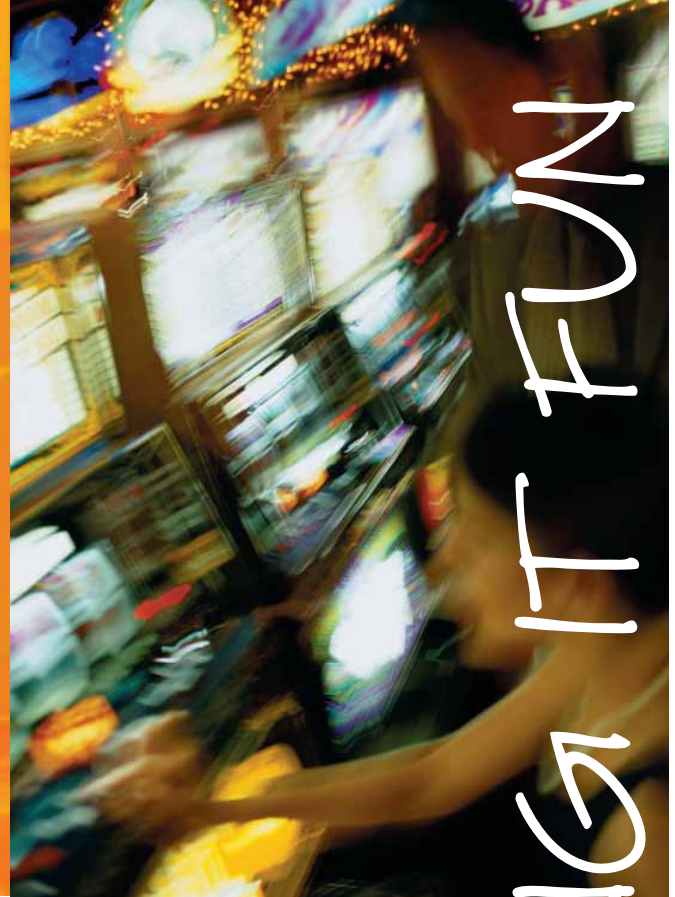


Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

The information in this brochure was derived from *Gambling: Choices and Guidelines* (© 1993, 1998 2nd edition, 2002 3rd edition; Minnesota Institute of Public Health) by Roger Svendsen and Tom Griffin. Material has been reproduced with permission. For more information on responsible gaming, please contact the Gambling Problems Resource Center in Minnesota at 1-800-782-1878, or write to Gambling Problems Resource Center, 2720 Highway 10 NE, Mounds View, MN 55112-4092, or visit www.miph.org/gambling.

If you or someone you know has a gambling problem, call 1-800-522-4700 for confidential assistance, or visit www.ncpgambling.org for resources available in your state.



A GUIDE TO RESPONSIBLE GAMING



American Gaming Association
1299 Pennsylvania Avenue, NW
Suite 1175
Washington, DC 20004
202-552-2675
www.americangaming.org

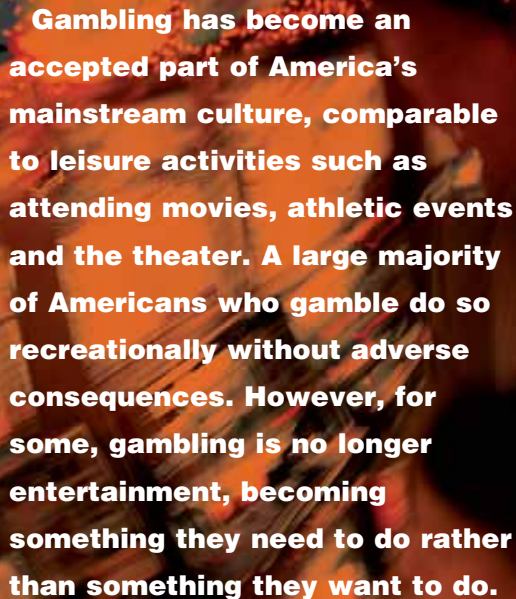
©2003 American Gaming Association.
All rights reserved.
Photo ©2003 Photodisc.com



Produced by the
American Gaming Association
to promote responsible gaming.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).



Gambling has become an accepted part of America's mainstream culture, comparable to leisure activities such as attending movies, athletic events and the theater. A large majority of Americans who gamble do so recreationally without adverse consequences. However, for some, gambling is no longer entertainment, becoming something they need to do rather than something they want to do.

This brochure describes how you can gamble responsibly and "keep it fun."

Characteristics of Responsible Gaming

- Responsible gamblers understand that gambling by its nature entails risk and that the odds of winning are with the house.
- Responsible gaming is done socially, with family, friends or colleagues.
- Responsible gaming is done for limited amounts of time, both in frequency and duration.
- Responsible gaming always has predetermined, acceptable limits for losses.

Setting Personal Guidelines

You can establish your own limits and provide direction to others by developing a set of personal guidelines to determine whether, when and how much to gamble.

1.The decision to gamble is a personal choice.

No one should feel pressure to gamble, or feel that he or she must gamble to be accepted.

2.Gambling is not essential for having a good time.

Gambling should not be perceived as necessary for having fun and being with friends.

3.What constitutes an acceptable loss needs to be established before starting to gamble.

Any money spent on gambling should be considered the cost of entertainment; people should only gamble with money they can afford to lose. For those who choose to gamble, it is essential to know when to stop.

4.Borrowing money to gamble should be avoided and discouraged.

Borrowing money from a friend, relative or any other source of funds with the intention of repaying with gambling winnings is always high-risk and inappropriate.

5.There are times when people should not gamble.

Never gamble when under the legal gambling age; when it interferes with work or family responsibilities; when in recovery for addictive disorders or dependencies; when the form of gambling is illegal; when gambling is prohibited by organizational policy; or when trying to make up for prior gambling losses ("chasing" losses).

6.There are certain high-risk situations during which gambling should be avoided.

Avoid gambling when feeling lonely, angry, depressed or under stress; when coping with the death of a loved one; to solve personal or family problems; or to impress others.

7.Excessive use of alcohol when gambling can be risky.

Irresponsible alcohol use can affect a person's judgment and interfere with the ability to control gambling and adhere to predetermined limits.

**Keep gambling what it should be—entertainment.
Know how to set limits, and know when to stop.**

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

True or False?

DISPELLING POPULAR SLOT MACHINE MYTHS

If a slot machine hasn't paid out for a while, it's due for a win.

False. Slot machines operate randomly at all times – no matter how many wins or losses have occurred in the past. A machine that has not paid out for a while has no greater chance of paying out in the future.

A slot machine can tell the difference between maximum and minimum bets.

False. The number of coins played – or the amount of a wager – does not affect the outcome of a game. It only affects how much a player may win or lose.

Players can determine a machine's odds by counting the symbols on each reel.

False. Because multiple numbers generated by the RNG can correspond to the same symbol on a reel, there are many more number combinations possible than are visible to the eye. Even though there may be only 15 symbols on a reel, there can be thousands of virtual stops.

Using a player's club card will increase the chances of winning a jackpot.

False. The RNG that determines the outcome of each play is not linked to the player's club card reader. The RNG cannot tell whether a card is inserted or not, so the outcome of the game is not affected.

After hitting a jackpot, a player should move to a new slot machine. The machine currently in play is not likely to hit again.

False. The odds of winning another jackpot on the next play are the same as they were before hitting the jackpot. There is no such thing as a "hot" or "cold" slot machine.

Slot machines are highly addictive.

False. Research has found no evidence that slot machines lead to greater rates of gambling addiction.

For more information about slot machines, their impact and how they are regulated, read "Demystifying Slot Machines and Their Impact in the United States," available on the AGA website. To learn more about different types of gaming machines and how they work, read "Introduction to Slots and Video Gaming," available at www.igt.com.



AMERICAN
GAMING
ASSOCIATION

American Gaming Association
1299 Pennsylvania Avenue, NW
Suite 1175
Washington, DC 20004
202-552-2675
www.americangaming.org

Taking the Mystery Out of the Machine

A GUIDE TO
UNDERSTANDING
SLOT MACHINES



The slot machine.

It's America's favorite casino game and one of the most widely recognized symbols of commercial gaming. Yet most people know very little about slots. A close look at these machines reveals how they are made, how they operate and how they are regulated.

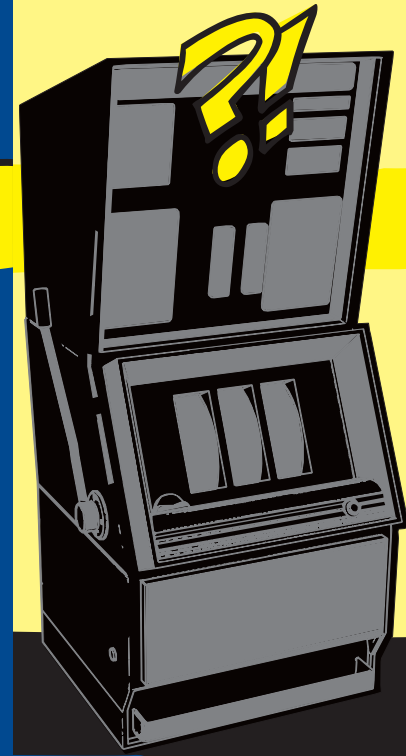


Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

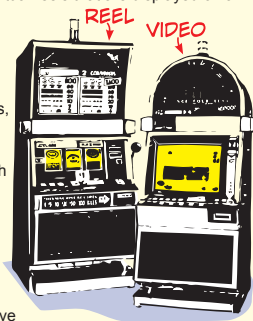
TYPES OF MACHINES

The slot machine has captured the imaginations of gamblers for more than 100 years. Modern slot machines feature thousands of different games, as many as 200 paylines and a variety of betting limits.

There are two basic types of slot machines in today's casino – mechanical reel and video slot machines. Mechanical reel machines have actual physical reels that spin when play begins, while video slot machines have virtual reels that are displayed on a video monitor.

Within these two main categories are additional types of machines, including progressive slot machines in which the top payout award continues to grow as more money is added to a machine, as well as machines that offer interactive bonus games when certain symbols appear on the payline.

No matter what type of machine you play, most slot machines operate in pretty much the same way.



HOW IT WORKS

To understand how a slot machine works, it's important to understand the Random Number Generator (RNG), a tiny computer that determines where the reels stop during each slot machine play.

Even before a player approaches a slot machine, the RNG is cycling through millions of number combinations. Each number in the combination corresponds to the different symbols on the slot machine reels. Multiple numbers can correspond to the same symbol, which is called a virtual stop.

Here's a look at what happens once slot machine play begins.



- The player pushes a button or pulls a lever to initiate play.
- In that instant, the RNG picks the number combination highlighted in its system at that given moment, and each reel stops in the position that corresponds to that number.
- If the numbers and accompanying symbols on the payline match a winning combination, the game processor notifies the player through the screen.
- The game processor simultaneously calculates the amount won based on the odds of the game and the amount wagered.
- The win is paid or added to the player's credit meter.
- With each new play, this process repeats in exactly the same way, independent of the events that happened before.

FROM CONCEPT TO CASINO FLOOR

Slot machines are created with one goal in mind – to ensure that players are entertained when playing them. Machine production is a complex process involving many decisions, from determining betting options to artwork and theme. Designers pay attention to cultural and technological trends to ensure that new games are on the cutting edge.

It takes approximately 12 to 18 months to produce a new slot machine game.

Once a game is crafted, it often is tested with a focus group of customers. It then is sent to a private lab to confirm it works properly and meets state regulatory requirements and/or is submitted to state regulators for approval.

ENSURING COMPLIANCE

Every year roughly \$265 million is spent on regulating the gaming industry, including slot machines. Before reaching the casino floor, slots are subjected to lengthy compliance tests in order to be approved by regulators. Those tests make sure the games are fair and reliable.

Technicians perform regular maintenance on the machines once they are on the floor, and regulators perform check-ups if problems arise – all to ensure the machines continue to operate as they should.

Often, a single slot machine game must be approved by regulatory bodies in more than 200 different gaming jurisdictions.

RESPONSIBLE PLAY

Since the 1970s, the popularity of slot machines has exploded. But, during that time, research from Harvard University and other institutions has shown that the rate of gambling disorders has held steady at 1 to 3 percent of Americans. There is no research indicating slot machines trigger addiction.

Slot machines should not be considered a way to earn money. They are intended only to provide gaming customers entertaining – and often exciting – experiences.

The average customer spends \$108 when visiting a casino – an amount that, when adjusted for inflation, has changed little during the past 35 years.

CONSTANT EVOLUTION

Slot machines have come a long way in the past 100 years, and, as we look to the future, that evolution will continue. Already on today's casino floor, you can find games that allow people to play together and share bonus rounds, and server-based games that allow players to pick from a variety of games on a single machine. Wherever technology takes us, the games will continue to be fair, regulated and, above all, fun!

BY THE NUMBERS

59: The percentage of Americans who consider slot machines their favorite casino game.

88-98: The overall percentage that a machine will return to players in the long run. For every \$100 wagered, players might lose approximately \$2 to \$12 over time.



1899: The year in which Charles Fey invented the first slot machine, the Liberty Bell.

30,000: The number of people employed at companies that produce slot machines and/or other casino games. These employees earn \$2.1 billion annually.

2,250: The number of regulators who oversee the gaming industry. Ensuring that slot machines operate correctly is among their many responsibilities.

833,000: Approximately the number of slot machines operating in the U.S.



\$38.7 Million: The largest slot machine jackpot ever won.

1,200: The average number of individual parts in a slot machine.

275: Approximately the number of pounds an upright slot machine weighs.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

When Gambling is No Longer a Game

888-ADMIT-IT
(888-236-4848)

24-Hour Toll-Free Confidential HelpLine
Multilingual/Se Habla Español

Live Chat at www.gamblinghelp.org
Monday - Friday, 8:00 a.m. - 5:00 p.m.

 **Florida Council on Compulsive Gambling, Inc.**

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).


Keep Gambling Recreational

- ♠ Set aside how much you can afford to spend and lose each time you gamble.
- ♠ Avoid gambling on credit.
- ♠ Establish a time limit before you start gambling and stick to it.
- ♠ Take frequent breaks during play.
- ♠ Understand that gambling should never be used as a substitute for family, friends, work or other worthwhile activities.
- ♠ Be aware of the risks involved in advance of play.
- ♠ Speak with any of our staff if you are experiencing difficulty.
- ♠ Know the 24-hour HelpLine number and be willing to call if you or someone you know needs help.

24-HOUR | CONFIDENTIAL HELPLINE

888-ADMIT-IT
(888-236-4848)

www.gamblinghelp.org

 Florida Council on Compulsive Gambling, Inc.

When gambling is no longer a game...

The first step to getting help is *admitting it.*

Calder Casino & Race Course is dedicated to providing a fun and entertaining environment for our patrons. For most, gambling is a social activity. However, for some, gambling can become a problem.

We are committed to helping those in need of support and offer a Responsible Player Program through a cooperative effort with the Florida Council on Compulsive Gambling.

Any person in need of assistance may call the FCCG's 24-Hour multilingual HelpLine or consult any of our employees. *We're here to help.*



**CALDER CASINO
& RACE COURSE**

A Churchill Downs Company



 Florida Council on Compulsive Gambling, Inc.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

**PROBLEM
GAMBLING BYTES**

DON'T LET IT BYTE YOU

888-ADMIT-IT | 24 – HOUR
CONFIDENTIAL HELPLINE

 Florida Council on
Compulsive Gambling, Inc.

gamblinghelp.org

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

WHEN YOUR LIFE AND LIVELIHOOD COME DOWN TO ANOTHER BET OR ONE MORE GAME, YOU'VE GOT A GAMBLING PROBLEM.

ASK FOR A SELF-EXCLUSION FORM...
At your request, we will provide a self-exclusion form that will authorize us to prohibit you from all gaming premises within the state of Mississippi. The self-exclusion form is available by appearing at our main cashier cage on the 1st floor of the casino or at any Mississippi Gaming Commission office. You must personally return the form to any Mississippi Gaming Commission office. At that time, you will need to present valid identification and return all player club cards and similar items issued by any casinos to you for the purpose of gambling. We will also suspend all related activities and privileges including check cashing and credit, direct mail promotions, players club memberships and complimentary goods and services and the like. The length of the self-exclusion period can be a minimum of five years to a lifetime. Direct mail will take approximately 6-8 weeks to stop following notification.

WINNERS KNOW WHEN TO QUIT

WINNERS KNOW WHEN TO QUIT

WINNERS KNOW WHEN TO QUIT

Toll-free confidential counseling on problem & compulsive gambling
1-888-777-9696
The Mississippi Council on Problem & Compulsive Gambling
1-800-504-7529
The Mississippi Gaming Commission

4280 Harlows Boulevard, Greenville, MS 38701
666-534-5925 • www.harlowscasino.com

TOLL-FREE CONFIDENTIAL COUNSELING ON PROBLEM GAMBLING

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

AM I A PROBLEM GAMBLER?

These questions will help you find out if you or someone you know has a problem with gambling. If you answer yes to 7 out of 20 questions, then you may have a gambling problem and need help.

ANSWER THESE QUESTIONS

- Did you ever lose time from work due to gambling?
- Has gambling ever made your home life unhappy?
- Did gambling affect your reputation?
- Have you ever felt remorse after gambling?
- Did you ever gamble to get money with which to pay debts or otherwise solve financial difficulties?
- Did gambling cause a decrease in your ambition or efficiency?
- After losing, did you feel you must return as soon as possible and win back your losses?
- After a win, did you have a strong urge to return and win more?
- Did you often gamble until your last dollar was gone?
- Did you ever borrow to finance your gambling?
- Have you ever sold anything to finance gambling?
- Were you reluctant to use "gambling money" for normal expenditures?

Did gambling make you careless of the welfare of yourself and your family?

Did you ever gamble longer than you had planned?

Have you ever gambled to escape worry or trouble?

Have you ever committed, or considered committing an illegal act to finance gambling?

Did gambling cause you difficulty in sleeping?

Do arguments, disappointments or frustrations create within you an urge to gamble?

Did you ever have an urge to celebrate any good fortune by a few hours of gambling?

Have you ever considered self-destruction as a result of your gambling?

GET HELP YOU CAN BET ON

If you answered yes to 7 out of the 20 questions listed, you may need help. The Mississippi Council on Problem & Compulsive Gambling has established a twenty-four hour help line to help problem gamblers in our area. All calls are strictly confidential.

WE DO CARE & WANT TO HELP

Here at Harlow's Casino Resort & Spa, we want to ensure that our guests enjoy the casino in the spirit in which it is intended - to provide entertainment, not to damage lives. If you feel that you or someone you care about has a problem with gambling, there is one way we can help.

GET A HOLD ON YOUR LIFE AND BEAT PROBLEM GAMBLING. MAKE THE TOLL-FREE CALL TODAY.

Toll-free confidential counseling on problem & compulsive gambling

1-888-777-9696
The Mississippi Council on Problem & Compulsive Gambling

1-800-504-7529
The Mississippi Gaming Commission

WINNERS KNOW WHEN TO QUIT.

MAKE THE CALL

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

Am I a problem gambler?

These questions will help you find out if you or someone you know has a problem with gambling. If you answer **yes** to 7 out of the 20 questions, then you may have a gambling problem and need help.

Answer these questions:

1. Did you ever lose time from work due to gambling?
2. Has gambling ever made your home life unhappy?
3. Did gambling affect your reputation?
4. Have you ever felt remorse after gambling?
5. Did you ever gamble to get money with which to pay debts or otherwise solve financial difficulties?
6. Did gambling cause a decrease in your ambition or efficiency?
7. After losing, did you feel you must return as soon as possible and win back your losses?
8. After a win, did you have a strong urge to return and win more?

9. Did you often gamble until your last dollar was gone?
10. Did you ever borrow to finance your gambling?
11. Have you ever sold anything to finance gambling?
12. Were you reluctant to use "gambling money" for normal expenditures?
13. Did gambling make you careless of the welfare of yourself and your family?
14. Did you ever gamble longer than you had planned?
15. Have you ever gambled to escape worry or trouble?
16. Have you ever committed, or considered committing, an illegal act to finance gambling?
17. Did gambling cause difficulty in sleeping?
18. Do arguments, disappointments or frustrations create within you an urge to gamble?
19. Did you ever have an urge to celebrate any good fortune by a few hours of gambling?
20. Have you ever considered self destruction as a result of your gambling?

No help? Don't bet on it.

If you answered **yes** to 7 out of the 20 questions listed, you may need help. The Mississippi Council on Problem and Compulsive Gambling has established a twenty-four hour help line to help problem gamblers in our area. All calls are strictly confidential.

Get a hold
on your life
and beat
problem
gambling.

Make the
toll-free call
today.

1-888-777-9696

Toll-free confidential counseling on problem & compulsive gambling.

1-888-777-9696

Toll-free confidential counseling on problem & compulsive gambling.

The Mississippi Council on Problem & Compulsive Gambling

www.msgambler.org

Get it together. Make the call.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

When your life and livelihood come down to another bet or one more game, you've got a gambling problem.

1-888-777-9696
Toll-free confidential counseling on problem & compulsive gambling.
The Mississippi Council on Problem & Compulsive Gambling
www.msgambler.org
Get it together. Make the call.

WINNERS
KNOW WHEN TO
QUIT.

Toll-Free Confidential Counseling on Problem Gambling.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

- You will be presented with a self-exclusion agreement that you should read in its entirety prior to signing

- The facility will request a current picture – if you have one, bring it with you. If you don't they will simply take your picture while completing the agreement process

- Make sure to tell the facilitator that you wish to be banned from all areas of the establishment (slot room, card room, racetrack, etc.)

*Self-excluding at one facility does not self-exclude you from all facilities. You will have to complete this process at every gaming establishment you wish to exclude from

What Happens if You Return to the Facility After Self-Excluding?


Should you happen to return to a gaming establishment after completing the process of self-excluding, several things could happen:

- If you gamble and win, you will not be able to collect any winnings or recover losses
- You will not be able to utilize any of the facilities amenities (credit or check cashing privileges, receipt of complimentary goods, etc.)
- If you are identified by security you will be removed from the premises
- You may be issued a trespass warning and subsequently arrested for further trespassing violations

Self-exclusion is a program that provides boundaries for those who cannot control their gambling. When enacted, it can serve as a very powerful tool in the recovery process. Please note that while some facilities will ban you at all locations that they manage and/or operate, others may not, so you may have to visit multiple facilities to complete the process.

Help Starts Here

888-ADMIT-IT (888-236-4848)
24-Hour Confidential HelpLine
www.gamblinghelp.org

 Florida Council on Compulsive Gambling, Inc.

PROBLEM GAMBLING SELF-EXCLUSION PROGRAM

WHAT YOU NEED TO KNOW

What is Self-Exclusion?

Gambling is a problem whenever it negatively impacts upon any aspect of a person's life. In instances when a gambler is no longer in charge of their behaviors, self-exclusion provides an opportunity to exclude oneself from returning to the gaming facility.

Most gaming facilities provide self-exclusion programs which allow customers to voluntarily bar themselves in order to restrict their access to gambling. When a gambler has lost control of their gambling, this program can assist in the recovery effort.

How Does the Self-Exclusion Program Work?

Self-exclusion is a binding agreement between the gambler and the gaming facility to prohibit return to the gaming property. It exists for a specific period of time (chosen by the gambler) ranging from 1 year to a lifetime. Once you have completed the self-exclusion process, all marketing and promotions mailings from the facility such as coupons, free play money, ads, giveaways, etc. will cease.

How Do You Self-Exclude?

Since the process varies among gaming facilities, it is important to call ahead and inquire about how the self-exclusion program works at that particular location.

- Make an appointment with the person responsible for self-exclusion (security, manager, etc.) to fill out a self-exclusion application. It can be helpful to bring a trusted person with you such as a family member or friend when submitting the application

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

WARNING SIGNS OF PROBLEM GAMBLING

1. Are you feeling preoccupied with gambling?
2. Are you spending money on gambling that should be used on other things?
3. Have you lost time from work or school due to gambling?
4. Have you lied to cover up gambling activities or how much money you have lost?
5. Do you need to gamble with increasing amounts of money in order to feel the excitement?
6. Have you tried to control, cut back or stop gambling but are unable to do so?
7. Do you often return another day to win back what you lost gambling?
8. Do you borrow money to gamble or to pay back gambling related debts?

THE FCCG OFFERS A VARIETY OF RESOURCES TO THOSE AFFECTED, INCLUDING PRIVATE COUNSELING, SUPPORT GROUPS, PEER CONNECT, AND WEB BLOCKERS

— COMPULSIVE GAMBLING IS TREATABLE —
24-HOUR | CONFIDENTIAL HELPLINE
888-ADMIT-IT
(888-236-4848)

www.gamblinghelp.org

 Florida Council on Compulsive Gambling, Inc.



Nearly 90% of Floridians have participated in some form of gambling. For most, gambling is a harmless entertainment option. For some, however, it can be a serious addiction.

There are thousands of Internet gambling websites available that offer the same gambling opportunities found in traditional casinos. For problem gamblers, the accessibility is what makes this option dangerous.

The Florida Council on Compulsive Gambling is committed to helping those that are affected by Internet gambling.

HELP US NAVIGATE PROBLEM GAMBLING.

- The global Internet gambling market was estimated to be worth \$28.32 billion in 2012 and forecasted to rise to \$49.64 billion by 2017 (GBGC, 2013).
- In a survey of international gamblers, internet gamblers were 3 times more likely to be moderate-risk gamblers, compared to non-Internet gamblers (Wood & Williams, 2011).
- The fastest growing segment of the population involved in online gambling are teens and young adults.
- A University of Connecticut study showed that 23 percent of college students had gambled online and 6.3 percent did so weekly.
 - Of those that gambled frequently online, 61 percent were pathological gamblers.

PLEASE HELP SPREAD THE WORD ABOUT PROBLEM AND COMPULSIVE GAMBLING.

 Florida Council on Compulsive Gambling, Inc.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

888-ADMIT-IT

Línea de Ayuda Confidencial Gratuita para Problemas de Juego, de atención las 24 horas

Entiéndalo - Reconózcalo - Tráelo

Miles de residentes de la Florida sufren de una enfermedad oculta. Ésta afecta a las personas sin reparar en edad, género, ingresos, educación o raza. No presenta síntomas físicos y puede llevar a las personas a la devastación financiera y hasta la muerte. Afortunadamente, el juego compulsivo se puede tratar.

El primer paso para obtener ayuda si tiene problemas de juego es admitir que los tiene. Si usted o alguien que usted conoce está teniendo dificultades a causa del juego, llame al Florida Council on Compulsive Gambling al **888-ADMIT-IT** (888-236-4848).

Hay especialistas de ayuda disponibles las 24 horas del día y las llamadas son totalmente confidenciales. En base a las necesidades y circunstancias de cada persona, se le derivará a los recursos locales respectivos. Los servicios incluyen:

- Grupos de autoayuda
- Opciones de tratamiento profesional
- Asesores financieros
- Ayuda jurídica
- Otros tipos de apoyo

www.gamblinghelp.org

Florida Council on Compulsive Gambling, Inc.
901 Douglas Avenue, Suite 200 • Altamonte Springs, FL 32714

888-ADMIT-IT

24-Hour Confidential Toll-Free Problem Gambling HelpLine

Understand It – Admit It – Treat It

Thousands of Florida residents suffer from a hidden disease. It affects people of all backgrounds regardless of age, gender, income, education or race. There are no physical symptoms and it can lead persons to financial devastation and even death. Fortunately, compulsive gambling is treatable.

The first step to getting help for a gambling problem is admitting that there is one. If you or someone you know is experiencing difficulties due to gambling, call the Florida Council on Compulsive Gambling's toll-free confidential HelpLine at **888-ADMIT-IT** (888-236-4848).

HelpLine Specialists are available 24-hours a day and every call is completely confidential. Referrals to local resources are made based upon caller needs and circumstances. Services include:

- Self-help groups
- Professional treatment options
- Financial counselors
- Legal assistance
- Other supports

www.gamblinghelp.org

Florida Council on Compulsive Gambling, Inc.
901 Douglas Avenue, Suite 200 • Altamonte Springs, FL 32714

Línea de Ayuda para Problemas de Juego: Ayuda y Esperanza de la Florida

Línea confidencial gratuita de atención las 24 horas.
Recursos y Derivados

888-ADMIT-IT
(236-4848)

Problem Gambling HelpLine: Florida's Help and Hope

24-hour Toll-Free Confidential Resource and Referrals

888-ADMIT-IT
(236-4848)



Florida Council on Compulsive Gambling, Inc.



Florida Council on Compulsive Gambling, Inc.

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

A black rectangular sign with white text. The text is centered and reads: "When Gambling is No Longer a Game" in a bold, sans-serif font. Below this is the phone number "888-ADMIT-IT" in a large, bold, sans-serif font, followed by "(888-236-4848)" in a slightly smaller, bold, sans-serif font. Underneath the phone number is the text "24-Hour Toll-Free Confidential HelpLine" and "Multilingual/Se Habla Español" in a smaller, bold, sans-serif font. Below that is "Live Chat at www.gamblinghelp.org" and "Monday - Friday, 8:00 a.m. - 5:00 p.m." in a smaller, bold, sans-serif font. At the bottom left is a logo consisting of a stylized 'C' with a vertical line through it, followed by the text "Florida Council on Compulsive Gambling, Inc." in a bold, sans-serif font.

When Gambling is No Longer a Game
888-ADMIT-IT
(888-236-4848)
24-Hour Toll-Free Confidential HelpLine
Multilingual/Se Habla Español
Live Chat at www.gamblinghelp.org
Monday - Friday, 8:00 a.m. - 5:00 p.m.
 **Florida Council on Compulsive Gambling, Inc.**

Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).



Exhibit X.A.2 – Problem Gambling Signage

Submit as Exhibit X.A.2. a description of signs, alerts and other information that will be available in the proposed Gaming Facility to identify resources available for those affected by gambling related problems, including the New York State Office of Alcoholism and Substance Abuse Services (OASAS) HOPEline (1-877-8-HOPENY).

If gambling is a problem for you or someone you care about, please call the New York Council on Problem Gambling hotline at:
1-877-8-HOPENY

Saratoga Casino and Raceway Cares About You

Compulsive Gaming and Self-exclusion Program

If gambling is a problem for you or someone you care about please call the New York Council on Problem Gambling hotline at:
1-877-8-HOPENY

SARATOGA CASINO AND RACEWAY

Must be 18 years or older to play video gaming machines or wagers on horse races. Please play responsibly.

SARATOGA CASINO AND RACEWAY

Compulsive Gaming and Self-exclusion Program

The management of Saratoga Casino and Raceway believes that the Company has a moral, social, and professional obligation to promote responsible gaming by its patrons and to strictly enforce minimum legal wagering ages.

All employees at Saratoga Casino and Raceway are trained to recognize and respond appropriately when a customer gaming problem becomes apparent.

If you feel that you have a gaming problem and need assistance, we can help. Our voluntary self-exclusion program is available on property and we can direct you to further assistance by the New York Council on Problem Gambling. The problem gambling hotline phone number is: 1-877-8-HOPENY (1-877-846-7369).

What is the Self-exclusion Program?

The self-exclusion program was established to allow people to voluntarily ban themselves from Saratoga Casino and Raceway's property.

How do I get placed on the Self-exclusion list?

You may obtain information and an application form by using one of the following methods:

1. By calling Saratoga Casino and Raceway at 518-581-5757
2. Online at SaratogaCasino.com
3. In person at the Security Office

You must complete the form and submit it in person to the Security Department.

Saratoga Casino and Raceway
Crescent Avenue
Saratoga Springs, NY 12866

You will be required to provide identification that includes your signature and either a photograph or physical description of yourself. When you file the form, you will be photographed. That photo, and other identifying information, will be displayed to employees in non-public areas to assist with enforcement of your request.

Can I just mail back the completed form?

No. You must return the application form in person. The requirement to file in person is for your protection. Only you can put yourself on the self-exclusion list.

What will happen if I try to go to Saratoga Casino and Raceway and play?

After you are placed on the self-exclusion list, you are banned from the entire property. All Saratoga Casino and Raceway personnel will be permitted to refuse your wagers and ask you to leave the property. If you did place a wager, you would be unable to collect any winnings or recover any losses. Additionally, you will not be able to receive complimentary goods or services or participate in promotional offerings. All points accumulated through the Player Extras Club will be forfeited upon self-exclusion.

If you violate the self-exclusion policy and are found on property for a second time since requesting to be added to the list, you will be charged with trespassing.

How long will I be on the Self-exclusion list?

That is up to you. When you request self-exclusion, you will choose whether you want to be excluded for a minimum of one year, three years or five years. You will remain on the self-exclusion list for at least the length of time you select, after that time expires, you must apply to be reinstated.

The problem gambling hotline phone number is:
1-877-8-HOPENY
or **1-877-846-7369**

SARATOGA CASINO AND RACEWAY

Exhibit X.A.3 – Identification of Problem Gambling

Submit as Exhibit X.A.3. a description of the initial and ongoing training that will be used to help Gaming Facility employees identify those who may have gambling-related problems, or self-identify, and assist them to obtain help for those problems.

Capital View Casino & Resort has a responsibility to our employees, our guests, and the communities we serve to understand the difference between unhealthy gambling and gambling for enjoyment and entertainment. We understand that our team members play a vital role in supporting and maintaining responsible gaming practices and are committed to train employees so that every team member understands the importance of responsible gaming and is knowledgeable about their role and the corporation's expectation of their actions.

The training and maintenance of employee responsible gaming awareness will incorporate five central components.

1. All new employees will receive an extensive orientation program where they will receive and review a Team Member Handbook that reinforces CVCR's commitment to responsible gaming. As part of the orientation program, all casino employees will be required to complete New York State Gaming Commission approved training on Responsible Gambling and Problem Gambling. Training will be provided upon initial hiring and periodic refresher training will be required. An evaluation process will be in place that measures the individual employee's increase in knowledge and readiness to provide assistance. **See Exhibit X.A.3. Appendix for a version of the slides utilized to train Team Members at several of our sister properties around the country.**
2. Managers and supervisors will receive extensive responsible gaming leadership training. This training will be designed to develop both knowledge and skills to:
 - Appropriately respond to staff and patrons expressing responsible gaming and problem gambling concerns or displaying concerning behavior.
 - Ensure that everyone on the gaming floor is of legal age.
 - Promote resources addressing responsible gaming and problem gambling.

During this training, managers and supervisors will be provided with a responsible gaming resource guide that will clarify what should and should not be done to create a legal, safe, and enjoyable gaming environment. The resource guide will include a glossary of terms, a list of in-house resources, a list of community resources, a quick reference guide for diffusing tense or emotionally charged situations, and a list of responsibilities for ensuring compliance to New York State laws addressing alcohol use, underage gambling, and the promotion of responsible gaming.

3. Responsible gaming knowledge, awareness, and practice will be maintained through the integration of responsible gambling content into supervisory duties. These duties include (a) supervisors will review specific department policies and procedures relating to responsible gambling with each of their new employees, (b) during team meeting supervisors will provide responsible gambling policy and procedure reminders, and (c) supervisors will actively debrief with employees after situations that involve an intervention to maintain a legal, safe, and enjoyable casino environment.