

## 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 2017/18 fiscal year, security staff identified and removed VSE individuals 9,563 times through various means including staff detection, ineligible wins and recognition technology.

<b>Fiscal Year 2018/2019</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Fiscal Year Total</b>
<b>Date Range</b>	<b>Apr 1 – June 30, 2018</b>	<b>July 1 – Sept 30, 2018</b>	<b>Oct 1 – Dec 31, 2018</b>	<b>Jan 1 – Mar 31, 2019</b>	<b>Apr 1, 2017 – Mar 31, 2019</b>
Individuals enrolled via casinos/CGCs/bingo halls*	7050	6995	6961		
Individuals enrolled via PlayNow*	3644	3239	3383		
<b>Total number of individuals actively enrolled*</b>	<b>10694</b>	<b>10234</b>	<b>10344</b>		
<b>Total number of new enrolments</b>	<b>2026</b>	<b>1774</b>	<b>1916</b>		
➤ Enrolled at Casino/CGC/Bingo	1115	993	1074		
➤ Enrolled at PlayNow.com	911	781	842		
<b>Total reported VSE violations</b>	<b>2638</b>	<b>2334</b>	<b>2327</b>		

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

<b>Previous Fiscal Year VSE Statistics</b>	<b>Total number of individuals actively enrolled**</b>	<b>Total number of new enrolments</b>	<b>Total reported VSE violations</b>
<b>2017/18</b> (April 1, 2017 – March 31, 2018)	<b>10,563</b>	<b>7653</b>	<b>9563</b>
<b>2016/17</b> (April 1, 2016 - March 31, 2017)	<b>9565</b>	<b>6892</b>	<b>10,375</b>
<b>2015/16</b> (April 1, 2015 - March 31, 2016)	<b>9334</b>	<b>6335</b>	<b>9652</b>

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