



It is the intent of the Applicant to offer assistance and provide information and training in order to make employees, guests, community and young people aware of Problem Gambling signs and symptoms, as well as identify available professional resources. The Applicant will incorporate Problem Gambling at the start of employment during the orientation process and requires regular periodic refresher training for the duration of employment. The Applicant's programs will cover the following training areas:

- Review of Gaming Facility's Problem Gaming Policy
- The Social Impact of Problem Gambling
- Regulatory Training Requirements
- Facts About Problem Gambling
- Characteristics of Problem Gambling
- Underage Gambling
- Types of Gamblers
- Types of Problem Gamblers
- Facts about Pathological/Compulsive Gamblers
- Potential Social Cost of Problem Gamblers
- Characteristics Associated With Problem Gamblers
- Warning Signs
- Problem Gamblers 10 Rules
- Intervention Procedures
- Identifying Problem Gambler Behavior
- Treatment – Recovery Program
- Resources For Help

Upon identification, either in person or via surveillance of a guest suspected to be on the exclusion list, security officers will contact the Director of Surveillance to determine if the physical features of the guest are consistent with those documented on the exclusion form. If a match is conclusive, the Director of Security will immediately contact the Director of Compliance, Director of Surveillance, and Director of Casino. The guest will be escorted off the gaming floor by Security and reported to State Regulators if required.