



# Returning to Casino/Land-based Gaming: What Operators Need to Know.

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# RGC: All in for Safer Gambling

- Independent, non-profit organization
- 35+ years of research, prevention and education
- Working with all stakeholders in the industry, treatment providers, players and families **to prevent problem gambling and reduce its risks**



# Our Work

- Over three decades of developing prevention programming to players in Ontario and specialized programs for target audiences
- Supporting venues in the design and implementation of RG training for all levels of staff
- Consulting with industry to develop, measure and evaluate their RG programs and ensure the investment is of high standard
- Extensive experience working and collaborating with a range of stakeholders both nationally and internationally





**COVID 19 pandemic is  
disrupting everyday life**



# Globally we've been significantly impacted.

## Ontario needs to speed up contact tracing since 'every minute counts,' physician warns



Province says it's hitting target of 90% of contacts identified within 24 hours



Lauren Pelley · CBC News · Posted: May 22, 2020 5:00 AM ET | La



## Canada is reopening without knowing where Canadians are getting COVID-19

Canada is emerging from months of lockdown, but key questions remain unanswered about where Canadians are getting infected with COVID-19 and why cases remain high in our hardest-hit provinces.

## Many Jobs May Vanish Forever as Layoffs Mount

With over 38 million U.S. unemployment claims in nine weeks, one economist says the situation is "grimmer than we thought."



Andy Slater · @AndySlater · May 14

NEW: Casino in Hialeah, Florida tests their updated poker tables.



Hialeah Park



# Objectives

- Pulse check on current gambling trends
- How these trends might impact the return to land-based venues
- Challenges and opportunities for RG
- How on-site resource centres can support players and staff as venues reopen



# RGC Prevention Survey on COVID 19 Impact



# Stressors and Gambling Risk



## Mental Health

People with severe anxiety were 3x more likely to be high risk gamblers, and those with severe depression were 4.7x more likely



## Financial Stress

The pandemic influenced the decision to gamble online of 39% of those whose income was affected by COVID-19



## Substance Use

22% of those who gambled online and used substances had gambled under the influence







What Can We Expect?

# Recreational Player

## *Returning to land-based gambling*

### Cheryl's Experience

- Planning for her first outing back at the casino, cGaming
- Going with some friends
- Waiting for this day to come
- Some financial stress at home so she's looking forward to a night out





# Recreational Player

*Returning to land-based gambling*

What might  
Cheryl  
experience?

- Excitement
- Possible intoxication
- Spending more money
- Shift in her mood if she spends more than she can afford



# Recreational Player

*Returning to land-based gambling*

**What RG resources would be helpful for Cheryl and should we consider new approaches?**



# High Risk / PG Players

## Doug's Experience

- Slot player who plays multiple types of games
- Typically plays for hours on end
- Not social; plays by himself
- Hasn't played since the casino shutdown
- Uneasy about returning to a public space





# High Risk / PG Players

What might  
Doug  
experience?

- Aggressive with someone waiting for a machine (from 2 metres away)
- Playing frantically; moving from game to game
- Chasing / bingeing behaviours
- Playing for an extended period of time
- Visible deterioration (hygiene, dress)



# High Risk / PG Players

**What RG resources would be helpful for Doug and should we consider new approaches?**



A photograph of two men sitting in a library or community center, separated by a small table. The man on the left is wearing a blue polo shirt with a 'Play Smart' logo and is gesturing with his hand. The man on the right is wearing a blue button-down shirt and suspenders, holding a tablet. On the table between them is a 'Play Smart' informational card and a vase of tall grass. The background features circular cutouts in a white wall showing various items like books and a Black+Decker box. The text 'Social distancing during discreet conversations' is overlaid in large, bold, black letters.

# Social distancing during discreet conversations



# Addressing staff members' and customers' sense of personal safety

FINANCIAL POST

**'I won't be alive to work' -Las Vegas union wants sick leave, quarantine pay**

BY REUTERS  
ORIGINALLY PUBLISHED: MAY 1, 2020

Casino employee fears reopening amid coronavirus pandemic



Casino.org

Casino Workers Express Concerns About Returning to Work, Question Guest Sanitation Habits

3 weeks ago


Atlantic City Weekly

supplies

Gamblers likely to proceed with caution when casinos reopen

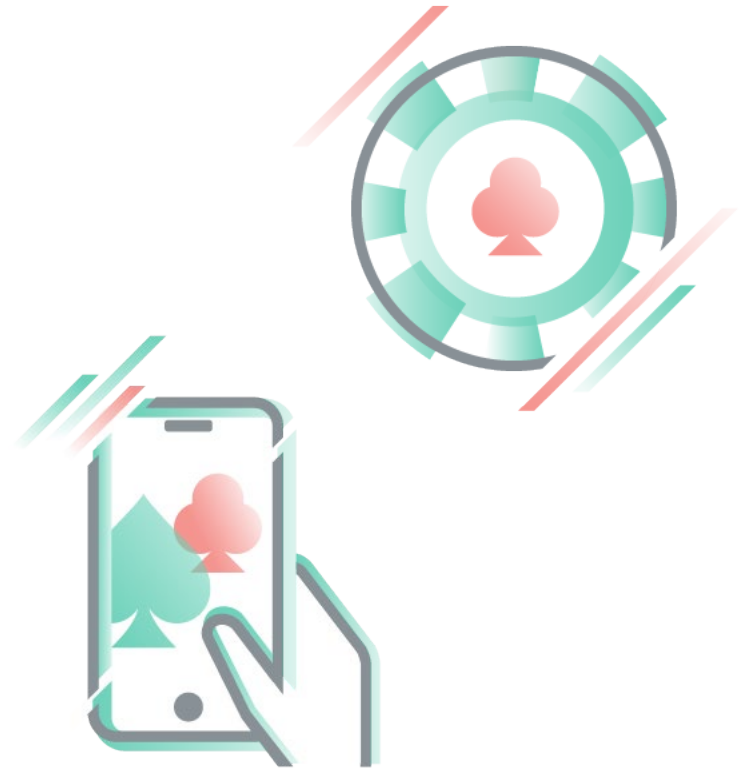
DARRYL McEWEN Apr 14, 2020

1 of 2





How do we prepare  
staff when we are  
uncertain about what  
to expect from players?



# New approaches to RG interactions



# Using player data to support returning players



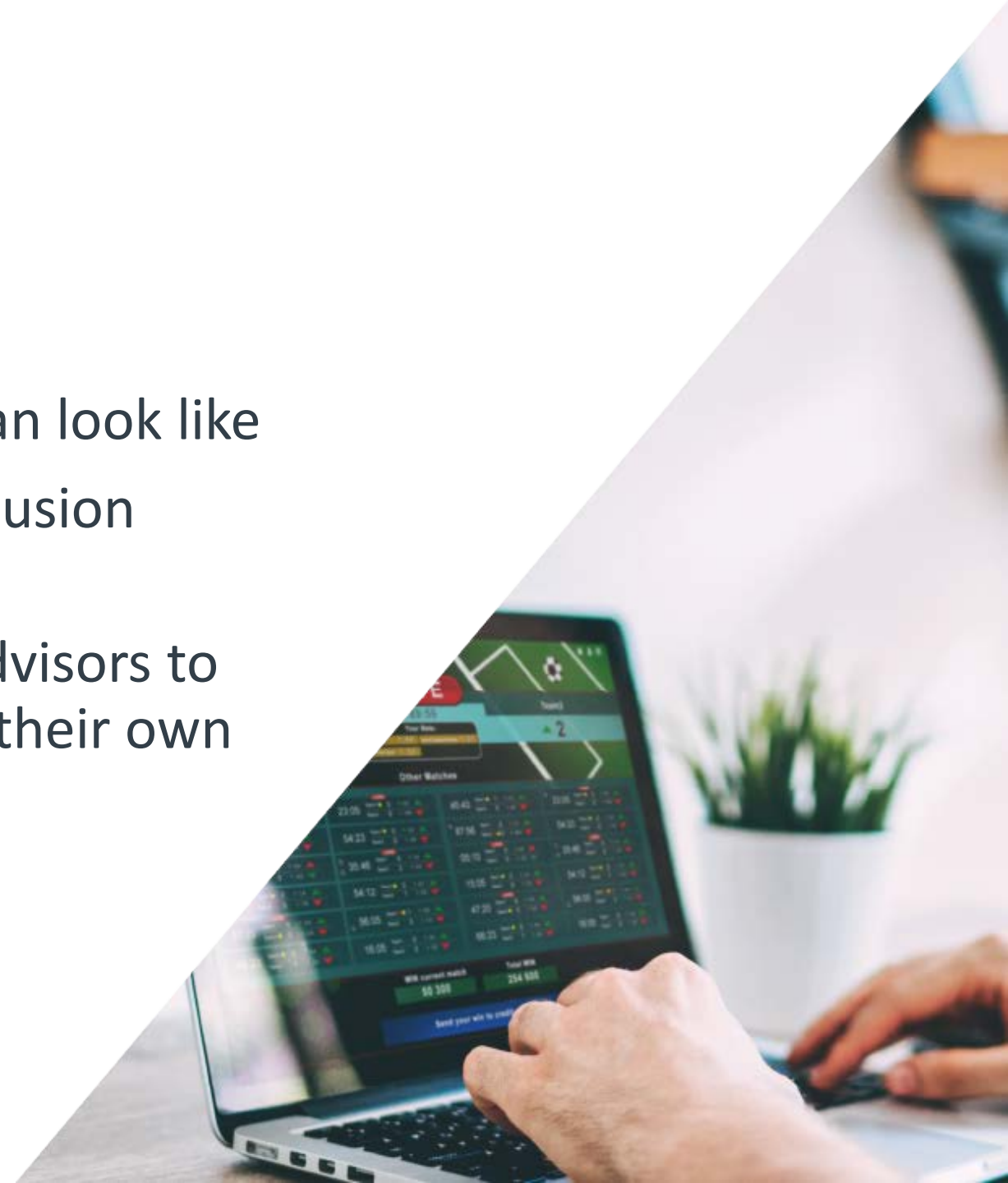




# Positively communicating and incentivizing limits

# Things We Can Do

- Provide staff with training on what RG conversations during social distancing can look like
- Consider virtual alternatives for self-exclusion conversations
- Closer alignment between HR and RG advisors to support staff who are concerned about their own gambling
- PPE is critical, RG equally



# THANK YOU



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