

PLAYER HEALTH IN BRITISH COLUMBIA

PROBLEM GAMBLING PREVALENCE

- Problem gambling is defined as any gambling behaviour that compromises, disrupts or damages one or more areas of a person's life. This can include problems with personal relationships, family, friends, finances, school or work.
- BCLC aims to reduce the percentage of players who score as high risk on the Problem Gambling Severity Index (PGSI) from nine per cent in FY 2021/22 to eight per cent by FY 2023/24.

BCLC'S PLAYER HEALTH GOALS AND AMBITION

- One of BCLC's corporate-strategic goals in its [2022/23 – 2024/25 Service Plan](#) is that no one is harmed from gambling offered by BCLC. BCLC is working towards this goal by committing to responsible growth derived from healthy play.
- Working towards realizing this ambition, BCLC has implemented a player-health strategy framed by four key commitment areas designed to encourage healthy play, support those who are experiencing difficulties with their gambling, and make BCLC products, environments and services safer for its players. The four key commitments are: informed decisions, positive play, referral and support and safer products and environments.

GAMESENSE:

- Launched in 2009, GameSense is BCLC's player-health program, designed to assist players in making informed decisions about gambling and connect them to resources.
- GameSense Advisors provide information and support to players at GameSense Information Centres in all casinos and community gaming centres. They are excellent listeners there to help players understand how the games work, to help them make informed choices about gambling to keep play positive, and to help connect players to available support resources if they feel they need help.
- In 2020, BCLC enhanced access to GameSense Advisors by expanding their supports to players through the live-chat function on PlayNow.com and via phone at 1.800.815.0222.
- BCLC licenses GameSense to other gaming organizations in Canada and the U.S., including Alberta Gaming, Liquor and Cannabis; SaskGaming; Saskatchewan Indian Gaming Authority; Manitoba Liquor and Lotteries; Massachusetts Gaming Commission, Connecticut Lottery, MGM Resorts International and BetMGM.

VOLUNTARY SELF-EXCLUSION (VSE) PROGRAM:

- 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 take a break from gambling.
- BCLC's [Voluntary Self-Exclusion \(VSE\) program](#) is a resource for individuals who recognize they are experiencing difficulties associated with gambling. Participants can restrict themselves from B.C. gambling facilities and/or PlayNow.com for terms starting from six months up to three years. Individuals can now sign up virtually, or in person at a BCLC office or gambling facility.

April 2022

- In 2021, BCLC launched a virtual enrollment option for the VSE program with additional enhancements planned for 2022.
- In 2021/22, there were 8,758 enrollments and re-enrollments in the VSE program.

OTHER INITIATIVES:

- BCLC received the World Lottery Association's (WLA) Level 4 certification for excellence in responsible-gambling programming for the fourth consecutive time in 2020. Level 4 is the highest level of certification granted by the WLA's Independent Assessment Panel (IAP) under the Responsible Gambling Framework.
- In 2019, the Province of B.C. and BCLC renewed an investment of \$1.36 million over five years to the UBC Centre for Gambling Research.
- PlayNow.com provides significant safeguards to encourage healthy play, including daily or weekly time limits, weekly deposit limits, session reminders and a session log that provides players with clear visibility into their play activity and a short-term lockout function for players who want to set up a break from their gambling.
- BCLC provides mandatory Appropriate Response Training for all front-line gaming staff.
- In 2022, BCLC hosted the [10th annual New Horizons in Responsible Gambling Conference](#). For the past decade, BCLC has provided the opportunity for attendees to learn about new developments and best practices in player health, as well as the prevention of problem gambling.

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