



September 20, 2024

NYS Recognizes September as Responsible Gaming Education Month

New York State's Responsible Play Partnership (RPP) – the New York State Gaming Commission (Commission), the New York State Office of Addiction Services and Supports (OASAS), and the New York Council on Problem Gambling (NYCPG) – continues to support the state's gaming operators' efforts to make gambling safe and responsible.

The American Gaming Association has designated September 2024 as Responsible Gaming Education Month to highlight the industry's efforts to promote gaming literacy and consumer education, elevate employee training, and work with partners to advance the understanding of responsible gambling. The RPP works closely with New York State's gaming industry to ensure it has the resources and tools to create a responsible gaming environment at their venue(s).

Commission Chair Brian O'Dwyer said, "We are proud to recognize Responsible Gaming Education Month and applaud the gaming industry for taking steps to protect patrons. In New York we understand that combatting problem gambling is a year-round responsibility with all stakeholders – gaming operators, regulators, advocates and clinicians – working together to make a safe and responsible gaming environment."

OASAS Commissioner Dr. Chinazo Cunningham said, "As opportunities for gambling continue to increase, it is vital that we ensure all New Yorkers are able to access help and support for problem gambling, in all areas of the state. Working closely with our partners in the Responsible Play Partnership, we continue to expand and enhance our continuum of gambling services throughout New York, as well as educate the public about the importance of responsible gambling and the steps they can take to avoid risks of developing a gambling addiction."

NYCPG Executive Director Jim Maney said, "We support the gaming industry's efforts to prevent problem gambling, and are proud of the relationships we've formed between gaming operators, treatment professionals and regulators to achieve a common goal – protecting New Yorkers from the harms of problem gambling and ensuring that help is available for those who need it."

In addition to industry-driven measures, New York's gaming operators must employ regularly updated and comprehensive responsible gaming plans that detail how they train employees on the issue, what services and information are available for patrons, and additional safeguards.

The RPP is preparing enhanced training materials for video lottery and commercial casino employees to better educate them on how to recognize problem gambling behavior, how to interact with someone exhibiting such behavior, and how to get them help in a timely manner.

New York State has a robust voluntary self-exclusion program that allows individuals to bar themselves from any legal gaming opportunity in the state. The RPP continues to make enhancements to the program to provide additional supports for those that choose to voluntarily self-exclude, including the option to receive a follow up call from a HOPEline professional for additional support and offering enhanced services from individuals with problem gambling experience.

The NYCPG's free Voluntary Self Exclusion Support Program is available via VSESupport@nycpg.org or 518-903-0217 to help those who wish to self-exclude navigate the process. The NYCPG's Voluntary Self Exclusion Support program:

- Explains the self-exclusion process in plain language
- Connects the individual to a problem gambling treatment provider, as well as information for counseling, peer support and recovery services
- Assists with completing the VSE necessary forms, including notarization

OASAS continues to analyze self-excluded individual demographic data to better direct public awareness campaigns and services.

The RPP was formed to bring all stakeholders together to address problem gambling, including bridging the gap between gaming facility operators and problem gambling treatment providers. The RPP works to ensure that all gaming entities in the state comply with all rules and regulations and provide access to help for individuals who need it. The RPP continues to collaborate to advance New York's ongoing commitment to prevent and treat problem gambling.

Those seeking help can call New York State's free and confidential HOPEline 24/7 at 1-877-8-HOPENY (1-877-846-7369) or text HOPENY (467369).

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