

## **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.*

The following measures will be implemented to assist casino employees with identification of those who may have a gambling or related problem. Also, the efforts to assist patrons with self-identification of a gambling or related problem and the assistance to obtain help for those problems.

The casino will provide training and information to employees and the public concerning problem, compulsive and underage gambling. The casino will post information and signs with a statement regarding obtaining assistance with gambling problems. The signs will be posted at each entrance and exit, and near each credit location. The casino will include a statement regarding obtaining assistance with gambling problems on all paper stock that is provided to the general public. We will also provide information to the general public concerning problem, compulsive and underage gambling. Additionally, underage gaming signage which will state at a minimum “no patrons under 21 years of age will be allowed to enter the casino” will be posted at each entrance and exit of the casino.

Casino employees will have access to handout cards which provide self-analysis for warning signs of a gambling problem. The cards will also supply patrons with a toll-free number to call for assistance regarding a gambling problem. All employees are instructed to give this card to patrons requesting assistance with problem and compulsive gambling. Printed materials on problem and compulsive gambling will be available to the general public and are maintained at security podiums throughout the casino, at the cashier cage and at the player’s club (Rush Rewards Center).

The casino will disseminate, through training and other means, information to its staff regarding the nature of problem and compulsive gambling, the Statewide Voluntary Self Exclusion program and casino policies concerning the identification of or assistance to persons with gambling problems. Similar training and information is provided concerning the prevention and detection of underage gambling.

All casino employees are trained during new hire orientation. All “front of house” employees and supervisor and above team members continue to complete a semi-annual refresher training course to maintain understanding of the casino policies and procedures regarding problem, compulsive and underage gambling and information pertaining to the Statewide Voluntary Self Exclusion program. The training will be conducted via classroom, preshift and/or online. The following departments, at a minimum, will receive the training:

- a. Table Games
- b. Slots/Player Services
- c. Marketing
- d. Security
- e. Surveillance
- f. Food and Beverage
- g. Finance – Operations
- h. Internal Audit