

## **OLG to expand responsible gambling services; New Resource Centres to be extended to all gaming sites**

Press Release

News Wire

April 14, 2008.

OTTAWA -- To enhance OLG's efforts to promote responsible gambling practices, to support those who seek help, and to prevent problem gambling through public education, OLG will launch new Responsible Gambling Resource Centres (RGRC's) across its network of 27 gaming sites.

The announcement was made today by OLG CEO Kelly McDougald at the Responsible Gambling Council's "Discovery 2008" responsible gambling conference currently underway in Ottawa. "These Centres will provide patrons with a welcoming, comfortable environment where they can talk to independent professionals to learn more about how gaming works, about risks and behaviours, and where to go for assistance and treatment," Ms. McDougald said.

"OLG is committed to fulfilling its role as a responsible gambling operator, focusing on providing information, and this expanded program is a key component of our overall effort."

The Resource Centres will be developed and operated by the Responsible Gambling Council which currently operates two pilot projects, fully-staffed resource centres at Niagara Fallsview Casino Resort and Casino Windsor. The expanded program includes:

- The two pilot project sites at Niagara and Windsor will become permanent operations
- Similar, fully-staffed centres will be added to other large sites in phases, starting with the facilities who see highest patron traffic
- Information kiosks, or self-serve resource centres, will be built at all other OLG gaming sites, each sized and equipped appropriately for the facility
- Services to include interactive learning technology and printed materials

"Delivering the RGRC pilot project in Windsor and Niagara has been a very positive experience," says Jon Kelly, CEO, Responsible Gambling Council. "The Centres have provided information, assistance and referrals for thousands of casino visitors. We are

delighted that OLG is expanding this valuable service to make it available throughout Ontario."

Design and development of the new centres is underway, with testing in key sites beginning in late 2008. Following testing and evaluation, centres will be added to most gaming sites during 2009 and 2010 with final completion in 2011.

Every year, the Government of Ontario allocates two per cent of gross revenue from slot machines at OLG Casinos and OLG Slots-at-racetrack facilities to the province's problem gambling program for research, treatment and prevention programs. The amount for fiscal 2008/2009 is estimated at \$39 million.