

# Responsible Gambling Index & Accreditation

*Responsible Gambling in Massachusetts*

Suffolk Downs Racetrack - Boston

**Jon Kelly, PhD**  
**Chief Executive Officer**

September 21, 2009



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL



# What is Reasonable Effort by Gaming Providers to Reduce the Risk of Problem Gambling?

# Standards for Venue Based Responsible Gambling Programs

- ✓ **Best available evidence**
- ✓ **Consultation with experts**
  - **Circulation to specialists**
  - **Three forums**
  - **Focus groups with recreational gamblers**
- ✓ **Piloted in BC**

# Responsible Gambling Index

- ✓ Represent RGC's independent judgment
- ✓ Accommodates differing strategies/policies/priorities
- ✓ Based on actual practice



# Responsible Gambling Index

- ✓ **8 Standards**

  - **46 criteria**

    - **68 indicators**

- ✓ **Review and assess practices against the standards/criteria**



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL

# RESPONSIBLE GAMBLING POLICIES



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL

CONCRETE ACTIONS INNOVATIVE PROGRAMS **COMPREHENSIVE** ACCOUNTABLE MEASURABLE  
FOUNDATION FOR THE FUTURE PROGRAMS CONTINUOUS IMPROVEMENT TRANSPARENT IMPROVEMENTS  
**TRANSPARENT** ACCOUNTABLE MEASURABLE COMPREHENSIVE CONCRETE ACTIONS FOUNDATION FOR  
THE FUTURE INNOVATIVE PROGRAMS IMPROVEMENT TRANSPARENT ACCOUNTABLE INNOVATIVE PROGRAMS  
COMPREHENSIVE STRATEGY **INNOVATIVE PROGRAMS** CONTINUOUS IMPROVEMENTS FOR THE FUTURE  
TRANSPARENT FOUNDATION FOR THE FUTURE ACTIONS COMPREHENSIVE MEASURABLE CONCRETE  
ACTIONS ACCOUNTABLE PROGRAMS CONTINUOUS IMPROVEMENT TRANSPARENT ACCOUNTABLE  
FOUNDATION FOR THE FUTURE ACCOUNTABLE MEASURABLE **CONTINUOUS IMPROVEMENT**



*Responsible Gaming*  
**CODE OF CONDUCT**

CONCRETE ACTIONS INNOVATIVE COMPREHENSIVE ACCOUNTABLE MEASURABLE  
FOUNDATION FOR THE FUTURE PROGRAMS CONTINUOUS IMPROVEMENT TRANSPARENT IMPROVEMENT  
ACCOUNTABLE MEASURABLE **TRANSPARENT** COMPREHENSIVE CONCRETE ACTIONS FOUNDATION FOR  
THE FUTURE INNOVATIVE PROGRAMS IMPROVEMENT TRANSPARENT ACCOUNTABLE INNOVATIVE PROGRAM  
INNOVATIVE PROGRAMS CONTINUOUS IMPROVEMENTS FOR THE FUTURE **COMPREHENSIVE** THE FUTURE  
INNOVATIVE PROGRAMS IMPROVEMENT TRANSPARENT ACCOUNTABLE INNOVATIVE PROGRAM  
**FOUNDATION FOR THE FUTURE** TRANSPARENT ACTIONS COMPREHENSIVE CONCRETE ACTION  
ACCOUNTABLE PROGRAMS CONTINUOUS IMPROVEMENT TRANSPARENT ACCOUNTABLE MEASURABLE  
FOUNDATION FOR THE FUTURE FOUNDATION FOR THE FUTURE CONTINUOUS IMPROVEMENT TRANSPARENT

# PERFORMANCE BONUS

WWW.CLICKBANK.COM  
917 S. LUSK ST, SUITE 200  
BOISE, ID 83706

WELLS FARGO BANK, NA  
BOISE, ID 83702  
92-379/1241

585676

PAY TO THE ORDER OF CHIA TI WAH \$ 10,693.33

Ten Thousand Six Hundred Ninety-Three and 33/100 DOLLARS

VOID AFTER 90 DAYS

MEMO

⑆ 585676 ⑆ ⑆ 124103799 ⑆ ⑆ 1768858282 ⑆



CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL

# SELF-EXCLUSION



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL

# EMPLOYEE TRAINING



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL



# **ASSISTING PATRONS WHO MAY HAVE PROBLEMS WITH GAMBLING**



**RGC**

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



**RESPONSIBLE  
GAMBLING  
COUNCIL**



# INFORMED DECISION MAKING



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL



**NOVA SCOTIA GAMING CORPORATION**  
 responsible progressive accountable

- CORPORATE
- WHAT WE DO
- OUR PRODUCTS
- SOCIAL RESPONSIBILITY
- RESEARCH
- MEDIA
- FAQS
- CONTACT US

**NEWS & EVENTS**  
 Assessment of Keno Ticket Lottery product made available to the public. [READ MORE](#)

**Responsible**  
 We're world leaders in responsible gambling initiatives. [> LEARN MORE](#)

**Progressive**  
 Innovation is the key to ensuring a sustainable and entertaining gaming industry. [> LEARN MORE](#)

**Accountable**  
 This year, \$152.7 million in revenues benefited communities across Nova Scotia. [> LEARN MORE](#)

**BETSTOPPER**  
 Download NSGC's world-leading software designed to keep children off gambling websites. [LEARN MORE](#)

**YourBestBet.ca**  
 Know what it means to gamble responsibly. [LEARN MORE](#)

**support 4 sport**  
 Investing in sport is investing in a healthier, stronger future. [LEARN MORE](#)

**NOVA SCOTIA GAMING CORPORATION'S responsible gambling CONFERENCE**

Copyright 2009 Nova Scotia Gaming Corporation. All Rights Reserved.

Home | Contact | Privacy | Cookies disclaimer



# ADVERTISING AND PROMOTION



ONLINE EXPERIENCE IS MEASURED  
IN GAMES, NOT YEARS.

JOIN THE NEW BREED

Annette Obrestad - ANNETTE\_15

# CASINO QUEEN

CASINO | RESTAURANTS | ENTERTAINMENT | HOTEL | RV PARK | PROMOTIONS | QUEEN'S CLUB

HOME OF THE LOOSEST SLOTS



Come for the action! Players come to the Casino Queen because they know they have a better chance to win.

For ten years, the Casino has been featured in the top five on Casino Player Magazine's annual list of loosest slots. In fact, based on individual casino results, the Casino Queen has had the **loosest slots in the country** for the past four years! Plus with our liberal table game rules we have the hottest tables in town! Come in and find out why players from all over the country prefer playing at the Home of the Loosest Slots! Check out all our games below for more information.



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL

# VENUE AND GAME FEATURES



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL





# ACCESS TO MONEY



RGC

CENTRE FOR THE  
ADVANCEMENT OF  
BEST PRACTICES



RESPONSIBLE  
GAMBLING  
COUNCIL



# NEXT STEPS...