Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

Tioga Downs management and ownership look forward to supporting the development and implementation of specific regulations governing minimum Responsible Gaming signage requirements. Such program descriptors could include:

**Front of the House (Patrons)**

- Each electronic gaming device will have signs attached in conspicuous locations with contrasting printing stating both the HOPEline information and a second sign stating the minimum age to participate in the use of the device. Each sign will be no smaller than 2 inches by 4 inches.

- Each table game will have a sign or placard with a responsible gaming message and the HOPEline information.

- At each entrance to the gaming floor, at a minimum bi-lingual signs of no less than 8 inches by 11 inches will state the assistance available for problem gaming. This signage shall be at a minimum in the two most frequently spoken languages in the area.

- Self-exclusion programs available to patrons will be highlighted with brochures placed at key customer touchpoints including cage/cashier, marketing operations/player club, valet and casino host work spaces.

- All patron/player marketing communications will include at a minimum a responsible gaming message accompanied by the HOPEline information. Marketing communications include direct mail, emails, websites, and special event invitations.

**Back of the House (Employees)**

- Signs will be placed at every time clock location to inform associates of the HOPEline and a contact person within the organization to address questions and concerns.
Rotating communications plans to create top of mind awareness and education including paystub messaging, employee newsletters, contests, and seminars/guest speakers.

The following are examples of the types of signs and other materials that will be available at Tioga Downs to assist in problem gaming resource awareness.
Two Questions To Ask Yourself:

Have you ever lied about how much you gamble?

Have you ever felt the need to bet more and more money?

Answering **YES** to either question could indicate that you have some issues with problem gambling and suggest that you might want more information or assistance. Please call or e-mail TCCASA or contact one of the other resources listed on this card.

New York is addressing the increase in problem gambling and compulsive gamblers by restructuring treatment and education services in order to make help more widely available. Prevention, education and treatment services are now available locally and regionally. The Tioga County Council on Addiction and Substance Abuse, Inc. (TCCASA) is working with these state authorities as well as with responsible gaming entities to help community members access services and get the information and education needed:

**TCCASA**

[www.tccasa.org](http://www.tccasa.org) **OR** [www.winningchoice.org](http://www.winningchoice.org)

**NYS Council on Problem Gambling**

[www.nyproblemgambling.org](http://www.nyproblemgambling.org)

**NYS Gambling Hotline 24 Hours a Day**

1-877-8-HOPENY

**Gamblers Anonymous**

[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

**The National Council on Problem Gambling**

[www.ncpgambling.org](http://www.ncpgambling.org)

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**This card created and sponsored by:**

**Tioga County Council on Addiction and Substance Abuse, Inc.**

[www.TCCASA.org](http://www.TCCASA.org)

(507) 687-6349

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**Funding provided by Tioga Downs**
Remember, it's just a game.
Play responsibly.
24-Hour Problem Gambling Helpline
If gambling is a problem for you or someone you care about, please call the Office of Alcoholism and Substance Abuse Services
24-hour toll-free helpline below.

Recuerde, sólomente es un juego.
Juegue responsablemente.
Linea De Ayuda de 24-Horas Para La Adicción Al Juego
Si la adicción al juego es un problema para usted o alguien que le importa, llame a la línea de ayuda gratuita de 24-horas (abajo) de la Oficina de Alcoholismo y Servicios de Abuso de Sustancias.

Ricorda: è solo un gioco.
Gioca responsabilmente.
Linea diretta 24 ore su 24 per dipendenze da gioco d'azzardo
Se il gioco d'azzardo costituisce un problema per te o per una persona a te cara, mettiti in contatto con l'Office of Alcoholism and Substance Abuse Services (Servizio di assistenza dell'Ufficio abusi di sostanze alcoliche e stupefacenti) al numero verde qui di seguito, attivo 24 ore su 24:

Это всего лишь игра.
 Не забывайте о жизни.
Круглосуточная служба помощи по вопросам игровой зависимости
Если вы или ваши близкие страдаете от игровой зависимости, позвоните в Office of Alcoholism and Substance Abuse Services (Управление по борьбе с алкоголизмом и наркотиками). Бесплатную консультацию можно получить круглосуточно по телефону горячей линии.

Sonje, se senpleman yon jwèt.
Jwe yon Fason ki Responsab.
Li by Dirèk 24 Édtan pa Jou pou Pwoblèm Jwèt Aza
Si jwèt aza se yon pwoblèm pou ou ou oswa pou yon moun ki pwòch ou, tanpri rele li by dirèk Office of Alcoholism and Substance Abuse Services (Blwo Sevis pou Abi Alkòl ak Dwòg)
24 édtan pa jou gratis nan nimèwo kiekti anba a.

기억하세요. 도박은 게임일 뿐입니다.
신중 하십시오.
24시간 도박 중독 혜프라인
도박 중독으로 고민 중이거나 주변사람 중에 도박 중독자가 있다면.
아래에 있는 알코올 중독 및 약물 남용 관리국(Office of Alcoholism and Substance Abuse Services)의
24시간 무료 혜프라인으로 전화하십시오.

1-877-8HOPE-NY
1-877-846-7369
Self - Exclusion

Supporting Problem Gamblers in Their Recovery

Our Commitment

Self-exclusion is a tool to help people in their efforts to overcome gambling problems. Our facility is committed to delivering individual assistance which involves responding to individuals in a helpful way, working through the self-exclusion registration process in a respectful timely manner; providing information about counseling options including financial, self-help and treatment referrals and encouraging individuals to take advantage of the assistance available.

What is Self-Exclusion?

People experiencing gambling problems have the option to voluntarily ban themselves from entering the gaming facility property. To register for Self-Exclusion you must complete an application. The application may be accessed by calling the facility, visiting the website or in person at the Security Office.
How Does it Work?

Once the application is complete you must submit it in person at the facility Security Office. After you are placed on the self-exclusion list, casino personnel will be required to refuse your wagers and ask you to leave the property. If you do place a wager, you would be unable to collect any winnings or recover any losses. During your application process you will select whether or not you want to be excluded for a minimum of one, three or five years. You will not be permitted back into the facility prior to the expiration of your preselected time period. Once the period has expired you can request to be removed from the list.

More information can be requested by contacting the gaming facility directly.

Application
Meeting with Security
Ban Period Begins
Ban is in Effect
Ban Period Expires
Apply for Reinstatement or Renew Ban
Understanding How It Works so You Can Make Informed Decisions About Your Gambling

Video Lottery Terminals and Electronic Table Games are similar in appearance to classic slot machines or as simulated classic table games, but these terminals are linked to a centralized system maintained by the NYS Gaming Commission that tracks the game play and earnings for each game. Video Lottery Terminals (VLTs) have the same appearance as slot machines. VLTs must receive winning outcomes transmitted by the central system. Electronic Table Games (ETGs) offer video versions of popular casino games like roulette, craps, and baccarat.

House Advantage

Casino games are designed with a house advantage. Mathematically, the house advantage is a measure of how much the house expects to win, expressed as a percentage of the player’s wager.

For example, in a wager with a house advantage of 10 percent, the player will lose, on average over time, $10 for every $100 wagered.

Because the odds always favor the house, the longer or faster a person plays a casino game, the more the person should expect to lose. In the same way, the more a person wagers, the more the person should expect to lose. For instance, if the “hold percentage” (or house advantage) for a typical machine is 10 percent, then, on average, a player will win back $90 for each $100 wagered. However, if this player then re-wagers the $90, the player will again win back, on average, 90 percent of the $90, or $81. As the betting continues, over time players are more and more likely to lose money, rather than win. An individual may lose more or less than the average, but the machine always comes out ahead in the long run.
If a VLT machine hasn't paid out for a while, it's due for a win.
False. VLTs operate randomly at all times—no matter how many wins or losses have occurred in the past. A machine that has not paid out for a while has no greater chance of paying out in the future.

After hitting a jackpot, a player should move to a new VLT machine. The machine currently in play is not likely to hit again.
False. The odds of winning another jackpot on the next play are the same as they were before hitting the jackpot.

A VLT machine can tell the difference between maximum and minimum bets.
False. The amount wagered does not affect the outcome of the game. It only affects how much a player may win or lose.

It might be fun to imagine that rubbing a rabbit's foot improves a player's chances of hitting a jackpot, but the reality is that this "magical thinking" has no impact. Cheating aside, there's nothing a player can do — no ritual and no lucky charm — to influence the outcome of any casino game. Superstitions can't determine whether a player wins or loses.
**Gamblers Anonymous**

Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gambling problem.

gamblersanonymous.org

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**SUFFOLK**

The Pederson-Krag Center Inc.
Program: The Pederson-Krag Center GamPro
55 Horizon Dr., Huntington, NY 11743
www.pedersonkrag.org
Program Director: Christian Racine | 631-920-8053 | cracine@pedersonkag.org

**SULLIVAN**

Recovery Center
Program: The Council on Alcoholism & Drug Abuse of Sullivan County
396 Broadway, Monticello, NY 12701
www.recovery-center.com
Program Director: Izetta Briggs | 845-794-8080
izetta@briggs@recovery-center.com

**WARREN**

Baywood Center / 820 River Street Inc.
551 Bay Road, Queensbury, NY 12084
www.pyhit.com
Program Director: Jennifer Neifeld | P: 518-798-4221 | F: 518-798-4255
jennifer@pyhit.org

**WESTCHESTER**

Lexington Center For Recovery, Inc.
24 Smith Ave., Mt. Kisco, NY 10549
www.lexingtonctr.org
Lexington Center For Recovery, Inc.
3 Cottage Place, New Rochelle, NY 10801
www.lexingtonctr.org
Program Director: Rod Correa | 914-235-6633 x1520 | rcorrea@lexingtonctr.org

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**New York Area**

(New York City, Westchester, Rockland)
Surrounding Counties Hotline Number: 855-2CALLGA (855-222-5542)

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**Upstate Area**

Albany Hotline: 518-292-0414
Buffalo Hotline: 855-222-5542
Niagara Falls Hotline: 855-222-5542
Syracuse Hotline: 315-458-0085
Watertown/Massena Hotline: 315-482-9445

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**Long Island Area**

Long Island Hotline: 855-222-5542

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**Know the Odds.org**

IF YOU ARE LOOKING FOR SUPPORT FOR A GAMBLING PROBLEM

or to deal with your spouse’s or family member’s gambling problem here you will find a list of New York State approved Problem Gambling Treatment providers.

If you do not see a provider in your area please call the NYS HOPEline for additional support services.

FIND HELP FOR GAMBLING PROBLEMS

1-877-8-HOPENY

1877-846-7369
NEW YORK STATE GAMBLING SUPPORT AND TREATMENT CENTERS

ALBANY
Family and Children’s Service of the Capital Region, Inc.
Program: The Center for Problem Gambling
650 Warren St., Albany, NY 12208
www.fcscapitalregion.org
Program Director:
Phil Rainer | 518-462-6531 x106 | prainer@fcsccr.org

CATTARAUGUS
Council on Addictions Recovery Services, Inc. (CARES)
P.O. Box 567 201 South Union St., Olean, NY 14760
www.councilonaddictions.org
Program Director:
Laura Elliott-Engel | 716-373-4303 | le-e@councilonaddictions.org

ERIE/NIAGARA
Jewish Family Service of Buffalo
Program: Gambling Recovery Program
70 Barker St., Buffalo, NY 14209
www.jfsbuffalo.org
Program Director:
Donna Passenti | 716-883-1914 | dpassen@jfsbuffalo.org

ESSEX
St. Joseph’s Addiction Treatment & Recovery Center
Program: St. Joseph’s Gambling Treatment
50 Montcalm St., Ticonderoga, NY 12883
www.stjoestreatment.org
Program Director:
Brian Amell | 518-891-3950 | bamell@stjoestreatment.org

FRANKLIN
North Star Behavioral Chemical Dependency Services
209 Park St. P.O. Box 608, Malone, NY 12953
www.citizenadvocates.net
Program Director:
Beth Lawyer | 518-483-8980 | bethlawyer@citizenadvocates.net

GENESEE
Genesee Council on Alcoholism & Substance Abuse
430 East Main St. P.O. Box 430, Batavia, NY 14020
www.gcasa.net
Program Director:
John Bennett | 585-343-1124 | jmbennett@gcasa.org

KINGS
SAFE Foundation Provider
Program: SAFE Foundation Gambling Treatment
P.O. Box 230060, Brooklyn, NY 11223
www.thesafefoundation.org
Program Director:
Ike Dweck | 866-569-7233 x315 | ike@thesafefoundation.org

NASSAU
Community Counseling Services of West Nassau, Inc
Program: Community Counselor W Nassau Gambling Treatment
1200 A Hempstead Turnpike, Franklin Square, NY 11010
www.ccswn.org
Program Director:
Sal LaFemina | 516-328-1717 | slafemina@ccswn.org

NEW YORK
Hamilton Madison House
Program: Hamilton-Madison Gambling Treatment
253 South St., 2nd Fl. New York, NY 10002
www.hmhonline.org
Program Director:
JJ Hung | 212-720-4531 | jjhung@hmhonline.org

NORTHERN MANHATTAN / BRONX
Columbia Gambling Disorders Clinic
1051 Riverside Dr., New York, NY 10032
www.ColumbiaGamblingDisordersClinic.org
Program Director:
Dr. Carlos Blanco | 646-774-8009 | cb255@columbia.edu

ONONDAGA
Syracuse Brick House Inc.
Program: Syracuse Behavioral Health Care
847 James St. Suite 1411, Syracuse, NY 13203
www.sbh.org
Program Director:
Kathi Meadows | 315-471-1564 x126 | kathim@sbh.org

ORLEANS
Genesee Council on Alcoholism & Substance Abuse
249 East Ave., P.O. Box 438 West Ave., Albion, NY 14411
www.gcasa.net
Program Director:
John Bennett | 585-815-1849 | hodgins@gcasa.org

RENSSELAER
Hudson Mohawk Recovery Center
Program: Hudson-Mohawk Recovery Gambling
743 Columbia Turnpike, East Greenbush, NY 12061
www.hmrecovery.net
Program Director:
Mary Delory | 518-477-7535 | maryd@hmrecovery.net

RICHMOND
Richmond University Medical Center
Program: RUMC Gambler’s Treatment Program
690 Castleton Ave., Staten Island, NY 10310
www.rumcsi.org
Program Director:
Beth Schwartz | 718-876-1285 | BSchwartz@RUMCSI.org

ROCKLAND
Lexington Center for Recovery, Inc.
100 Route 99, Suite L-1, Suffern, NY 10901
www.lexingtoncnr.org
Program Director:
Barbara Tabala | 914-666-0191 x1007 | btabala@lexingtoncnr.org

SCHOHARIE
Schoharie County Chemical Dependency Clinic
Program: Schoharie Co. Gambling Treatment
113 Park Place, Suite 1, Schoharie, NY 12157
Program Director:
Bonnie Post | 518-295-2031 | bonniepost@co.schoharie.ny.us

ST. LAWRENCE
St. Lawrence Addiction Treatment Center
1 Chimney Point Dr., Hamilton Hall, Ogdensburg, NY 13669
www.oasas.ny.gov/atct/stlawrence
Program Director:
Robert Silver | 315-393-1180 | info@stlc.oasas.ny.gov

continued on back ➤
Is Your Gambling Becoming A Gambling Problem?

What is Problem Gambling

Problem Gambling is a pervasive disorder that can result in serious consequences for individuals, families, and communities. A Gambling Disorder is a diagnosable condition outlined in the American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders 5.

Effects of Problem Gambling

Problem Gambling causes psychological, physical, social or vocational problems and is a progressive addiction characterized by increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, chasing losses and loss of control over gambling despite experiencing negative consequences.

According to the National Council on Problem Gambling, approximately 1% of US adults meet criteria for a Gambling Disorder and another 2-3% are considered Problem Gamblers.
Ask Yourself
1. Have you ever felt the need to bet more and more money?
2. Have you ever had to lie to people important to you about how much you gambled?

If you answered yes to either of these questions it could indicate that you have a gambling problem.

HELP IS AVAILABLE

Problem Gambling Warning Signs

- Playing games to escape worries, frustration or disappointments
- Neglecting other responsibilities to concentrate on gaming activities
- Increasing the amount of money bet in an effort to recoup losses
- Gaming with money designated for necessary expenses, such as groceries or medication
- Relying on others to get out of debt
- Feeling desperate, depressed or even suicidal because of gambling