

Fact Sheet

October 2016

Voluntary Self-Exclusion Program

BCLC's Voluntary Self-Exclusion (VSE) program is a resource for people who want to restrict themselves from gaming venues and/or PlayNow.com. VSE is a voluntary program, a personal commitment, and a tool that may assist people with better managing their decisions to gamble.

The VSE program is one of several tools available to help people with problems related to gambling. The B.C. government also offers free problem gambling counseling throughout the province.

Self-exclusion programs are industry standard in Canada and we're committed to following best practices and ongoing improvement.

Program Details

VSE is a personal choice: people cannot exclude a family member or friend. Individuals can exclude themselves from one or all of the following gaming venues:

- All venues with slot machines, including casinos, community gaming centres and casinos located at race tracks (anyone who chooses this option is automatically self-excluded from PlayNow.com);
- All commercial bingo halls; and/or,
- PlayNow.com.

Individuals choose the length of time for their self-exclusion: six months, or one, two or three years. Once made, the commitment cannot be revoked. When signing up for VSE, individuals are offered a referral to a problem gambling counsellor and are removed from BCLC and service provider direct marketing lists.

VSE is an important component of BCLC's responsible gambling program and we continue to work with researchers and other gambling jurisdictions to determine and develop best practices.

Research

In 2007, BCLC and the Province of B.C. sponsored a landmark review of the VSE program, undertaken by the Responsible Gambling Council. The four-year study, released in summer 2011, provided an objective, empirically-based assessment of the VSE program as experienced by program participants.

Some of the study's findings include:

- 92 per cent of participants would recommend the program to others;
- Almost all participants said that of all the known options to control their gambling, the self-exclusion program was the best available option;

Fact Sheet

- 86 per cent of study participants were satisfied with the self-exclusion program;
- 65 per cent of participants never tried to return to a casino; about half of those completely abstained from any form of gambling.

In an effort to continue improving the VSE program, BCLC has commissioned a follow-up four-year longitudinal study, building on expertise and insight gained from the initial research. Results are expected later in 2016.

Helping people honour their commitment

BCLC has tools in place to help self-excluded individuals honour their commitment.

ID scanners at the entrance of all B.C. casinos are used to detect minors and help identify VSE patrons.

As part of their VSE agreement, participants are not eligible to win prizes in gaming facilities or online. So if they gamble, win a prize and are identified as self-excluded, BCLC will not pay the prize. This removes any financial incentive to breach their self-exclusion agreement.

BCLC is committed to helping self-excluded individuals honour their commitment. In 2015/16 fiscal year, security staff identified and removed VSE individuals 9,652 times through various means including staff detection, ineligible wins and recognition technology. Further data is available on bclc.com. <http://corporate.bclc.com/content/dam/bclc/corporate/documents/vse-stats.pdf>

-30-

For more information contact:

BCLC Media Relations

604.225.6460

mediarelations@bclc.com