

Fact Sheet

November 2018

RG Check Accreditation

RG Check is a voluntary program, overseen by the [Responsible Gambling Council](#), which provides a national, standardized and independent evaluation of the comprehensiveness and delivery of responsible gambling (RG) programs within gaming facilities in Canada.

All 35 of BCLC's land-based gaming venues, as well as its online offering - PlayNow.com, have received [RG Check](#) accreditation.

RG Check is supported and endorsed by both the Province's Gaming Policy and Enforcement Branch and BCLC. The accreditation evaluation provides greater insight into how our responsible gambling programs measure up against industry best practices and evaluates compliance in the following areas:

- corporate policies;
- voluntary self-exclusion;
- advertisements and promotions;
- informed decision making;
- assistance to patrons who may have problems with gambling;
- access to money;
- venue and game features;
- and employee training.

In order to be accredited, a facility must achieve an overall score of 70 per cent or more and accreditation is valid for three years.

Our service provider partners at all 35 casinos and community gaming centres across B.C. continue to demonstrate that they meet rigorous responsible gambling standards. Their accreditation reinforces our commitment to deliver the best possible programs and services to our players.

Playnow.com, BCLC's internet gambling site, was the first site to be accredited by its RG Check – Internet program. It was first accredited in 2015 and was recently awarded reaccreditation in August 2018. RG Check staff assessed PlayNow.com over several months against the following seven standards:

1. Responsible Gambling Policies
2. Employee Training
3. Self-Ban
4. Assisting Players who May Have a Problem with Gambling
5. Informed Decision Making
6. Advertising and Promotion
7. Game and Site Features

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These standards, and 51 criteria, form the basis of RG Check staff's evaluation of written documents, interviews and surveys of both players and staff. An independent panel then makes the final accreditation decision based on a report by RG Check staff.

RG Check accreditation is for three years. During the three-year period, BCLC is asked to submit annual updates regarding changes to its responsible gambling policies or procedures to ensure standards are being maintained.

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