

From Enforcement to Assistance

Evolving Best Practices in Self-exclusion

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Methodology

- Literature and Policy Review
- Overview of SE across Canada
- Focus Groups with Self-excluders
- Interviews with Administrators
- Expert Forum
- Report



What's the Problem?

- “Like I was caught shop-lifting”
- “I waited 20 minutes..”
- “...they let you out the back door”
- “the perp walk”
- “like an interrogation room”



What's the Problem?

- “crisis for the staff member”
- “transfer blame to us”
- “unreasonable to expect us to pick out someone after 8 years”
- Liability



Big Story

From a “punitive”, enforcement model to assisting the patron to achieve their goals



Discussion

- Registration
 - Counselling and Supports
- Ban Length
- Detection and Management of Breaches
- Renewal and Reinstatement
- Promotion



Registration

- Expanding Registration Access Points
- Discrete, respectful process
- Information requirements
 - Roles and expectations
 - Ban length options
 - Management of breaches
 - Player card and loyalty points
 - Support options
 - Processes for renewal and/or reinstatement
 - Confidentiality and privacy arrangements
 - Cessation of promotional materials
- Follow up contact



Ban Length

“I know when I first self-excluded, it was scary for me to ban myself for a year. Like, what if I really, really, really, really need to go (back)? I think if could have banned myself even for three months, six months, I would have done that.”

Focus Group Participant



Ban Length

- Flexible according to needs and capability
- Minimum 6 months



Detection & Management of Breaches

“We have to rely on employee recognition. There are over a thousand people in the program and a high turnover in staff. This is not an easy task.”

Program Administrator



Detection & Management of Breaches

- Information Management
 - Enhancing Detection
 - Electronic information system
 - Facial recognition?
- Priority Setting
 - Risk assessment by staff



Detection & Management of Breaches

Enforcement

- Discrete approach
- Leave gaming floor
- Private discussion with an internal contact person or RGRC staff
- Consequences should escalate for each breach
- Should be flagged in the database as higher risk



Enforcement

- Stronger penalty approach
- Trespass - charge?



Detection & Management of Breaches

- Withdrawal of Winnings

“You win a jackpot. You should know right there you can’t cash that. Therefore you should have it in your mind that no matter if I win or lose I’m not going to get any further...”

Focus Group Participant



Card-Based Play

“I think the card-based approach has a lot of merit looking at VLTs down the road”

Program Administrator



Renewal and Reinstatement

- Renewal

“They should allow you to renew in advance if it is coming up. That little blank spot in between can cause major devastation.”

Focus Group Participant



Renewal and Reinstatement

- Reinstatement

“When you voluntarily take an action like that, you have every right to say, look, I made a decision three years ago on a voluntary basis and I’d like to have that reviewed because I don’t feel that way anymore.”

Focus Group Participant



Renewal and Reinstatement

- Active Renewal and Reinstatement Processes

- The option again for ban renewal
- Support and information
- Documentation (to be signed by the individual) indicating that they wish to return to gambling at the venues and that they are making an informed choice to reinstate



Promotion

- Active Promotion
 - Patron newsletters, promotional materials, RGRC, onsite posters, kiosks, etc.



Promotion

- Staff Training
 - Self-Exclusion is available
 - What self-exclusion involves
 - What to say to patrons about self-exclusion
 - To whom a patron should be referred for further information or registration



Thank You

