

VOLUNTARY SELF-EXCLUSION STATISTICS

BCLC's Voluntary Self-Exclusion (VSE) program is a resource for people who want to restrict themselves from B.C. gambling facilities 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 2017 study of VSE participants in B.C. shows the program is effective, with 93 per cent of participants reporting they were satisfied with the VSE program, and 97 per cent reporting they would recommend the program to others. Self-exclusion programs are an industry standard in Canada, and VSE is one of several tools offered by BCLC to help people who recognize they may need to restrict their gambling.

BCLC is committed to following best practices and has tools in place to help individuals honour their commitment. When signing up for VSE, individuals are offered a referral to a problem-gambling counsellor, a service provided by the B.C. government.

The data below represents the number of new enrollments within each fiscal-year quarter (as of the last day of each quarter) made online at PlayNow.com and/or land-based gambling facilities; enrollment terms vary from six months, one, two, or three years.

Approximately 27 per cent of VSE individuals who are known to have violated their self-exclusion commitment account for 80 per cent of total reported violations noted below. These represent incidents in which security staff identified and removed VSE individuals from B.C. gambling facilities.

Fiscal Year 2019/20	Q1 (April – June 2019)	Q2 (July – Sept. 2019)	Q3 (Oct. – Dec. 2019)	Q4 (Jan. – March 2020)
New enrollments	2,143	2,024	1,879	1,974
Total reported violations	2,511	2,403	2,350	1,985

Fiscal Year 2018/19	Q1 (April – June 2018)	Q2 (July – Sept. 2018)	Q3 (Oct. – Dec. 2018)	Q4 (Jan. – March 2019)
New enrollments	1,880	1,765	1,883	2,113
Total reported violations	2,637	2,331	2,327	2,467

Fiscal Year 2017/18	Q1 (April – June 2017)	Q2 (July – Sept. 2017)	Q3 (Oct. – Dec. 2017)	Q4 (Jan. – March 2018)
New enrollments	1,769	1,658	1,755	1,983
Total reported violations	2,405	2,317	2,425	2,407

