

A close-up, low-angle photograph of a roulette table. The wooden table is in the foreground, with the roulette wheel and betting layout visible in the background. The numbers on the wheel are partially visible, including 24, 16, 33, and 1. The lighting is warm and focused on the table.

BCLC Gaming Worker Survey Final Report

July 6, 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 gaming workers who may be experiencing problem gambling behavior and to raise awareness of problem gambling information and resources for gaming workers in order to prevent problem gambling tendencies from beginning in the first place. The latter requires reaching gaming workers at an early stage of their employment in the industry.

Industry workers are a key resource in promoting healthy play among customers. A cascade benefit of this program would directly influence gaming workers' own knowledge of responsible gambling behaviors and practices, and create more opportunities for gaming workers to promote responsible gambling amongst players.

The results from this research will be used to inform program development for British Columbia gaming workers. More specific objectives include:

- Understand gambling behaviours of British Columbia gaming workers.
- Determine incidence of at-risk behaviours.
- Understand impacts of workplace influences.
- Measure awareness, attitudes and usage of responsible gambling and problem gambling resources after experiencing, their own, or others, problem gambling.

Survey Methodology

A total of 547 interviews were completed online with British Columbia gaming workers between May 4th and June 12th, 2016.

- 321 (59%) of the completed surveys were completed via an open-link (www.gamingworkersurvey.ca). BCLC provided opportunities for these workers to register for the opportunity to complete the survey by visiting an Ipsos managed website, providing their email, and having a unique survey link emailed to them. BCLC informed these workers of the survey primarily through offline communication mechanisms, such as collateral at their place of work.
- 226 (41%) of the completed surveys were completed via a unique-link sent directly by Ipsos to corporate emails provided by two service providers (Gateway and Great Canadian Gaming).

An informed consent process approved by the Center for IRB Intelligence (CIRBI) was followed for both the open-link and unique-link approaches, 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/corporate identifiable data.
- Participation is voluntary and will have no impact on relationship with an employer or 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

Margins of Error

The margin of error on the total sample size of 547 respondents is +/-4.2 percentage points, 19 times out of 20.

Many questions in this survey are asked only of the sub-sample of 502 past year gamblers. The margin of error on the sub-sample of 502 past year gamblers is +/-4.4 percentage points, 19 times out of 20.

KEY POINT SUMMARY

Key Point Summary

Reasons for Working in Industry: Respondents gave a wide variety of reasons for working in the gambling industry. No single reason stood out and nine separate reasons were cited by at least three-quarters of respondents as being at least somewhat important. Being a frequent gambler was by far the least mentioned reason.

Gambling Participation: The vast majority (92%) of respondents have participated in at least one prompted gambling activity in the past 12 months. The top three activities are retail lottery purchases (79%), retail Scratch and Win purchases (66%) and gaming facility slot machine play (49%). Other participation above 10% includes non-PlayNow.com Keno (24%), facility table games (21%), other facility games (18%), PlayNow.com lotteries (15%) and bingo at bingo halls (13%).

Gambling Motivation: The top reason given for gambling is to have entertainment/fun. More than seven-in-ten (72%) past year gamblers said this was at least somewhat important as a reason for why they gamble, which is 25 points ahead of any other reason.

Secondary reasons included two social aspects (something to do with family/friends, and to be sociable/among others) as well as two aspects related to winning or thinking about winning (a chance to win big, and the sense of anticipation/chance to dream).

Key Point Summary

Gambling and Employment Influences: Most respondents said their participation in gambling activities has not increased since they began working in the industry. Half (48%) said their gambling participation has not changed, and more than twice as many said their participation has decreased (33%) as said it has increased (15%).

Past year gamblers tended to have views that show them taking steps to lessen the risk of negative consequences from their own gambling. A majority of respondents agreed they have learned they cannot overcome house odds in most games (67%), that they do not want to be like the patrons they see experiencing negative consequences (63%), that they don't want to lose money like some of the patrons they see (62%) and that working in a gambling environment makes them want to spend less time in that environment (57%).

Very few respondents agreed workplace advertising tempts them to gamble (7%), that they believe they can win money because of their game knowledge (6%), that they get worthwhile gambling tips from patrons (4%), or that they think they have a good chance of winning because they see many patrons win (4%).

Key Point Summary

Responsible Gambling Behaviours: Most respondents (83%) think of themselves as responsible gamblers, including two-thirds (66%) who strongly agreed with this viewpoint. Only 4% of respondents disagreed they are a responsible gambler.

Half (50%) of past year gamblers said they only sometimes, rarely or never leave their bank/credit card at home when going to a gambling facility. This is the highest rate of infrequent behaviour for any responsible gambling action tested. The next highest was setting gambling winnings aside (43% sometimes/rarely/never), followed by setting a time limit (37%), treating gambling as a spare time activity (32%) and considering the amount of time willing to spend before gambling (27%).

Canadian Problem Gambling Index (CPGI): More than seven-in-ten respondents classified as either non-gamblers (8%) or non-problem gamblers (64%) on the Canadian Problem Gambling Index (CPGI). At the other end of the spectrum, 4% classified as high-risk problem gamblers and an additional 10% classified as moderate-risk problem gamblers. The remaining 14% classified as low-risk problem gamblers.

Key Point Summary

Responsible Gambling and Employment: Most respondents agreed they have a good understanding of BCLC's responsible gambling policies and procedures (80% agreed) and felt confident they could carry out their role in responding to patrons showing signs of trouble/crisis (79%). Moreover, most respondents said they feel they would be supported by their employer (74%), manager (72%) and by available resources/tools (74%) if they ever personally had a gambling problem.

Very few past year gamblers agreed they typically win when they gamble (5%), that their gambling wins are evidence of their skill/knowledge (4%), that there are certain superstitious things they can do to increase their chances (3%), or that they are more likely to win after losing several times in a row (1%).

Responsible Gambling Messaging and Resources: Respondents said they are reading, seeing and hearing messages about BC responsible gambling programs/resources in a number of different places both inside and outside their workplace. Asked about anywhere in BC, respondents were most likely to mention facility bathrooms (80%), lottery retailers (63%) and facility digital signage (62%). In the workplace, respondents were most likely to recall GameSense Info Centres (89%), brochures at GameSense Info Centres (84%) and posters in washrooms (83%).

On an unprompted basis, respondents named GameSense Info Centres (41%) and GameSense Advisors (30%) as their top places to look for information about responsible gambling. GameSense Advisors were also the top place where respondents would go for themselves, or recommend to others in the circumstance of a perceived gambling problem.

SAMPLE PROFILE

Sample Profile (Slide 1 of 3)

Two-thirds of respondents were either Gateway employees (34%) or Great Canadian Gaming employees (32%). Three-quarters work in either the Lower Mainland (40%) or the Southeast part of the province (35%). Two-thirds work at a casino (64%) and one-third (34%) at a Chances/Community Gaming Centre. The largest portion of respondents have a supervisory/management (31%) role.

	Total Sample (n=547)
Service Provider (Q1)	
Gateway	34%
Great Canadian Gaming	32%
Playtime	1%
Other	29%
Don't know/Refused	4%
Work Location (Q2)	
Lower Mainland	40%
Southeast	35%
Vancouver Island	11%
Northern	11%
Southwest	<1%
Don't know/Refused	2%
Facility Type (Q3)	
Casino	64%
Chances/Community Gaming Centre	34%
Bingo Hall	1%
Don't know/Refused	1%

	Total Sample (n=547)
Area of Work (Q5)	
Supervisory/Management	31%
Cage and Coin	13%
Security	10%
Table Games	7%
Surveillance	6%
Customer Service/Host	6%
Slot Operations	6%
Service Staff	5%
Food & Beverage	3%
Other Admin/Accounting	3%
Facilities & Maintenance	2%
Human Resources	1%
Bingo	1%
Other	4%
Don't know/Refused	1%

Sample Profile (Slide 2 of 3)

Respondents have worked in the gaming industry for an average of almost 10 years. They work a mix of most frequent shifts, with the morning/day shift the most prevalent (40%). The vast majority of respondents (91%) interact with patrons at least part of their day, with the average as just over half (55%) of their workday.

Nearly two-thirds (64%) of respondents said they manage other people. One-third (34%) are Encore Reward members and about one-in-six (17%) are registered on PlayNow.com.

	Total Sample (n=547)
Industry Experience (Q4)	
<1 year	12%
1-5 years	26%
6-10 years	23%
11-19 years	27%
20+ years	12%
Don't know/Refused	<1%
Average = 9.6 years	
Most Frequent Shift (Q8)	
Morning/Day	40%
Rotating	26%
Nighttime/Grave	19%
Afternoon/Swing	15%
Don't know/Refused	<1%

	Total Sample (n=547)
Time Interacting with Patrons (Q7)	
0%	8%
1-20%	18%
21%-40%	10%
41%-60%	10%
61%-80%	17%
81%-100%	36%
Don't know/Refused	1%
Average = 54.7%	
Other Questions	
Yes, manage people (Q6)	64%
Yes, Encore Rewards member (Q28)	34%
Yes, registered on PlayNow.com (Q29)	17%

Sample Profile (Slide 3 of 3)

The average age of respondents is just over 40 years (41.5 years) and the sample is more female (54%) than male (44%).

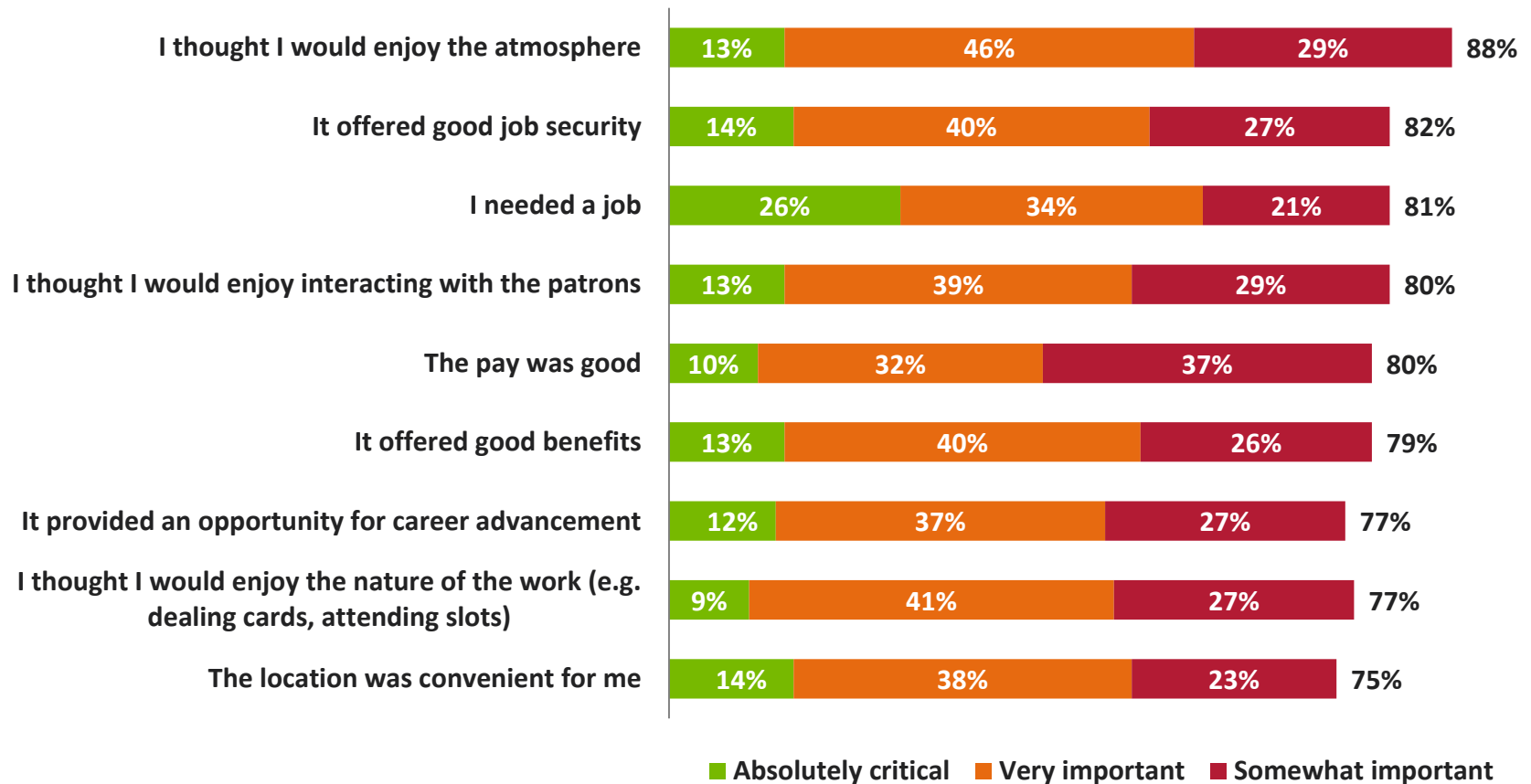
	Total Sample (n=547)
Age (Q27)	
19-24 years	8%
25-34 years	27%
35-44 years	25%
45-54 years	20%
55-64 years	14%
65+ years	4%
Don't know/Refused	1%
Average = 41.5 years	
Gender (Q30)	
Female	54%
Male	44%
Other	<1%
Don't know/Refused	1%

REASONS FOR WORKING IN INDUSTRY

Slide 1 of 2

Respondents said there were a wide variety of reasons for choosing to work in the gambling industry, with no single reason standing out from the rest. All of the reasons shown below were at least somewhat important to three-quarters or more of survey respondents.

Looking only at reasons that were absolutely critical, needing a job stands out at the top (26%), followed at a distance by job security (14%) and convenient location (14%).

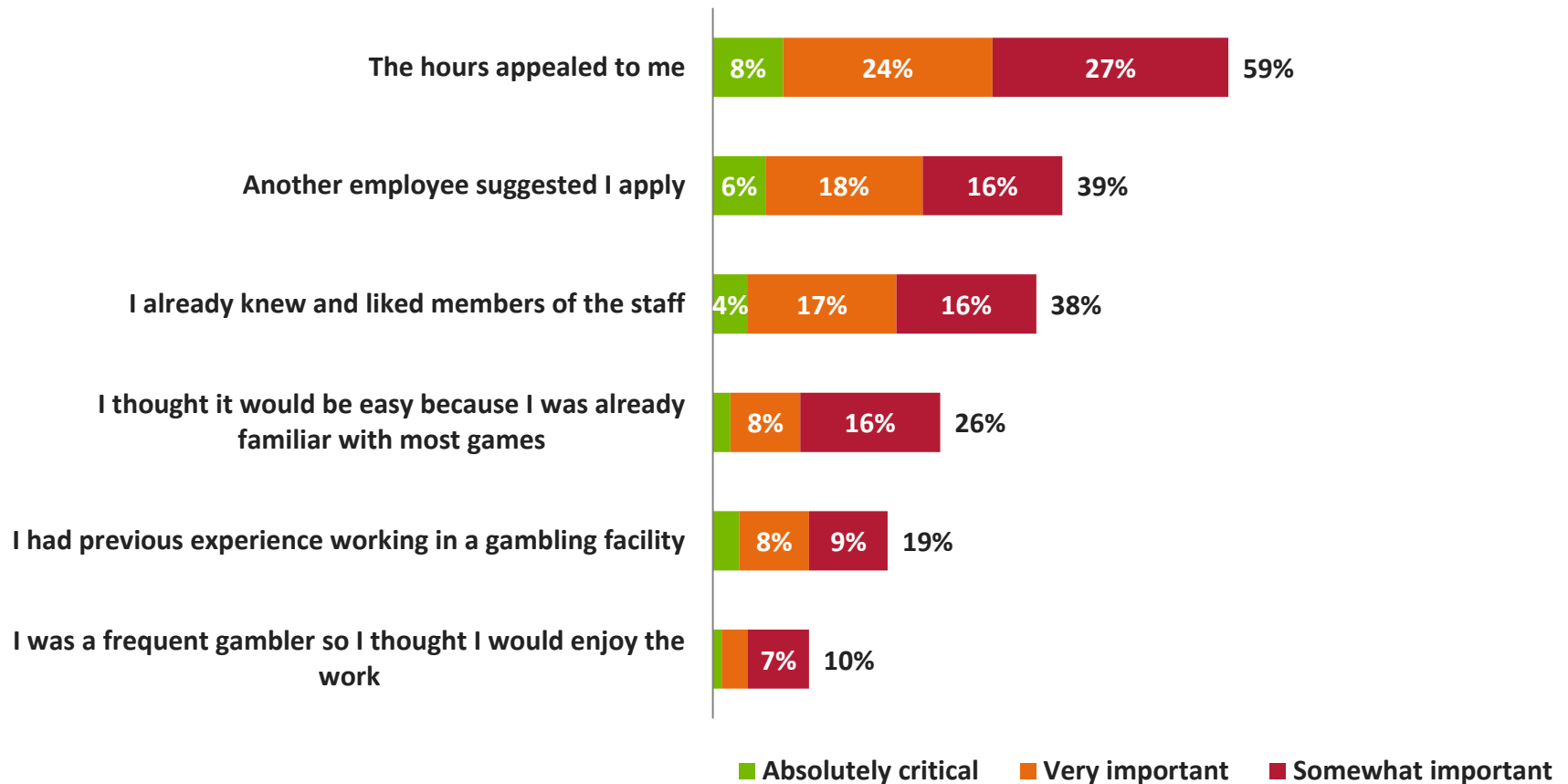


Importance of Reasons for Working in Gambling Industry

Slide 2 of 2

The reasons shown below were less important for choosing to work in the gambling industry, although appealing hours was selected by nearly six-in-ten (59%) as being at least somewhat important.

Far less important reasons included being a frequent gambler (10% at least somewhat important), prior experience in the industry (19%) and being familiar with most of the games (26%).



Absolutely Critical + Very Important + Somewhat Important

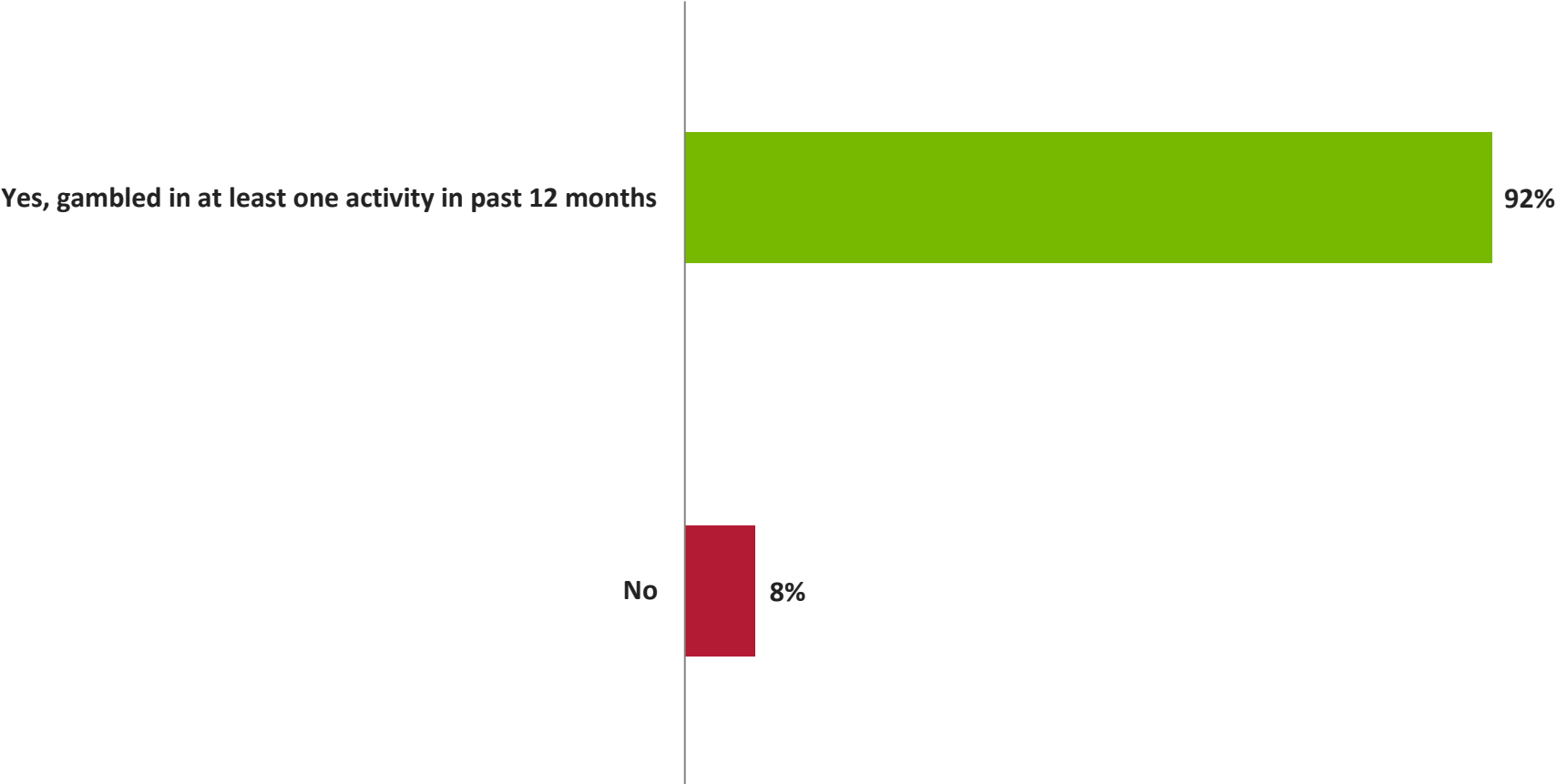
	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
I thought I would enjoy the atmosphere	88%	88%	89%	86%
It offered good job security	82%	82%	84%	78%
I needed a job	81%	78%	88% A	88%
I thought I would enjoy interacting with the patrons	80%	78%	88% A	82%
The pay was good	80%	78%	88% A	82%
It offered good benefits	79%	78%	82%	80%
It provided an opportunity for career advancement	77%	77%	83%	72%
I thought I would enjoy the nature of the work (e.g. dealing cards, attending slots)	77%	75%	88% A	78%
The location was convenient for me	75%	74%	68%	85% AB
The hours appealed to me	59%	59%	51%	70% B
Another employee suggested I apply	39%	39%	38%	47%
I already knew and liked members of the staff	38%	37%	32%	47%
I thought it would be easy because I was already familiar with most games	26%	22%	25%	49% AB
I had previous experience working in a gambling facility	19%	18%	21%	27%
I was a frequent gambler so I thought I would enjoy the work	10%	5%	11%	41% AB



GAMBLING ACTIVITIES AND MOTIVATIONS

Past Year Gambling Any Activity

More than nine-in-ten (92%) respondents said they have participated in at least one prompted gambling activity in the past 12 months.



Q11. In the past 12 months, how often have you bet or spent money on each of the following gambling activities in British Columbia?

20 Q12. On which of the following other activities have you bet or spent money in the past 12 months?

Base: All respondents (n=547)

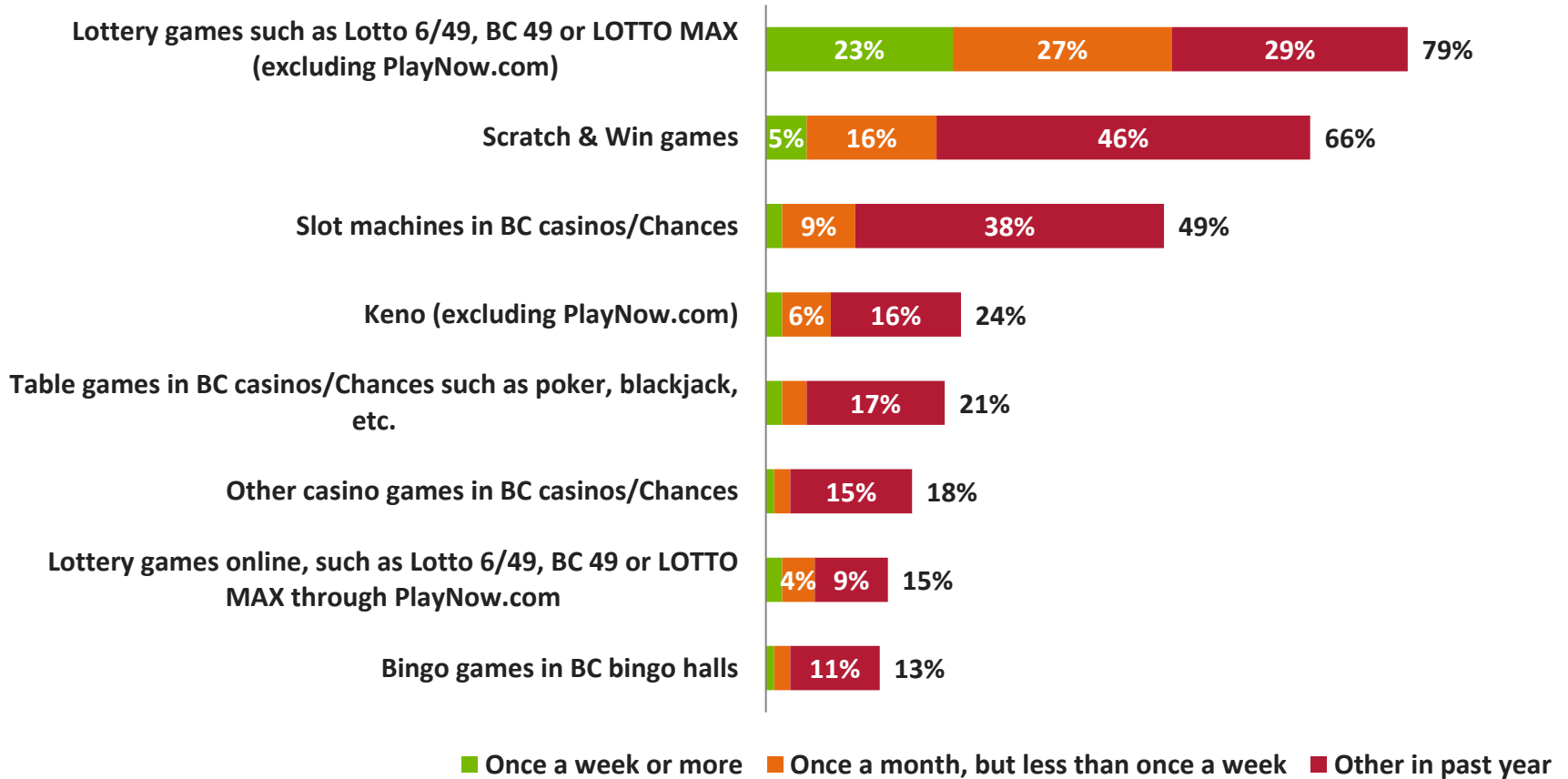


Past Year Gambling in BC

Slide 1 of 2

Survey respondents were most likely to have bet or spent money in the last 12 months on retail lottery games (79%), retail scratch and win games (66%) and facility slot machines (49%). Retail lottery games were the only activity with substantial weekly play (23%), as the next highest was retail scratch and win games at only 5% weekly participation.

Below the big three mentioned above, the second tier for past year participation included non-PlayNow.com Keno (24%), facility table games (21%) and other facility games (18%).



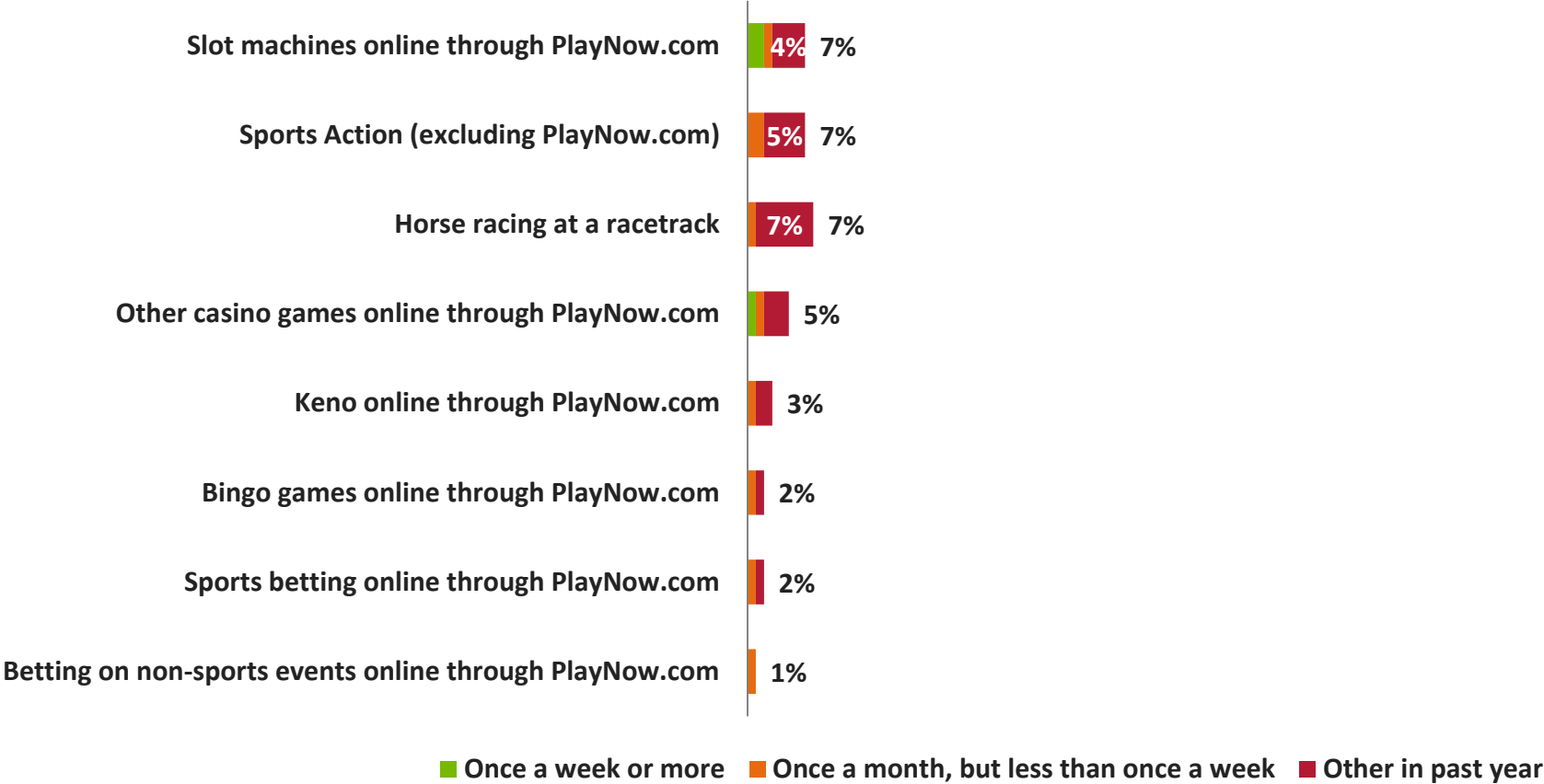
21 Q11. In the past 12 months, how often have you bet or spent money on each of the following gambling activities in British Columbia?

Base: All respondents (n=547)

Past Year Gambling in BC

Slide 2 of 2

The activities shown below all had past year participation rates below 8%. The lowest were all PlayNow.com activities including non-sports events (1%), sports betting (2%) and bingo games (2%).



22 Q11. 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=547)



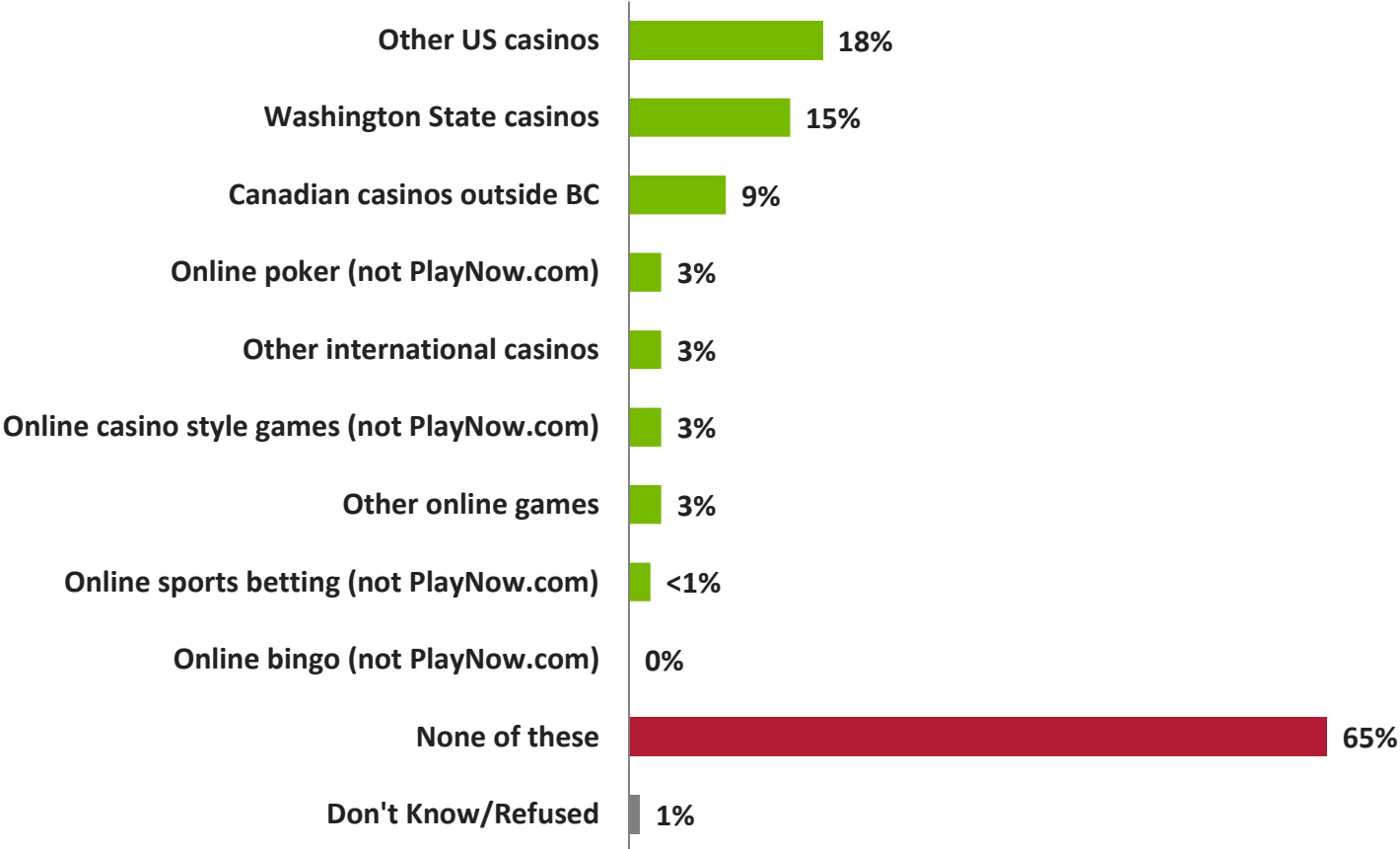
Done in Past Year

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Lottery games such as Lotto 6/49, BC 49 or LOTTO MAX (excluding PlayNow.com)	79%	76%	83%	91% A
Scratch & Win games	66%	62%	71%	82% A
Slot machines in BC casinos/Chances	49%	40%	70% A	77% A
Keno (excluding PlayNow.com)	24%	20%	32% A	38% A
Table games in BC casinos/Chances such as poker, blackjack, etc.	21%	14%	38% A	42% A
Other casino games in BC casinos/Chances	18%	13%	33% A	35% A
Lottery games online, such as Lotto 6/49, BC 49 or LOTTO MAX through PlayNow.com	15%	13%	9%	32% AB
Bingo games in BC bingo halls	13%	10%	17%	26% A
Slot machines online through PlayNow.com	7%	3%	11% A	26% AB
Sports Action (excluding PlayNow.com)	7%	5%	13% A	16% A
Horse racing at a racetrack	7%	5%	16% A	14% A
Other casino games online through PlayNow.com	5%	3%	5%	15% AB
Keno online through PlayNow.com	3%	2%	3%	12% AB
Bingo games online through PlayNow.com	2%	2%	1%	8% AB
Sports betting online through PlayNow.com	2%	1%	4% A	5% A
Betting on non-sports events online through PlayNow.com	1%	1%	0%	3%

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

Other Past Year Gambling

Survey respondents were also asked about their participation in some gambling activities outside of legal British Columbia offerings. Two-thirds (65%) said they had not participated in any of these activities. The highest past year participation was for casinos outside BC, including Washington State (15%), other US locations (18%) and other Canadian locations (9%).



Done in Past Year

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Other US casinos	18%	12%	32% A	34% A
Washington State casinos	15%	9%	25% A	34% A
Canadian casinos outside BC	9%	6%	13% A	19% A
Online poker (not PlayNow.com)	3%	2%	8% A	5%
Other international casinos	3%	2%	8% A	5%
Online casino style games (not PlayNow.com)	3%	1%	8% A	8% A
Other online games	3%	2%	9% A	4%
Online sports betting (not PlayNow.com)	2%	1%	7% A	1%
Online bingo (not PlayNow.com)	<1%	<1%	1%	0%
None of these	65%	74% BC	47%	36%
Don't Know/Refused	1%	1%	0%	3%

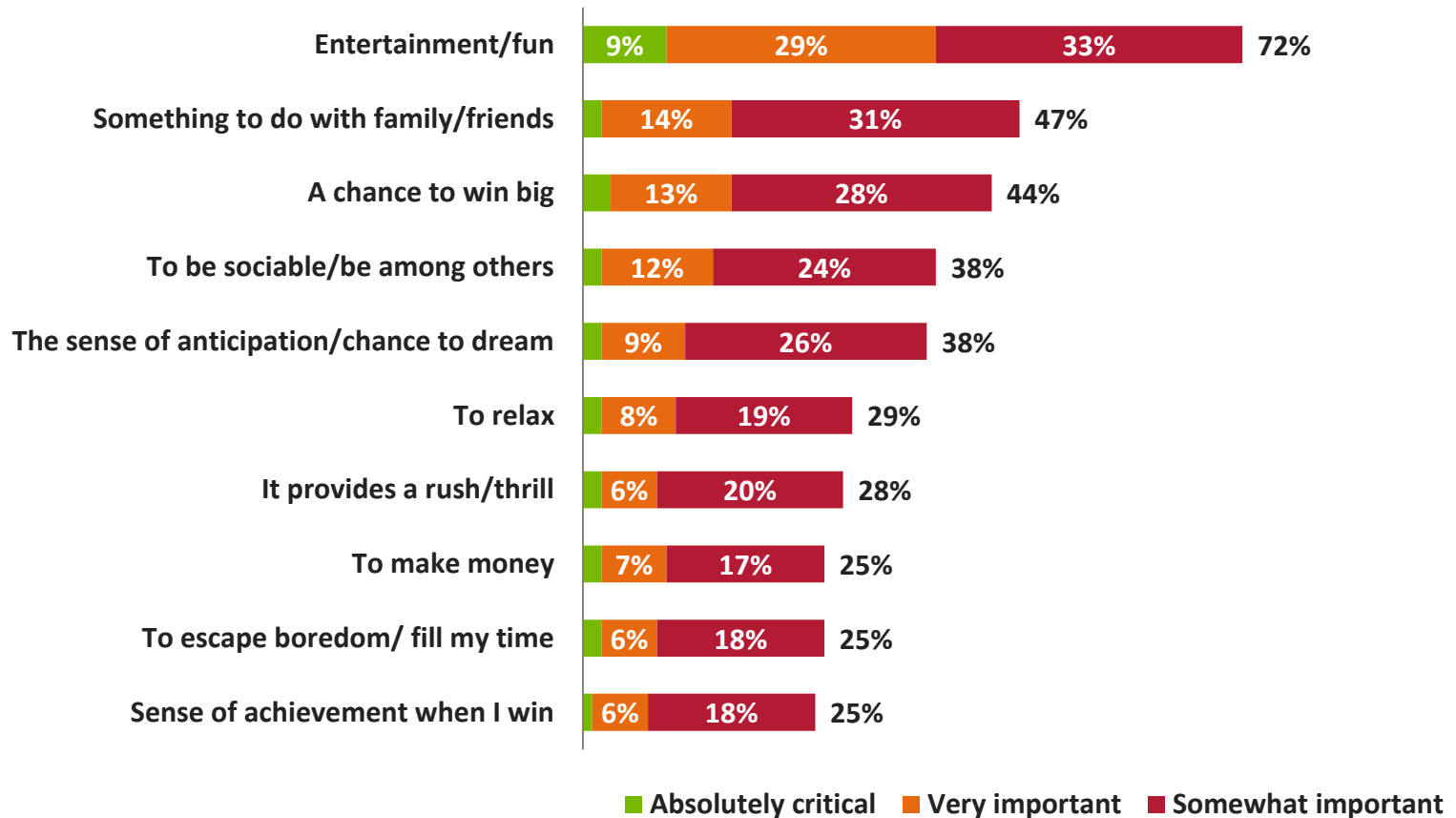
A/B/C denotes result statistically higher than column indicated by letter (p<.05)

Importance of Reasons for Gambling

Slide 1 of 2

Respondents were more likely to say they gamble for entertainment/fun than for any other reason. More than seven-in-ten (72%) past year gamblers said that entertainment/fun was at least somewhat important as a reason for why they gamble, which is 25 points ahead of any other reason.

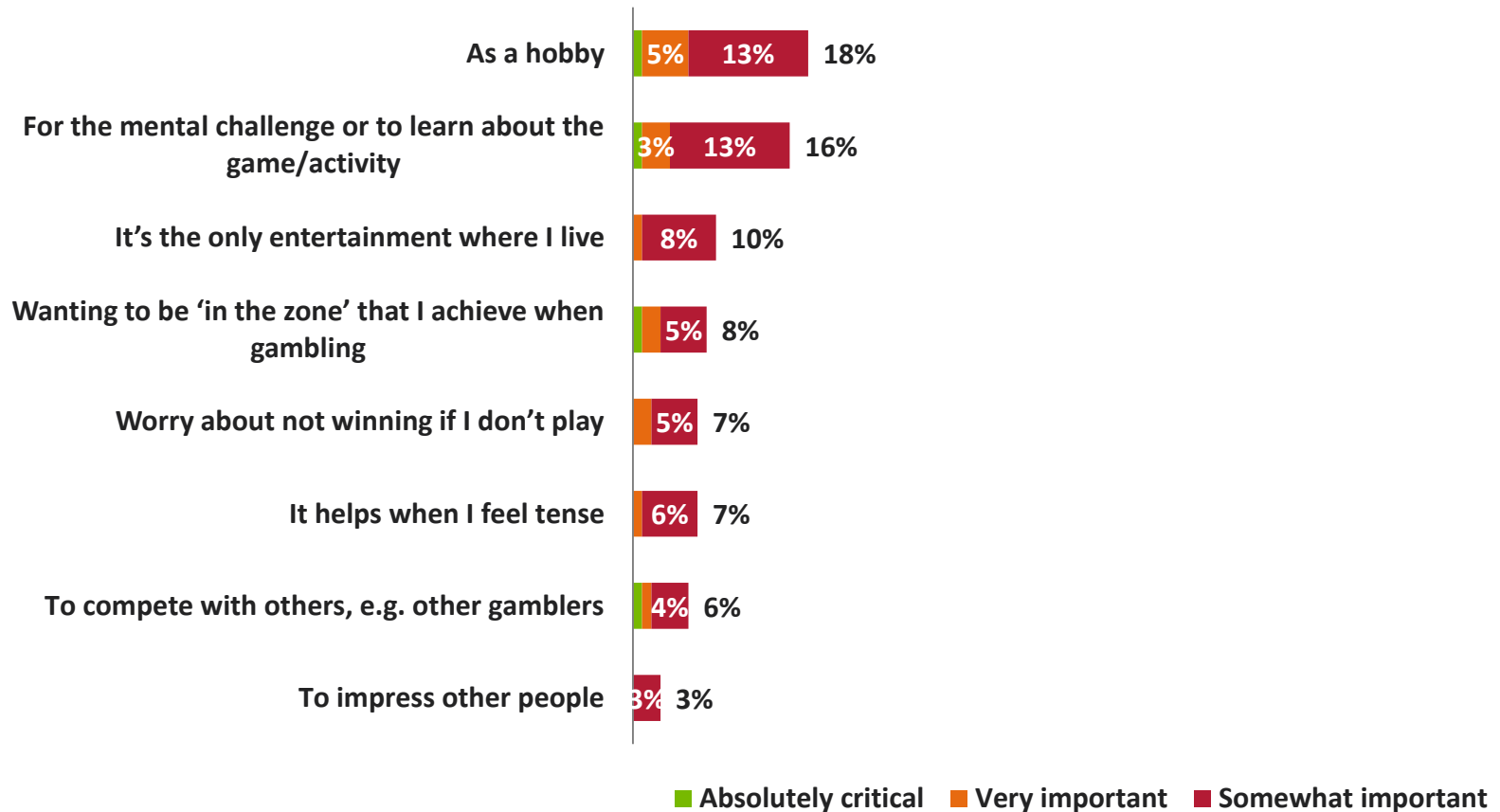
Secondary reasons for gambling among past year gamblers included a couple of social reasons and a couple related to winning/dreaming. The two social reasons included something to do with family/friends (47% at least somewhat important) and to be sociable/among others (38%). The two winning related reasons included a chance to win big (44%) and the sense of anticipation/chance to dream (38%).



Importance of Reasons for Gambling

Slide 2 of 2

Very few past year gamblers (less than 10%) said they gamble because they want to impress people (3% at least somewhat important), to compete with others (6%), because they are tense (7%), because they would worry if not playing (7%), or because they want to be 'in the zone' (8%).



Absolutely Critical + Very Important + Somewhat Important

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Entertainment/fun	72%	65%	88% A	85% A
Something to do with family/friends	47%	41%	66% A	55% A
A chance to win big	44%	36%	57% A	72% A
To be sociable/be among others	38%	32%	47% A	58% A
The sense of anticipation/chance to dream	38%	28%	57% A	66% A
To relax	29%	20%	37% A	65% AB
It provides a rush/thrill	28%	14%	55% A	65% A
To make money	25%	18%	33% A	53% AB
To escape boredom/ fill my time	25%	15%	38% A	62% AB
Sense of achievement when I win	25%	17%	36% A	50% A
As a hobby	18%	11%	29% A	41% A
For the mental challenge or to learn about the game/activity	16%	11%	30% A	27% A
It's the only entertainment where I live	10%	5%	8%	35% AB
Wanting to be 'in the zone' that I achieve when gambling	8%	3%	7%	35% AB
Worry about not winning if I don't play	7%	4%	8%	20% AB
It helps when I feel tense	7%	2%	9% A	30% AB
To compete with others, e.g. other gamblers	6%	3%	8% A	19% AB
To impress other people	3%	1%	1%	15% AB

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



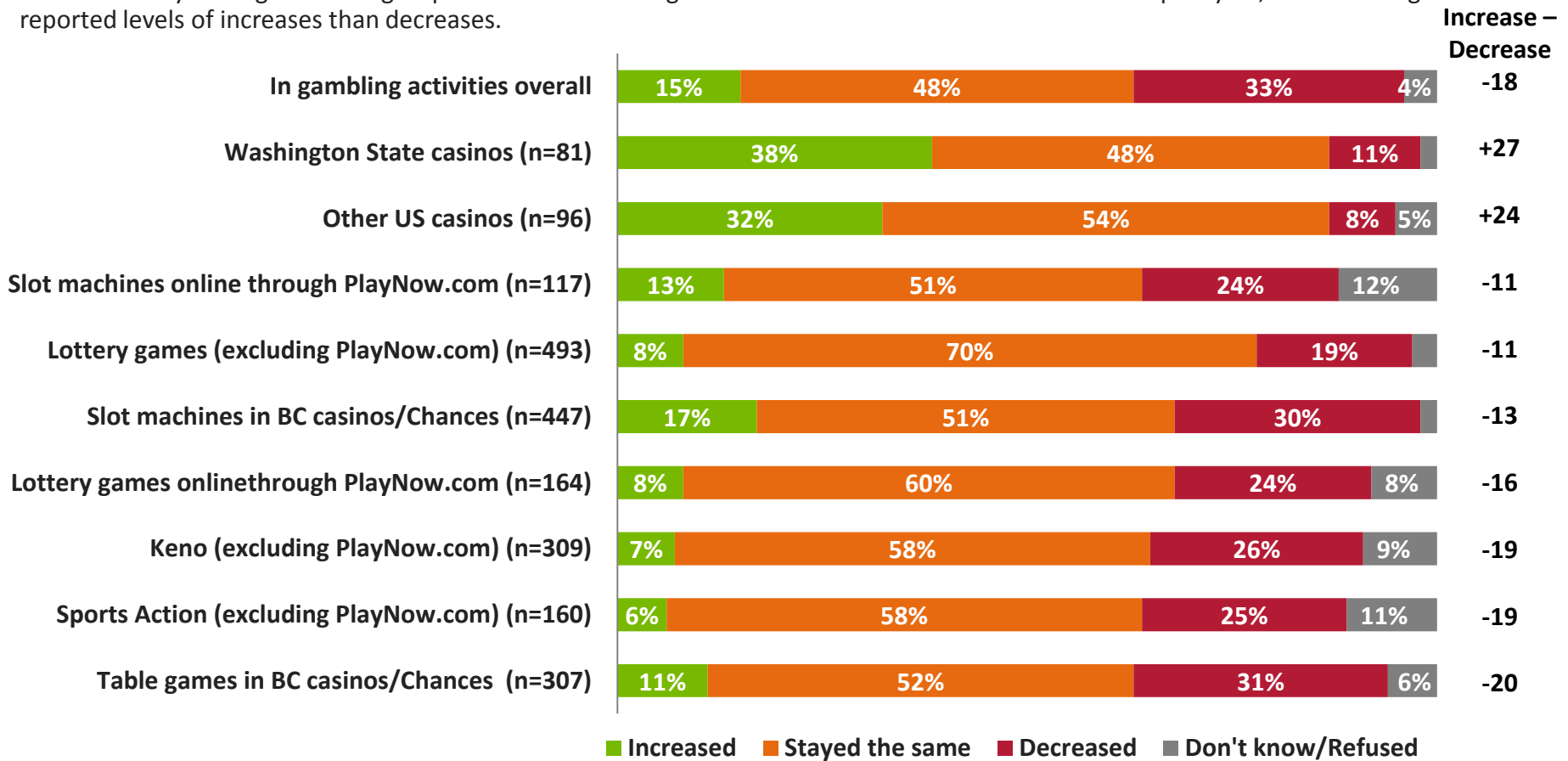
GAMBLING AND EMPLOYMENT INFLUENCES

Change in Frequency of Gambling Participation While in Industry

Slide 1 of 2

Only 15% of respondents said their participation in gambling activities has increased since they began working in the industry. More than twice as many (33%) said their gambling participation has decreased and nearly half (48%) said it has stayed the same.

Respondents 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 almost all gambling activities, more respondents reported decreases than increases. Only among the small group who visited Washington State casinos or other US casinos in the past year, was there higher reported levels of increases than decreases.



Q13. Compared to your current frequency, 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?

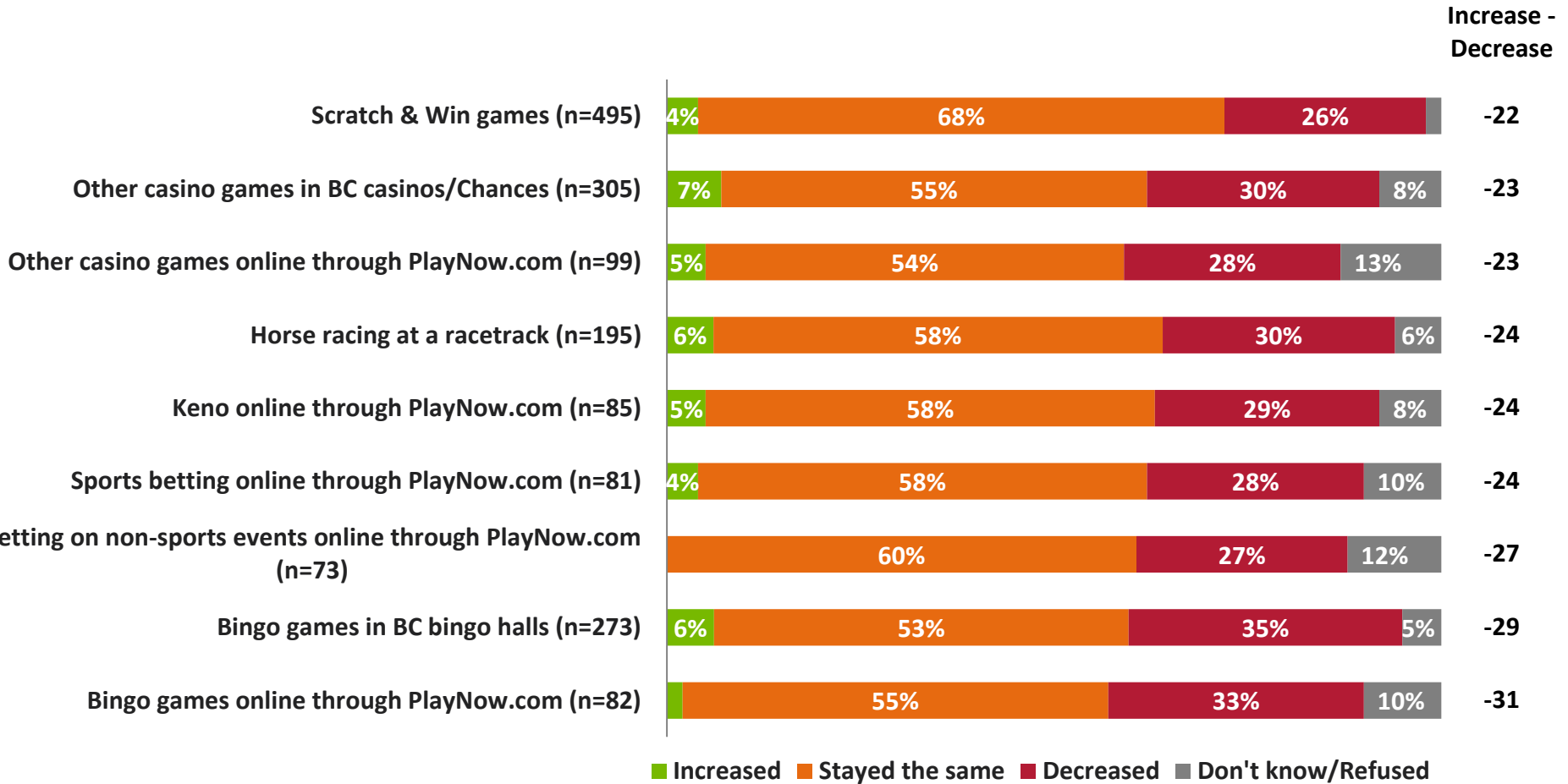
30 Base Gambling Activities Overall: All respondents (n=547)

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.



Q13. Compared to your current frequency, 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=547)

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



In Gambling Activities Overall

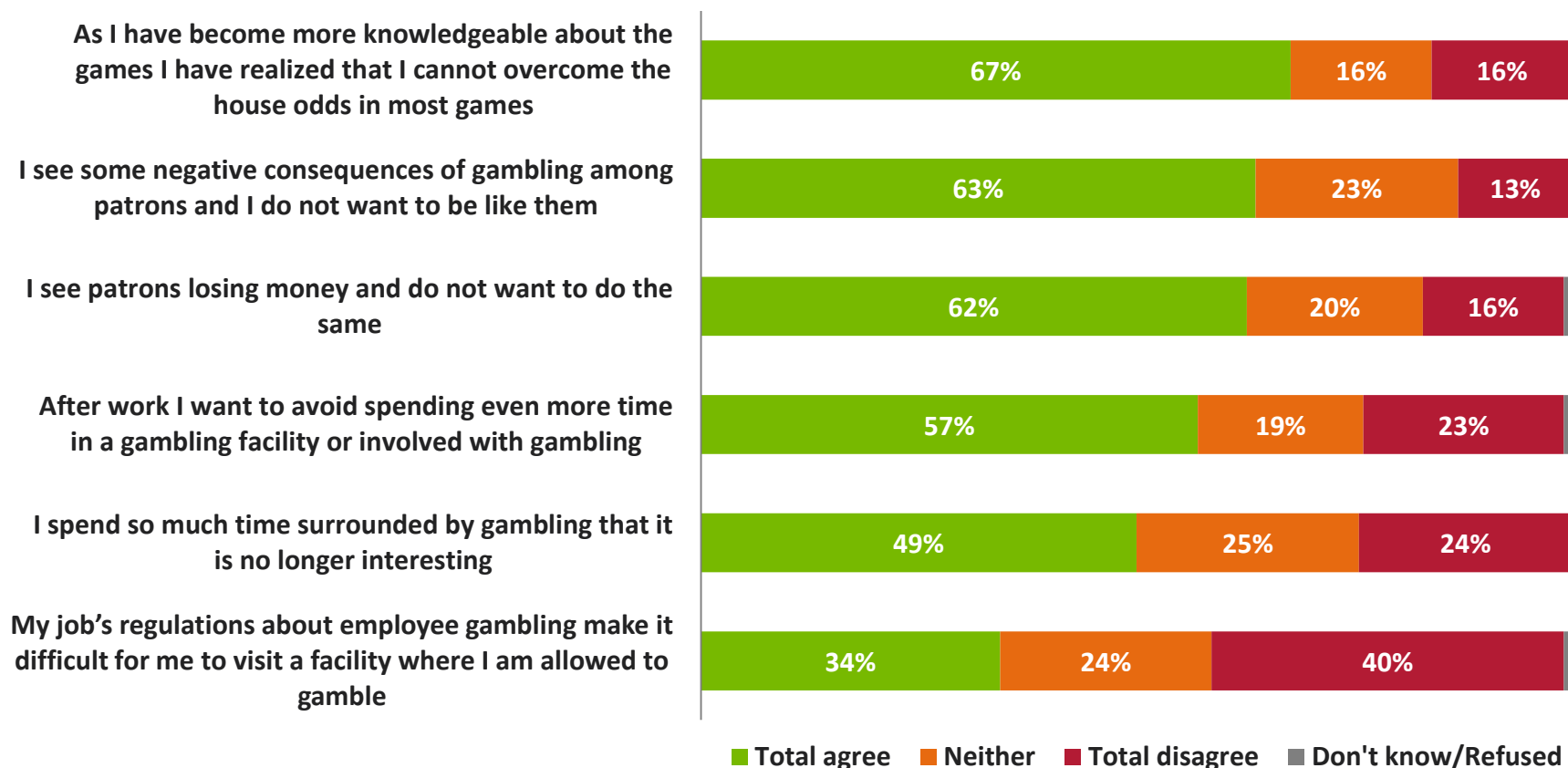
	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Increased	15%	10%	26% A	32% A
Stayed the same	48%	54% BC	34%	27%
Decreased	33%	32%	38%	35%
Don't know/Refused	4%	5%	1%	5%

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

Statements About Employment Influence on Gambling

Slide 1 of 3

Past year gamblers were asked to agree or disagree with a battery of 18 statements about possible influences their employment may have had on their gambling. Only four of the statements earned agreement from a majority of past year gamblers and all four fit a theme of workers taking steps to lessen the risk of negative consequences from their own gambling. A majority agree that they have learned they cannot overcome house odds in most games (67%), that they do not want to emulate the negative consequences experienced by some patrons (63%), that they don't want to lose money like some of the patrons they see (62%) and that working in a gambling environment makes them want to spend less time gambling (57%).



Q16. 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.

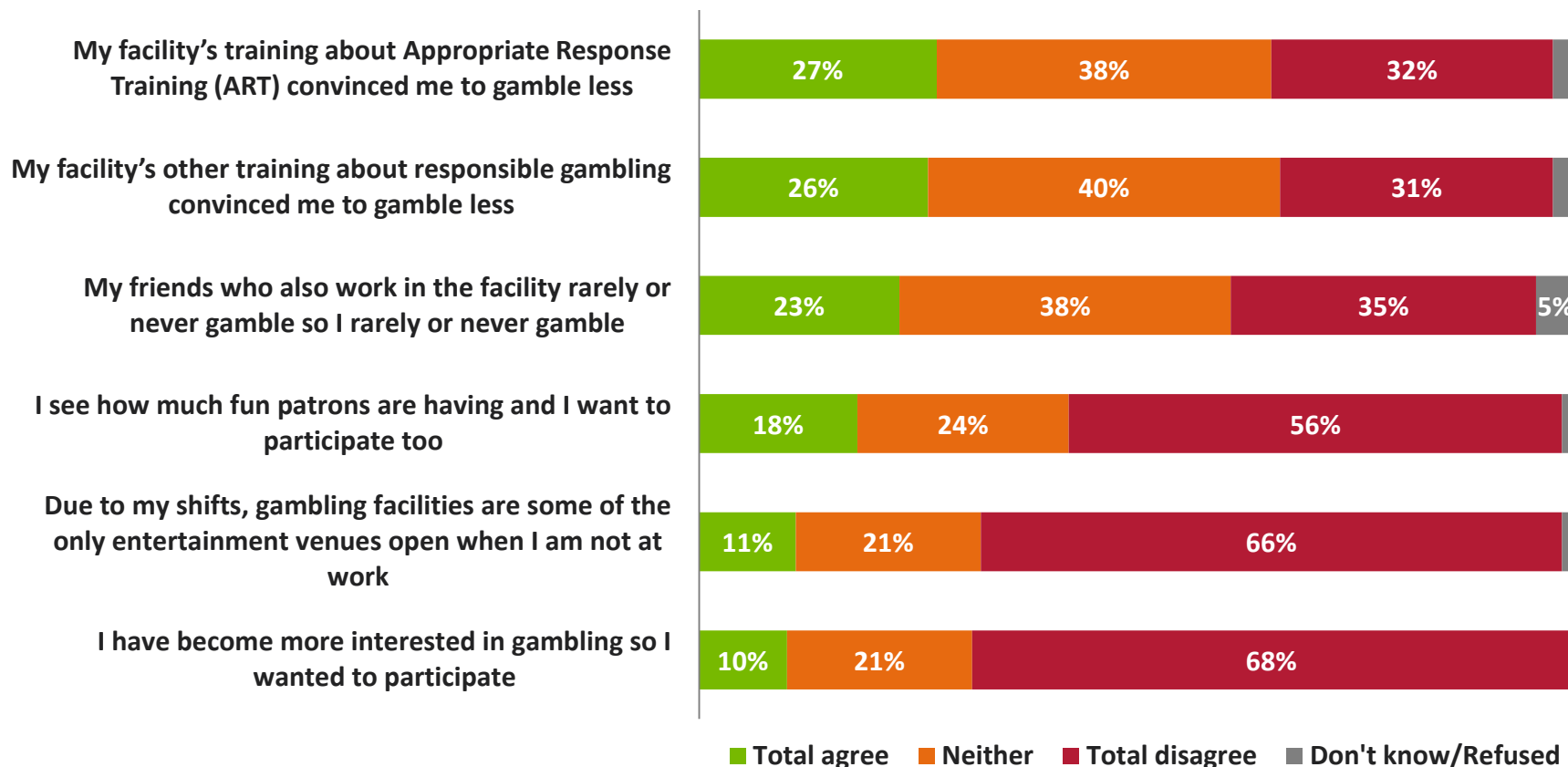
Base: Past year gamblers (n=502)

Statements About Employment Influence on Gambling

Slide 2 of 3

Past year gamblers were split in terms of whether facility training about Appropriate Response Training or other responsible gambling training has convinced them to gamble less. Slightly more than one-in-four agree this has convinced them to gamble less, while slightly more than three-in-ten disagree and roughly four-in-ten are neutral.

A majority of past year gamblers disagreed that they want to participate in gambling because work has made them more interested (68%), that their shift work means that gambling facilities are one of the only entertainment options available (66%) and that they want to gamble because they see patrons having fun (56%).



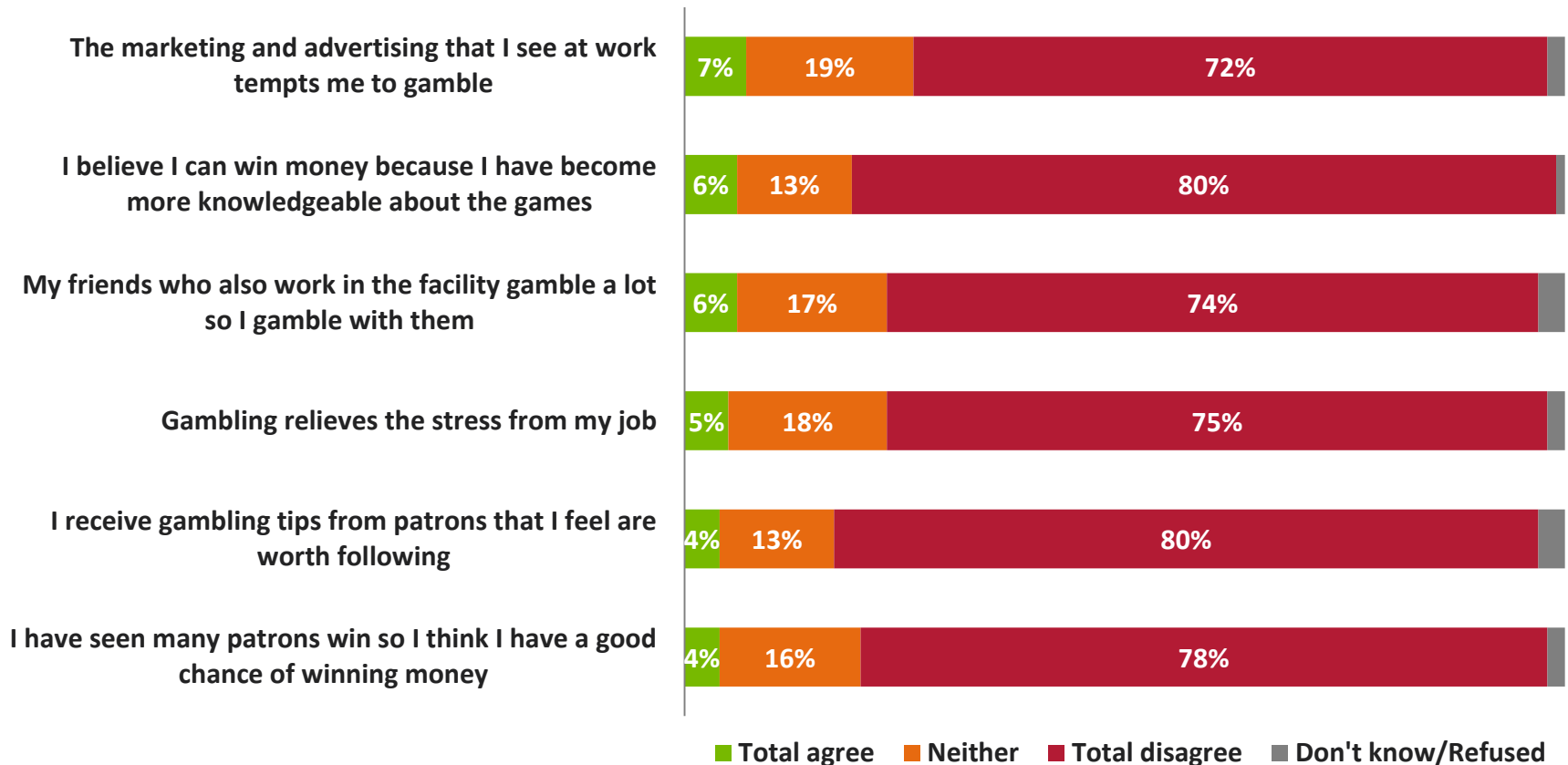
Q16. The following table lists some statements about possible influences your employment may have had on your gambling. Please indicate the degree to which you agree or disagree with each statement.

Base: Past year gamblers (n=502)

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 employees can win because they have more game knowledge (80%), that they get worthwhile gambling tips from patrons (80%) and that they think they have a good chance of winning because they see many patrons win (78%).



Q16. 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=502)

Statements About Employment Influence on Gambling by CPGI (Slide 1 of 2)

Total Agree

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
As I have become more knowledgeable about the games I have realized that I cannot overcome the house odds in most games	67%	65%	78% AC	62%
I see some negative consequences of gambling among patrons and I do not want to be like them	63%	63%	64%	62%
I see patrons losing money and do not want to do the same	62%	66% BC	53%	53%
After work I want to avoid spending even more time in a gambling facility or involved with gambling	57%	64% BC	47%	32%
I spend so much time surrounded by gambling that it is no longer interesting	49%	56% BC	43% C	22%
My job's regulations about employee gambling make it difficult for me to visit a facility where I am allowed to gamble	34%	30%	39%	50% A
My facility's training about Appropriate Response Training (ART) convinced me to gamble less	27%	26%	34%	27%
My facility's other training about responsible gambling convinced me to gamble less	26%	26%	33%	22%
My friends who also work in the facility rarely or never gamble so I rarely or never gamble	23%	27% BC	13%	12%

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

Q16. 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=502)

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

Total Agree

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
I see how much fun patrons are having and I want to participate too	18%	11%	30% A	43% A
Due to my shifts, gambling facilities are some of the only entertainment venues open when I am not at work	11%	7%	9%	35% AB
I have become more interested in gambling so I wanted to participate	10%	7%	17% A	20% A
The marketing and advertising that I see at work tempts me to gamble	7%	4%	7%	20% AB
I believe I can win money because I have become more knowledgeable about the games	6%	3%	6%	19% AB
My friends who also work in the facility gamble a lot so I gamble with them	6%	3%	12% A	16% A
Gambling relieves the stress from my job	5%	2%	4%	23% AB
I receive gambling tips from patrons that I feel are worth following	4%	2%	3%	12% AB
I have seen many patrons win so I think I have a good chance of winning money	4%	2%	5%	14% AB

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

Q16. 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.

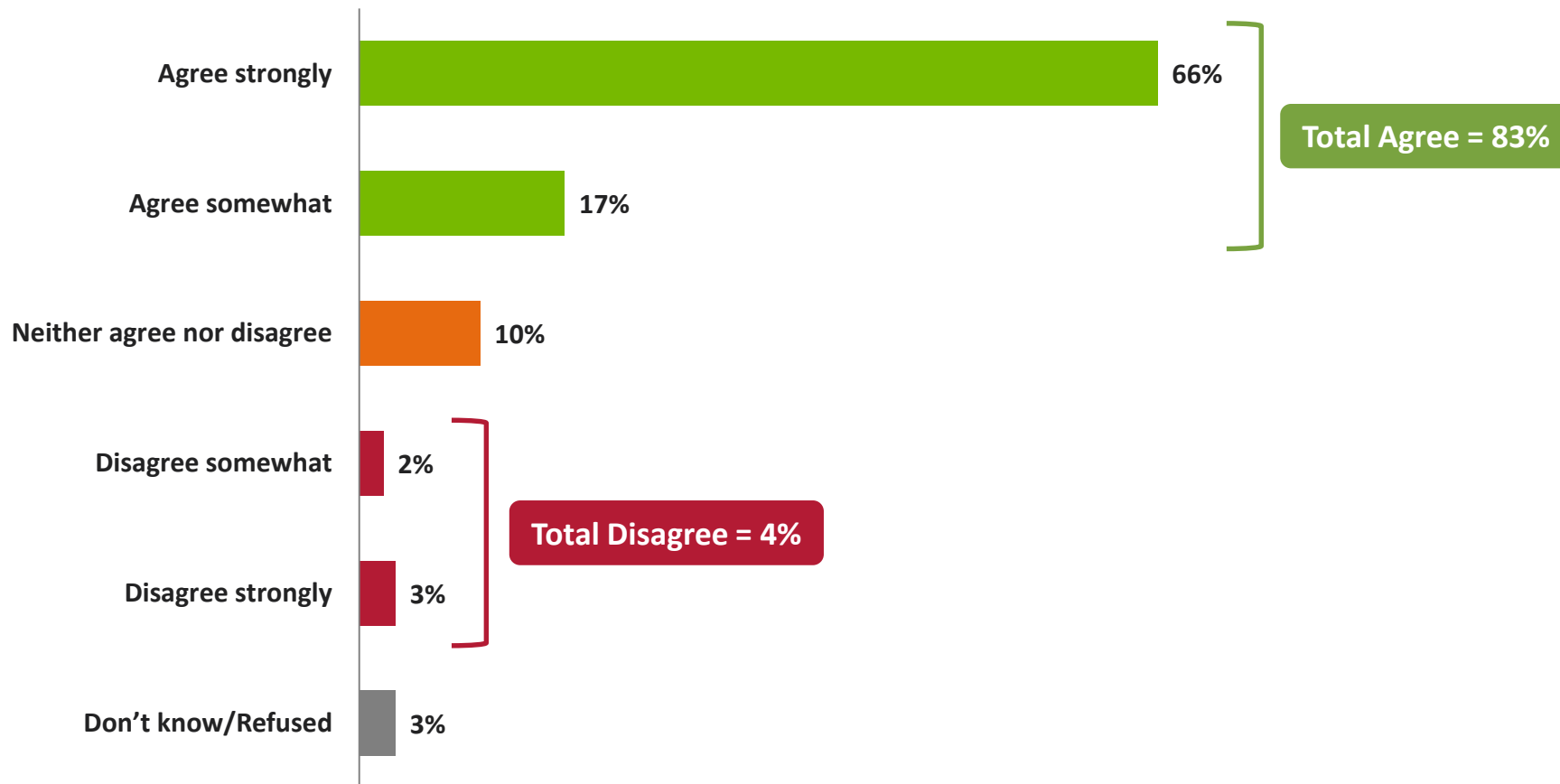
Base: Past year gamblers (n=502)



**RESPONSIBLE GAMBLING
BEHAVIOURS AND CPGI**

Agreement “I am a Responsible Gambler”

Most respondents believe they are a responsible gambler. More than eight-in-ten (83%) past year gamblers agreed with the statement that “I am a responsible gambler” including two-thirds (66%) who agree strongly with the statement. Only 4% of respondents disagree that they are a responsible gambler (10% are neutral and 3% are undecided or refused to answer).



	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Agree strongly	66%	78% BC	59% C	15%
Agree somewhat	17%	8%	39% A	41% A
Neither agree nor disagree	10%	9% B	1%	24% AB
Disagree somewhat	2%	<1%	0%	9% AB
Disagree strongly	3%	2%	0%	8% AB
Don't know/refused	3%	3%	0%	3%
Total Agree	83%	86% C	99% AC	55%
Total Disagree	4%	2%	0%	18% AB

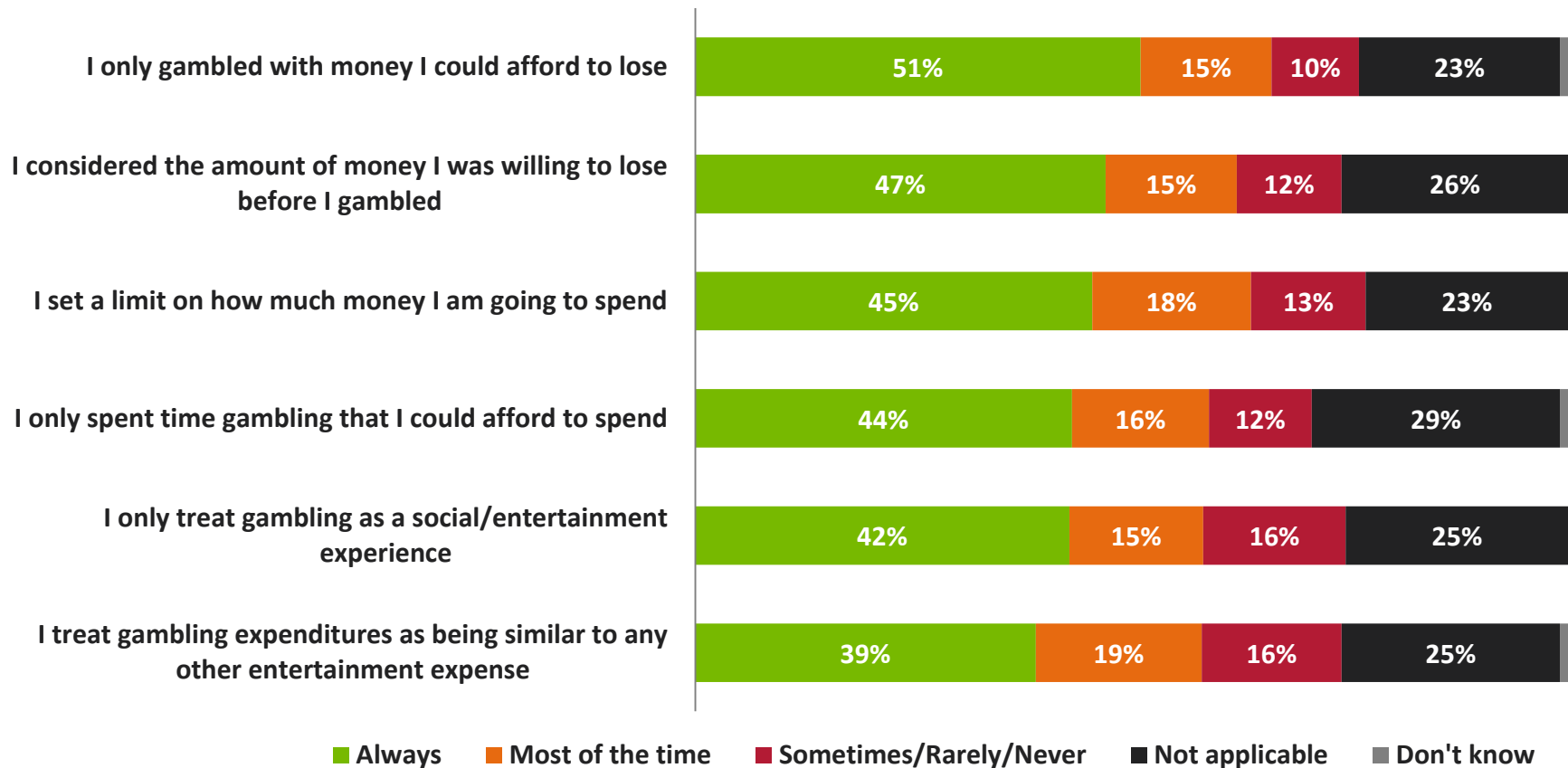
A/B/C denotes result statistically higher than column indicated by letter (p<.05)

Frequency of Responsible Gambling Actions in Past 12 Months

Slide 1 of 2

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

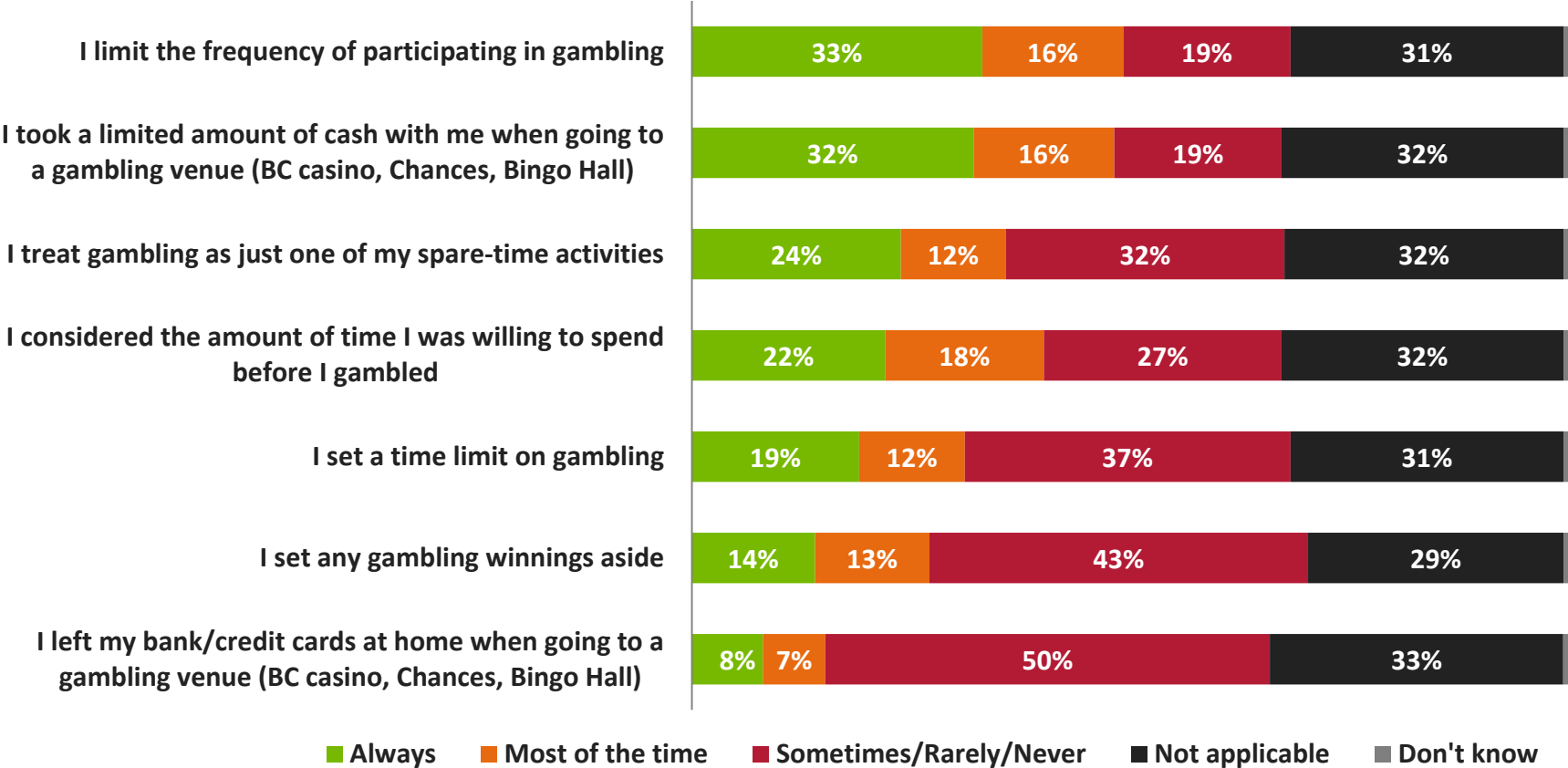
The top action was gambling only with money that past year gamblers can afford to lose. Half (51%) said they always take this action and a further 15% said they do it most of the time. One-in-ten (10%) said they do this only sometimes, rarely or never, and 23% said this action is not applicable to them. All the other actions on this page also had 16% or fewer respondents indicating they do these things only sometimes, rarely or never.



Frequency of Responsible Gambling Actions in Past 12 Months

Slide 2 of 2

Half (50%) of past year gamblers said they only sometimes, rarely or never leave their bank/credit card at home when going to a gambling venue, which is the highest number for any responsible gambling action tested. The next highest is setting gambling winnings aside (43% sometimes/rarely/never), followed by setting a time limit (37%), treating gambling as a spare time activity (32%) and considering the amount of time willing to spend before gambling (27%).



42 Q17. 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=502)



Frequency of Responsible Gambling Actions in Past 12 Months by CPGI

Sometimes/Rarely/Never Take Action

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
I left my bank/credit cards at home when going to a gambling venue (BC casino, Chances, Bingo Hall)	50%	38%	75% A	78% A
I set any gambling winnings aside	43%	34%	59% A	78% AB
I set a time limit on gambling	37%	26%	60% A	65% A
I treat gambling as just one of my spare-time activities	32%	29%	43% A	42% A
I considered the amount of time I was willing to spend before I gambled	27%	19%	41% A	55% A
I limit the frequency of participating in gambling	19%	12%	26% A	46% AB
I took a limited amount of cash with me when going to a gambling venue (BC casino, Chances, Bingo Hall)	19%	10%	29% A	51% AB
I only treat gambling as a social/entertainment experience	16%	11%	22% A	43% AB
I treat gambling expenditures as being similar to any other entertainment expense	16%	10%	23% A	38% AB
I set a limit on how much money I am going to spend	13%	7%	18% A	41% AB
I considered the amount of money I was willing to lose before I gambled	12%	7%	10%	37% AB
I only spent time gambling that I could afford to spend	12%	5%	13% A	40% AB
I only gambled with money I could afford to lose	10%	6%	6%	37% AB

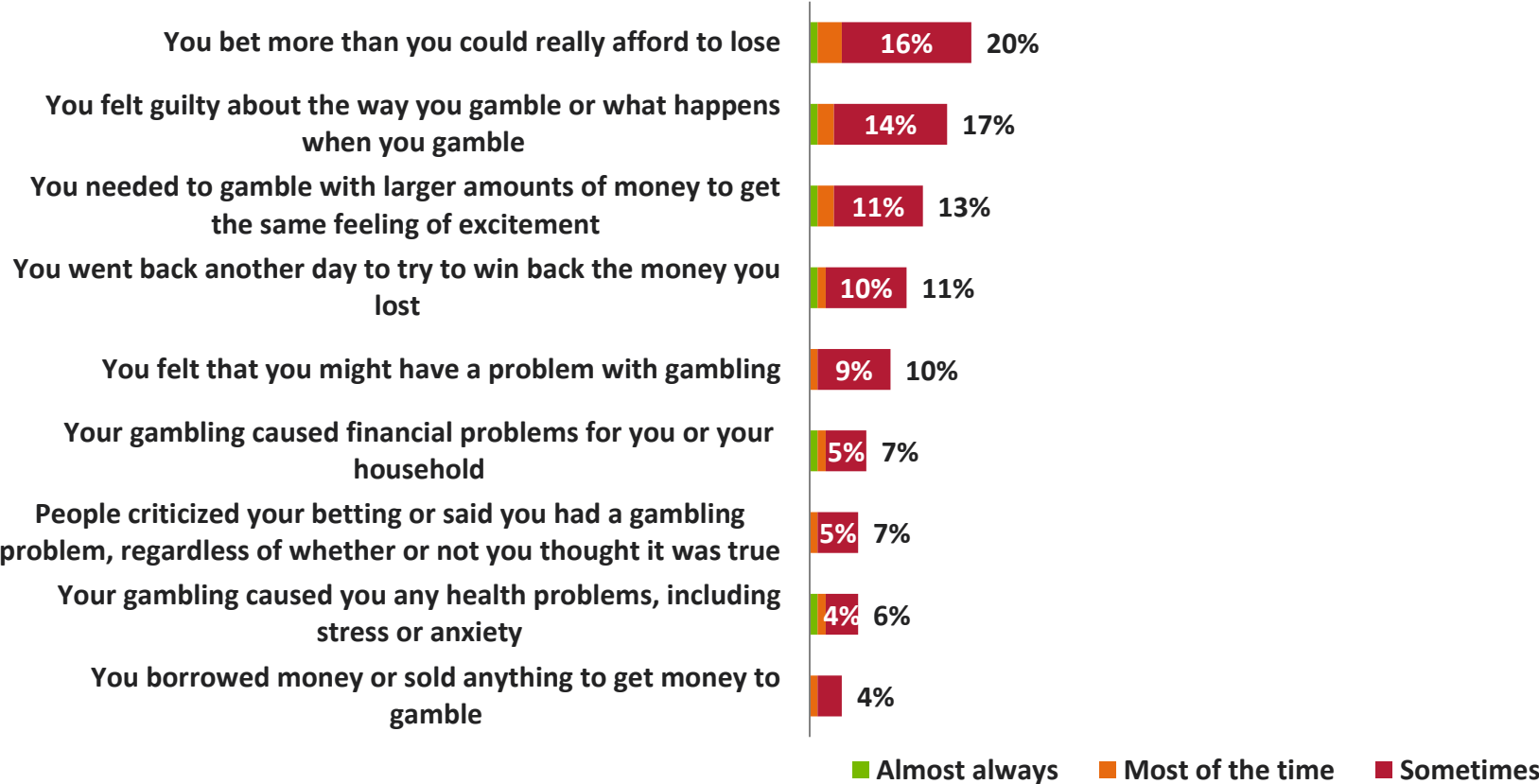
A/B/C denotes result statistically higher than column indicated by letter (p<.05)

Q17. 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=502)

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.

Two-in-ten (20%) past year gamblers said they bet more than they could really afford to lose sometimes or more often in the past 12 months. This is the highest reported CPGI behaviour. Next highest is feeling guilty about gambling at 17%. The least reported items were borrowing money or selling things to get money for gambling (4% sometimes or more) and gambling causing health/stress problems (6%).



44 Q18. 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=502)



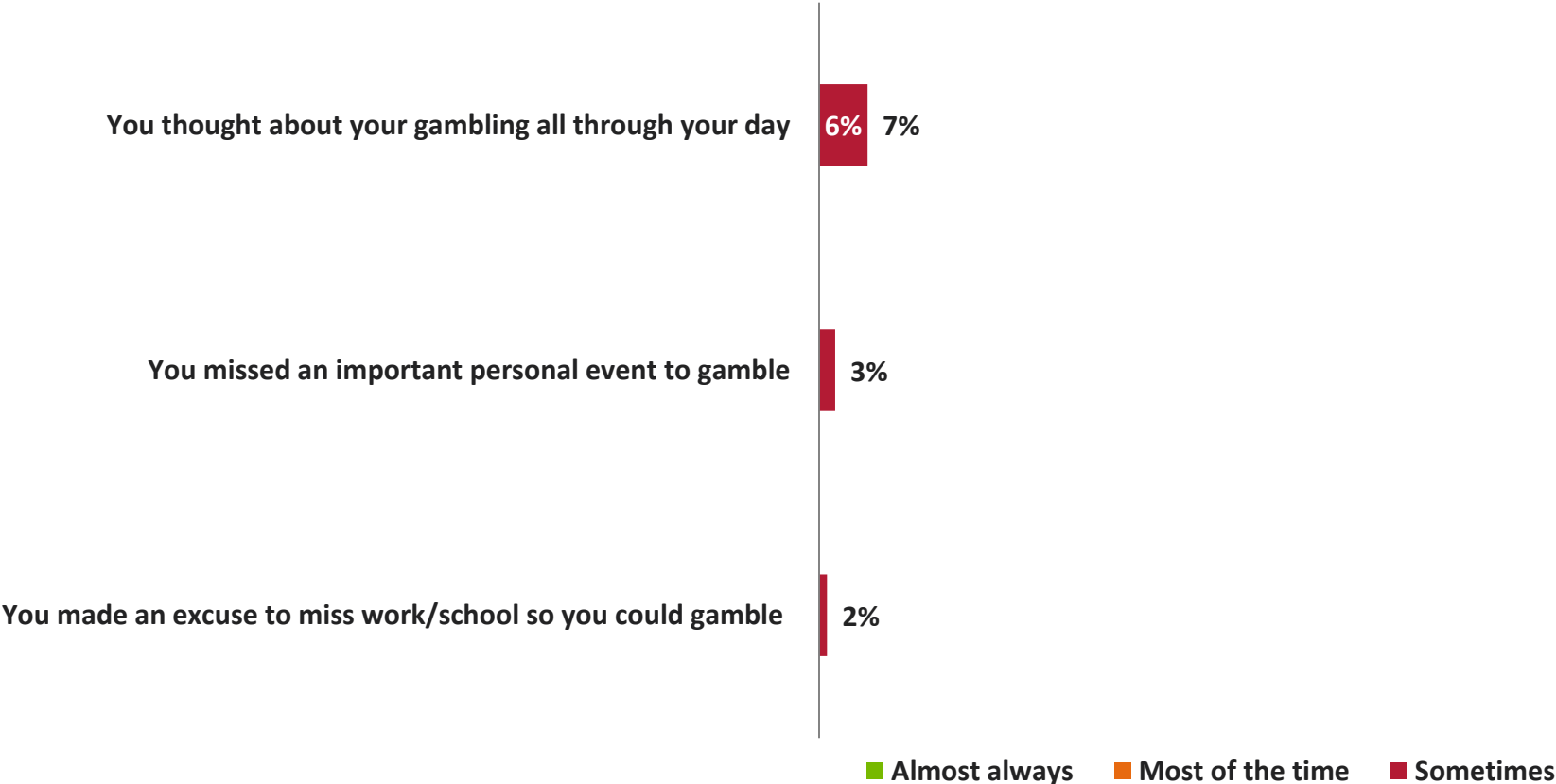
Always/Most of the Time/Sometimes

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
You bet more than you could really afford to lose	20%	0%	46% A	86% AB
You felt guilty about the way you gamble or what happens when you gamble	17%	0%	34% A	80% AB
You needed to gamble with larger amounts of money to get the same feeling of excitement	13%	0%	29% A	61% AB
You went back another day to try to win back the money you lost	11%	0%	16% A	59% AB
You felt that you might have a problem with gambling	10%	0%	4%	66% AB
Your gambling caused financial problems for you or your household	7%	0%	1%	45% AB
People criticized your betting or said you had a gambling problem, regardless of whether or not you thought it was true	7%	0%	7% A	39% AB
Your gambling caused you any health problems, including stress or anxiety	6%	0%	0%	38% AB
You borrowed money or sold anything to get money to gamble	4%	0%	1%	23% AB

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

Past 12 Month Other Behaviours (Non-CPGI)

Past year gamblers 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 (2%), missed an important personal event to gamble (3%), or thought about gambling all through their day (7%).



46 Q18. 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=502)



Past 12 Month Other Behaviours (Non-CPGI) by CPGI

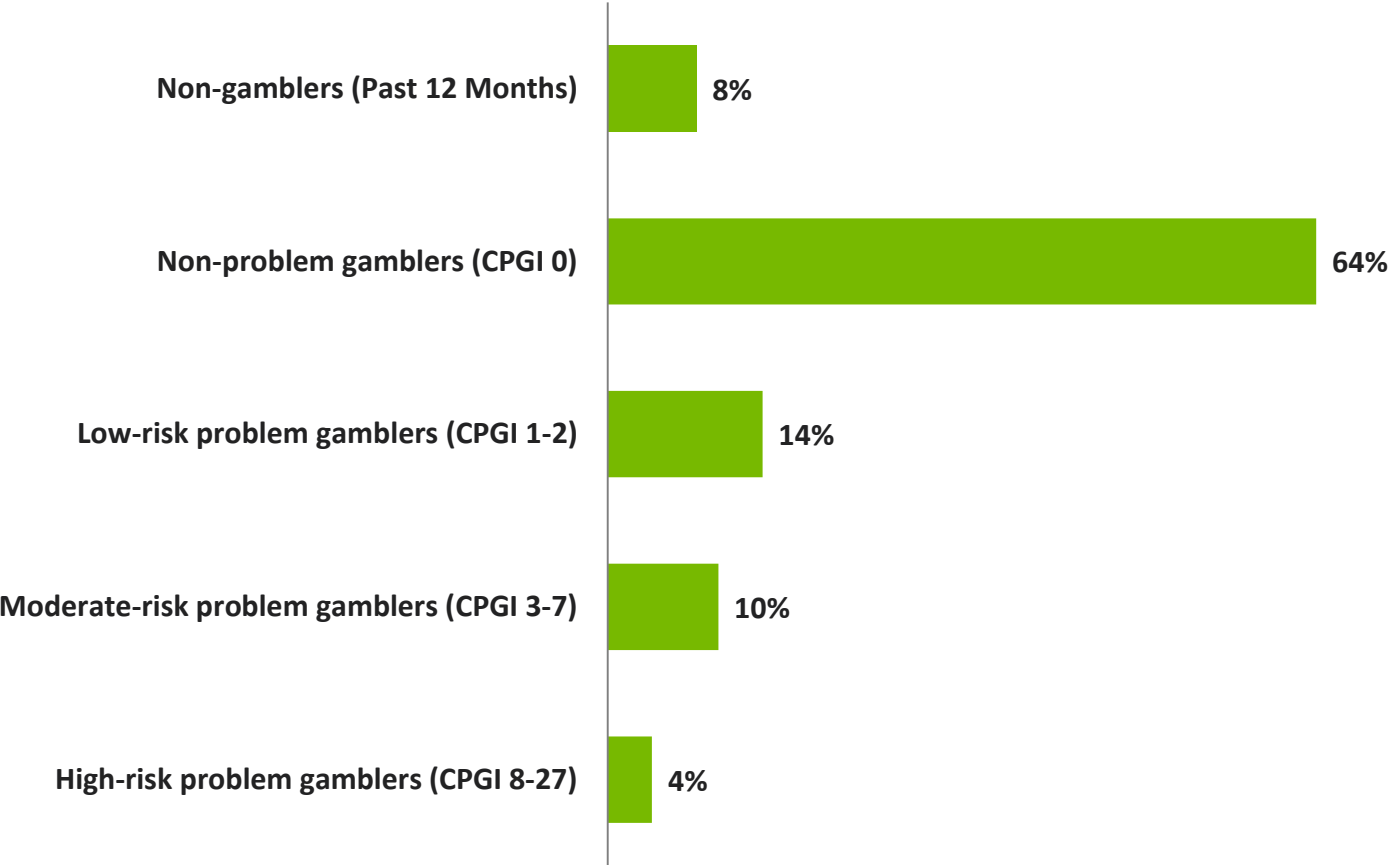
Always/Most of the Time/Sometimes

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
You thought about your gambling all through your day	7%	1%	5% A	39% AB
You missed an important personal event to gamble	3%	0%	0%	18% AB
You made an excuse to miss work/school so you could gamble	2%	0%	1%	12% AB

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

On the CPGI (Canadian Problem Gambling Index) scale, more than seven-in-ten respondents classify as either non-gamblers (8%, no past year gambling) or as non-problem gamblers (64%, 0 on CPGI).

That leaves 28% of respondents who classify in one of the three CPGI risk of problem gambling categories. Half of these (14%) are low-risk problem gamblers (1-2 on CPGI). The next biggest portion (10% overall) are moderate-risk problem gamblers (CPGI 3-7). Only 4% of respondents are classified as high-risk problem gamblers (CPGI of 8-27).



48 Q18. 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=547)



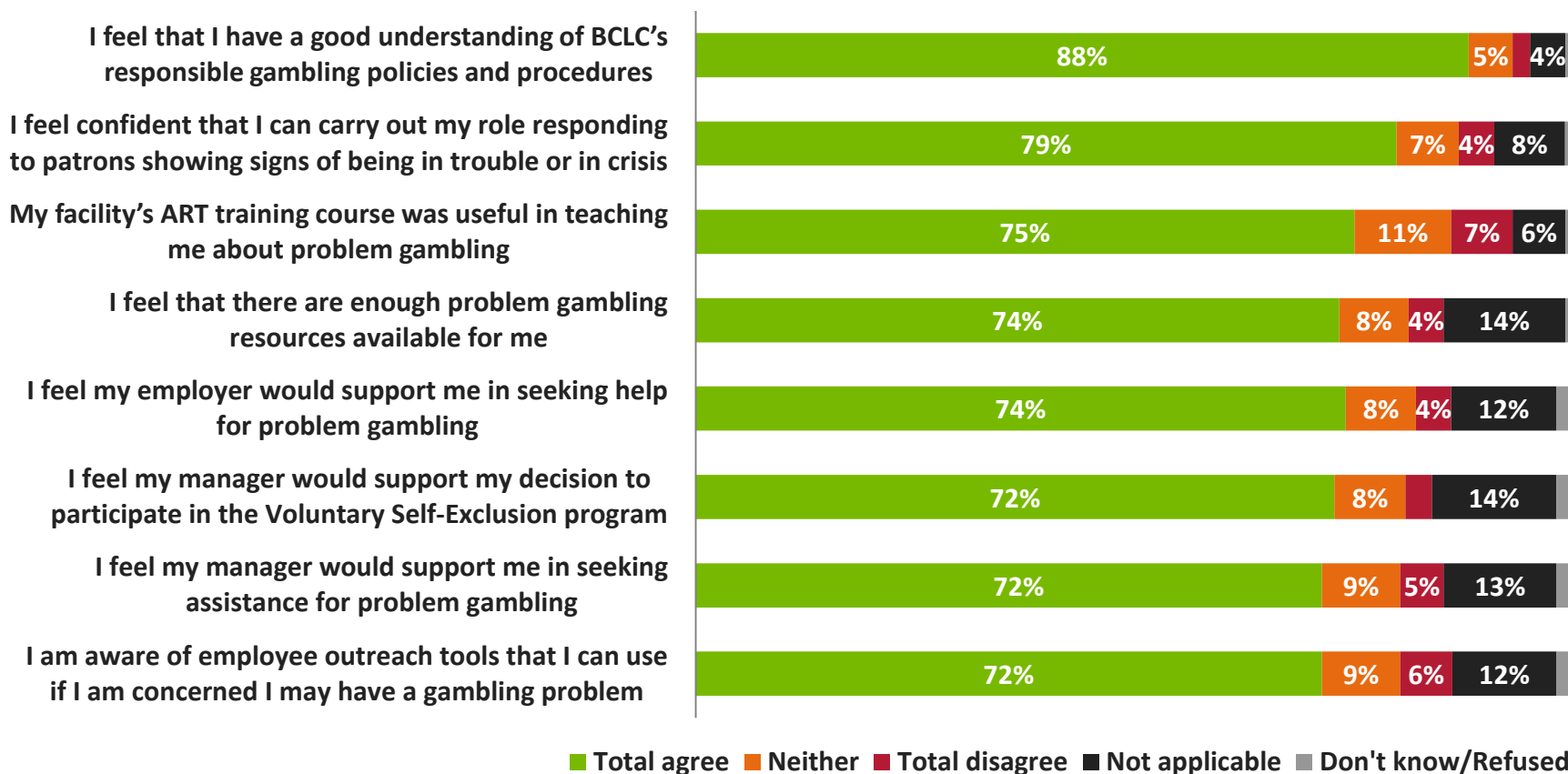


RESPONSIBLE GAMBLING AND EMPLOYMENT

Slide 1 of 2

Respondents were asked to agree or disagree with a battery of 17 statements about responsible gambling and their work. The nine statements below are the ones with the highest levels of agreement (all 72% agree or higher).

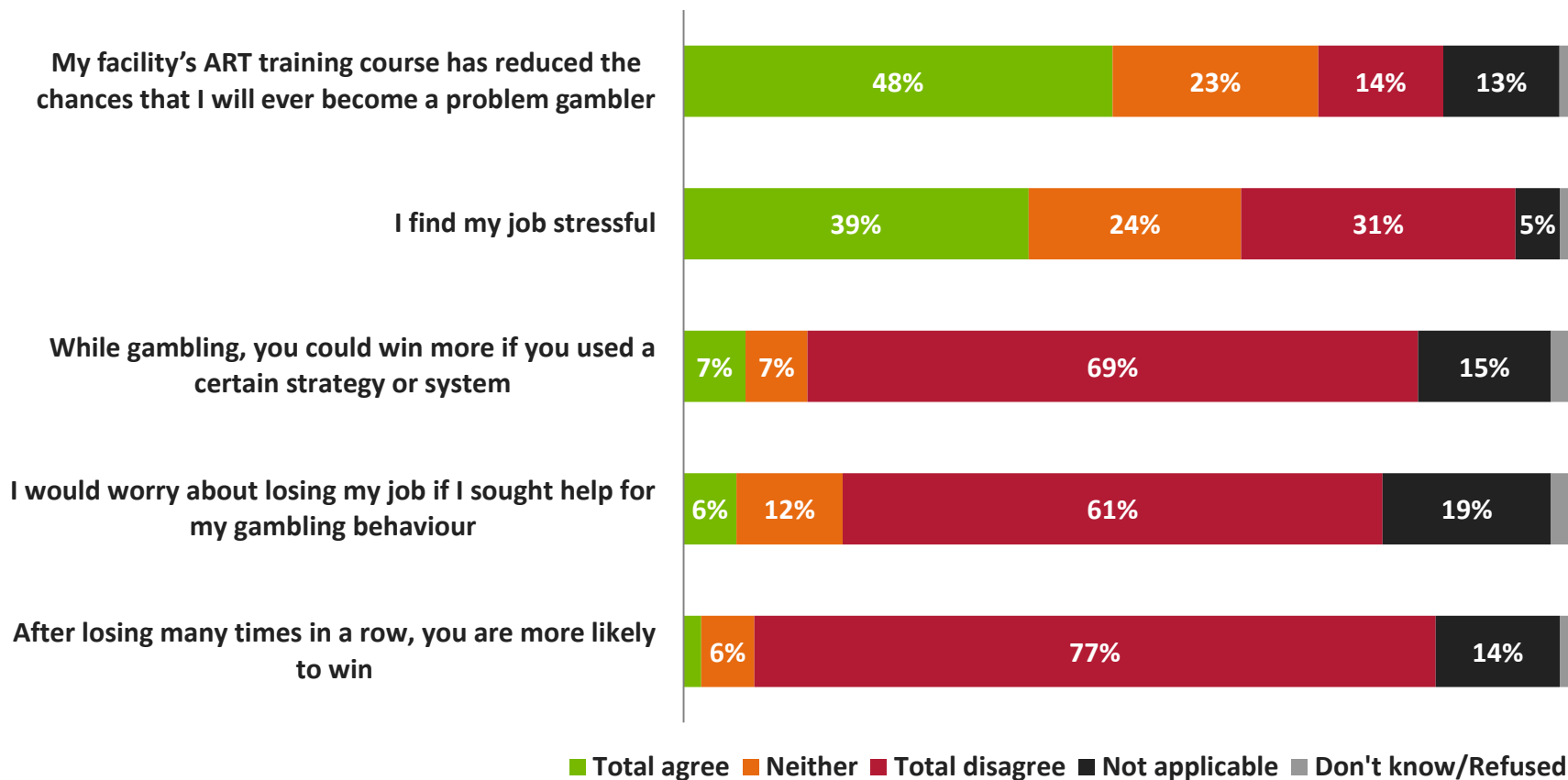
These statements show that most respondents believe they have a good understanding of policies/procedures in relation to responsible gambling, feel confident that they can do their role in responding to patrons with gambling problems, and that they feel supported (or would be supported) by their employer,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



Slide 2 of 2

Respondents were divided on whether their facility’s ART training course has reduced the chance that they will ever become a problem gambler. Half agree (48%), while 14% disagree, 23% are neutral and 13% say it is not applicable.

Very few respondents agreed that they would worry about losing their job if they ever sought help for their gambling behaviour (only 6% agreed). Very few agreed with some common gambling fallacies that you can win more with a strategy system (7%) or that you are more likely to win after losing many times in a row (2%).



Statements About Work & Responsible Gambling (All Respondents) by CPGI

Total Agree

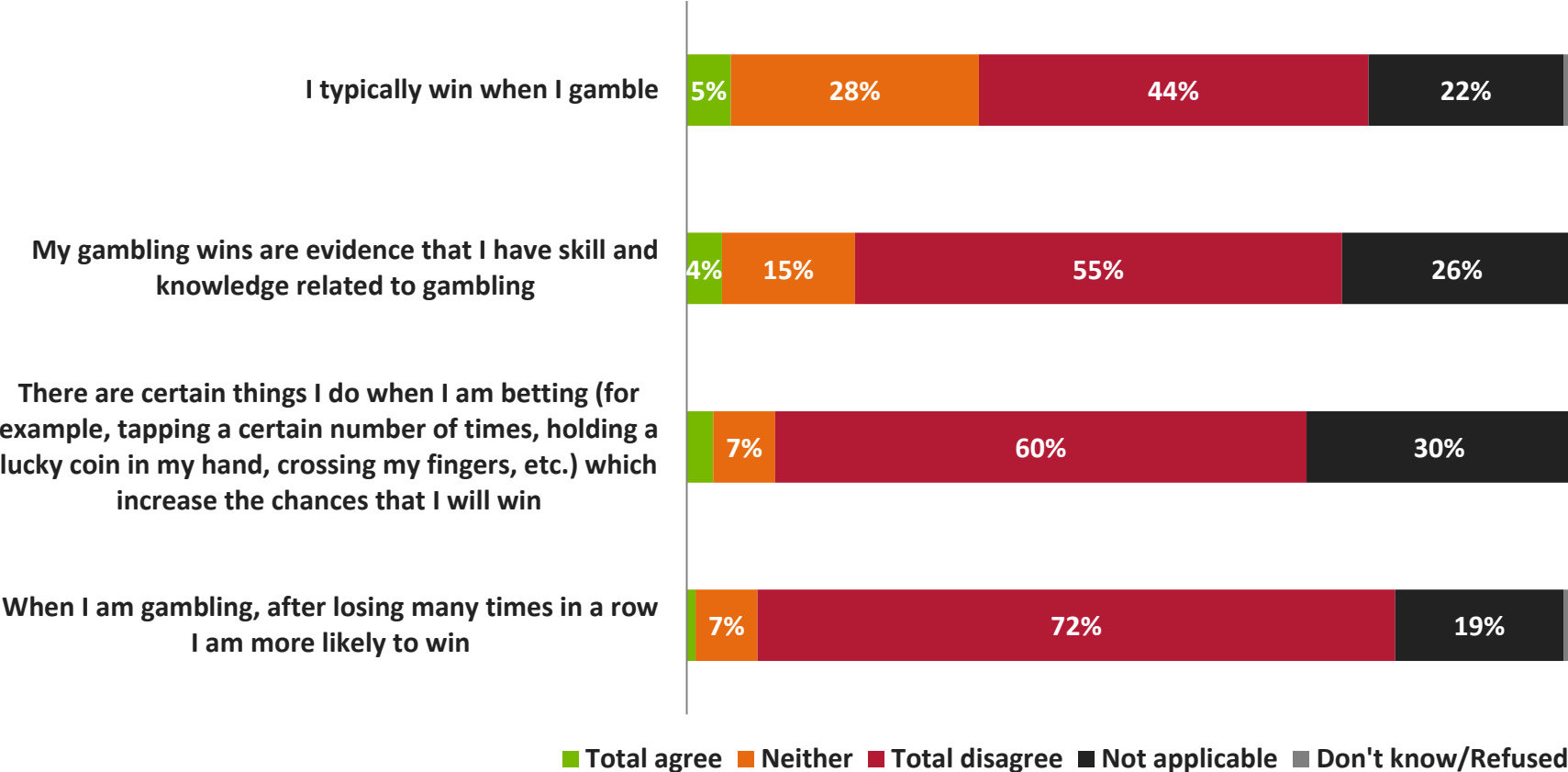
	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
I feel that I have a good understanding of BCLC's responsible gambling policies and procedures	88%	88%	93% C	80%
I feel confident that I can carry out my role responding to patrons showing signs of being in trouble or in crisis	79%	79%	88% C	73%
My facility's ART training course was useful in teaching me about problem gambling	75%	75%	80%	72%
I feel that there are enough problem gambling resources available for me	74%	73%	84% AC	66%
I feel my employer would support me in seeking help for problem gambling	74%	72%	87% AC	70%
I feel my manager would support my decision to participate in the Voluntary Self-Exclusion program	72%	69%	87% AC	72%
I feel my manager would support me in seeking assistance for problem gambling	72%	70%	88% AC	65%
I am aware of employee outreach tools that I can use if I am concerned I may have a gambling problem	72%	70%	84% A	73%
My facility's ART training course has reduced the chances that I will ever become a problem gambler	48%	47%	64% AC	36%
I find my job stressful	39%	38%	34%	49%
While gambling, you could win more if you used a certain strategy or system	7%	5%	9%	18% A
I would worry about losing my job if I sought help for my gambling behaviour	6%	4%	5%	18% AB
After losing many times in a row, you are more likely to win	2%	1%	1%	7% A

52 Q22. Please mark your opinions regarding the following statements.
Base: All respondents (n=547)

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

Statements About Work & Responsible Gambling (Past Year Gamblers) Ipsos Public Affairs

The four statements below were asked only of past year gamblers. They show that few past year gamblers believe they typically win when they gamble (5%), that their gambling wins are evidence of their skill/knowledge (4%), that there are certain superstitious things they can do increase their chances (3%), or that they are more likely to win after losing several times in a row (1%).



Statements About Work & Responsible Gambling (Past Year Gamblers) Ipsos Public Affairs by CPGI

Total Agree

	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
I typically win when I gamble	5%	3%	7%	8% A
My gambling wins are evidence that I have skill and knowledge related to gambling	4%	2%	5%	9% A
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	3%	1%	5% A	9% A
When I am gambling, after losing many times in a row I am more likely to win	1%	<1%	3%	3%

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



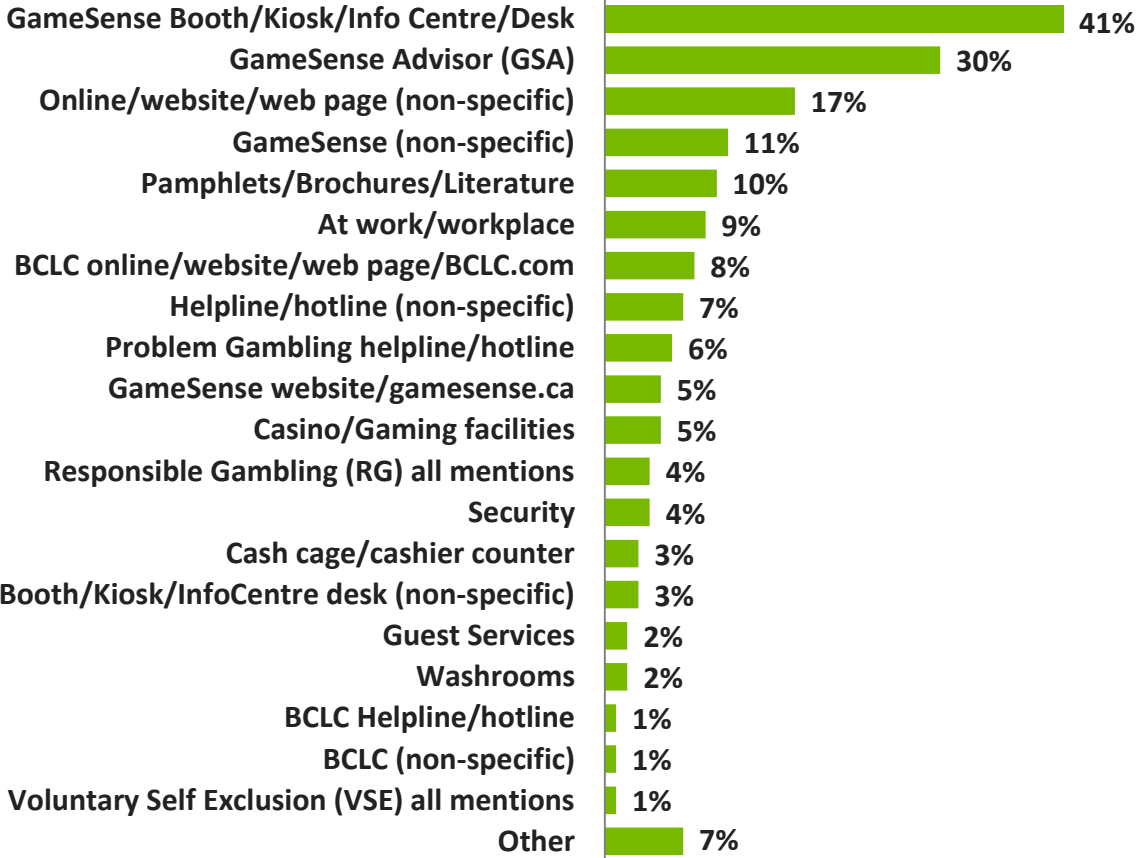
**RESPONSIBLE GAMBLING
MESSAGING AND
RESOURCES**

Where Look for Information About Responsible Gambling

Coded Open-Ends – Multiple Responses Allowed

Respondents were asked, on an open-ended basis, where they would look to find information about responsible gambling. Three of the top four coded responses were GameSense related including the GameSense booth (41%), a GameSense Advisor (30%) and general mentions of GameSense (11%). The other top four response was a general online search (17%).

Fourteen percent of respondents said they did not know where to look for information about responsible gambling.



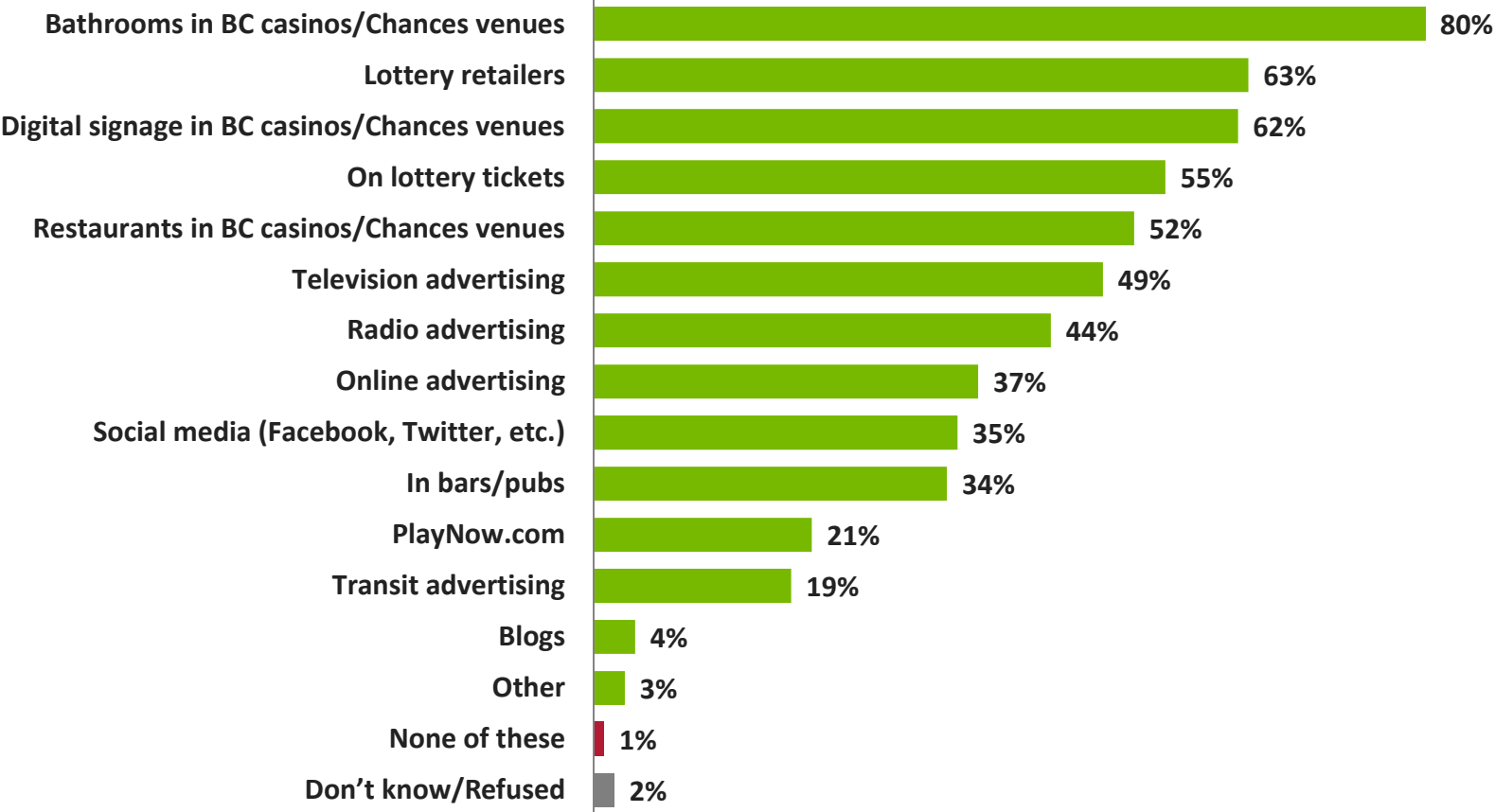
Where Look for Information About Responsible Gambling by CPGI

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
GameSense Booth/Kiosk/Info Centre/Desk	41%	43%	43%	31%
GameSense Advisor (GSA)	30%	30%	32%	28%
Online/website/web page (non-specific)	17%	15%	21%	26% A
GameSense (non-specific)	11%	9%	12%	16%
Pamphlets/Brochures/Literature	10%	9%	11%	15%
At work/workplace	9%	9%	14% C	4%
BCLC online/website/web page/BCLC.com	8%	9% B	1%	9% B
Helpline/hotline (non-specific)	7%	6%	9%	12%
Problem Gambling helpline/hotline	6%	5%	7%	12% A
GameSense website/gamesense.ca	5%	5%	7%	5%
Casino/Gaming facilities	5%	5%	4%	7%
Responsible Gambling (RG) all mentions	4%	4%	4%	8%
Security	4%	4%	4%	3%
Cash cage/cashier counter	3%	4%	4%	1%
Booth/Kiosk/InfoCentre desk (non-specific)	3%	3%	5%	1%
Guest Services	2%	3% C	4%	0%
Washrooms	2%	2%	4%	4%
Voluntary Self Exclusion (VSE) all mentions	1%	2%	1%	0%
BCLC (non-specific)	1%	2%	0%	1%
BCLC Helpline/hotline	1%	1%	0%	0%
Other	7%	8%	7%	8%
Don't know/Refused	14%	15%	11%	8%

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

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

Facility bathrooms are the number one place where respondents have read, seen or heard messages about BC responsible gambling programs/resources in the past 12 months. Eight-in-ten (80%) recall information in bathrooms, followed by more than six-in-ten for both lottery retailers (63%) and digital signage at facilities (62%). A majority also recall responsible gambling messaging on lottery tickets (55%) and at facility restaurants (52%).



58 Q25. 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=547)



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

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Bathrooms in BC casinos/Chances venues	80%	81%	84%	74%
Lottery retailers	63%	65%	68%	53%
Digital signage in BC casinos/Chances venues	62%	62%	68%	57%
On lottery tickets	55%	54%	61%	57%
Restaurants in BC casinos/Chances venues	52%	55% C	49%	39%
Television advertising	49%	49%	58%	42%
Radio advertising	44%	42%	59% AC	39%
Online advertising	37%	35%	43%	42%
Social media (Facebook, Twitter, etc.)	35%	35%	41%	34%
In bars/pubs	34%	34%	39% C	24%
PlayNow.com	21%	17%	29% A	32% A
Transit advertising	19%	20%	14%	18%
Blogs	4%	4%	3%	3%
Other	3%	2%	4%	4%
None of these	1%	2%	0%	3%
Don't know/Refused	2%	2%	1%	1%

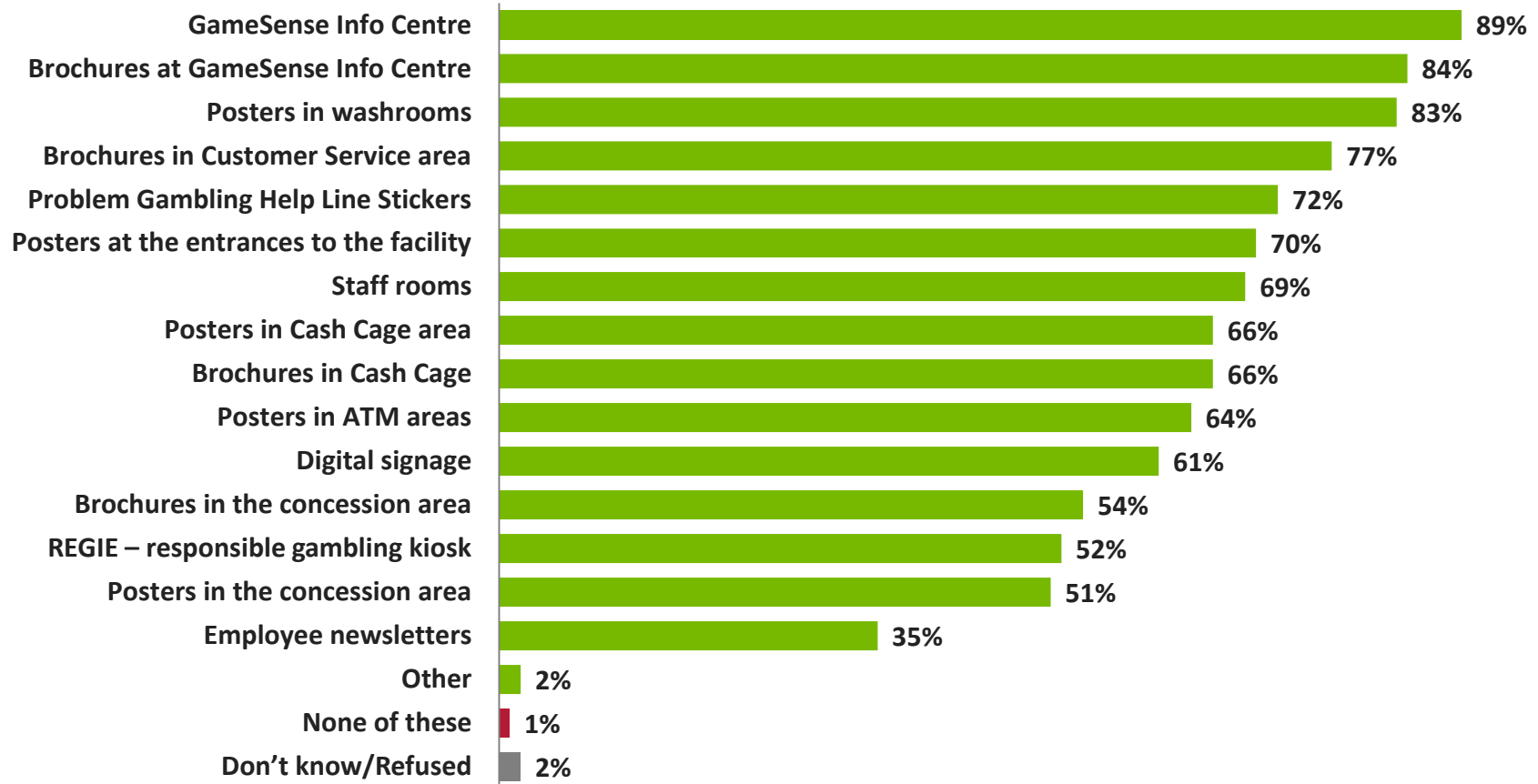
A/B/C denotes result statistically higher than column indicated by letter (p<.05)

Q25. 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=547)

Where Recall Responsible Gambling Messages in Workplace in Past 12 Months

Respondents had read, seen or heard messages about responsible gambling or responsible gambling programs/resources in many places at their workplace in the past year. The highest recall was for GameSense Info Centres (89%), brochures at GameSense Info Centres (84%) and posters in washrooms (83%). In addition to these, 11 other workplace sources of responsible gambling messages/resources were recalled by a majority of respondents.



Q26. 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=547)

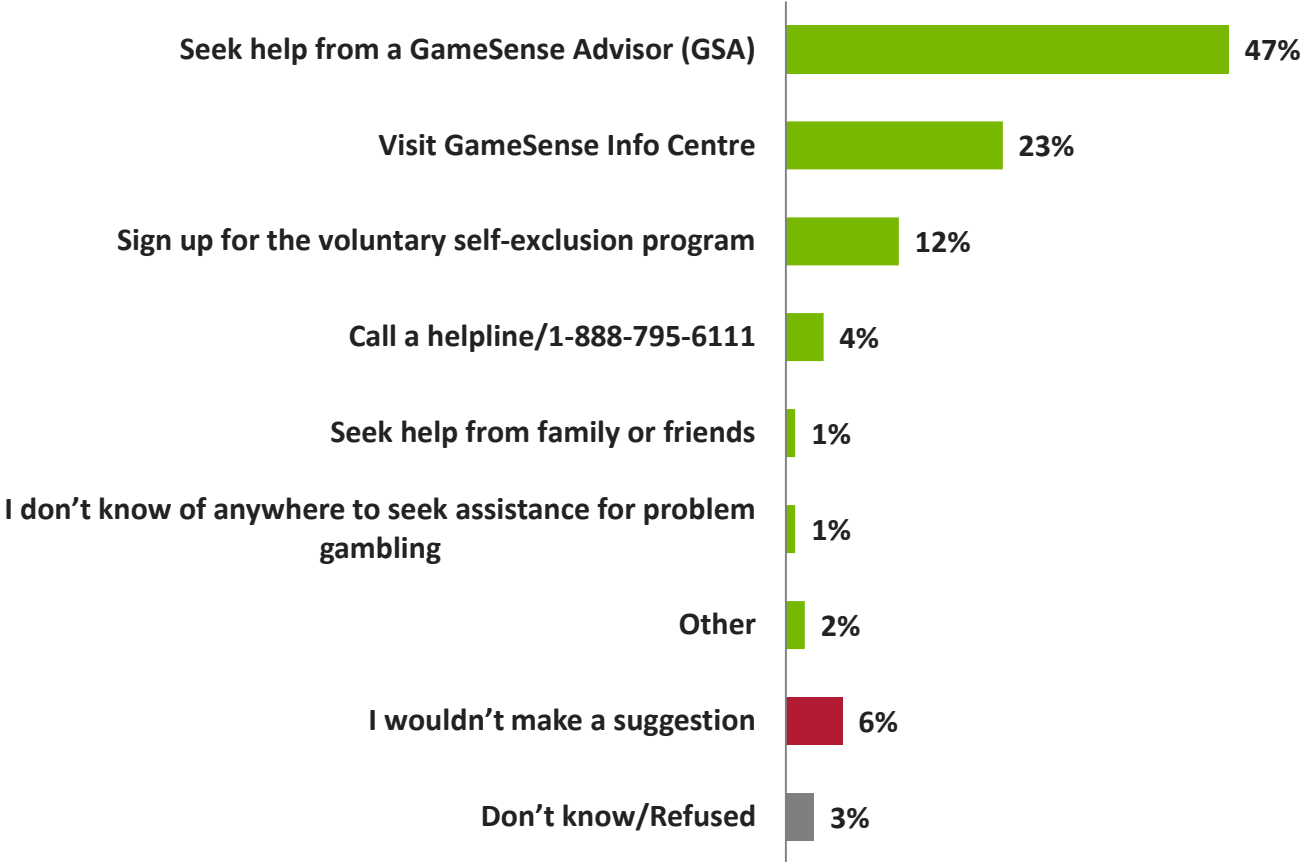
Where Recall Responsible Gambling Messages in Workplace in Past 12 Months by CPGI

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
GameSense Info Centre	89%	89%	89%	85%
Brochures at GameSense Info Centre	84%	83%	93% AC	81%
Posters in washrooms	83%	81%	91% A	81%
Brochures in Customer Service area	77%	75%	88% A	76%
Problem Gambling Help Line Stickers	72%	71%	74%	74%
Posters at the entrances to the facility	70%	69%	78%	70%
Staff rooms	69%	68%	76%	68%
Posters in Cash Cage area	66%	64%	82% AC	62%
Brochures in Cash Cage	66%	64%	82% AC	59%
Posters in ATM areas	64%	61%	68%	72%
Digital signage	61%	57%	74% A	65%
Brochures in the concession area	54%	53%	67% AC	46%
REGIE – responsible gambling kiosk	52%	51%	62%	49%
Posters in the concession area	51%	51%	57%	46%
Employee newsletters	35%	32%	51% AC	32%
Other	2%	2%	5%	3%
None of these	1%	1%	0%	0%
Don't know/Refused	2%	2%	1%	1%

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

Most Likely Suggested Assistance for Others with Possible Gambling Problem

About half (47%) of respondents said they would be most likely to suggest seeking help from a GameSense Advisor (VGA) if they felt a patron, or someone they knew might have a gambling problem. Other top suggestions included a GameSense Info Centre (23%), the voluntary self-exclusion program (12%) and calling a helpline (4%). Only 6% of respondents said they would not make a suggestion.



62 Q19. If you felt a patron, or someone you knew might have a gambling problem, where would you be most likely to suggest they seek assistance?
Base: All respondents (n=547)



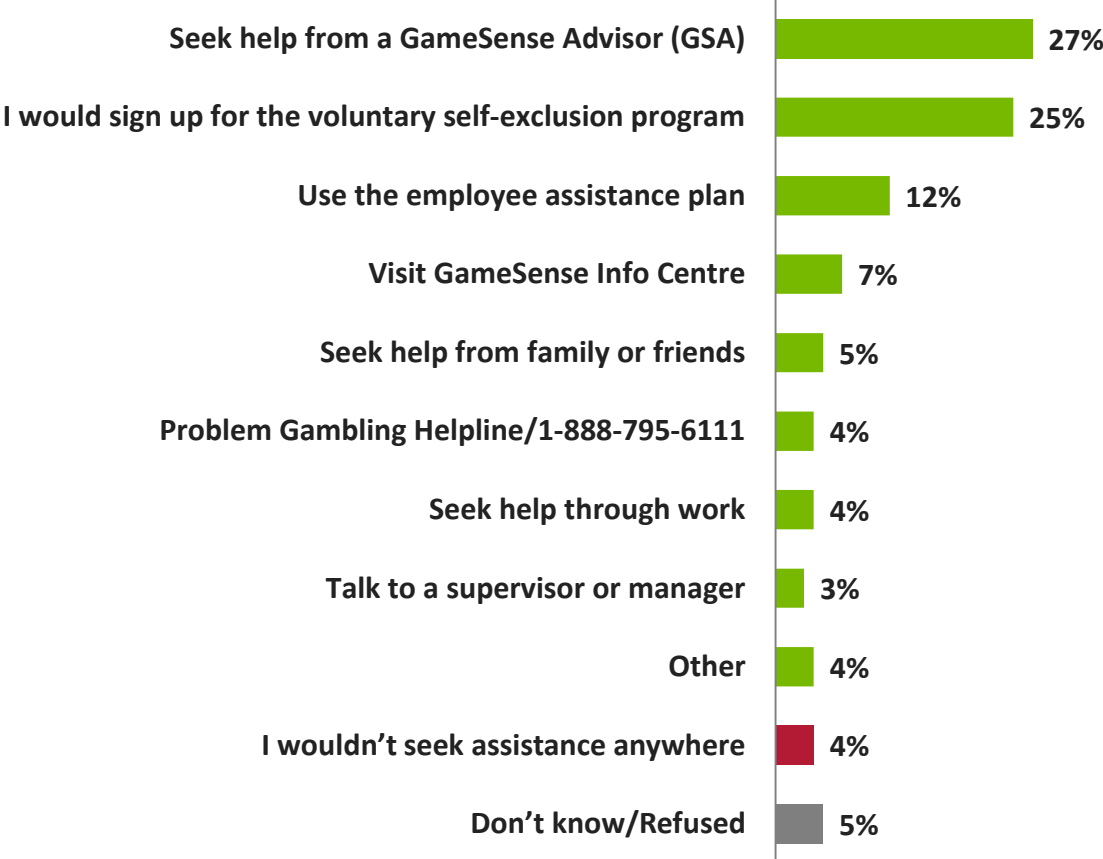
Most Likely Suggested Assistance for Others with Possible Gambling Problem by CPGI

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Seek help from a GameSense Advisor (GSA)	47%	47%	46%	43%
Visit GameSense Info Centre	23%	24%	26%	19%
Sign up for the voluntary self-exclusion program	12%	11%	12%	19%
Call a helpline/1-888-795-6111	4%	4%	7%	3%
Seek help from family or friends	1%	2%	0%	0%
I don't know of anywhere to seek assistance for problem gambling	1%	1%	3%	0%
Other	2%	2%	3%	5%
I wouldn't make a suggestion	6%	7%	3%	8%
Don't know/Refused	3%	3% B	0%	3%

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

Most Likely Assistance for Self with Possible Gambling Problem

Past year gamblers said that if they thought they might have a gambling problem, they would be most likely to seek assistance from a GameSense Advisor (27%) or they would sign up for the voluntary self-exclusion program (25%). Slightly more than one-in-ten (12%) said they would use an employee assistance plan. Only 4% said they wouldn't seek assistance anywhere.



Most Likely Assistance for Self with Possible Gambling Problem by CPGI

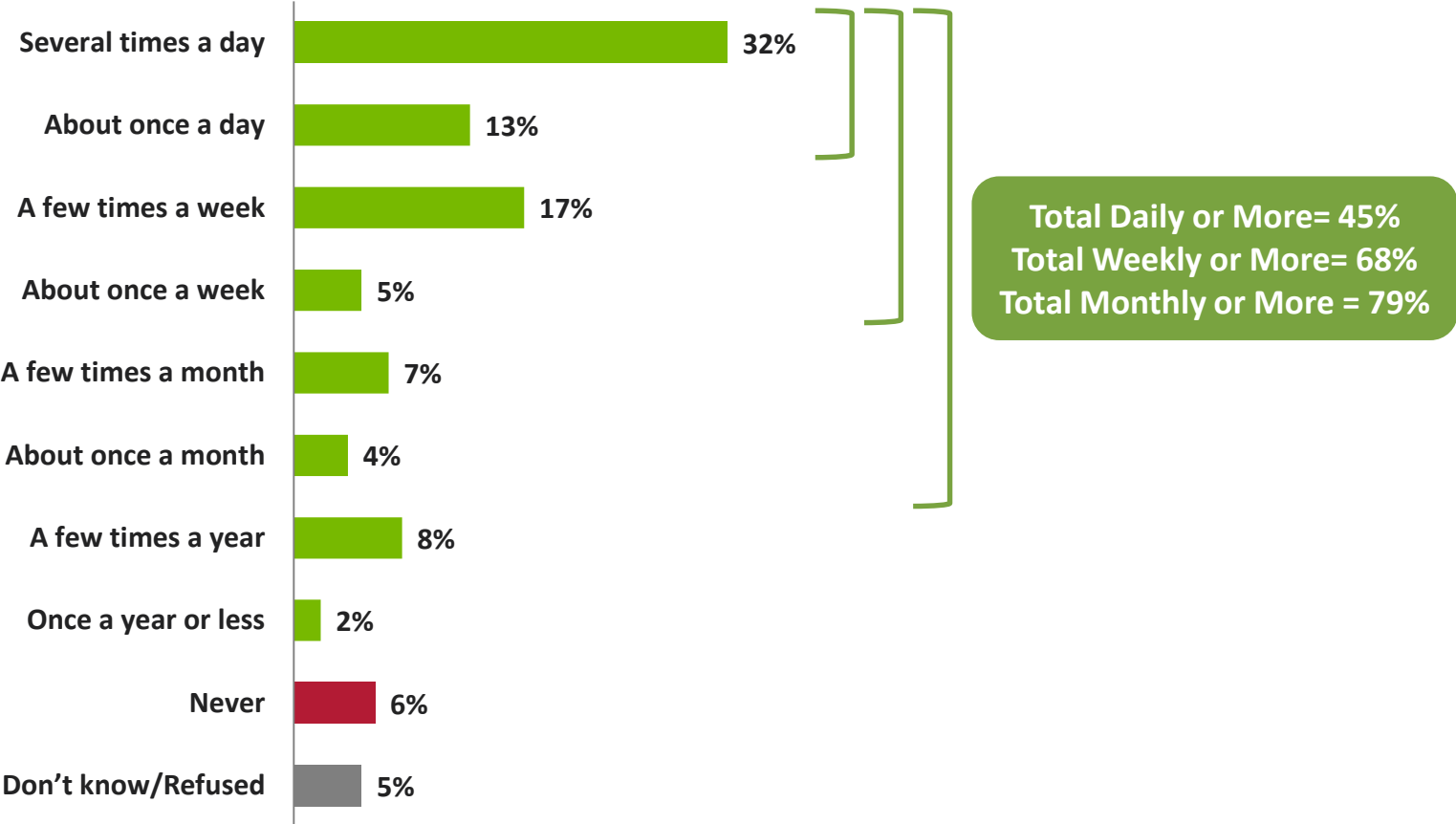
	Past Year Gamblers (n=502)	Non-Gamblers+ Non-Problem (n=352)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Seek help from a GameSense Advisor (GSA)	27%	31% B	13%	20%
I would sign up for the voluntary self-exclusion program	25%	21%	30%	34% A
Use the employee assistance plan	12%	14%	9%	7%
Visit GameSense Info Centre	7%	6%	7%	8%
Seek help from family or friends	5%	4%	12% A	7%
Problem Gambling Helpline/1-888-795-6111	4%	4%	4%	1%
Seek help through work	4%	4%	8%	4%
Talk to a supervisor or manager	3%	3%	5%	3%
Other	4%	4%	4%	5%
I wouldn't seek assistance anywhere	4%	3%	4%	7%
Don't know/Refused	5%	5%	3%	3%

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

OTHER QUESTIONS

Frequency of Seeing Patrons with Gambling Problem

Nearly half (45%) of respondents said they see patrons who they would consider to have a gambling problem on a weekly basis. This expands to two-thirds (68%) if the time frame is extended to weekly and eight-in-ten (79%) if extended to monthly. Only 6% of respondents said they never see a patron who they would consider to have a gambling problem.



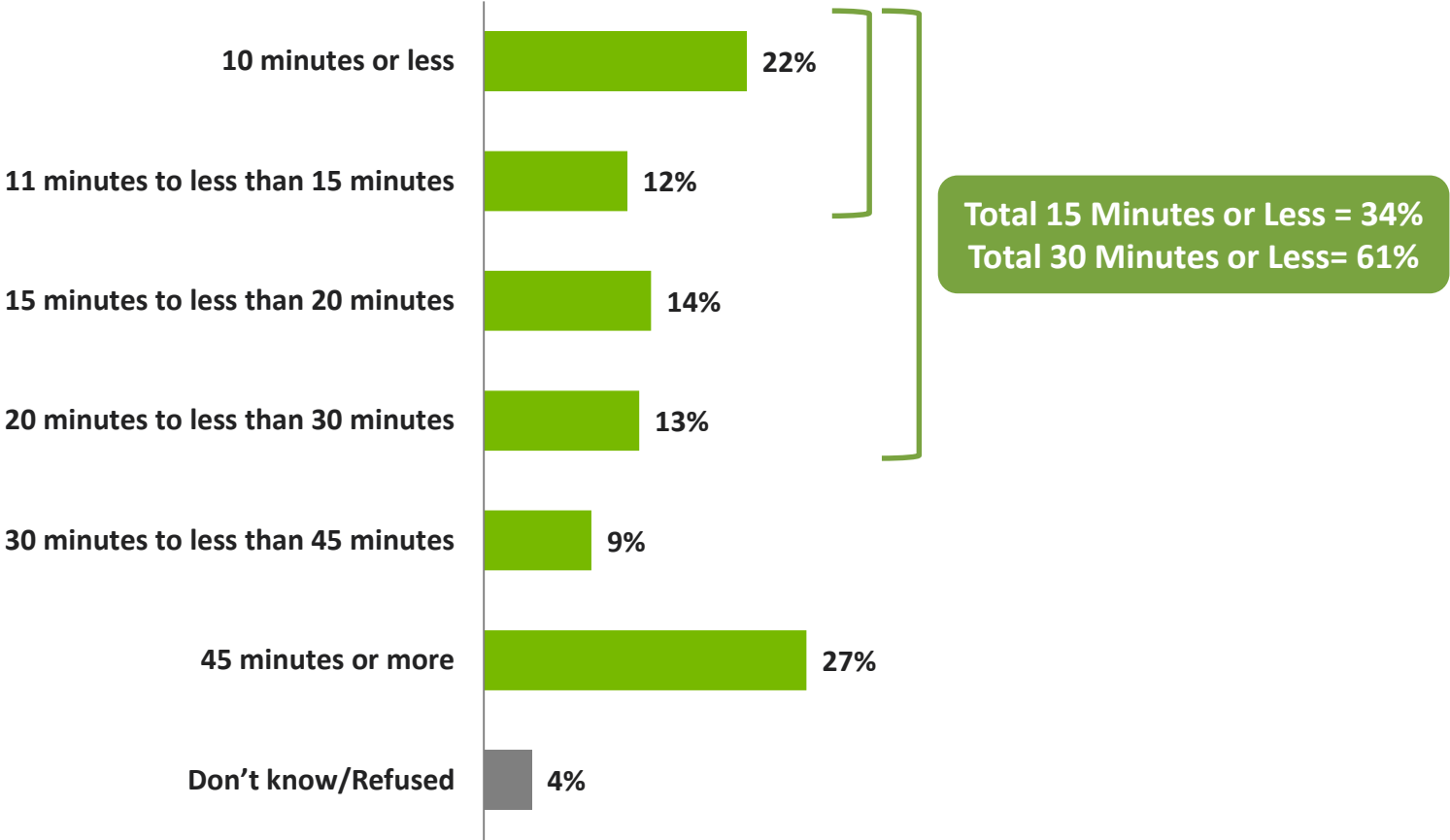
Frequency of Seeing Patrons with Gambling Problem by CPGI

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Total daily or more	45%	44%	42%	53%
Total weekly or more	68%	66%	64%	80% AB
Total monthly or more	79%	78%	78%	86%

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

Travel Time to Nearest Gambling Facility

Roughly one-third (34%) of respondents said they live within 15 minutes travel time from the nearest gambling facility. Six-in-ten (61%) respondents said they live within 30 minutes or less of a gambling facility.



69 Q14. Using your typical mode of transportation, about how long does it take you to go from your residence to the nearest facility where you are allowed to gamble?
Base: All respondents (n=547)

Travel Time to Nearest Gambling Facility by CPGI

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Total 15 minutes or less	34%	33%	33%	34%
Total 30 minutes or less	61%	60%	66%	59%

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

SAMPLE PROFILE BY CPGI

Sample Profile by CPGI (Slide 1 of 5)

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Work Location (Q2)				
Lower Mainland	40%	38%	46%	46%
Southeast	35%	38%	28%	28%
Vancouver Island	11%	11%	13%	11%
Northern	11%	11%	13%	12%
Southwest	<1%	<1%	0%	0%
Don't know/Refused	2%	2%	0%	3%
Facility Type (Q3)				
Casino	64%	62%	70%	70%
Chances/Community Gaming Centre	34%	36%	28%	30%
Bingo Hall	1%	1%	3%	0%
Don't know/Refused	1%	1%	0%	0%

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

Sample Profile by CPGI (Slide 2 of 5)

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Area of Work (Q5)				
Supervisory/Management	31%	27%	50% A	35%
Cage and Coin	13%	13%	18%	9%
Security	10%	12%	7%	5%
Table Games	7%	6%	7%	19% AB
Surveillance	6%	8% C	3%	1%
Customer Service/Host	6%	7%	4%	3%
Slot Operations	6%	5%	7%	7%
Service Staff	5%	6%	1%	5%
Food & Beverage	3%	3%	1%	3%
Other Admin/Accounting	3%	3% C	1%	0%
Facilities & Maintenance	2%	2%	1%	4%
Human Resources	1%	2%	0%	1%
Bingo	1%	1%	0%	4% A
Other	4%	5% B	0%	1%
Don't know/Refused	1%	1%	0%	1%

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

Sample Profile by CPGI (Slide 3 of 5)

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Industry Experience (Q4)				
<1 year	12%	13% C	9%	5%
1-5 years	26%	28%	21%	19%
6-10 years	23%	23%	21%	23%
11-19 years	27%	25%	33%	32%
20+ years	12%	10%	16%	19% A
Don't know/Refused	<1%	0%	0%	1%
Average	9.6 years	9.0 years	10.9 years	11.5 years A
Most Frequent Shift (Q8)				
Morning/Day	40%	42%	34%	38%
Rotating	26%	24%	33%	26%
Nighttime/Grave	19%	19%	20%	20%
Afternoon/Swing	15%	15%	13%	16%
Don't know/Refused	<1%	<1%	0%	0%

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

Sample Profile by CPGI (Slide 4 of 5)

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Time Interacting with Patrons (Q7)				
0%	8%	10% B	1%	5%
1-20%	18%	18% C	27% C	9%
21%-40%	10%	9%	11%	15%
41%-60%	10%	8%	13%	15%
61%-80%	17%	17%	20%	15%
81%-100%	36%	37%	28%	41%
Don't know/Refused	1%	1%	0%	0%
Average	54.7%	54.2%	51.8%	60.2%
Other Questions				
Yes, manage people (Q6)	64%	61%	78% A	64%
Yes, Encore Rewards member (Q28)	34%	28%	53% A	50% A
Yes, registered on PlayNow.com (Q29)	17%	12%	28% A	35% A

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

Sample Profile by CPGI (Slide 5 of 5)

	Total Sample (n=547)	Non-Gamblers+ Non-Problem (n=397)	Low-Risk (n=76)	Moderate+ High-Risk (n=74)
		A	B	C
Age (Q27)				
19-24 years	8%	9%	4%	4%
25-34 years	27%	28%	28%	26%
35-44 years	25%	21%	39% A	28%
45-54 years	20%	20%	13%	28% B
55-64 years	14%	16% C	16%	7%
65+ years	4%	5% B	0%	4%
Don't know/Refused	1%	1%	0%	3%
Average	41.5 years	41.7 years	40.0 years	41.7 years
Gender (Q30)				
Female	54%	56%	50%	50%
Male	44%	43%	50%	46%
Other	<1%	<1%	0%	1%
Don't know/Refused	1%	1%	0%	3%

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



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