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NY Responsible Play Partnership, Tioga Downs Casino Resort Team Up to Promote Responsible Gaming

The New York State Gaming Commission, New York State Office of Addiction Services and Supports (OASAS) and New York Council on Problem Gambling, which together comprise New York's Responsible Play Partnership (RPP), today came together with executive leadership at Tioga Downs Casino Resort in Nichols to discuss steps being taken to address problem gambling.

Gaming Commission Executive Director Robert Williams debuted signage featuring the industry's first-ever Quick Response (QR) Code to connect problem gamblers with trained problem gambling clinicians where they live, in real time.

Executive Director Williams said, "As the gaming arena continues to expand across New York State, the Commission and our partners are committed to making gaming safe and responsible for all. We are united in working together to make sure that individuals who need help have access to the necessary tools and resources in a timely manner."

Once scanned, the QR Code automatically links users to the Council on Problem Gambling's website (www.nyproblemgamblinghelp.org), which provides access to a network of Regional Problem Gambling Resource Centers supported by OASAS. The QR Code is available on advertising and promotional materials issued by the Gaming Commission and its licensees. Applications include New York Lottery scratch-off tickets, promotional screens at nearly 15,000 Lottery retail outlets statewide, mobile sports wagering promotional mailings, complementary messaging on all 18+ age verification signage posted at horse racing tracks, and digital signage found on the gaming floor at video lottery gaming facilities and commercial casinos.

OASAS Commissioner Chinazo Cunningham said, "When an individual makes the decision to get help for gambling problems, it is essential that a treatment connection is made quickly. The QR code is an innovative approach to connecting individuals to specially trained outpatient and inpatient treatment programs and private practitioners, throughout the state. OASAS is pleased to be a member of the Responsible Play Partnership, as we work to ensure that all New Yorkers who gamble do it responsibly, and know where to get help if they need it."

Since its launch in January, the QR code has logged more than 3,000 total scans and more than 900 unique scans.

The RPP continues to explore ways to harness technology to bring immediate and lasting help to those who need it.

Council Executive Director Maney shared, "In the 10th year of the RPP's unprecedented collaboration, it is fitting that we focus on raising awareness of safety measures to protect NYers and celebrate the advancements we've made in connecting those in need to care. We look forward to next steps in the evolution of problem gambling prevention in NYS."

"Customer service is our top priority," said Tioga Downs Casino President & General Manager Charles Otto. "Part of that customer service process is making sure our guests play responsibly while being aware of the resources available to them should gambling become a problem for them or someone they know."

The Council maintains a network of regional Problem Gambling Resource Centers, including the Finger Lakes PGRC (<https://nyproblemgamblinghelp.org/finger-lakes/>) to provide services that raise awareness of the risks of problem gambling and advocate for those in need.

Finger Lakes PGRC Program Manager David Young said, "With Tioga Downs Casino being the only form of entertainment in the area, it's very impressive they take such a great concern for the community to get help for people that might need to get help if they develop a gambling addiction. They have been very supportive of our program."

About the Responsible Play Partnership

Founded in 2013 by the New York State Gaming Commission, the New York State Office of Addiction Services and Supports (OASAS) and the New York Council on Problem Gambling, the Responsible Play Partnership addresses the issue of problem gambling in New York State. This includes ensuring that gaming venues comply with all rules and regulations and undertake proper outreach measures, reevaluating self-exclusion policies across the state to ensure consistency, and considering the best ways to advance New York's long-term commitment to prevent and treat disordered gambling.

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