

Voluntary Self-Exclusion Program Study (part 2): Follow-up on Study Recommendations

October 2, 2017

Recommendation	Responsibility	Response/Action
THEME 1: Increasing VSE Program Enrollment		
1. Use a Problem Gambling Screen Tool to Recruit VSE Program Participants	BCLC and GPEB	<p>Voluntary Self-Exclusion (VSE) is a voluntary program.</p> <p>To support our players in making informed decisions about their gambling behaviour, BCLC has Responsible Gambling and VSE information, brochures and posters in every gambling facility in B.C. BCLC is also expanding the GameSense Advisor Program to Community Gaming Centres (in addition to casinos) so there will be a GameSense Advisor presence in every facility.</p> <p>BCLC is exploring the inclusion of screening tools such as the <u>Problem Gambling Severity Index</u> and other assessment tools at venues and on GameSense.ca for customers wanting to learn more about their gambling risk. Information on available supporting resources, including VSE, will also be available alongside the self-assessment tool.</p>
2. Market the VSE Program Outside of the Casino	BCLC	<p>VSE sign-up is available on PlayNow.com</p> <p>BCLC has increased transparency about the VSE program by regularly posting statistics (e.g. participation rates, violations) on bclc.com, and through its Social Responsibility Report, making it easier for members of the public to access information about the program. BCLC is exploring opportunities to promote the VSE program outside the casino such as counsellor's offices and other health care facilities.</p>
3. Increase the Privacy Offered to Enrolling Participants	BCLC and Service Providers	<p>BCLC is exploring opportunities to develop and/or revitalize GameSense Information Centres (GSICs) in Community Gaming Centres and casinos to support customers. BCLC is considering the creation of private spaces as part of these renovations.</p> <p>BCLC is also introducing an updated VSE enrollment training program for security staff to improve consistency of process and provide security staff with enhanced tools to support the emotional distress of VSE participants. The new training program has passed the pilot stage and will be deployed across B.C. by the end of the 2017 calendar year.</p> <p>Working with the Gaming Policy and Enforcement Branch, BCLC launched a program in 2014 that involved collaborating with the Province's network of Problem Gambling counsellors to support VSE re-enrollment. This program provides an added sign-up option for individuals undergoing counselling. This new re-enrolment option enables counsellors to connect via video conference with one of BCLC's security administrators to complete VSE sign-up procedures. The counsellors offer support and guidance to the individual enrolling and oversee signatures for the VSE agreement, while a security administrator enters information to complete enrolment.</p>

THEME 2: Preventing Violations		
4. Pilot a Mandatory Identification Check Program	BCLC and Service Providers	BCLC is currently focusing on facial recognition technology and is planning to pilot the technology at one casino. Once the pilot takes place and is complete, BCLC will assess the feasibility of the system.
5. Be Alert for Violators at High-Risk Periods	BCLC and Service Providers	<p>BCLC is piloting facial recognition technology, and currently employs license plate recognition technology in gaming facility parking lots.</p> <p>Be on the lookout (BOLO) bulletins are utilized at casino properties, where VSE headshots are circulated for staff and security.</p> <p>In 2016/17, staff refused entry or escorted VSE individuals from casinos 10,375 times. About 80 per cent of all recorded VSE violations are made by 7 per cent of VSE patrons enrolled in the program.</p>
6. Evaluate the Use of Facial Recognition Technology	BCLC	To better detect individuals who have entered the Voluntary Self Exclusion Program, BCLC will be testing facial recognition technology at one casino to assess camera performance. BCLC will then assess the feasibility of the system.
7. Sliding Scale for Violators	BCLC and GPEB	<p>BCLC continues to encourage VSE patrons to access problem gambling counseling and services.</p> <p>BCLC provides information to VSE participants reminding them of their self-exclusion following a violation. The VSE Participant's Kit, which is provided in these instances, includes information about VSE and counselling. The kit is available in six languages.</p> <p>Consistent with best practices, BCLC will explore the potential for a reinstatement program to prepare better customers to return to gambling in a safer manner and minimize potential for future violations.</p>
THEME 3: Connecting With Counselling		
8. Incentivize Counselling Uptake	GPEB	<p>Problem gambling counselling and treatment is the responsibility of the Gaming Policy and Enforcement Branch (GPEB).</p> <p>GPEB is currently piloting the Gam Info Rep program - a mobile, early-intervention pilot supporting at-risk gamblers. The Gam Info Rep is a resource that will provide information, support, referrals, and accompaniment to resources,</p>

		<p>including PG counselling services and treatment groups, as well as community support organizations (both community and online resources).</p> <p>The Rep will work closely with GameSense Advisors, counsellors, Helpline call takers, and prevention specialists to facilitate referrals and provide support where needed.</p>
9. Online Counselling	GPEB	Problem gambling counselling and treatment is the responsibility of the Gaming Policy and Enforcement Branch (GPEB).
10. Enhance the Marketing on Counselling Services	GPEB	Under BCLC's new Player Health Strategy, one of the four pillars is the effective referral of players to support and treatment options, for those who are experiencing troubles with gambling. BCLC has authority for the VSE program and GameSense Info Centres, while problem gambling counselling and treatment is the responsibility of the Province's Gaming Policy and Enforcement Branch.