

AGENDA

Tuesday Afternoon, April 18



DISCOVERY 2017

RECONNECT - REFRAME - REFINE

April 18-20, 2017

Toronto Marriott Downtown

Eaton Centre Hotel

12:00 p.m. – 1:00 p.m. **Welcome Lunch** | Trinity Ballroom

1:00 p.m. – **Opening Remarks** | Grand Ballroom

1:30 p.m. **SPEAKER:** Shelley White **FACILITATOR:** Terry Finn

WillPower

Grand Ballroom

1:30 p.m. – 2:45 p.m. Self-defeating behaviour may be irrational, but it is commonplace. Why do we do it? Why do people—capable and successful—become embroiled in destructive and costly patterns such as problem gambling? Is it a lack of self-control? Low self-esteem? Reduced willpower? Impaired free will? A brain disease? Perhaps it's all of the above. Join Roy Baumeister, world-renowned psychology researcher and bestselling co-author of *Willpower: Rediscovering the Greatest Human Strength*, as he unpacks the complex question of why people do irrational, self-defeating things.

SPEAKER: Roy F. Baumeister **FACILITATOR:** Glenn Pothier

2:45 p.m. – 3:15 p.m. **Break and Poster Session** | Grand Ballroom Foyer

Calling All Helplines

Ballroom A & B

3:15 p.m. – 4:30 p.m. In RG messaging, it's common practice to refer players to a problem gambling helpline. Indeed, it's one of the oldest and most consistent elements of RG programs. What do we know about why people call helplines? What do we know about how online support fits with traditional phone support?

Join this session to explore these questions and more. Discover some important lessons for treatment and prevention from these widely implemented—but not often discussed—initiatives.

SPEAKERS: Anne Counter, Robyn Filler, Richard Wood

FACILITATOR: Glenn Pothier

Playing to Millennials—Trends and Issues with Gambling Aimed at this High-Risk Group

Ballroom C & D

Having grown up with technology at their fingertips, millennials are looking for a very different type of game. Video gaming machines (VGMs), skill-based slots, and e-sports betting are just some of the latest gambling activities popular with this group.

Join this session to get a better understanding of what millennials are into, and why. Then consider the issues that come with targeting young adults with these new gambling games. Is enough being done to build safeguards specifically for this high-risk group?

SPEAKERS: Blaine Graboyes, Tomer Perry, Sherry Stewart

FACILITATOR: Judith Glynn

5:00 p.m. – 7:00 p.m. **Evening Reception** | Trinity I & II

Wednesday Morning, April 19

8:00 a.m. – 9:00 a.m. **Breakfast** | Trinity Ballroom

9:00 a.m. – **Day 2 Opening Remarks** | Grand Ballroom

9:05 a.m. **SPEAKER:** Shelley White

Around the World in Regulation: Politics, Culture and Gambling Policy

Grand Ballroom

9:05 a.m. – 10:15 a.m. Gaming regulators around the world have applied a wide range of strategies to RG, ranging from highly prescriptive to an outcome-based approach that leaves the *how* to the operators. Some have made RG a priority, while others are catching up. What are the driving forces behind these disparities?

Regulators from four jurisdictions, with different political cultures and gambling environments, will explore the forces that shape gambling policy. How does each jurisdiction view problem gambling? Why are some RG initiatives easier to implement than others? What can regulations accomplish—and what are their limits?

SPEAKERS: Cate Carr, Sarah Harrison, Jean Major, Mark Vander Linden **FACILITATOR:** Jon Kelly

10:15 a.m. – 10:45 a.m. **Break and Poster Session** | Grand Ballroom Foyer

Fostering Resilience and Building Skill—New Frontiers in Youth-Oriented Prevention

Ballroom A & B

10:45 a.m. – 12:00 p.m. Initiatives to reduce problem gambling and other high-risk behaviours among youth have become increasingly sophisticated. This session explores leading-edge programs for youth that go beyond providing information to fostering skill development and resilience, specifically targeting early signs of risk.

What evidence is there that they work? What is the right age to start? Are there risks to starting too early? What can be learned from these programs for prevention initiatives for adults?

SPEAKERS: Patricia Conrod, Dan Reist, Ian Wybron

FACILITATOR: Jeff Derevensky

Where to Draw the Line: Low-Risk Guidelines for Gambling

Ballroom C & D

In 2011, the Canadian Centre on Substance Abuse released *Canada's Low-Risk Alcohol Drinking Guidelines*. How effective have they been? Can the same be done for gambling? Where's the line between recreational and risky gambling?

Join this discussion of lessons learned from the development and outcomes of low-risk drinking guidelines. Then, consider how this knowledge is helping in the development of effective low-risk gambling guidelines.

SPEAKERS: David C. Hodgins, Catherine Paradis

FACILITATOR: Jamie Wiebe

Wednesday Afternoon, April 19

12:00 p.m. – 1:00 p.m. Lunch | Trinity Ballroom

Big Data: Constructive or Destructive?

Grand Ballroom

1:00 p.m. – 2:15 p.m. Statistics don't lie. Or do they? Cathy O'Neil, data scientist and self-described math nerd, explains how modeling and algorithms might just be "opinions embedded in mathematics."

As big data continues to influence decision makers and policy in everything from education to gambling to the justice system, Cathy looks at just how subjective it can be—and what makes it become a weapon of math destruction.

SPEAKER: Cathy O'Neil **FACILITATOR:** Glenn Pothier

2:15 p.m. – 2:45 p.m. Break and Poster Session | Grand Ballroom Foyer

Building Cultural Competence into RG Initiatives

Ballroom A & B

2:45 p.m. – 4:00 p.m. There are a lot of factors to consider when developing RG messaging or conducting staff training—and sometimes cultural considerations can get overlooked. But when communicating with customers, including gambling patrons, addressing cultural diversity is critical to getting your message across.

Understanding cultural differences is a start, but the challenge can be in shifting from awareness to application. In this workshop, you will get practical, hands-on advice to improve your interactions from a cultural competence perspective.

SPEAKERS: Hamlin Grange, Rani Srivastava
FACILITATOR: Jennifer Gregg

Does Big Data Deliver? Identifying and Addressing At-Risk Players

Ballroom C & D

Tremendous efforts have been focused on analysing player data to identify those who may be at risk of gambling-related harms. In plain language, this session explores some of the variables that signal risk. How trustworthy are they? And more importantly, can they be translated into effective interventions?

More broadly, can algorithms and player data be effective tools to improve player interactions and minimize risk? What are the benefits—and possible harms—of using big data to reduce problem gambling risk?

SPEAKERS: Simo Dragicevic, Janine Robinson
FACILITATOR: Glenn Pothier

Thursday Morning, April 20

8:00 a.m. – 9:00 a.m. Breakfast | Trinity Ballroom

Acting on Impulse? The Relationship Between Problem Gambling and Impulsivity

Ballroom A & B

9:00 a.m. – 10:15 a.m. It's clear that impulsivity plays a role in decision making. If so, how much of problem gambling is an impulsivity issue? How can we measure it? How is impulsivity different from compulsivity?

This session will provide an overview of impulsivity and how it is currently studied, including findings from current behavioural, clinical and neurobiological studies. Explore how impulsivity may be at the core of problem gambling. Then, consider the implications of this idea for the development of effective prevention and treatment initiatives.

SPEAKERS: Iris Balodis, James MacKillop
FACILITATOR: Glenn Pothier

Win or Lose—The Latest in Limit Setting

Ballroom C & D

As a risk reduction tool, perhaps nothing is more intuitive, or appealing, than limit setting. It's not surprising, then, that it's been intensely researched, and variously applied, for decades. The variations in execution (mandatory vs. voluntary, time vs. money, etc.) seem almost limitless.

What does the latest data reveal? Where are we headed next? Hear leading experts examine specific limit setting approaches, including global loss limits and specifically online approaches. Explore intriguing new research about the potential benefit of win limits.

SPEAKERS: Bjørn Helge Hoffman, Lia Nower, Doug Walker
FACILITATOR: Judith Glynn

10:15 a.m. – 10:45 a.m. Break and Poster Session | Grand Ballroom Foyer

Mindfulness

Grand Ballroom

10:45 a.m. – 12:00 p.m. Every day, we do things without paying attention to them. As our actions become habits, they become more and more automatic. Judson Brewer, a leading neuroscientist and mindfulness pioneer, asks whether we break our habits by bringing more attention to the thoughts and sensations associated with them. Judson looks at how habits are formed, and how mindfulness techniques can help us become aware of our cravings in order to become less ruled by them.

SPEAKER: Judson Brewer **FACILITATOR:** Jennifer Gregg

12:00 p.m. – 12:15 p.m. Closing Remarks | Grand Ballroom
SPEAKER: Shelley White

