

SELF-EXCLUSION ENHANCEMENTS AND STATISTICS

BCLC’s self-exclusion program, Game Break, is one of several tools offered by BCLC to help people who recognize they may need to take a break from gambling. Self-exclusion programs, like Game Break, are the industry standard in Canada. As a voluntary program, participants can choose to restrict themselves from B.C. gambling facilities and PlayNow.com for terms starting from six months up to three years. Game Break can be the first step for individuals seeking help for their gambling behaviour.

Individuals can sign up to self-exclude in person at a gambling facility, at one of BCLC’s offices, virtually with a GameSense Advisor or directly on PlayNow.com. When signing up, individuals are offered the options to be referred to a gambling support professional, a free service provided by the B.C. government. Further, BCLC has introduced a reinstatement process for those who wish to return to gambling after their self-exclusion term has expired to improve support for individuals and help participants better understand their gambling behaviours.

Last year, BCLC introduced enhanced identification requirements at all B.C. casinos to support people enrolled in Game Break. As of June 26, 2023, B.C. casinos require every individual to present government-issued photo identification for entry. The ID is scanned by security staff and automatically checked against the database of individuals restricted from entering gambling facilities, like those enrolled in Game Break. While it remains the responsibility of enrolled individuals to honour their personal commitment, enhanced identification requirements at B.C. casinos prevents attempted entry to gambling facilities by anyone taking a break from gambling.

To learn more about BCLC’s self-exclusion program, visit <https://corporate.bclc.com/player-health/voluntary-self-exclusion.html>.

In Fiscal Year 2023/24, there were 10,557 Game Break enrollments and re-enrollments.

Fiscal Year 2023/24	Q1 (April – June 2023)	Q2 (July – Sept. 2023)	Q3 (Oct. – Dec. 2023)	Q4 (Jan. – Mar. 2024)
Total number of individuals enrolled/renewed	2,559	3,084	2,497	2,414
Enrolled at Casino/CGC/Bingo	1,069	1,278	1,069	1,103
Enrolled at PlayNow.com	1,490	1,806	1,428	1,311
Total number of new enrollments	970	1,164	1,111	1,150
Total reported self-exclusion infractions	253*	71	48	68

*As of June 26, 2023, enhanced identification requirements were introduced at all B.C. casinos.

May 2024

Fiscal Year 2022/23	Q1 (April – June 2022)	Q2 (July – Sept. 2022)	Q3 (Oct. – Dec. 2022)	Q4 (Jan. – Mar. 2023)
Total number of individuals enrolled/renewed	2,619	2,688	2,747	2,764
Enrolled at Casino/CGC/Bingo	912	895	887	1,020
Enrolled at PlayNow.com	1,706	1,793	1,860	1,744
Total number of new enrollments	947	945	983	1,068
Total reported self-exclusion infractions	1,177	1,115	1,022	964

Fiscal Year 2021/22**	Q1 (April – June 2021)	Q2 (July – Sept. 2021)	Q3 (Oct. – Dec. 2021)	Q4 (Jan. – Mar. 2022)
Total number of individuals enrolled/renewed	1,303	2,520	2,062	2,873
Enrolled at Casino/CGC/Bingo	14	1,206	835	896
Enrolled at PlayNow.com	1,289	1,314	1,227	1,977
Total number of new enrollments	639	844	840	1,201
Total reported self-exclusion infractions	0	1,044	747	1,120

**Gambling facilities in B.C. were temporarily closed during the COVID-19 pandemic from March 16, 2020, to June 30, 2021.

