Problem Gambling Online and Mobile Self-Directed Tools

Internet Gambling Expansion as a Game Changer: What are the Implications for Prevention and Treatment?

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<table>
<thead>
<tr>
<th>Treatment</th>
<th>Research</th>
<th>Professional</th>
<th>Communication/Information Dissemination</th>
</tr>
</thead>
</table>
| Problem Gambling Service: First and largest specialized program in Ontario | Wide scope that includes biological, social and treatment focused | Problem Gambling Project: Designated providers, allied professionals, general public | Journal of Gambling Issues
GII Listserve
ProblemGambling.ca |
Online tools
Why now?

- Technological change
- Increasing % of population has access to, and comfort with, computer technology.
- Increased availability of gambling but few accessing traditional services - Growth in online gaming

Problem gambling and the internet

Rate is three to four times higher among people who gamble on the Internet compared to non-Internet gamblers. The risk of problem gambling among people who gamble on the Internet is 37.9% versus 7.7% for non-Internet gamblers.

Poker contributes most to problem gambling among people who gamble on the Internet.

People are managing their own health

• By the end of 2009, Canadian wireless phone subscribers numbered 22.8 million
• 75% of Canadian households now have access to a wireless phone
• Explosion in the use of smartphones by consumers
• Availability of applications (or “apps”) as of February 2010, entrepreneurs have created 5,805 health, medical, and fitness applications Apple AppStore
• Of these, 73 percent were intended for use by consumer or patient end-users
History

• 2006 - ProblemGambling.ca (static) went live
• 2008 - Re-launched as SharePoint portal
  – Communities of Practice for Professionals
• Traditional Audiences
  – Problem gambling treatment professionals
  – Helping professionals
  – Help seekers and CSOs
  – General public
Problem Gambling Online and Mobile Self-Directed Tools

• 2009 – Mandate given by MOHLTC to develop online services for general public.
• 2009 – Release of online interactive version of the “Inventory of Gambling Situations”.
• 2009 – Internet-based Interventions for the Treatment of PG (Report Monaghan & Blaszczynski)
• 2010 – Development of online resources begins.
• May/June 2011 – Launch of online services for Ontario only.
Online Continuum of Services (some possibilities)

In development

Educational resources and self-evaluation tools
Self-Help/Self Management web-based programs
Mutual aid discussion board (Partially/Fully Moderated)
Asynchronous email communication with PG therapist
Synchronous communication with PG therapist (chat based/instant messaging etc)
Video conferencing

Anonymous

Web-based interventions may be complimented by telephone support and/or may be an adjunct to outpatient counselling

Personal Disclosure
Steps Taken to Develop CAMH Online Resources (to only name a few)

- Content adaptation and approvals
- Legal and privacy review PHIPA
- Requirement documentation/Technical specs
- Information architecture and wire framing
- Graphic design
- Search Engine Optimization
- Programming and production
- User Experience Testing - Clients and Families
- Evaluation and metrics of success
- Complete French language translation will be done.
- Governance
I need a budget estimate for my project, but I don't have a scope or a design for it yet.

Okay, my estimate is $3,583,729.

You don’t know anything about my project. That makes two of us.
Overview New Site Features

- Static content (open to non-registered visitors)
- Registration
- Gambling quiz (Problem gambling severity index)
  - both registered and non
- Online tools for the person who gambles
- Online tools for family and friends
- Monitor your gambling urges (MYGU)
- Mobile Monitor your gambling urges (MYGU mobile)
- Printable version
Registration

If You Have an Account

Login

Email: sylvia_hagopian@camh.net
Password: [enter password]

☑️ Remember me and my language preference

Having trouble logging in? If you have logged in successfully in the past and have forgotten your password you can have it emailed to you by following the link below. I forgot my password.

If you registered more than 48 hours ago and did not receive or use your confirmation email you will have to register again. Register

If You Don't Have an Account

Are you new to this site and want to try our free online tools? They are completely anonymous.

You do not have to identify yourself, ever try to contact you.

CAMH is committed to your privacy.

Register to create your account now.

Privacy
The Centre for Addiction and Mental Health (CAMH) places a high value on privacy. We are committed to maintaining the privacy of all individuals who use our resources available at www.ProblemGambling.ca. Please refer to our privacy pages to learn more about our commitment to protecting your personal information.
Register to access ProblemGambling.ca’s Online Tools

Email: 
Nickname: 
Password: 
Confirm Password: 

Use an email address that will not identify you. (e.g Blue234@hotmail.com)

What is your concern?

- [ ] I am concerned about my own gambling.
- [ ] I am concerned about someone else’s gambling.

Age: Please make a selection
Gambling quiz (Problem gambling severity index)

Welcome

This five page questionnaire is completely anonymous and has been designed to help you, your loved ones or your health care professional answer some questions you might have about gambling.

When we say gambling, we are taking about lotteries, bingo, horse racing, card playing, casino betting and all other games that involve betting money.

When you’re finished you can print your Final Report or email your results directly to yourself or your health care professional. Start the CYC by filing in the following anonymous information.

Select a username*: 
*we recommend not using your first or last name. More about privacy

username

Are you:
- male
- female

Date of birth:
Year  Month  Day

Your country:
Canada

You are taking this test:
- For yourself
- For someone you know
- You are just checking out the test to see what the results look like

I understand that I am completing this questionnaire anonymously and that my data is used for research purposes, only.

No one will contact me. Ever.

< go back

OK
In the past 12 months, how often have you bet or spent money on...

8. Lottery tickets such as Lotto 6/49, Super 7, raffles or fund-raising tickets?

Never in the past year | 1 to 5 times a year | 6 to 11 times a year | 1 time a month | 2 to 3 times a month | About 1 times a week | 2 to 6 times a week | Daily
**Problem Gambling Index**

The PGI score shows whether a person’s gambling should be considered a problem. High scores usually mean serious problems. The chart below is in the shape of a pyramid to show that there are more people with low PGI scores than high PGI scores.

Your PGI score is ____.

<table>
<thead>
<tr>
<th>Definition</th>
<th>Probable life consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Gambler greater than 8</td>
<td>A person scoring in this range may be gambling dependent and is...</td>
</tr>
<tr>
<td>Moderate-Risk Gambler 3-7</td>
<td>A person scoring in this range will already be experiencing some problem related to their gambling</td>
</tr>
<tr>
<td>Low-Risk Gambler 1-2</td>
<td>Experienced one or two minor problems related to their gambling</td>
</tr>
<tr>
<td>Non-Problem Gambler 0</td>
<td>Experienced no problems in the past year.</td>
</tr>
</tbody>
</table>
Online tools for the person who gambles

• David Hodgins PhD Professor, Dept of Psychology, U. of Calgary
• Research publications and clinical work focus on recovery from addictions
• Recognized as a leading expert on brief treatment approaches with problem gamblers
• Developed empirically validated approach to PG self-help
• CAMH PGIO adapted manuals for web Becoming a Winner and Helping Problem Gambler, Helping Yourself
Online tools homepage

Welcome to Self Help Gambling Tools

Almost 5% of Ontarians have a moderate or severe gambling problem. And almost 10% more are classified as “at-risk” for problem gambling.

This site will give you a better understanding of the issues and how you can get help for yourself or someone you know.

Gambling Quiz
Take the quiz to see where you stand.

Monitor Your Gambling Urges
If you are having problems with gambling you can do something about it.

Online Tools for the Gambler
Descriptive Text

Online Tools for Family and Friends
Descriptive Text

Disclaimer: Information on this site is not to be used for diagnosis, treatment or referral services and CAMH does not provide diagnostic, treatment or referral services through the internet. Individuals should contact their personal physician, and/or their local addiction or mental health agency for further information.
Online Tools For The Gambler

If you feel that you might have a problem with gambling, this program will help you to explore your gambling behavior and to develop ways to change or stop it completely. Completing the following interactive exercises will help you become more self-aware and teach you skills for gaining greater control of your gambling.

Please remember that these are self-help tools. What information you enter online will be anonymous and will not be reviewed by a therapist.

2. Making Your Decision: Helps you define your goal of either cutting back or quitting.
3. Reaching Your Goal: Helps you develop and implement plans for reaching your goal.
4. Maintaining Your Goal: Discusses ways to help you stick with your goal.

You can view and complete the sections and exercises in any order you want. However, the program will make most sense if you complete them in sequence.

<table>
<thead>
<tr>
<th><strong>Self Assessment</strong></th>
<th><strong>Status</strong></th>
<th><strong>Completed</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a problem?</td>
<td></td>
<td>09/03/11</td>
</tr>
<tr>
<td>Negative Consequences of Gambling</td>
<td></td>
<td>In progress</td>
</tr>
<tr>
<td>Understanding Your Gambling</td>
<td></td>
<td>Get started</td>
</tr>
<tr>
<td>Identifying Your Reasons for Gambling</td>
<td></td>
<td>Get started</td>
</tr>
</tbody>
</table>

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<td>Benefits and Costs of Gambling</td>
<td></td>
<td>Get started</td>
</tr>
<tr>
<td>Quitting or Cutting Back?</td>
<td></td>
<td>Get started</td>
</tr>
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</table>
Telling Others of Your Plan

It is very helpful to tell those around you about your goal to stop gambling. Gaining support will help you share the burden.

Make a list of people who you will tell (or have already told) about your plan and who will support you:

You have 500 characters remaining
Making Amends

It is probable that your gambling has negatively affected those around you. It is important to make amends to the people you have somehow wronged (e.g., hurt, neglected or cheated). This will help you to repair the damage of your past and move forward to a more positive future. You can make amends for things you did or failed to do by doing something to make up for past wrongs. Making amends is much more effective if others can already see that your gambling has stopped (or decreased). Do not rush into making amends!

Make a list of what you did or failed to do for each person and think of what you can do to make amends to each person:

- **Name:** e.g., Roommate
- **What I did or failed to do:** Stole cash from her purse repeatedly.
- **Statement of amends:** I will confess and try to pay it back.

<table>
<thead>
<tr>
<th>Name</th>
<th>What I did or failed to do</th>
<th>Statement of amends</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Jason</td>
<td>Borrowed $400 and told him it was for car seat.</td>
<td>Admit to him what I really used the money for and pay him back.</td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You have 496 characters remaining

You have 453 characters remaining

You have 437 characters remaining

You have 500 characters remaining

You have 500 characters remaining

You have 500 characters remaining
Online tools for family and friends

• What is problem gambling?
• What are some of the impacts on family and friends?
• Stages of Change
• Taking care of yourself
• Intro to problem solving skills
• Becoming aware of your financial situation
• Protecting your family’s finances
• Setting limits
• Preparing for crises
• Encouraging the person with the gambling problem to seek treatment
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You have 496 characters remaining  You have 453 characters remaining  You have 437 characters remaining

You have 500 characters remaining  You have 500 characters remaining  You have 500 characters remaining
Welcome Sylvia
My Profile | Logout

- Becoming and Staying Motivated

- Helping Yourself
  - Get Control of Finances
  - Minimize Your Distress
  - Arrange Positive Reinforcements for Yourself

Minimize Your Distress

Ineffective Coping Mechanisms
Some people cope with problems by engaging in
Check the ways in which you cope:
- giving up healthy habits
- over-eating
- smoking

Problem Gambling
Institute of Ontario
Sharing solutions. Changing lives.
Monitor your gambling urges (MYGU)  
Web and Mobile

- Better outcomes if client understands patterns for gambling triggers and what leads to urges to gamble
- Diary tool – was already being used by therapists at CAMH
- Account will synchronize with database
  - Allows users to input info with web or mobile device
  - Access reports/patterns from web or mobile device
- Encourage mobile users to visit ProblemGambling.ca for enhanced features
MYGU reports/patterns

- Type of gambling activity
- $Total won/loss
- How many times (I gambled or resisted)
- Triggers
- Time spent
- With whom
- How did I feel after (I gambled or resisted)
- Consequences (I gambled or resisted)
- What did I do instead of gambling?
MYGU Welcome:

Login or Create a MYGU Profile

Sign Into Your Profile
If you previously registered on the ProblemGambling.ca website, you can use the same username and password you created

New Users Must Create A Profile
This username and password can also be used to login to the web tool at ProblemGambling.ca
### MYCU View Reports

**Activity**

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>15x</td>
</tr>
<tr>
<td>Item 2</td>
<td>7x</td>
</tr>
<tr>
<td>Item 3</td>
<td>6x</td>
</tr>
<tr>
<td>Item 4</td>
<td>8x</td>
</tr>
</tbody>
</table>

**Total amount won/loss**

**How many times (I gambled or resisted)**

**Triggers**

**Time spent**

**With whom**

**How did I feel after (I gambled or resisted)**

**What did you do instead of gambling?**
Looking to the Future

- MYGU – iPhone, BlackBerry, Android, iPad versions
- CAMH commitment to evaluation of these online capacities and research
- Development of standards, treatment protocols and required skills/expertise
- Will be developing a French version (and possibly other languages).
- Resources and sustainability.
Looking to the Future

- Incorporate peer support
- Motivational feedback/email
- Audio and video
- More interactive activities
- End user testing/constant improvements
- More integration of MYGU features and worksheets
- eTherapy
Looking to the future…

• Encourage Ontario stakeholders to get in touch with us if we haven’t already connected

• Promotion and marketing

• Ontario’s treatment continuum

• We are happy to speak with other jurisdictions about their planning for online tools and eTherapy
Thank you

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