

NSGC Responsible Gambling Programs

Responsible gambling programs are initiatives created and / or supported by the Nova Scotia Gaming Corporation (NSGC) for Nova Scotian adults who have reached the age of majority. These programs communicate messages in an effort to ensure that those who choose to gamble have the necessary information to make informed decisions and to improve the gambling literacy of all adult Nova Scotians.

1. Gambling Literacy Awareness Week

- In 2001-02, Nova Scotia became the first jurisdiction in North America to launch a *Responsible Gambling Awareness Week (RGAW)*, now called *Gambling Literacy Awareness Week (GLAW)*. *GLAW* is one of the NSGC's largest initiatives that works to foster gambling literacy across the province. It typically includes the delivery of numerous community events and programs.
- From 2005 to 2011, NSGC held a two-day Responsible Gambling conference which featured world-renowned guest speakers and focused on responsible gambling and social responsibility within the gaming industry.
- Other events that NSGC has held include the Community Education Activity, and events promoting the Responsible Gambling Resource Centres at the Halifax and Sydney casinos.
- NSGC launched its new year-long Gambling Literacy Awareness Campaign in January 2022, with a mix of online and retailer digital media, with in person activations scheduled throughout the year. The campaign kicked off with the 20th annual Gambling Literacy Awareness Week.
- 2021-22 GLAW Results: The campaign achieved all its key objectives, including 53% (target 45%) of Nova Scotians surveyed who felt that the Awareness Week advertisements made them think about their own gambling, or someone else's.

2. Responsible Gambling Resource Centre

- NSGC started the province's first on-site Responsible Gambling Resource Centre at the Halifax Casino in 2005-06, and in Sydney in 2006-07. The purpose of the Centre is to provide relevant and useful information about responsible gambling, as well as linkages to treatment and services in the community.

3. Ticket Lottery Retailer Responsible Gambling Training Program

- NSGC created a program for employees of the more than 1,000 businesses that offer ticket lottery products. This biennial education program provides retailers with information to support players in making informed decisions when playing ticket lottery products.
- In 2013-14, NSGC transferred the daily management of this training program to Atlantic Lottery.
- In 2021-22, 100% of ticket lottery retailers completed training as required.

4. Video Lottery Retailer Responsible Gambling Training Program

- NSGC created the Video Lottery Retailer Responsible Gambling Training Program in 1999-2000 and updated it in 2008-09. The program educates video lottery retailers and their staff about responsible gambling and how to support players in making informed decisions when playing video lottery.
- In 2013-14, NSGC transferred the daily management of this training program to Atlantic Lottery.
- In 2021-22, 100% of video lottery retailers completed the training as required.

5. Casino Responsible Gambling Training Program

- NSGC also provides annual responsible gambling training to the employees of both Casino Nova Scotia locations.
- This online training was most recently updated in 2018 and included expert reviews.

- In 2021-22, 100% of Casino Nova Scotia employees who returned to work completed training as required.

6. **RG Features on VLTs**

- VLTs in Nova Scotia offer the following responsible gambling features on the machines and in sites:
 - ▶ *Pop-up reminder* – This advises the player how long they have been playing and asks the player if they wish to continue. The reminder first appears after 60 minutes and then at 30-minute intervals.
 - ▶ *Displaying amount wagered in dollars* – The amount wagered shows as an actual dollar amount instead of credits.
 - ▶ *Mandatory cash out* – This feature requires the player to cash out their money after 150 minutes of play time.
 - ▶ *Maximum Bet* – \$2.50 per spin.
 - ▶ *Permanent clock* – This clock is always available on the player screen and reminds the player of the time of day.

7. **RG Features on alc.ca**

- The following RG features are currently available on alc.ca:
 - ▶ *Player education and awareness*
 - Game information and resources
 - Account history
 - ▶ *Mandatory features*
 - Maximum weekly deposit limit
 - Mandatory break in play (after five hours)
 - Session time (to keep track of time) and hourly reminders
 - Playwise Rating
 - ▶ *Optional features*
 - Daily wager and session time limits
 - Self-assessment
 - Break in Play (24-hour break from play, depositing funds)
 - Self-Exclusion (6 months, 12 months, 24 months, 36 months)

8. **GamTalk**

- Through its financial support, NSGC led the introduction of *GamTalk* in 2008-09, the first national online peer-based support service in Canada for those who gamble. *GamTalk* was developed by Dr. Richard Wood and is supported by a team of moderators and technical experts. It is a free forum operated as an independent non-profit organization within Canada.
- As of March 31, 2022, there were approximately 32,000 hits on *GamTalk* webpage within Canada, with approximately 1,000 from Nova Scotia.

9. **Responsible Gambling Resource Website**

- In 2008-09, NSGC launched yourbestbet.ca, a world-first responsible gambling website dedicated to providing the public and players with important information to make informed decisions and help prevent gambling problems before they start. The detailed informational and educational content was developed by independent experts. The website can also be viewed through gamingns.ca. As of March 31, 2022, there has been over 103,308 unique visitors to <https://yourbestbet.ca/>

10. **Responsible Gambling Information Program**

- In 2008-09, a new Responsible Gambling Information Program was developed to replace the existing Play by Play brochure series, which was developed in 2005-06. The program consists of five brochures, available at Casino Nova Scotia locations, and ticket and video lottery sites. The brochures are intended to dispel myths, provide factual information and offer tools and tips to facilitate responsible gambling choices.
- In 2016-17, NSGC reviewed and updated the Responsible Gambling program to ensure it is still relevant and effective in helping Nova Scotians make informed decisions about their gambling. In addition, NSGC updated its brochure on the Voluntary Self-Exclusion program in January 2020 to align with the update to the VSE program.

- Since 2008, approximately 197,700 brochures related to responsible gambling have been distributed in Nova Scotia.
- NSGC has translated the brochures into French, Mi'kmaq, Arabic and Mandarin.

11. Responsible Gambling Assessment Program

- In 2006, NSGC created the first Social Responsibility Assessment Program, which is designed to serve as an input into the decision-making process about whether or not a new product should be introduced, a new marketing approach undertaken, or a new project initiated.
- In 2012, the program was updated and renamed to Responsible Gambling Assessment to reflect more accurately the scope of the program.
- Pursuant to the Social Responsibility Charter, the program is used by NSGC and its two operators, Atlantic Lottery and Casino Nova Scotia, to standardize Nova Scotia's approach to social responsibility within the Province's gaming industry.
- The program goes through a regular review process which have actively involved reviews by expert groups such as Advertising Standards Canada and the Responsible Gambling Council.

12. Voluntary Self Exclusion

- Voluntary Self-Exclusion is available at both Casino Nova Scotia properties (to exclude from the Casinos) and separately through alc.ca (to exclude from play online at alc.ca).

Casino Nova Scotia

- Since opening in 1995, Casino Nova Scotia has offered a Voluntary Self-Exclusion (VSE) program.
- The VSE Program enables individuals to voluntarily exclude from both Casino Nova Scotia properties (Halifax and Sydney).
- The VSE Program was updated as of January 22, 2020 and now includes different exclusion terms (6

months, one year, three years and indefinite), a simplified reinstatement process and forfeiture of wins. Forfeiture of wins means self-excluded individuals are NOT eligible to win prizes, cash or otherwise.

alc.ca

- VSE is also available for those who play on alc.ca. Individuals can exclude themselves for 6, 12, 24 or 36 months. Additional information is available on alc.ca.
- There is currently no self-exclusion option available for Video Lottery or Ticket Lottery Retail.

If an individual or loved one has concerns about their gambling, they are encouraged to contact the Gambling Support Network (GSN). The GSN provides online and phone support for Nova Scotians and their families who may have gambling-related concerns. The services are free, confidential and available 24 hours a day, seven days a week. 1-888-347-8888 or TTY access through 711.