

# Responsible Gaming: It's Happening in Arizona

For all you are doing, Thank You!

If you want to expand your commitment, explore the checklist below for ideas in place at Arizona casinos.

*Unless indicated by \* every item on this checklist is in place at a casino in Arizona.*

**Responsible Gaming:** A commitment by gaming entities to promote education and awareness regarding problem and underage gambling and related issues among employees, patrons and community.

---

---

## **Organization Commitment to Responsible Gaming**

- Create a Mission Statement regarding your commitment to Responsible Gaming. Post it in public and employee areas and on your Web site.
- Create a Responsible Gambling Committee.
  - Establish who is responsible for each area of concern.
  - Establish a person to be the clearing house for all R.G. activities.
- Establish policy regarding all phases of responsible gambling including:
  - underage gamblers; unattended children; attended children;
  - employees with gambling problems; patrons
  - with signs of a gambling problem; patrons that complain about a family member's gambling problem.

## **Collateral Material Placement**

Helpline Signs, Rack Cards, Business-size cards, Brochures, Posters

- All entrances and exits to casino
- Restrooms
- Security desks
- Hospitality desks
- Employee pockets
- Near ATMs
- Machine toppers
- In/on advertising
- Translate information as appropriate (Spanish/Navajo, etc.)
- Hotel rooms
- \*Shuttles

Web site

- Have a responsible gambling section on your Web site.
- Identify helpline number(s) prominently.
- Link to resources and carry the warning signs.

OVER

### **Employee Training/Events/Support**

- EAP employees receive a minimum of training on problem gambling screening, assessment and intervention techniques.
- Provide funding for gambling treatment if insurance does not do so.
- New employee orientation includes segment on problem gambling.
- Continuing employee education every year to update and review problem gambling segment(s).
- Include problem gambling booths at employee wellness fairs.
  
- Train employees who inter-act with patrons who want to self-exclude (Available through Office of Problem Gambling)
- \*Ask your insurance carrier to cover problem gambling treatment.

### **Facility Design**

- If children are allowed on your property, design path ways or create alternative pathways to eating, sleeping and event areas that do not require children to cross casino floors even when attended by an adult.

### **Self-Exclusion**

- Provide a packet of information to every patron who asks to be excluded, or inquires about self-exclusion. (available from Office of Problem Gambling). This packet includes information about additional resources to help with a gambling problem: tribal/state funded treatment, Arizona Gamblers Anonymous, Suicide help lines, Community Resource and Referral Numbers, etc.).
- Train those who interact with patrons who seek self-exclusion (available through Office of Problem Gambling).
- Work to improve identification of patrons (especially those in your area) who have self-excluded and enter casinos.
- Work to improve self-exclusion identification for jackpot payout & check cashing.

### **Outside the Casino**

- Provide education and awareness about problem gambling by distributing awareness material in your communities and at promotional events.
- Sponsor poster contests in local schools.
- Join national and state organizations for responsible gaming.
- Participate in national problem gambling awareness weeks like those sponsored by the American Gaming Association (Aug.) or the National Council on Problem Gambling (March).
- Sponsor an informational seminar on problem gambling.
- Support your affiliate of the National Council on Problem Gambling.
- Send staff to national conferences on problem gambling.

If you know of additional Responsible Gaming activities that casinos in Arizona are doing, or have further suggestions, we'd love to hear from you. 602-266-8299.