

1. RESPONSIBLE GAMBLING POLICIES

The venue/corporation demonstrates awareness of problem gambling and creates integrated corporate policies and strategies to actively address it.

	CRITERIA		
1	POLICY COMMITMENT TO RG		Corporate policy statements make a clear commitment to address problem gambling and identify corporate expectations for RG actions.
2	STRATEGY FOR RESPONSIBLE GAMBLING		The corporation has a strategy for RG with defined goals and a clear plan of action.
3	SENIOR STAFF FOCUSED ON RG		Executive staff member is accountable for RG policies and programs.
4	RG INTEGRATION		Responsible gaming programs are embedded across all the activities of the organization
5	STAFF INFORMATION		There are regular reminders to staff about RG actions.

2. SELF-EXCLUSION

A well managed and communicated self-exclusion program is in place that facilitates access to counselling and other supports.

	CRITERIA		
1	SELF-EXCLUSION POLICY		A comprehensive written policy is in place
2	PROMOTION OF THE SE PROGRAM		The SE program is well promoted.
3	REGISTRATION PROCESS		The process is managed in a timely and respectful way by specially trained personnel
4	BAN LENGTH		The ban length is variable and patrons have options in their length of ban.

5	PROMOTIONAL MATERIALS DISCONTINUED		Those who are banned do not receive any promotional materials.
6	ACCESS TO COMMUNITY RESOURCES		Patrons receive information about help resources.
7	CONDITIONS OF BAN		Patrons receive clearly worded information that outlines the conditions of the ban and consequences of breaching.
8	DATA COLLECTION		Data collection includes adequate information to enable effective detection and enforcement.
9	ENFORCEMENT		A strong enforcement process is in place to identify and remove self-excluded patrons.
10	REINSTATEMENT		There is an active reinstatement process in place
11	RENEWAL		Ban renewal is straightforward and offered both off and on site.

3. ADVERTISING AND PROMOTION

Advertising and promotion does not mislead or misrepresent products or target potential vulnerable patrons.

	CRITERIA		
1	ADVERTISING POLICY STATEMENT		The company has a clearly articulated commitment to advertising that does not mislead, target people with gambling problems or minors.
2	SCREENING PROCESS		A RG screening process is in place for all advertising to ensure adherence to the policy.
3	NOT MISLEADING		Advertising is not misleading about outcomes of gambling or misrepresent the odds of winning/losing
4	NOT TARGETING PROBLEM GAMBLERS		Advertising does not target or depict people with gambling problems
5	LOYALTY PROGRAM		Loyalty program limits promotions for patrons identified with gambling problems

4. INFORMED DECISION MAKING

Venue provides substantial and readily available information to enable patrons to make informed decisions.

CRITERIA			
1	INFORMATION ABOUT GAMBLING		The venue provides a variety of information that will assist patrons in making informed decisions about their gambling.
2	SPECIALIZED INFORMATION PROVISION		The venue has designated player information or support services (e.g., RGRCs).
3	PERSONALIZED INFORMATION PROVISION (E.G., PLAYER FEEDBACK)		Venue provides patrons access to information about their own play

5. ASSISTING PATRONS WHO MAY HAVE PROBLEMS WITH GAMBLING

Assistance to patrons who may have problems with gambling is readily available, systematically provided and documented.

CRITERIA			
1	POLICIES		Clear policies are in place for assessing and handling situations where there is evidence that a patron may have a gambling problem.
2	RESPONDING TO INFORMATION REQUESTS		All staff are knowledgeable about the helpline, self-exclusion, RGRCs and local treatment resources and provide that information to patrons on request.
3	RESPONDING TO DISTRESS		Staff respond appropriately to a distraught customer, (e.g. crying, swearing).
4	INITIATING INTERACTIONS		Staff initiate discrete discussions with patrons who show patterns or behaviours that may be signs of a gambling problem.

6. ACCESS TO MONEY

Money and money services are provided to patrons in a responsible manner that does not encourage excessive spending.

	CRITERIA		
1	ATMs		The placement of ATMs in the venue does not encourage excessive spending.
2	CREDIT		Access to credit is prohibited or restricted.
3	CHEQUE CASHING		Cheque cashing is prohibited or restricted.
4	ACCESSING MONEY WHILE PLAYING GAMES		Patrons cannot access direct electronic fund transfers at machines or gaming tables

7. VENUE AND GAME FEATURES

Venue and game design promotes awareness of the passage of time, breaks in play, and the responsible use of alcohol.

	CRITERIA		
1	PASSAGE OF TIME		Patrons have ample opportunities to take note the passage of time.
2	HOURS OF OPERATION		The venue is not open 24 hours per day
3	ALCOHOL RESTRICTIONS		Access to alcohol is well-controlled and never free.
4	DISPLAY CREDITS AS CASH		Machines are designed to display spending as cash.
5	GAMING MACHINE FEATURES		Machines display RG messaging during play. Stop buttons are disabled.
6	NEW GAME SCREENING		All new games are screened to assess their problem gambling implications if any.
7	NO REINFORCEMENT		Practices and procedures in the gaming venue do not reinforce myths and misconceptions

8. EMPLOYEE TRAINING

Staff understands the importance of RG and are knowledgeable about their role and the corporations expectations of their actions.

CRITERIA			
1	REFLECTING CORPORATE POLICIES		Corporate RG policies are explained to employees along with local (e.g., venue-based) codes of practice, self-exclusion procedures and regulations.
2	UNDERSTANDING PROBLEM GAMBLING AND KEY RG CONCEPTS		Staff learn about problem gambling and its impact as well as key RG information
3	UNDERSTANDING JOB SKILLS AND PROCEDURES		Staff are taught skills and procedures required of them for assisting patrons who may have problems with gambling.
4	AVOIDING MISLEADING INFORMATION		Staff are trained to avoid messaging that reinforces misleading or false beliefs.
5	ALL STAFF RECEIVE MANDATORY TRAINING		All staff are trained upon hiring and are retrained regularly.
6	STAFF TRAINING IS BASED ON KEY ADULT EDUCATION PRINCIPLES		Objectives are clear and accessible to learners, training accommodates different learning styles, and is tested or reviewed with staff.

7	TRAINING IS EVALUATED		A formal evaluation process is in place.
8	TRAINING IS BASED ON CURRENT RESEARCH AND EXPERTISE		The training program and/or evaluation is informed by the best available evidence.

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