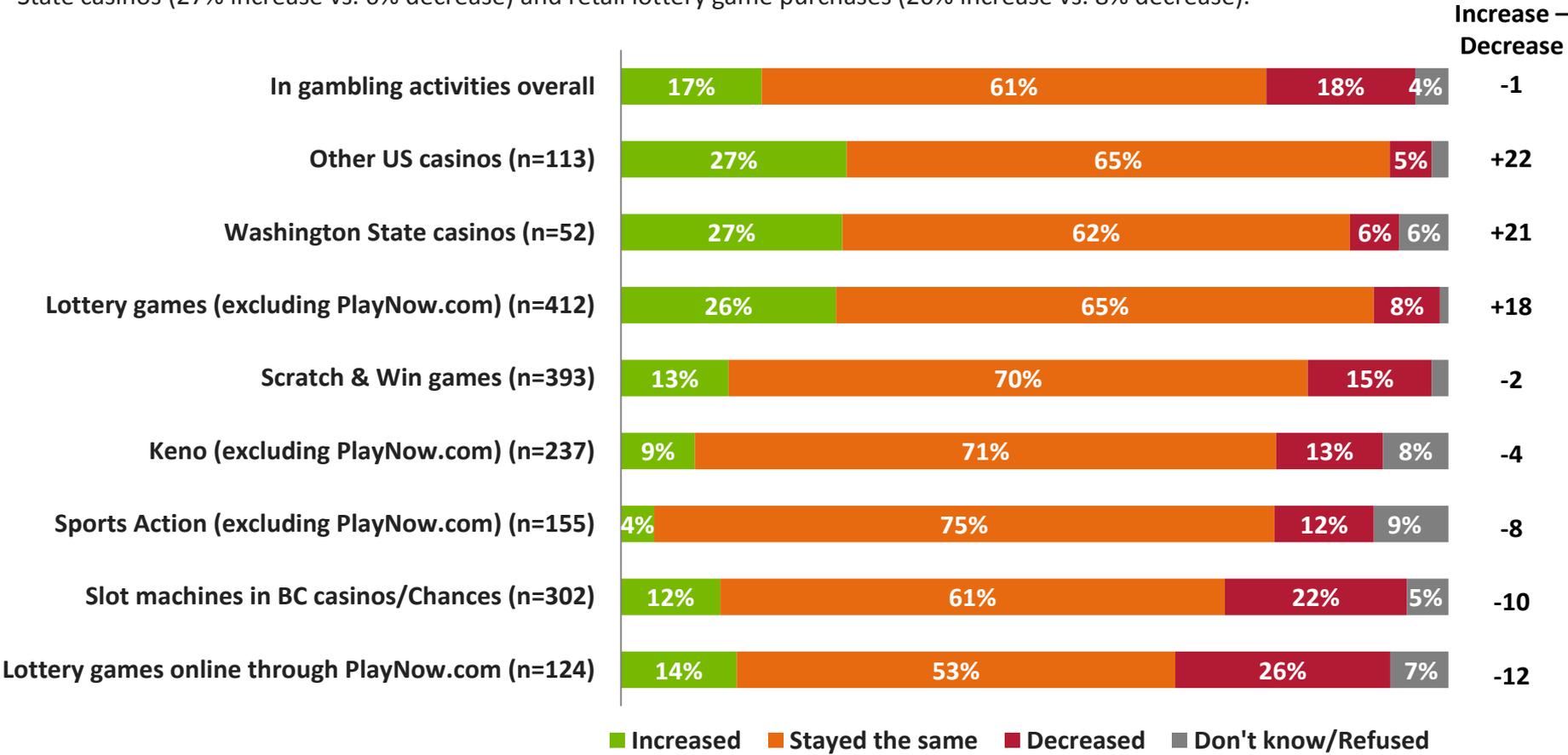
GAMBLING AND EMPLOYMENT INFLUENCES

Change in Frequency of Gambling Participation While in Industry

Slide 1 of 2

Most employees (61%) say their participation in gambling has not changed since they began working in the industry. Roughly equal numbers say their participation has increased (17%) as decreased (18%).

Employees who had participated in specific gambling activities were asked whether their participation in those activities had changed since they began working in the industry. For most gambling activities, employees are more likely to have decreased than increased their participation. The exceptions are visits to non-Washington US casinos (27% increase vs. 5% decrease), Washington State casinos (27% increase vs. 6% decrease) and retail lottery game purchases (26% increase vs. 8% decrease).



Q9. Has your frequency of participation in each of the following gambling activities increased, stayed the same or decreased, since you began working in the industry?

31 Base Gambling Activities Overall: All respondents (n=434)

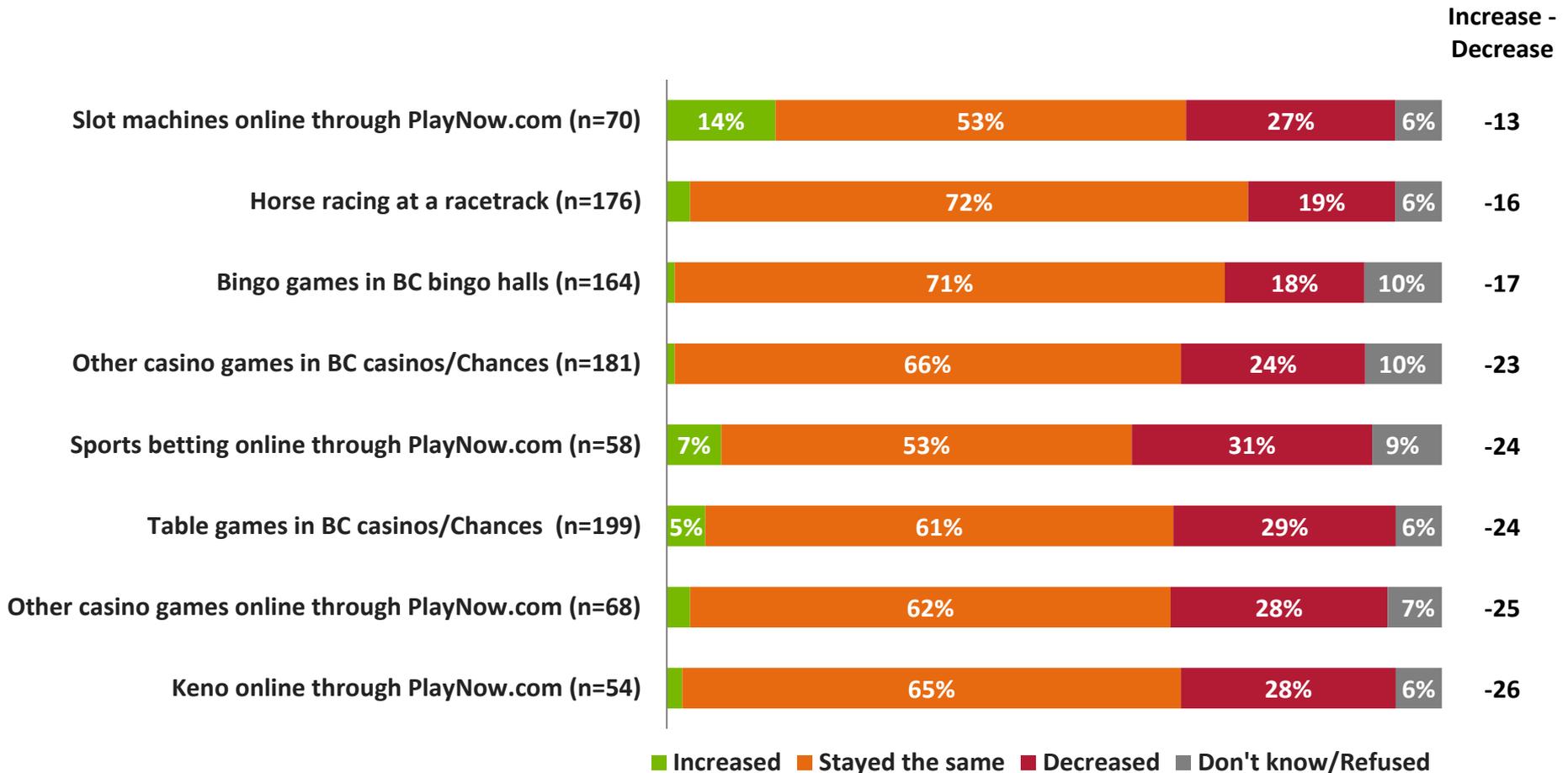
Base Specific Activities: Participated in activity in lifetime (n=varies); Activities under 50 respondents are excluded.



Change in Frequency of Gambling Participation While in Industry

Slide 2 of 2

The activities below had the greatest reported net decreases (increase minus decrease) in participation among all activities tested.



Q9. Has your frequency of participation in each of the following gambling activities increased, stayed the same or decreased, since you began working in the industry?

32 Base Gambling Activities Overall: All respondents (n=434)

Base Specific activities: Participated in activity in lifetime (n=varies); Activities under 50 respondents are excluded

Both field staff and those with the most player interactions are more likely to say their overall participation in gambling activities has declined since they started working in the industry.

In Gambling Activities Overall

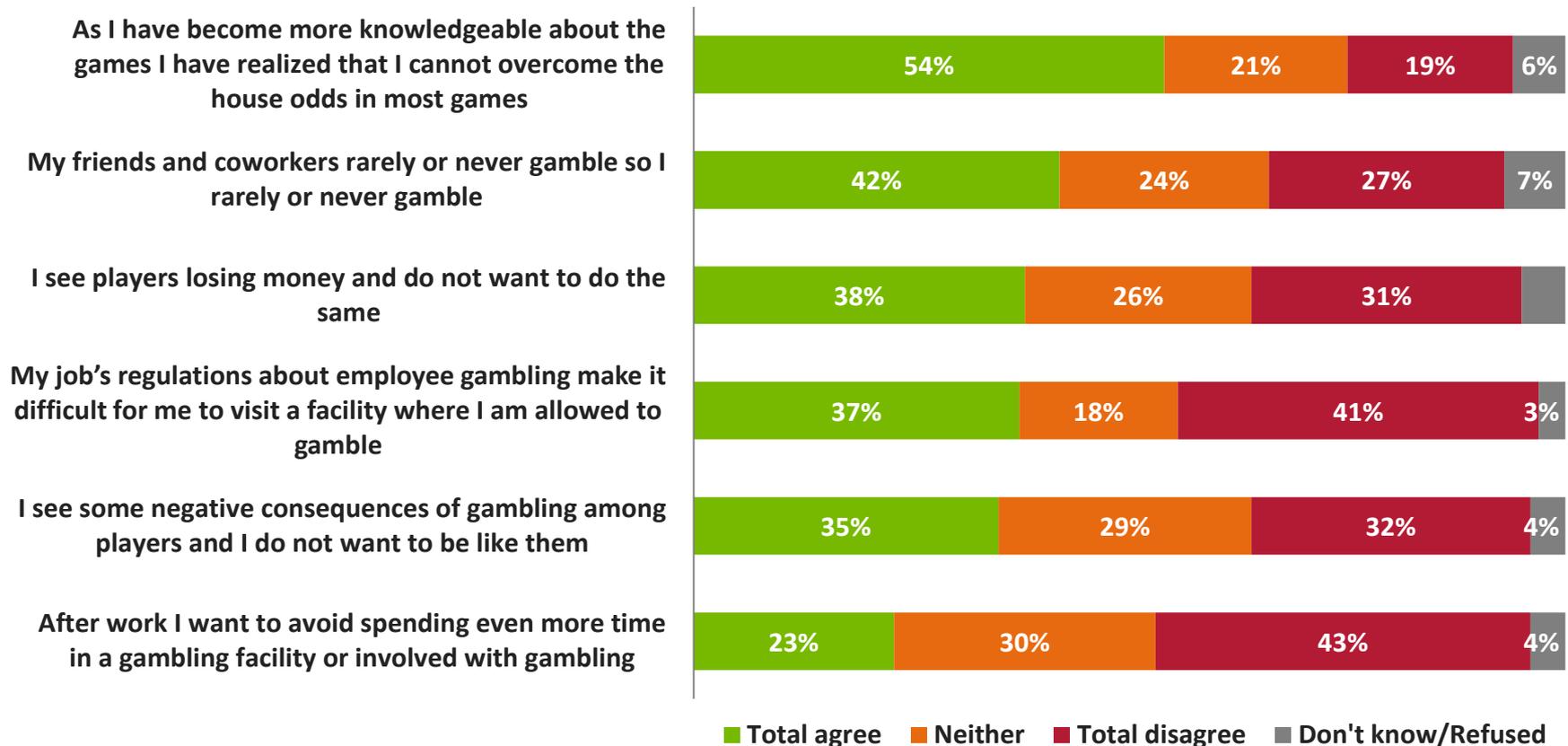
	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Increased	17%	21% C	17%	8%	16%	18%	17%
Stayed the same	61%	58%	66% C	51%	65% F	62% F	44%
Decreased	18%	16%	15%	34% AB	16%	17%	28% D
Don't know/Refused	4%	5%	2%	7% B	2%	4%	11% D

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Statements About Employment Influence on Gambling

Slide 1 of 3

Past year gambling employees were asked to agree or disagree with a battery of 18 statements about possible influences their employment may have had on their gambling. Only one statement had a majority of employees in agreement, namely that they have learned they cannot overcome house odds in most games (54% agree).



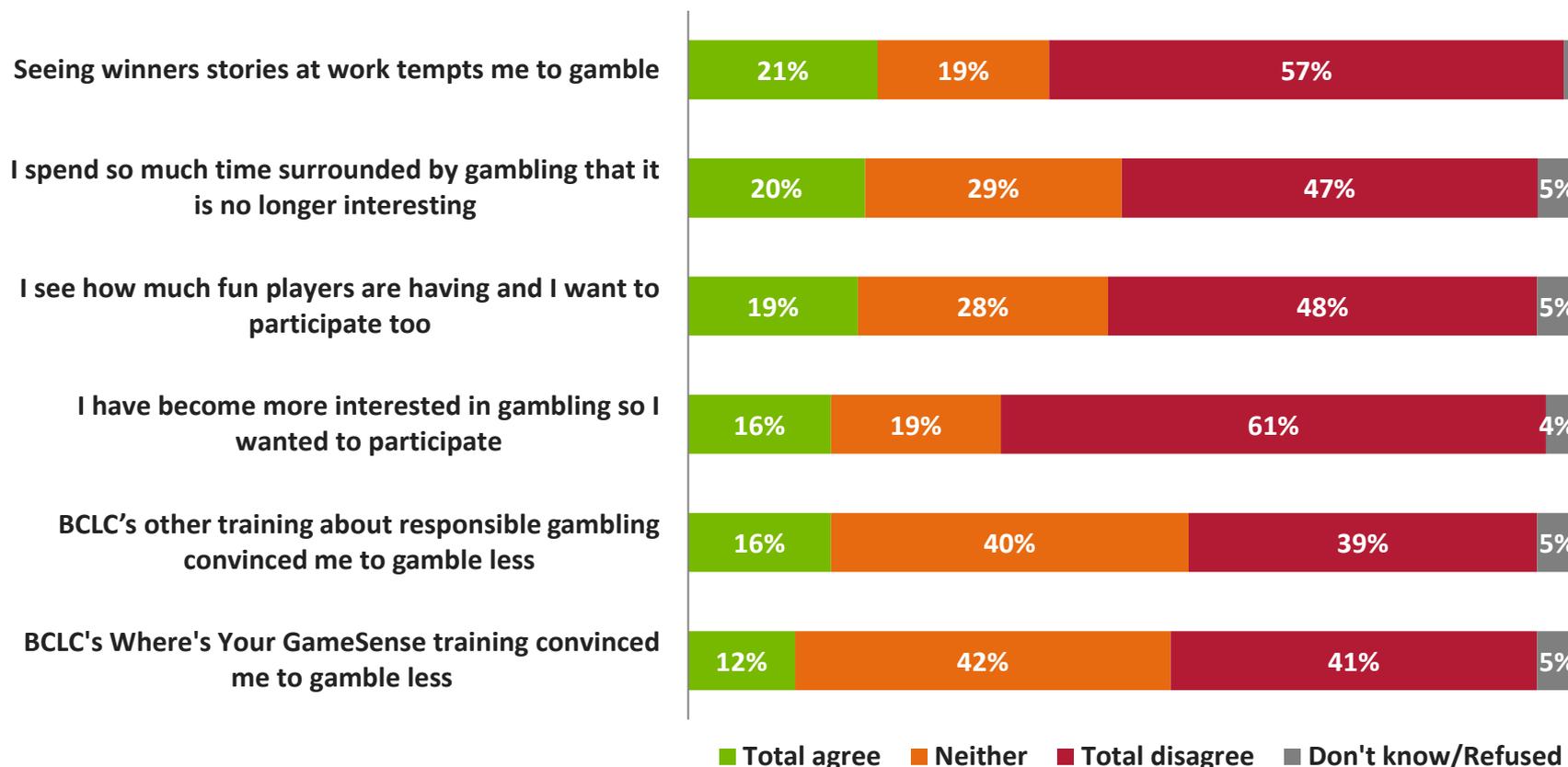
Q12. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

Base: Past year gamblers (n=402)

Statements About Employment Influence on Gambling

Slide 2 of 3

A majority of employees disagree that they have become more interested in gambling so they want to participate (61% disagree) and that seeing winners' stories tempts them to gamble (57%).



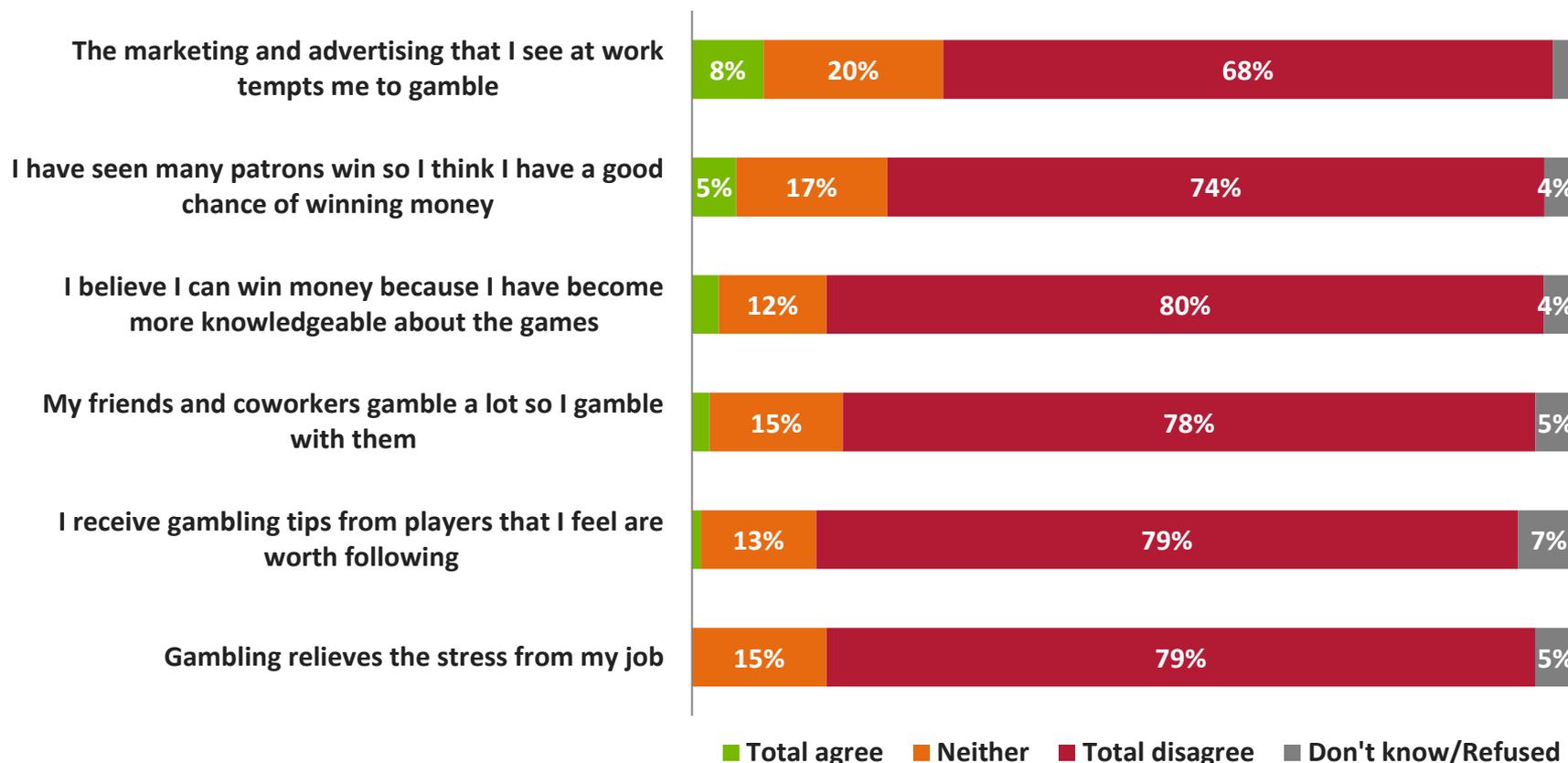
Q12. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

Base: Past year gamblers (n=402)

Statements About Employment Influence on Gambling

Slide 3 of 3

The six statements below had the highest levels of disagreement and all indicate that most past year gamblers are not being negatively influenced by work. Disagreement is highest that they can believe they can win because they have more game knowledge (80%), that they get worthwhile gambling tips from players (79%), that gambling relieves work stress (79%) and that their friends/coworkers gamble a lot so they do it with them (78%).



Q12. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

Base: Past year gamblers (n=402)

Statements About Employment Influence on Gambling by Segments (Slide 1 of 3)

Field staff, as well as those with more player interaction, are more likely to agree that they see players losing money and don't want to do the same, that their employment regulations make it difficult to gamble in a facility, that they see negative consequences of gambling, and that they want to avoid spending time around gambling after work.

Total Agree

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
As I have become more knowledgeable about the games I have realized that I cannot overcome the house odds in most games	54%	48%	56%	61%	53%	53%	55%
My friends and coworkers rarely or never gamble so I rarely or never gamble	42%	39%	44%	45%	43%	37%	43%
I see players losing money and do not want to do the same	38%	39%	32%	56% AB	34%	43%	51% D
My job's regulations about employee gambling make it difficult for me to visit a facility where I am allowed to gamble	37%	33%	31%	67% AB	32%	41%	52% D
I see some negative consequences of gambling among players and I do not want to be like them	35%	33%	27%	63% AB	26%	52% D	49% D
After work I want to avoid spending even more time in a gambling facility or involved with gambling	23%	25% B	10%	56% AB	16%	31% D	40% D

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Q12. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

Base: Past year gamblers (n=402)

Statements About Employment Influence on Gambling by Segments (Slide 2 of 3)

Field staff and those with more player interaction are much more likely to agree that they spend so much time surrounded by gambling that it is no longer interesting. Field staff are also more likely to agree that BCLC's other (not Where's Your GameSense) training about responsible gambling convinced them to gamble less.

Total Agree

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
Seeing winners stories at work tempts me to gamble	21%	25%	21%	14%	22%	23%	16%
I spend so much time surrounded by gambling that it is no longer interesting	20%	15%	13%	52% AB	14%	31% D	30% D
I see how much fun players are having and I want to participate too	19%	15%	22%	19%	17%	24%	18%
I have become more interested in gambling so I wanted to participate	16%	21% C	15% C	5%	15%	20%	12%
BCLC's other training about responsible gambling convinced me to gamble less	16%	13%	13%	28% AB	12%	25% D	18%
BCLC's Where's Your GameSense training convinced me to gamble less	12%	9%	12%	17%	10%	19% D	13%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Q12. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

Base: Past year gamblers (n=402)

Statements About Employment Influence on Gambling by Segments (Slide 3 of 3)

Total Agree

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
The marketing and advertising that I see at work tempts me to gamble	8%	10%	7%	9%	7%	11%	10%
I have seen many patrons win so I think I have a good chance of winning money	5%	5%	5%	3%	5%	3%	4%
I believe I can win money because I have become more knowledgeable about the games	3%	6% C	3%	0%	3%	5%	4%
My friends and coworkers gamble a lot so I gamble with them	2%	4%	1%	2%	2%	4%	3%
I receive gambling tips from players that I feel are worth following	1%	1%	1%	0%	1%	0%	0%
Gambling relieves the stress from my job	<1%	1%	0%	2%	<1%	0%	1%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Q12. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

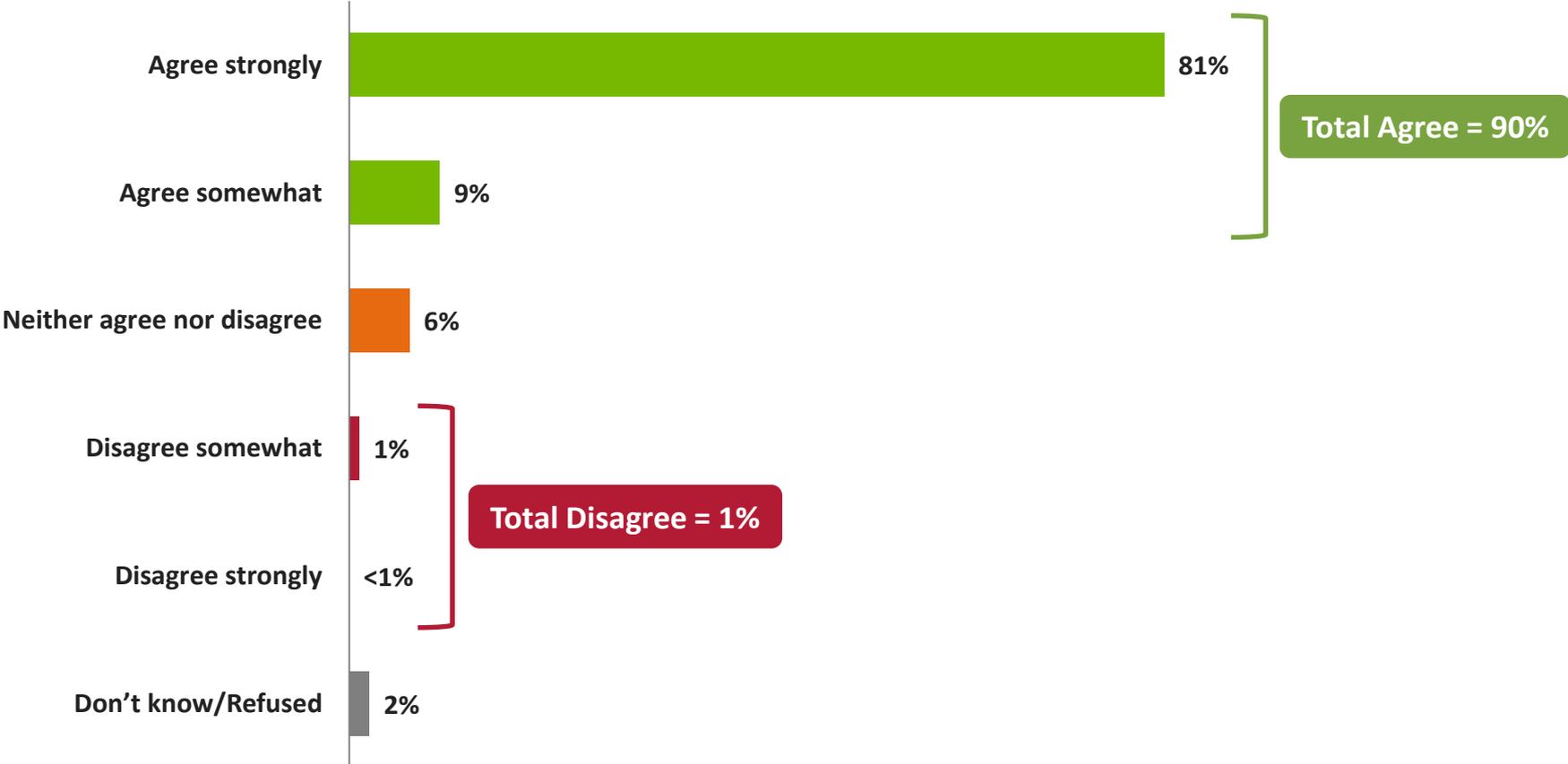
Base: Past year gamblers (n=402)



RESPONSIBLE GAMBLING BEHAVIOURS AND CPGI

Agreement “I am a Responsible Gambler”

Nine-in-ten (90%) employees agree with the statement that “I am a responsible gambler” including eight-in-ten (81%) who agree strongly with the statement. Only 1% of employees disagree that they are a responsible gambler (6% are neutral and 2% are undecided or refused to answer).



41 Q19. How strongly do you agree or disagree with the statement below? “I am a responsible gambler.”
Base: Past year gamblers (n=402)

Agreement “I am a Responsible Gambler” by Segments

Field staff and those with the most player interaction are less likely to agree that they are responsible gamblers.

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
Agree strongly	81%	83% C	84% C	70%	85% F	84% F	66%
Agree somewhat	9%	11%	7%	8%	8%	5%	15% E
Neither agree nor disagree	6%	5%	6%	11%	6%	4%	12%
Disagree somewhat	1%	1%	0%	3%	0%	3%	1%
Disagree strongly	<1%	1%	0%	2%	0%	1%	1%
Don't know/Refused	2%	1%	2%	6% A	2%	3%	4%
Total Agree	90%	93% C	91% C	78%	93% F	89%	81%
Total Disagree	1%	1%	0%	5%	0%	4%	3%

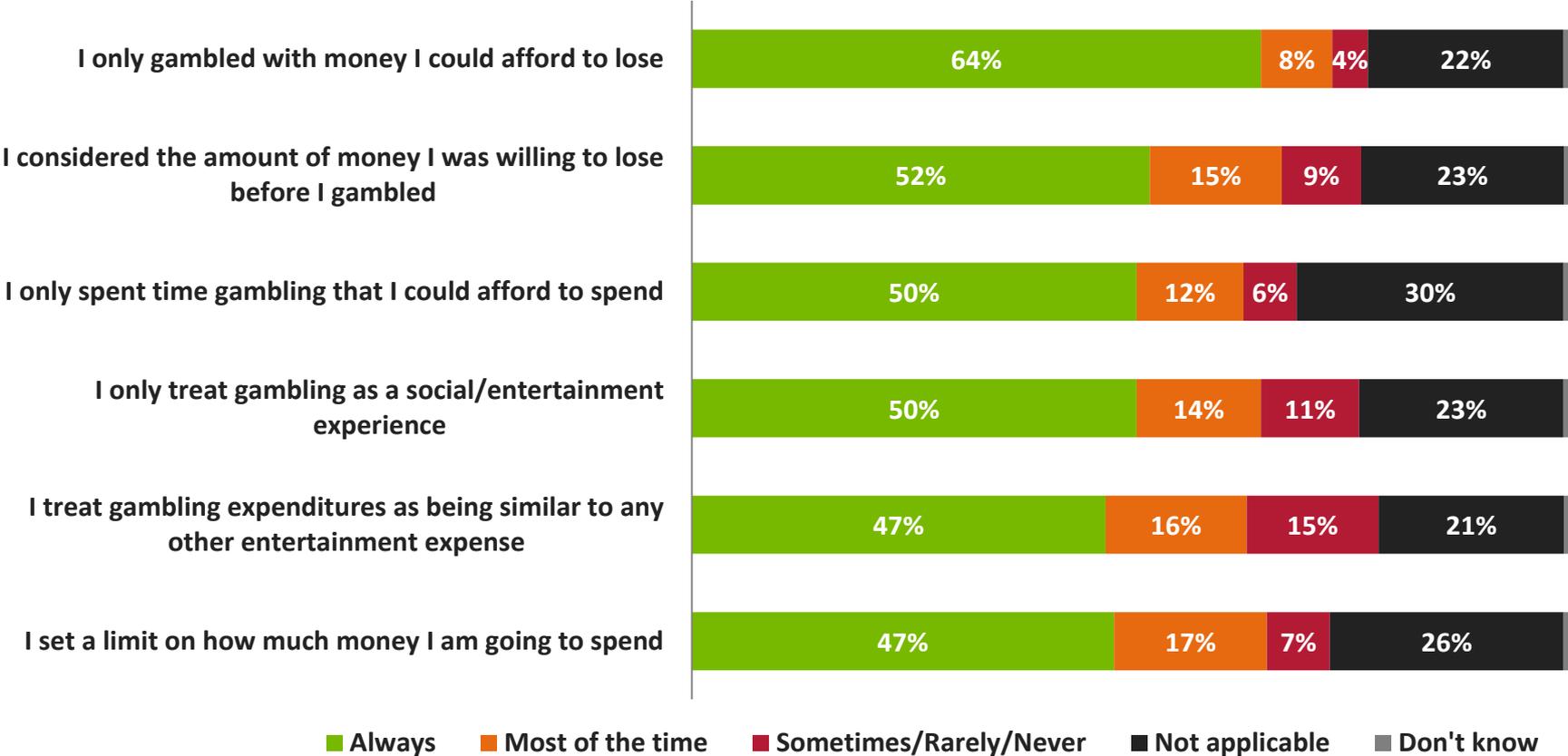
A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Frequency of Responsible Gambling Actions in Past 12 Months

Slide 1 of 2

Past year gambling employees were asked how often they took a variety of responsible gambling actions when they participated in gambling activities over the past 12 months.

The most frequent action was gambling only with money that past year gamblers can afford to lose, with two-thirds (64%) saying they always take this action. Roughly half said they always take actions such as considering how much money they are willing to lose (52%), the time they can afford to spend (50%), treating gambling as a social/entertainment experience (50%), treating gambling expenditures similar to other entertainment expenses (47%) and setting a limit on spending (47%).



Q13. Thinking about when you participated in gambling activities over the last 12 months, how often did you take each of these actions? If an action does not apply to you all, please choose Not Applicable.

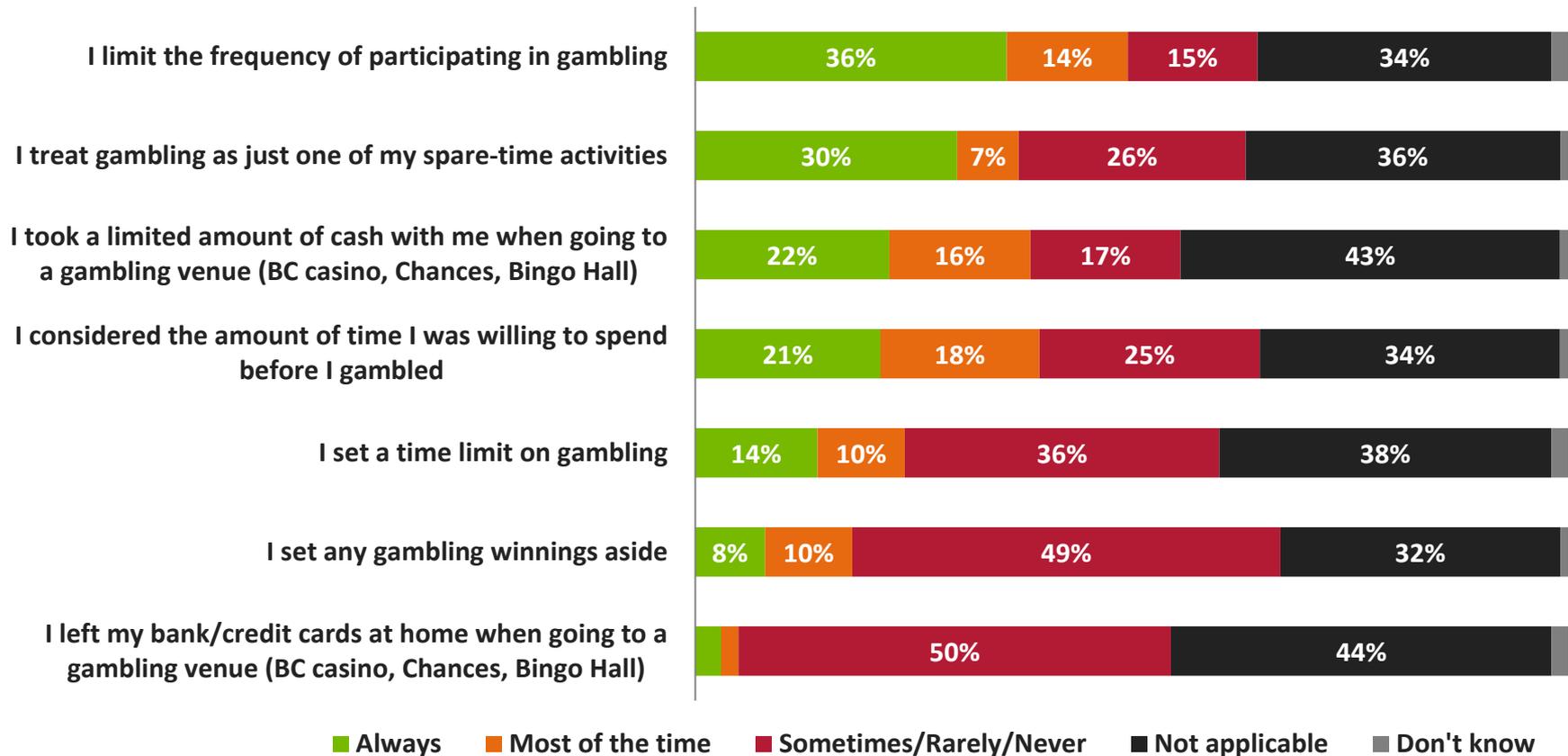
Base: Past year gamblers (n=402)



Frequency of Responsible Gambling Actions in Past 12 Months

Slide 2 of 2

Half (50%) of past year gambling employees said they only sometimes, rarely or never leave their bank/credit card at home when going to a gambling venue. Half (49%) also say they only sometimes, rarely or never set their gambling winnings aside. Nearly four-in-ten (36%) say they sometimes, rarely or never set a time limit on gambling.



Q13. Thinking about when you participated in gambling activities over the last 12 months, how often did you take each of these actions? If an action does not apply to you all, please choose Not Applicable.

Base: Past year gamblers (n=402)

Frequency of Responsible Gambling Actions in Past 12 Months by Segments (Slide 1 of 2)

Field staff are less likely to say that they sometimes, rarely or never leave their bank/credit cards at home when going to a gambling venue.

Staff with the most player interactions are less likely to say that they sometimes, rarely or never take a limited amount of cash to a gambling venue.

Sometimes/Rarely/Never Take Action

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
I left my bank/credit cards at home when going to a gambling venue (BC casino, Chances, Bingo Hall)	50%	52% C	52% C	34%	51%	54%	40%
I set any gambling winnings aside	49%	53%	50%	40%	53% F	46%	37%
I set a time limit on gambling	36%	41% C	36%	26%	36%	43% F	26%
I treat gambling as just one of my spare-time activities	26%	25%	29%	20%	27%	21%	25%
I considered the amount of time I was willing to spend before I gambled	25%	30%	24%	22%	24%	28%	25%
I took a limited amount of cash with me when going to a gambling venue (BC casino, Chances, Bingo Hall)	17%	26% BC	13%	12%	20% F	18% F	5%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Frequency of Responsible Gambling Actions in Past 12 Months by Segments (Slide 2 of 2)

Field staff are less likely to say that they sometimes, rarely or limit the frequency of participating in gambling.

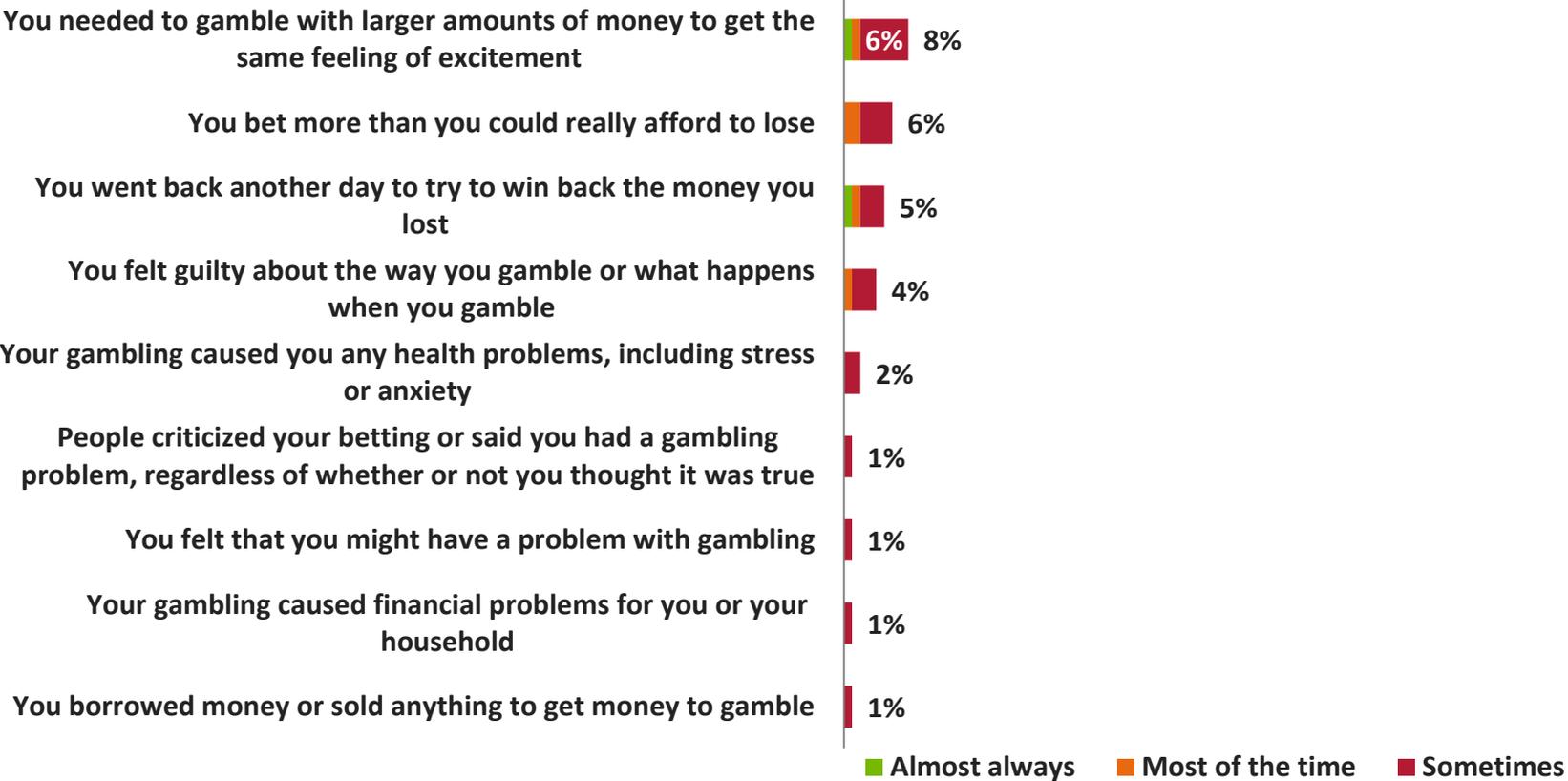
Sometimes/Rarely/Never Take Action

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
I treat gambling expenditures as being similar to any other entertainment expense	15%	13%	15%	16%	14%	14%	15%
I limit the frequency of participating in gambling	15%	15% C	17% C	7%	16%	13%	8%
I only treat gambling as a social/entertainment experience	11%	13%	11%	13%	10%	13%	14%
I considered the amount of money I was willing to lose before I gambled	9%	11%	8%	8%	11%	9%	4%
I set a limit on how much money I am going to spend	7%	9%	7%	8%	6%	14%	6%
I only spent time gambling that I could afford to spend	6%	7%	7%	6%	7%	6%	3%
I only gambled with money I could afford to lose	4%	4%	4%	8%	4%	5%	5%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

The nine items below are the components of the Canadian Problem Gambling Index. It is calculated by creating an index based on the frequency of each of the following behaviours. The index scores 3 points for each 'almost always' response, 2 points for each 'most of the time' response and 1 point for each 'sometimes' response. 'Never' responses (not shown below) are scored as 0 points.

Fewer than one-in-ten past year gambling employees say they did any one of the nine behaviours at least sometimes in the past year. The most mentioned behaviour is needing to gamble with larger amounts of money to get the same feeling of excitement (8% said they do this at least some of the time).



47 Q14. Thinking about when you participated in gambling activities over the last 12 months, how often did each of the following occur?
 Base: Past year gamblers (n=402)



Kamloops staff are less likely to say that they (at least sometimes) needed to gamble with larger amounts of money to get the same feeling of excitement in the past year.

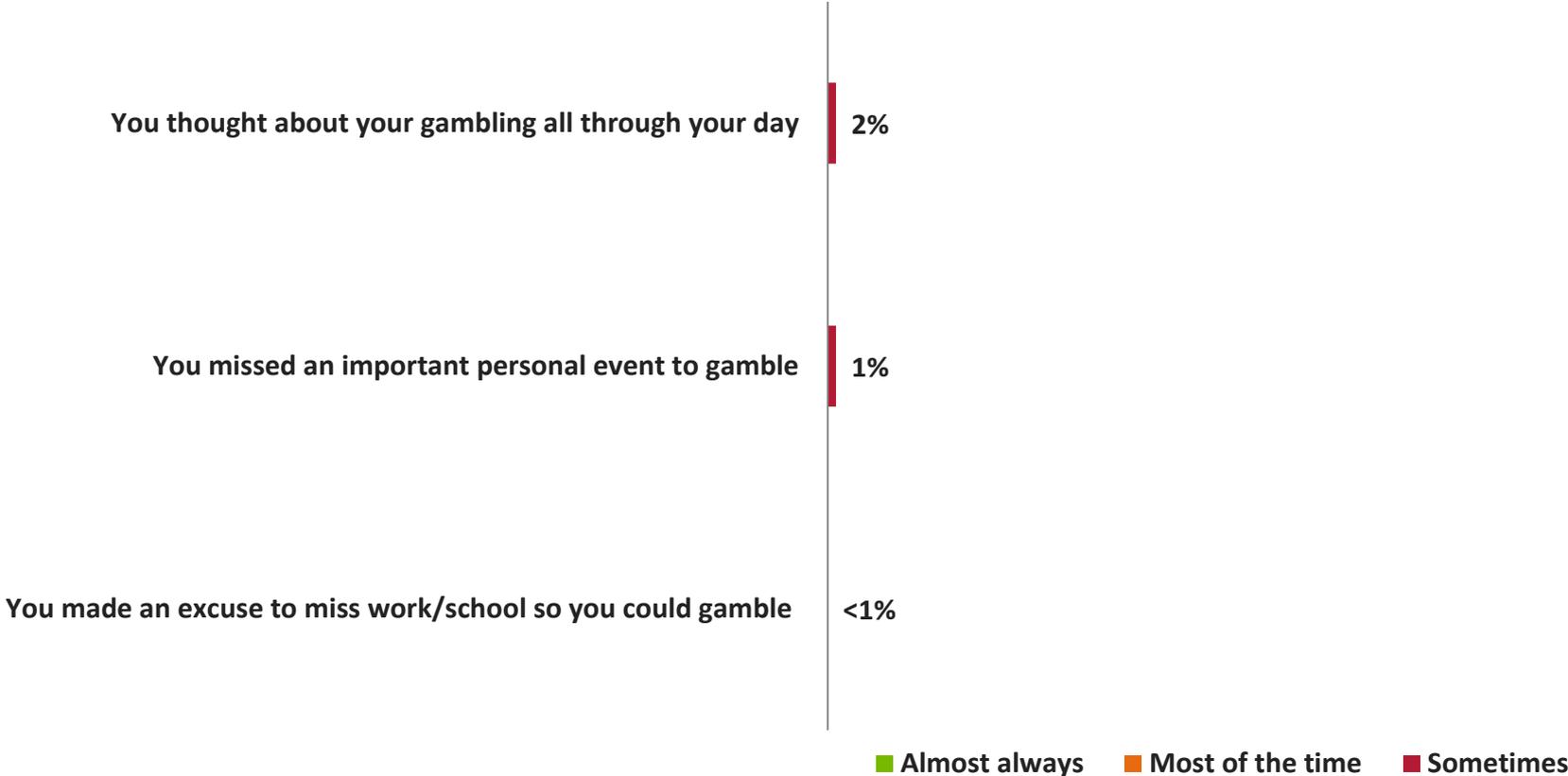
Always/Most of the Time/Sometimes

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
You needed to gamble with larger amounts of money to get the same feeling of excitement	8%	11% B	5%	13% B	6%	11%	15% D
You bet more than you could really afford to lose	6%	7%	3%	13% B	4%	5%	13% D
You went back another day to try to win back the money you lost	5%	6%	3%	6%	4%	5%	7%
You felt guilty about the way you gamble or what happens when you gamble	4%	4%	2%	11% B	3%	8%	6%
Your gambling caused you any health problems, including stress or anxiety	2%	2%	2%	6%	1%	5% D	4%
People criticized your betting or said you had a gambling problem, regardless of whether or not you thought it was true	1%	2%	1%	2%	2%	1%	1%
You felt that you might have a problem with gambling	1%	1%	1%	5% B	1%	1%	3%
Your gambling caused financial problems for you or your household	1%	1%	1%	5% B	1%	1%	3%
You borrowed money or sold anything to get money to gamble	1%	1%	1%	0%	1%	0%	0%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Past 12 Month Other Behaviours (Non-CPGI)

Past year gambling employees were also asked about three other items (not scored in CPGI). Very few said they sometimes or more often make an excuse to miss work/school to gamble (<1%), missed an important personal event to gamble (1%), or thought about gambling all through their day (2%).



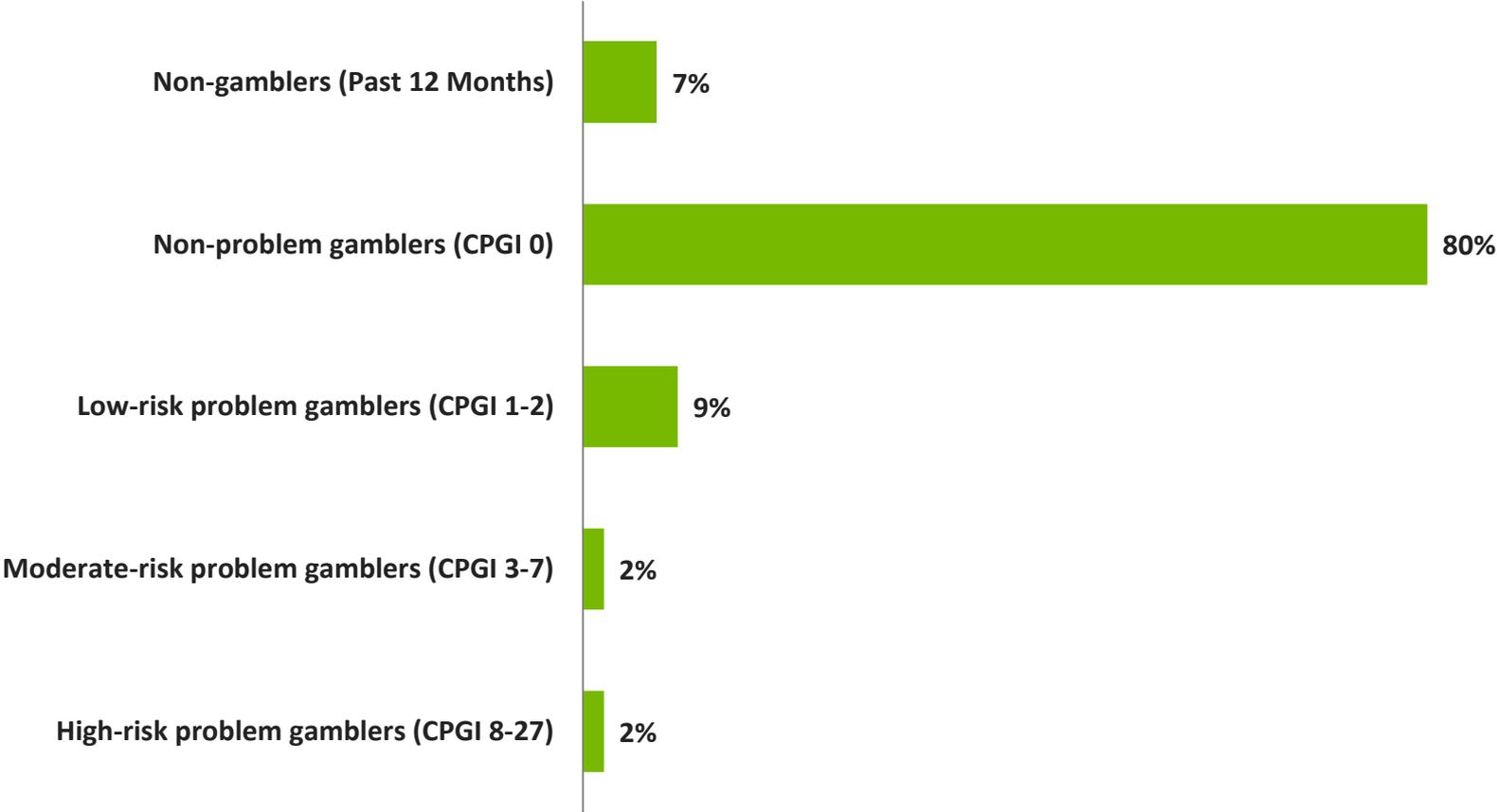
Always/Most of the Time/Sometimes

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
You thought about your gambling all through your day	2%	2%	2%	0%	2%	1%	3%
You missed an important personal event to gamble	1%	1%	1%	2%	1%	1%	1%
You made an excuse to miss work/school so you could gamble	<1%	1%	0%	0%	<1%	0%	0%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

On the CPGI (Canadian Problem Gambling Index) scale, most employees classify as either non-gamblers (7%, no past year gambling) or as non-problem gamblers (80%, 0 on CPGI).

Nearly one-in-ten employees (9%) classify as low-risk problem gamblers (1-2 on CPGI). Only 2% of employees classify as moderate-risk problem gambler (3-7%) and only 2% as high-risk problem gamblers (CPGI of 8-27).



51 Q14. Thinking about when you participated in gambling activities over the last 12 months, how often did each of the following occur?

Base: All respondents (n=434)



Kamloops staff and those with no player interactions are less likely to be categorized into any of the three risk segments (low, moderate, high).

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Non Gamblers	7%	4%	8%	14% A	7%	4%	11%
Non-problem gamblers	80%	79%	85% C	72%	84% F	79%	69%
Low-risk problem gamblers	9%	13% B	6%	8%	6%	10%	16% D
Moderate-risk problem gamblers	2%	3%	0%	3%	1%	5% D	1%
High-risk problem gamblers	2%	1%	1%	4%	2%	1%	3%
Low/Moderate/High risk gamblers	12%	17% B	7%	15% B	9%	17% D	20% D

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)



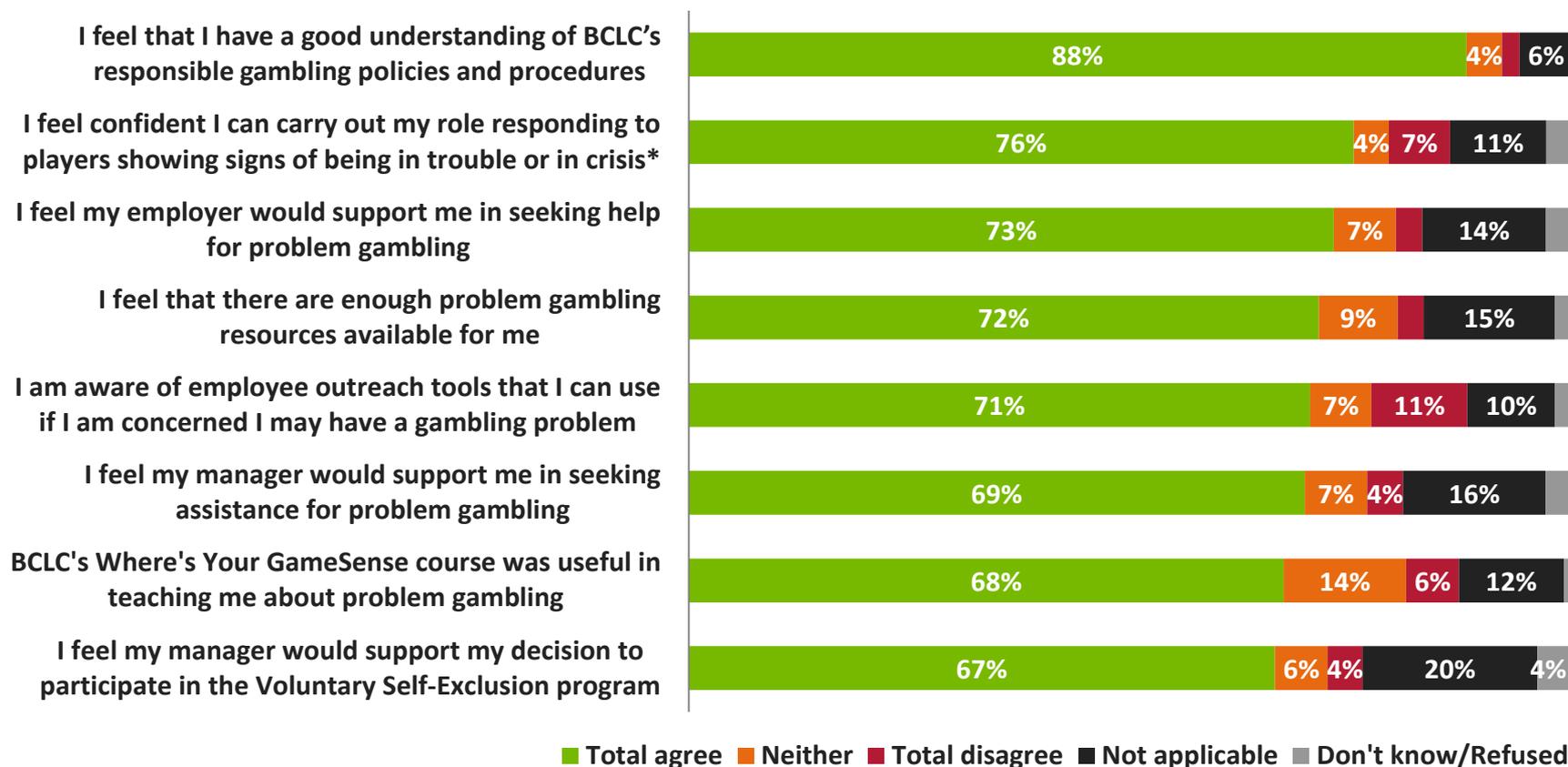
RESPONSIBLE GAMBLING AND EMPLOYMENT

Statement Set 1 (Among All Respondents)

Slide 1 of 2

Respondents were asked to agree or disagree with a battery of 15 statements about responsible gambling and their work. The eight statements below are the ones with the highest levels of agreement (all 67% agree or higher).

These statements show that most employees believe they have a good understanding of policies/procedures in relation to responsible gambling, feel confident that they can do their role in responding to patrons with gambling problems, and that they feel supported (or would be supported) by their employer, manager and by resources/tools if they ever personally had a gambling problem.

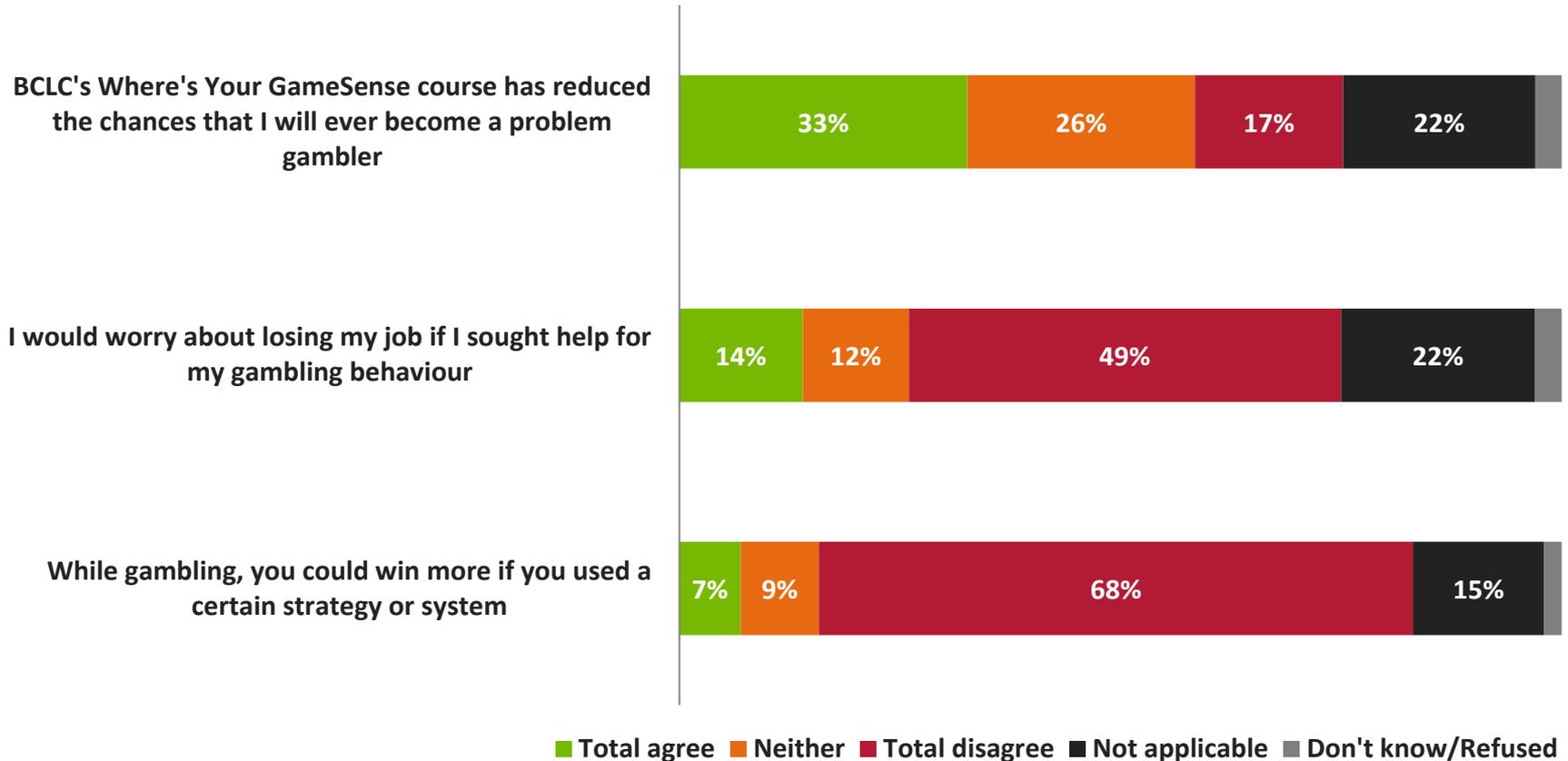


Statement Set 1 (Among All Respondents)

Slide 2 of 2

Respondents had diverse opinions on whether BCLC's 'Where's Your GameSense' course has reduced the chances they will ever become a problem gambler. One-third (33%) agree with this statement, while 17% disagree. Many employees were either neutral (26%) or said the statement did not apply to them (22%).

Few employees agreed that they would worry about losing their job if they ever sought help for their gambling behaviour (14% agreed). Very few agreed with some common gambling fallacies that you can win more with a strategy or system (7%).



Statement Set 1 (Among All Respondents) by Segments

Slide 1 of 2

Field staff, and those with the most player interaction, are less likely to agree their employer would support them in seeking help for problem gambling and to agree their manager would support their decision to participate in the Voluntary Self-Exclusion program.

Total Agree

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
I feel that I have a good understanding of BCLC's responsible gambling policies and procedures	88%	90%	88%	85%	89%	87%	88%
I feel confident I can carry out my role responding to players showing signs of being in trouble or in crisis*	76%	56%	86%	80%	n/a	n/a	76%
I feel my employer would support me in seeking help for problem gambling	73%	78% C	75% C	55%	77% F	69%	60%
I feel that there are enough problem gambling resources available for me	72%	72%	73%	69%	72%	72%	69%
I am aware of employee outreach tools that I can use if I am concerned I may have a gambling problem	71%	76% C	70%	61%	71%	73%	65%
I feel my manager would support me in seeking assistance for problem gambling	69%	76% C	69%	57%	72% F	67%	60%
BCLC's Where's Your GameSense course was useful in teaching me about problem gambling	68%	66%	68%	70%	67%	68%	71%
I feel my manager would support my decision to participate in the Voluntary Self-Exclusion program	67%	77% BC	67% C	46%	72% EF	60%	53%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Total Agree

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
BCLC's Where's Your GameSense course has reduced the chances that I will ever become a problem gambler	33%	34%	33%	30%	32%	37%	33%
I would worry about losing my job if I sought help for my gambling behaviour	14%	18%	11%	14%	14%	14%	15%
While gambling, you could win more if you used a certain strategy or system	7%	11% B	5%	4%	7%	6%	5%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Statement Set 1 (Among Past Year Gamblers)

The four statements below were asked only of past year gambling employees. They show that few past year gambling employees believe that their gambling wins are evidence of their skill/knowledge (5%), that they typically win when they gamble (4%), that they are more likely to win after losing several times in a row (2%), or that there are certain superstitious things they do to increase their chances of winning (1%).



Total Agree

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
My gambling wins are evidence that I have skill and knowledge related to gambling	5%	7%	6%	2%	5%	8%	3%
I typically win when I gamble	4%	5%	5%	2%	4%	4%	4%
When I am gambling, after losing many times in a row I am more likely to win	2%	1%	3%	0%	2%	1%	0%
There are certain things I do when I am betting (for example, tapping a certain number of times, holding a lucky coin in my hand, crossing my fingers, etc.) which increase the chances that I will win	1%	1%	2%	2%	2%	1%	1%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Statement Set 2

Slide 1 of 2

Respondents were also asked to agree or disagree with another battery of 10 statements about the importance of responsible gambling at BCLC. The seven statements below are the ones with the highest levels of agreement (all 81% agree or higher).

These statements show that employees feel that responsible gambling is good for customer experience and business sustainability, that they have a good understanding of how responsible gambling is relevant to their role, and feel that they can play a role if called upon.

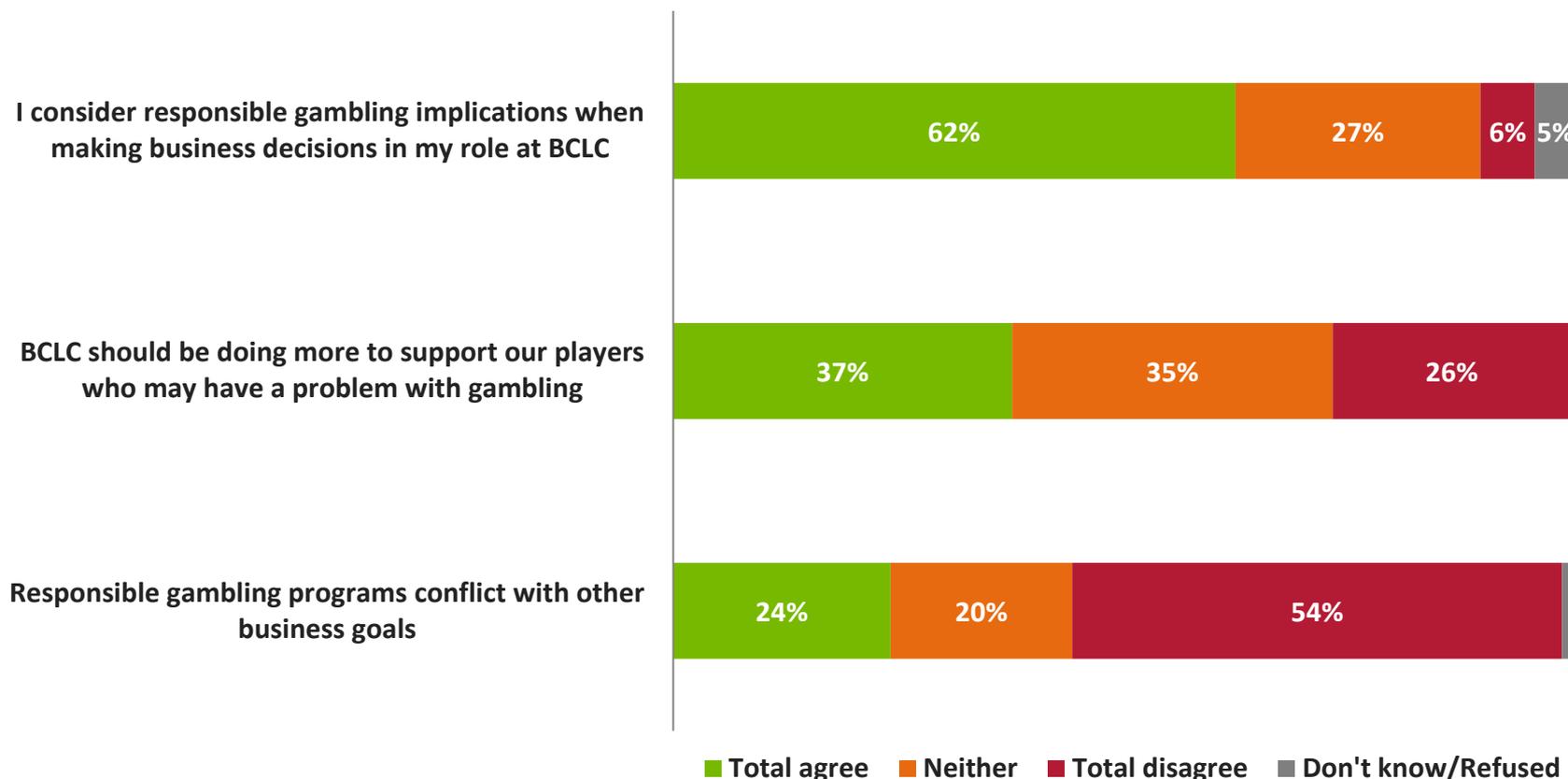


Statement Set 2

Slide 2 of 2

Six-in-ten (62%) employees say they consider responsible gambling implications when making business decisions, while only 6% say they do not (27% are neutral and 5% are undecided).

Nearly four-in-ten (37%) employees say that BCLC should be doing more to support players who may have gambling problems and one-quarter (24%) say that responsible gambling programs can conflict with other business goals.



Statement Set 2 by Segments

Vancouver staff are more likely to agree that responsible gambling programs conflict with other business goals.

Total Agree

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
I understand the importance of responsible gambling and its relevance to my role at BCLC	94%	95%	93%	97%	93%	97%	97%
BCLC values and respects our players	94%	94%	97% C	91%	95%	90%	96%
Responsible gambling promotes the long-term sustainability of BCLC's business	92%	90%	93%	93%	92%	90%	92%
I feel that I can dispel gambling myths I come across in conversations with friends, family and players	85%	85%	83%	92%	85%	82%	89%
Players who make healthy gambling decisions are a more sustainable source of revenue	84%	83%	83%	89%	83%	83%	87%
I feel that I can provide referrals to responsible gambling resources, if required	83%	84%	81%	88%	81%	88%	87%
Responsible gambling enhances customer service in gaming venues	81%	78%	81%	85%	80%	78%	85%
I consider responsible gambling implications when making business decisions in my role at BCLC	62%	70% B	54%	66%	59%	73% D	63%
BCLC should be doing more to support our players who may have a problem with gambling	37%	41%	33%	39%	32%	53% D	39%
Responsible gambling programs conflict with other business goals	24%	33% BC	19%	18%	23%	31%	20%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)



RESPONSIBLE GAMBLING MESSAGING AND RESOURCES

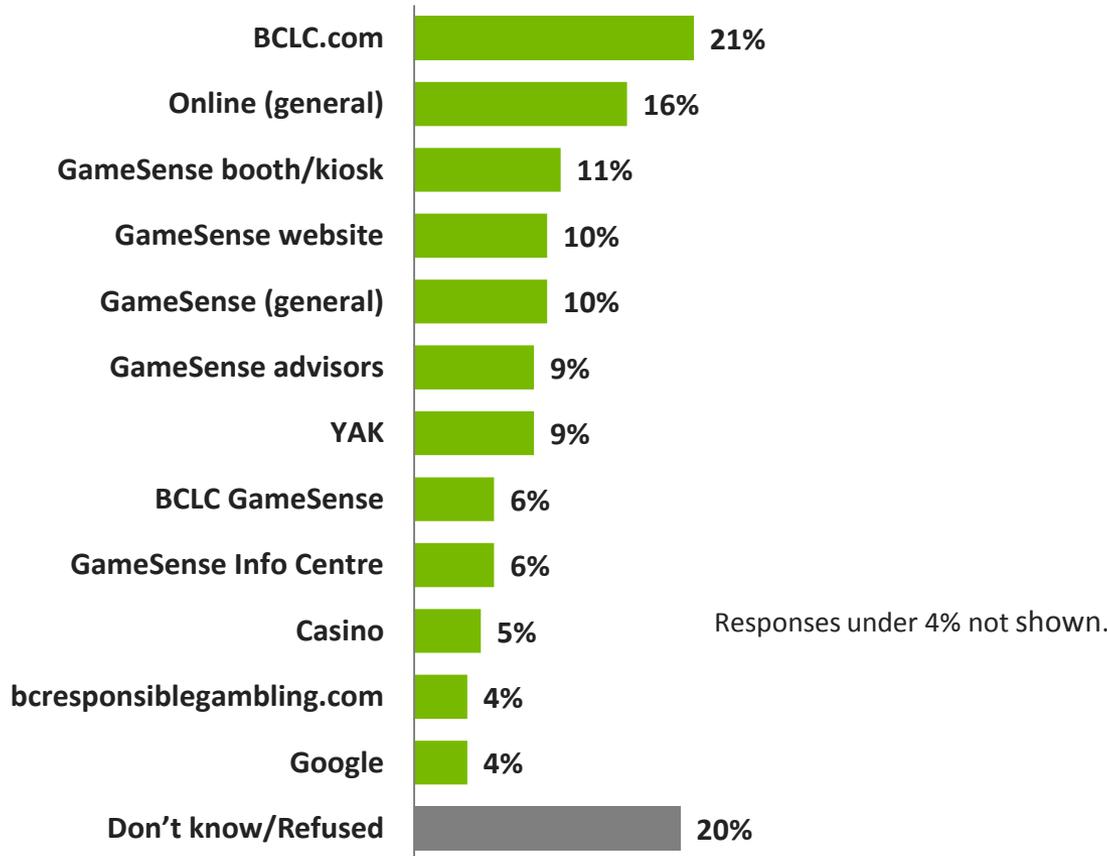
Where Look for Information About Responsible Gambling

Coded Open-Ends – Multiple Responses Allowed

Employees were asked, on an open-ended basis, where they would look to find information about responsible gambling.

The internet is mentioned many times, including mentions of BCLC.com (21%), online in general (16%), the GameSense website (10%), bcresponsiblegambling.com (4%) and Google (4%). GameSense also gets a number of other mentions including GameSense booth/kiosk (11%), GameSense in general (10%), GameSense advisors (9), BCLC GameSense (6%) and GameSense Info Centres (6%).

Other mentions include YAK (9%) and casinos (5%).



Where Look for Information About Responsible Gambling by Segments Ipsos Public Affairs

Coded Open-Ends – Multiple Responses Allowed

Field staff and those with the most player interaction are more likely to say they would look for responsible gambling information from a GameSense advisor (GSA) and GameSense booth/info centre. Vancouver and Kamloops staff are much more likely than field staff to mention YAK.

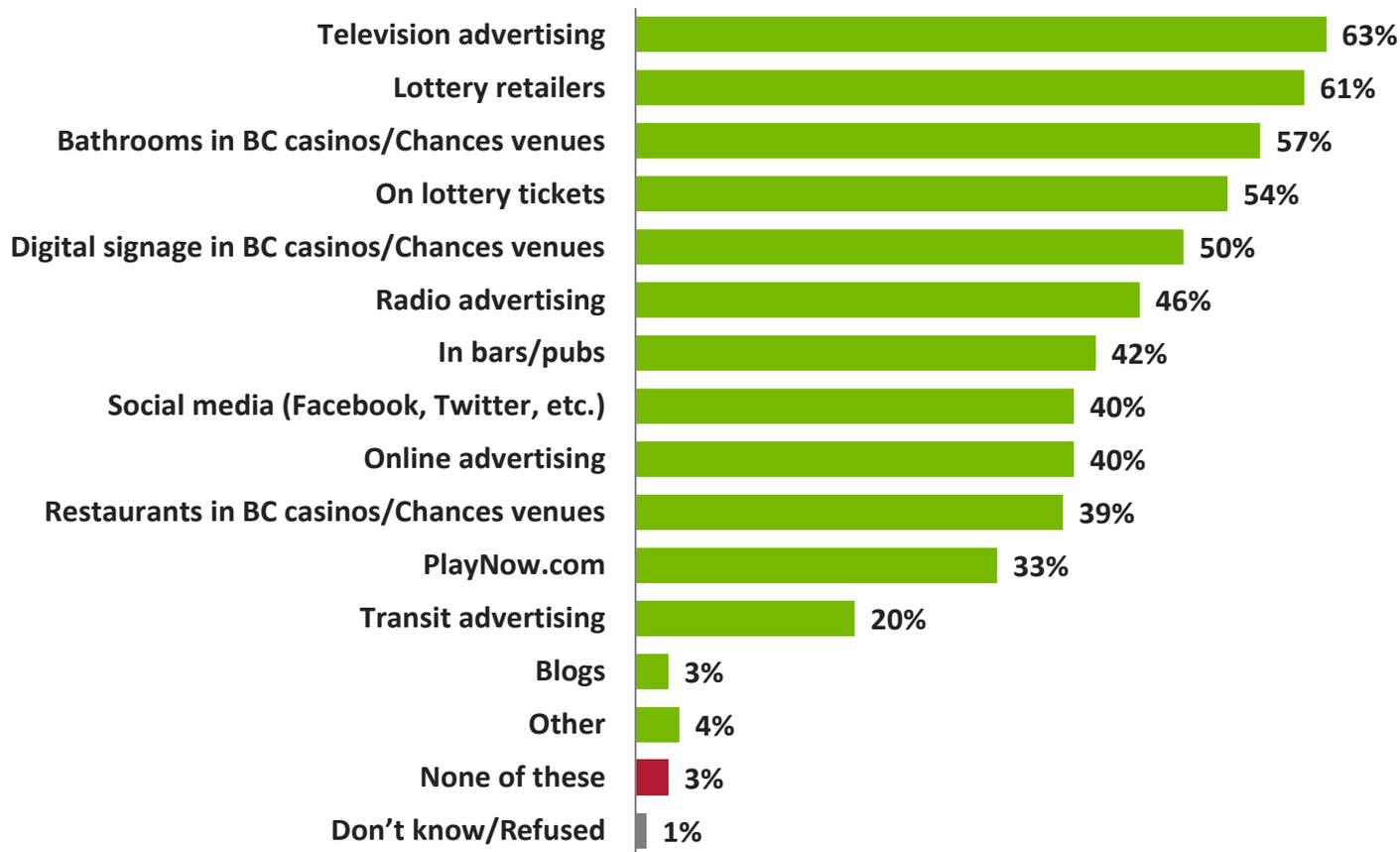
	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
BCLC.com	21%	22%	21%	16%	21%	21%	17%
Online (unspecified)	16%	16%	15%	18%	16%	15%	15%
GameSense booth/kiosk	11%	6%	13% A	19% A	9%	10%	20% D
GameSense website	10%	15% C	10%	3%	9%	12%	13%
GameSense (unspecified)	10%	8%	11%	8%	10%	10%	7%
GameSense advisors (GSA)	9%	3%	7%	27% AB	7%	6%	19% DE
YAK	9%	12% C	10% C	1%	11% F	6%	3%
GameSense (info) centre	6%	8% B	2%	14% B	5%	5%	12% D
BCLC GameSense	6%	6%	6%	4%	7%	4%	3%
Casino	5%	3%	5%	11% A	3%	10% D	8%
bcreponsiblegambling.com	4%	3%	6%	1%	5%	3%	1%
Google	4%	6%	4%	0%	4% F	6% F	0%
Don't know	20%	17%	21%	24%	19%	23%	21%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Where Recall Responsible Gambling Messages in British Columbia in Past 12 Months

Employees recall reading, seeing and hearing messages about responsible gambling or responsible gambling programs/resources in multiple locations in BC over the past 12 months.

The top sources of recall include television advertising (63%), lottery retailers (61%), facility bathrooms (57%) and on lottery tickets (54%).



Q21. In the last 12 months, where have you read, seen or heard messages about responsible gambling or responsible gambling programs/resources in British Columbia?

Base: All respondents (n=434)

Where Recall Responsible Gambling Messages in British Columbia in Past 12 Months by Segments

Field staff are more likely to recall facility based responsible gambling messaging such as bathrooms, digital signage and restaurants.

	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Television advertising	63%	57%	69% A	62%	63%	63%	64%
Lottery retailers	61%	61%	59%	68%	57%	64%	76% D
Bathrooms in BC casinos/Chances venues	57%	54%	49%	84% AB	51%	65% D	72% D
On lottery tickets	54%	54%	55%	54%	53%	54%	61%
Digital signage in BC casinos/Chances venues	50%	42%	48%	76% AB	47%	58%	55%
Radio advertising	46%	49%	42%	49%	45%	44%	51%
In bars/pubs	42%	33%	48% A	42%	40%	42%	47%
Social media (Facebook, Twitter, etc.)	40%	41%	39%	39%	38%	38%	47%
Online advertising	40%	40%	38%	43%	39%	42%	40%
Restaurants in BC casinos/Chances venues	39%	32%	39%	53% AB	35%	45%	49% D
PlayNow.com	33%	38%	31%	30%	29%	42% D	41% D
Transit advertising	20%	24%	16%	20%	19%	17%	24%
Blogs	3%	6% BC	2%	0%	5% EF	1%	0%
Other	4%	5%	5%	1%	5%	3%	3%
None of these	3%	1%	4%	1%	4%	0%	1%
Don't know/Refused	1%	1%	<1%	1%	<1%	1%	1%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

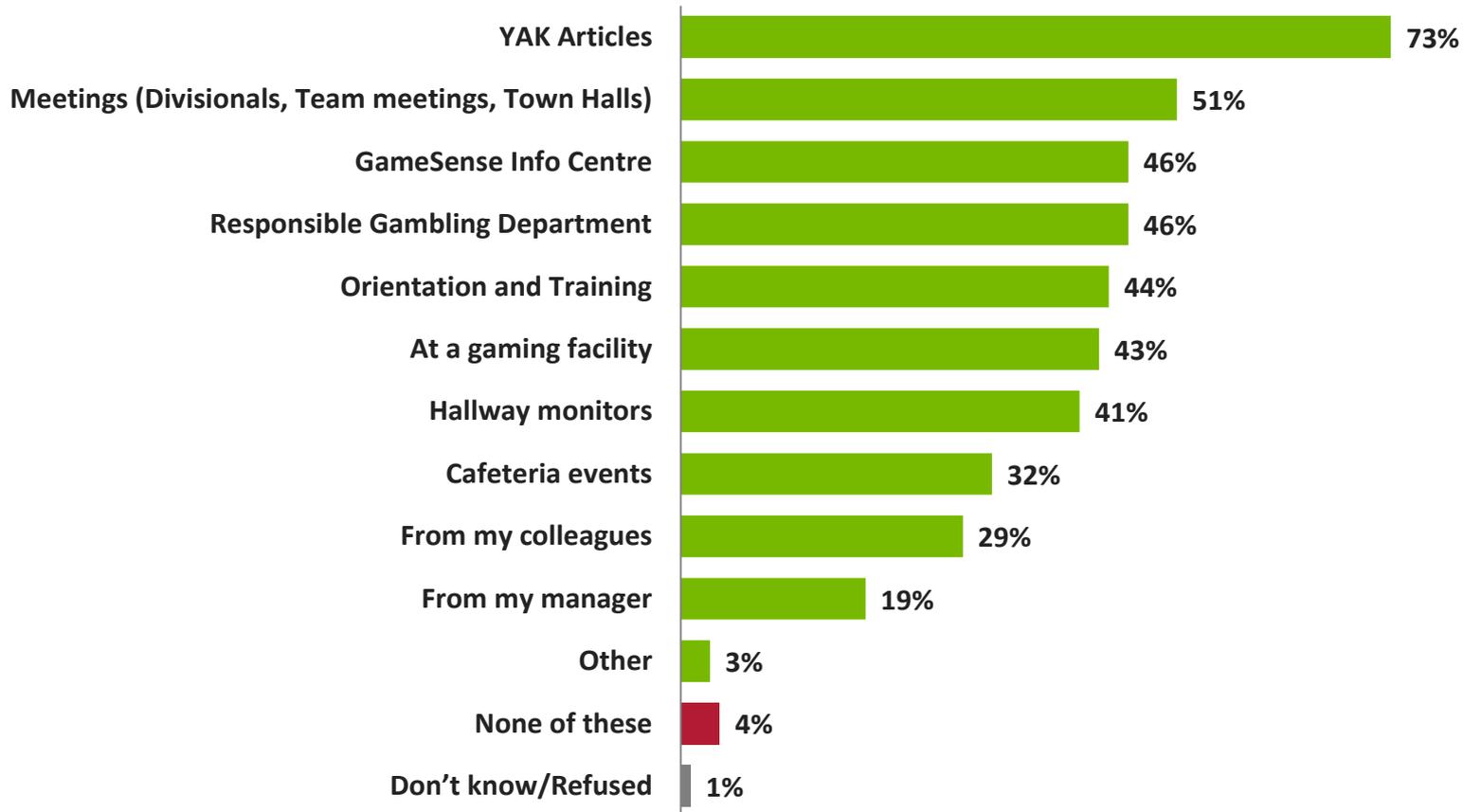
67 Q21. In the last 12 months, where have you read, seen or heard messages about responsible gambling or responsible gambling programs/resources in British Columbia?

Base: All respondents (n=434)



Where Recall Responsible Gambling Messages in Workplace in Past 12 Months

Employees recall reading, seeing or heard messages about responsible gambling or responsible gambling programs/resources in multiple places at their workplace in the past year. The highest recall is for YAK Articles, as mentioned by nearly three-quarters of employees (73%). Roughly one-half of employees also mention company meetings (51%), GameSense Info Centres (46%) and the Responsible Gambling Department (46%).



Q22. In the last 12 months, where have you read, seen or heard messages about responsible gambling or responsible gambling programs/resources at your workplace?

Base: All respondents (n=434)

Where Recall Responsible Gambling Messages in Workplace in Past 12 Months by Segments GameSense

Field staff and those with more player interaction are much more likely to mention facility sources such as GameSense Info Centres and at a gaming facility in general.

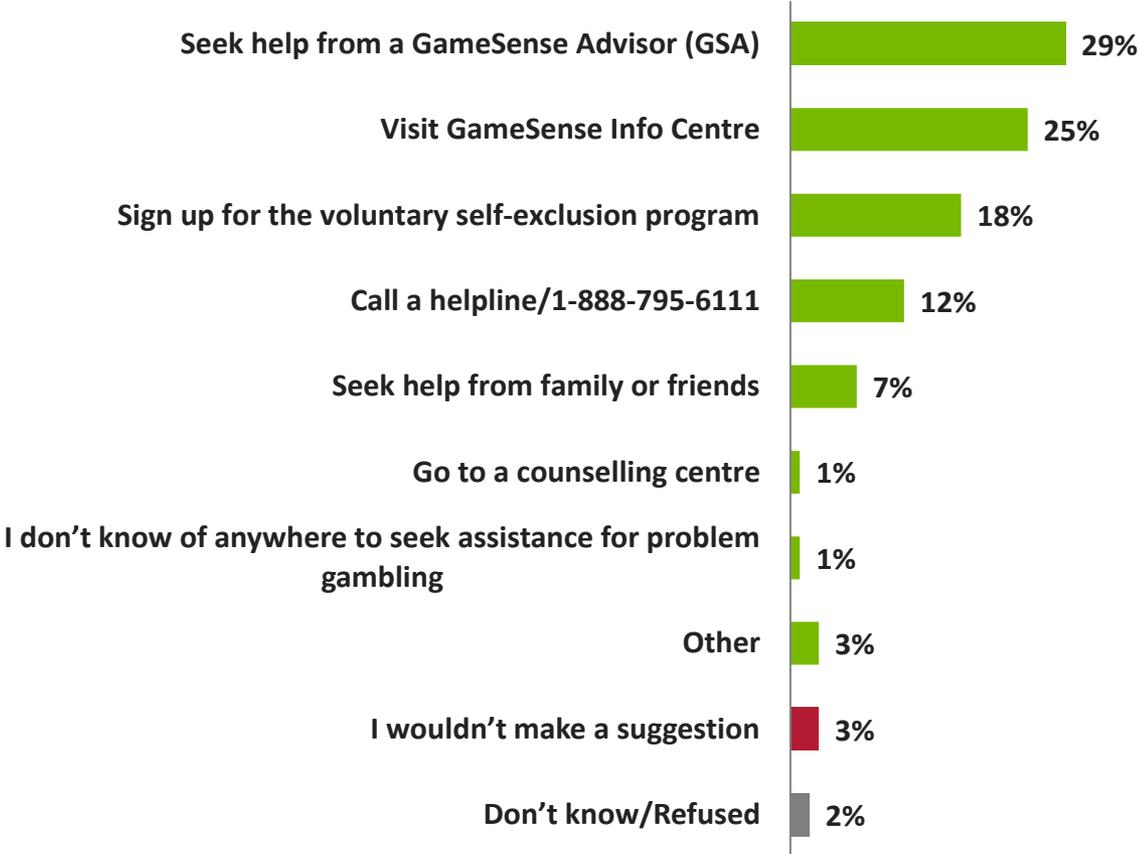
	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
YAK Articles	73%	69%	76%	73%	74%	74%	71%
Meetings (Divisionals, Team meetings, Town Halls)	51%	53%	45%	61% B	48%	59%	53%
GameSense Info Centre	46%	38%	36%	89% AB	33%	65% D	73% D
Responsible Gambling Department	46%	59% B	33%	51% B	40%	64% DF	47%
Orientation and Training	44%	44%	44%	43%	42%	44%	51%
At a gaming facility	43%	43% B	30%	80% AB	32%	64% D	63% D
Hallway Monitors	41%	42% C	50% C	14%	46% F	37%	25%
Cafeteria events	32%	43% C	34% C	4%	36% F	36% F	12%
From my colleagues	29%	34% B	24%	32%	26%	32%	36%
From my manager	19%	22% B	14%	27% B	16%	22%	28% D
Other	3%	3%	3%	1%	3%	3%	3%
None of these	4%	1%	6%	3%	5%	0%	3%
Don't know/Refused	1%	0%	2%	1%	1%	0%	3%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Most Likely Suggested Assistance for Others with Possible Gambling Problem

Employees select a variety of different places they would suggest as assistance if they felt a player or someone they knew might have a gambling problem. The top responses include a GameSense Advisor (29%), a GameSense Info Centre (25%), the voluntary exclusion program (18%) and calling a helpline (12%).

Only 3% of respondents said they would not make a suggestion.



Most Likely Suggested Assistance for Others with Possible Gambling Problem by Segments

Vancouver staff are more likely than other staff to suggest the voluntary self-exclusion program and less likely to suggest GameSense Info Centres.

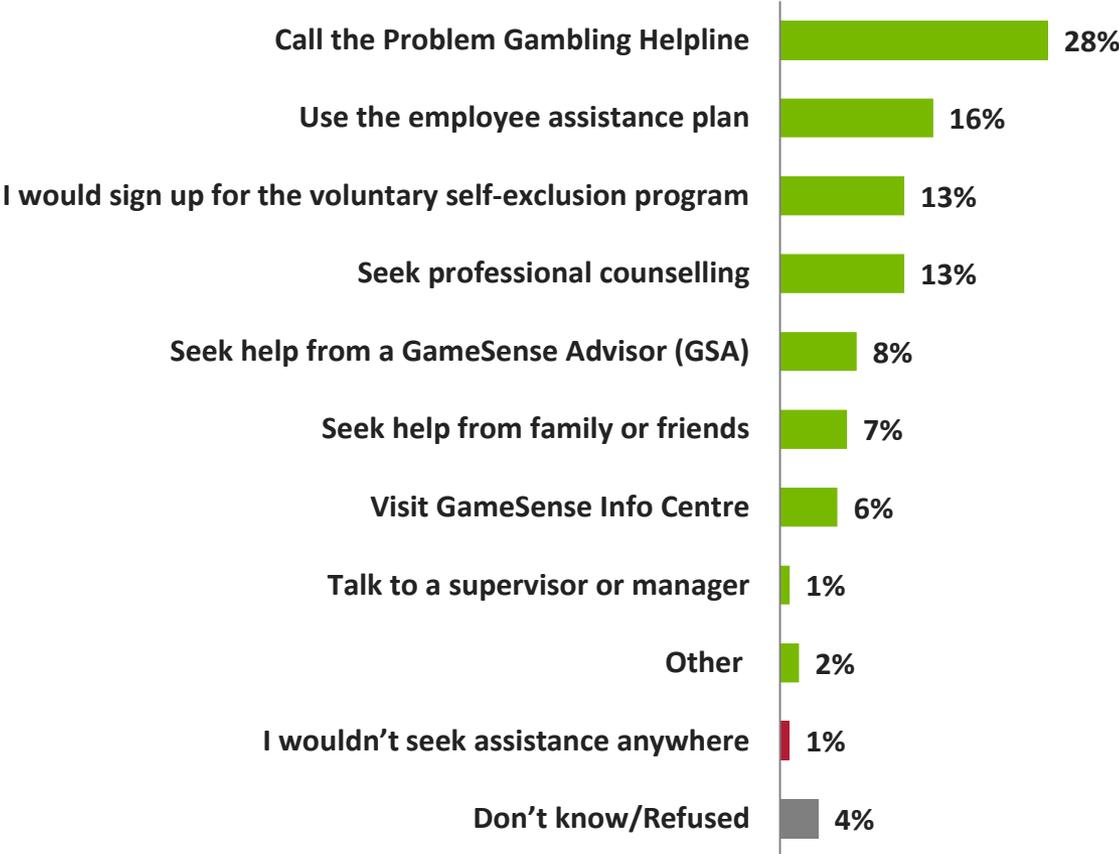
	Total Sample (n=434)	Location			Interaction with Players		
		Vancouver (n=156) A	Kamloops (n=204) B	Field (n=74) C	None (n=281) D	1-10% (n=78) E	11%+ (n=75) F
Seek help from a GameSense Advisor (GSA)	29%	29%	27%	38%	29%	23%	37%
Visit GameSense Info Centre	25%	12%	33% A	30% A	26%	22%	25%
Sign up for the voluntary self-exclusion program	18%	25% BC	14%	12%	18%	18%	15%
Call a help line	12%	11%	12%	11%	10%	17%	13%
Seek help from family or friends	7%	10% C	6%	1%	7%	9%	3%
I wouldn't make a suggestion	3%	3%	1%	4%	2%	4%	3%
Go to a counseling centre	1%	1%	<1%	3%	1%	1%	1%
I don't know of anywhere to seek assistance for problem gambling	1%	0%	1%	0%	1%	0%	0%
Other	3%	6% BC	1%	0%	3%	3%	1%
Don't know/Refused	2%	3%	2%	1%	2%	4%	1%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

Most Likely Assistance for Self with Possible Gambling Problem

Past year gambling employees select a variety of different options for where they would seek assistance if they felt they might have a gambling problem. The top sources of assistance include the Problem Gambling Helpline (28%), the employee assistance plan (16%), the voluntary exclusion program (13%) and professional counselling (13%).

Only 1% said they wouldn't seek assistance anywhere.



72 Q16. If you felt you may have a gambling problem, how would you be most likely to seek assistance?
Base: Past year gamblers (n=402)

Most Likely Assistance for Self with Possible Gambling Problem by Segments

Field staff and those with the most player interaction are more likely to suggest GameSense Advisors (GSAs). Those with the most player interaction are less likely to suggest professional counselling.

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
Call the Problem Gambling Helpline	28%	29%	25%	31%	25%	29%	36%
Use the employee assistance plan	16%	13%	21% C	9%	18%	12%	12%
I would sign up for the voluntary self-exclusion program	13%	14%	13%	13%	14%	13%	12%
Seek professional counselling	13%	15%	12%	8%	13% F	20% F	1%
Seek help from a GameSense Advisor (GSA)	8%	7%	5%	19% BC	7%	4%	18% DE
Seek help from family or friends	7%	5%	9%	3%	7%	7%	4%
Visit GameSense Info Centre	6%	3%	8%	6%	7%	7%	3%
I wouldn't seek assistance anywhere	1%	2%	2%	0%	2%	0%	0%
Talk to a supervisor or manager	1%	1%	0%	5%	<1%	1%	4%
I don't know of anywhere to seek assistance for problem gambling	<1%	1%	1%	0%	1%	0%	0%
Talk to someone in HR	<1%	1%	1%	0%	1%	0%	0%
Other	2%	4%	1%	2%	1%	3%	4%
Don't know/Refused	4%	4%	3%	5%	3%	4%	4%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)

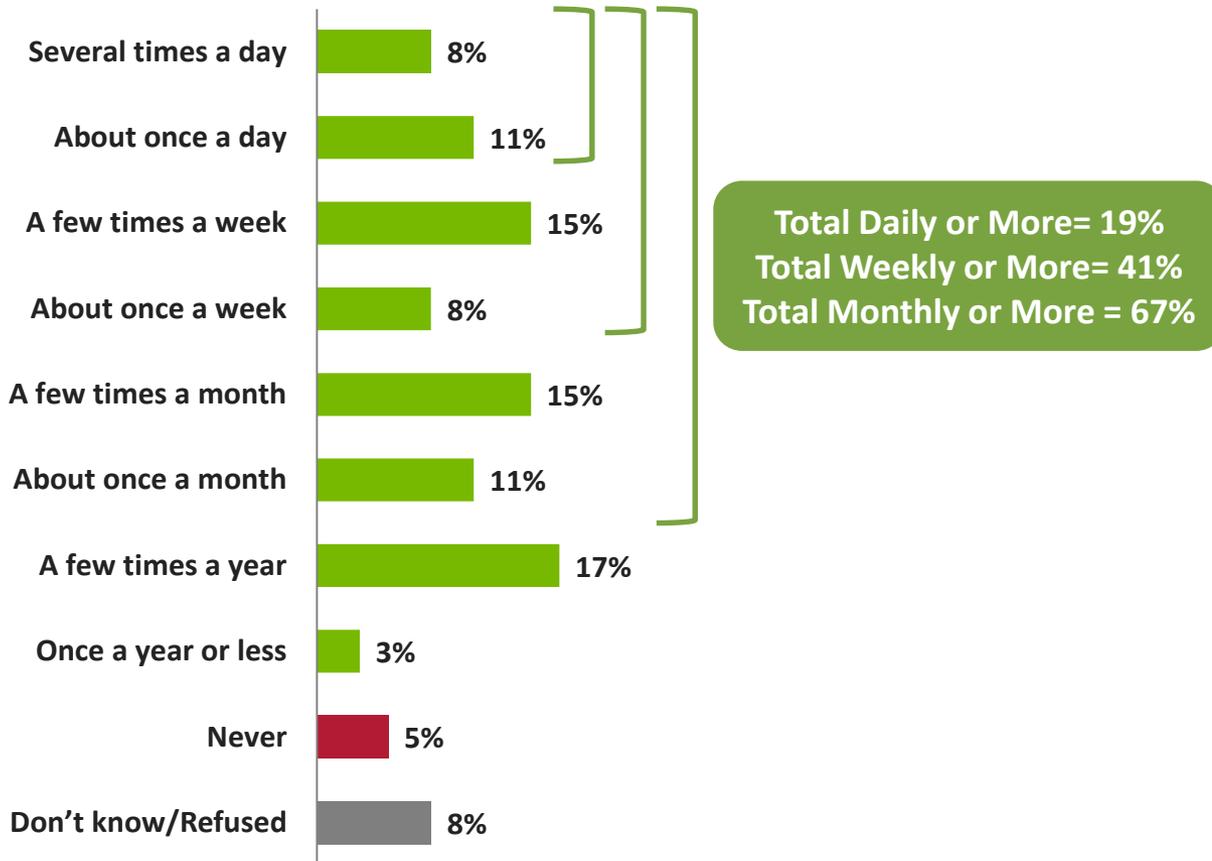


OTHER QUESTIONS

Frequency of Seeing Patrons with Gambling Problem

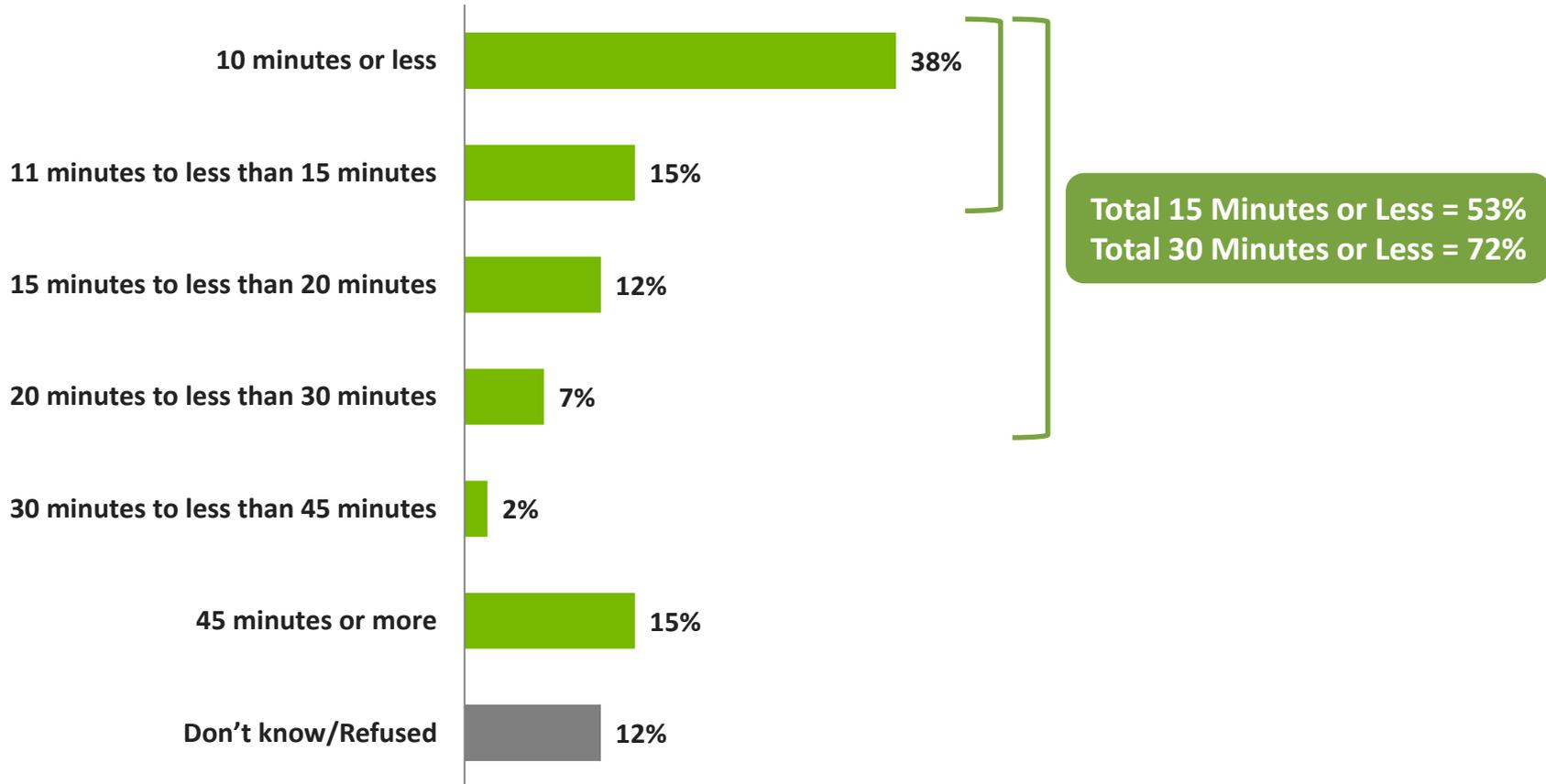
Among Employees with Interactions (small sample, n=75)

Among the small sample of employees (n=75) who interact with players, two-in-ten (19%) say they see players who they would consider to have a gambling problem on a weekly basis. This doubles to 41% if the time frame is extended to weekly and expands to two-thirds (67%) if extended to monthly. Only 5% say they never interact with players who they would consider to have a gambling problem.



Travel Time to Nearest Gambling Facility Among Past Year Gamblers

Half (53%) of past year gambling employees say they live within 15 minutes travel time from the nearest gambling facility. More than seven-in-ten (72%) say they live within 30 minutes or less of a facility.



Travel Time to Nearest Gambling Facility by Segments Among Past Year Gamblers

Kamloops staff and those with no player interaction live the closest a casino or CGC where they are allowed to gamble.

	Past Year Gamblers (n=402)	Location			Interaction with Players		
		Vancouver (n=150) A	Kamloops (n=188) B	Field (n=64) C	None (n=260) D	1-10% (n=75) E	11%+ (n=67) F
15 minutes or less	53%	48% C	67% AC	24%	58% EF	48% E	34%
30 minutes or less	72%	75% C	82% AC	33%	77% EF	61%	57%

A/B/C/D/E/F denotes result statistically higher than column indicated by letter (p<.05)



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