

Voluntary Self-Exclusion Statistics

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 one tool that may assist people with better managing their decisions to gamble.

A study of VSE participants in B.C. shows the program is effective, with 65 per cent of those studied who did not return to a casino and, of those, half abstained from any form of gambling. VSE programs are industry standard in Canada, and BCLC is recognized internationally for its responsible gambling programs.

The VSE program is one of several tools offered by the Province to help people with problems related to gambling. The B.C. government also offers [free problem gambling counselling](#) throughout the province.

BCLC is committed to helping self-excluded individuals honour their commitment. In 2016/17 fiscal year, security staff identified and removed VSE individuals 10,375 times through various means including staff detection, ineligible wins and recognition technology.

Fiscal Year 2017/2018	Q1	Q2	Q3	Q4	Fiscal Year Total
Date Range	Apr 1 – June 30, 2017	July 1 – Sept 30, 2017	Oct 1 – Dec 31, 2017	Jan 1 – Mar 31, 2018	Apr 1, 2017 – Mar 31, 2018
Individuals enrolled via casinos/CGCs/bingo halls*	6967	7205	7203		
Individuals enrolled via PlayNow*	2507	2907	3013		
Total number of individuals actively enrolled*	9474	10112	10216		
Total number of new enrolments	1766	1809	1897		
➤ Enrolled at Casino/CGC/Bingo	1176	1135	1143		
➤ Enrolled at PlayNow.com	590	674	754		
Total reported VSE violations	2409	2317	2425		

* Represents a snapshot of the number of individuals who are actively enrolled as of the last day of each Quarter.

Previous Fiscal Year VSE Statistics	Total number of individuals actively enrolled**	Total number of new enrolments	Total reported VSE violations
2016/17 (April 1, 2016 - March 31, 2017)	9565	6892	10,375
2015/16 (April 1, 2015 - March 31, 2016)	9334	6335	9652
2014/15 (April 1, 2014 - March 31, 2015)	7361	5826	8241

2013/14 (Apr 1, 2013 - Mar 31, 2014)	8418	5684	8485
2012/13 (Apr 1, 2012 - Mar 31, 2013)	8231	5423	8501

** Represents a snapshot of the number of individuals who were actively enrolled as of March 31st of the Fiscal Year.