

October 2019

RESPONSIBLE GAMBLING IN BRITISH COLUMBIA

BCLC's mission is to conduct and manage gambling on behalf of the Province in a socially responsible manner. We believe that the more people know, the better equipped they are to make healthy decisions about gambling.

2014 BC PROBLEM GAMBLING PREVALENCE STUDY:

- Problem gambling is defined as any gambling behaviour that compromises, disrupts or damages one or more areas of a person's life. This can include problems with personal relationships, family, friends, finances, school or work.
- While most people gamble responsibly, a 2014 study into the [Prevalence of Problem Gambling in B.C.](#) found that 3.3 per cent of adult British Columbians have moderate to high problems with gambling, of which 0.7 per cent are considered high. This represents a 28 per cent decline since 2008, when the study found an estimated 4.6 per cent of British Columbians had moderate to high problems with gambling.

GAMESENSE:

- Launched in 2009, [GameSense](#) is BCLC's responsible gambling program, designed to assist players in making informed choices about gambling and connect them to resources.
- GameSense Advisors staff GameSense Information Centres in all casinos and Community Gaming Centres. The centres provide information and education to players in an open, approachable environment, to foster healthy gambling choices.
- BCLC has licensed GameSense to seven other gaming jurisdictions in Canada and the U.S.: AGLC (Alberta Gaming, Liquor and Cannabis), SaskGaming, SIGA (Saskatchewan Indian Gaming Authority), Manitoba Liquor and Lotteries, Massachusetts Gaming Commission, Connecticut Lottery and MGM Resorts International.

VOLUNTARY SELF-EXCLUSION (VSE) PROGRAM:

- Self-exclusion from B.C. gambling facilities and PlayNow.com is a personal commitment and a tool available for anyone having difficulty controlling their gambling.
- In 2018/2019, BCLC's [VSE program](#) had approximately 10,000 active enrollees.
- In 2018/2019, casino staff identified and removed individuals enrolled in the VSE program [9767](#) times through various means including staff detection, ineligible wins and recognition technology.

OTHER INITIATIVES:

- The Province of B.C. and BCLC have invested \$1.365 million over five years to the [UBC Centre for Gambling Research](#).
- BCLC provides mandatory [Appropriate Response Training](#) for all front-line gaming staff.
- BCLC hosts the annual [New Horizons in Responsible Gambling](#) conference in Vancouver for attendees to learn about new developments and best practices in responsible gambling, as well as the prevention of problem gambling.

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