

RG CHECK

The Benchmark of Responsible Gambling

The Responsible Gambling Council's RG Check Accreditation is a rigorous and highly respected RG Accreditation program that is changing the definition of what responsible gambling can achieve.

The Responsible Gambling Standards for land-based venues are comprised of eight world-class standards and 47 criteria that help measure the scope and effectiveness of RG programs in venues.

For Land-Based Venues

Benefits of RG Check



Trusted

RG Check is a globally recognized brand. An RG Check accreditation is a sign that the operator has the highest level of standards built into its offering.



Collaborative

The goal of an RG Check accreditation is to ensure that operators have the highest standard of RG programming in place. The process is collaborative and scalable.



Convenient

If successful, accreditation is granted for three years, after which operators may apply to be reaccredited for a further three-year period.



Transparent

RG Check is a clear and standardized program of responsible gambling evaluation measures. Most importantly, patrons and the public can be confident that leading responsible gambling measures are in place.



RG Check for Land-Based Venues



Responsible Gambling Policies

The venue/corporation demonstrates awareness of problem gambling and creates integrated corporate policies and strategies to actively address it.



Access to Money

Money and money services are provided to patrons in a responsible manner that does not encourage excessive spending.



Venue and Game Features

Venue and game design promotes awareness of the passage of time, breaks in play, and the responsible use of alcohol.



Self-Exclusion

A well-managed and communicated self-exclusion program is in place that facilitates access to counseling and other supports.



Employee Training

Staff understand the importance of RG and are knowledgeable about their role and the corporation's expectations of their actions.



Informed Decision-Making

Venue provides substantial and readily available information to enable informed decisions by patrons.



Advertising and Promotion

Advertising and promotion does not mislead or misrepresent products or target potentially vulnerable patrons.



Assisting Patrons Who May Have Problems with Gambling

Assistance to patrons who may have problems with gambling is readily available, systematically provided and documented.

How It Works

The RG Check accreditation process begins with the notice of intent that a gaming provider wishes to be accredited. Next, a contract is created between the organization and RG Check. The subsequent steps for the accreditation are:

- #1 Data gathering, including a documentation review and staff survey to understand your existing RG landscape.
- #2 Site visit including an in-person review of the venue, interviews of key staff of all levels, a patron survey, and a self-exclusion demonstration.
- #3 Assessment of operations and governance to see how RG activities are implemented and managed.
- #4 Scoring, report writing, and quality assurance review.
- #5 Draft report is provided to the venue for feedback.
- #6 Final report of findings and recommendations is reviewed by the Accreditation Panel.
- #7 Decision to accredit (or not) is conveyed to the venue.

For more information, visit www.RGCheck.com.

Contact us to learn more about how RG Check can support your responsible gambling program:

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