

## **X. WORKFORCE ENHANCEMENT FACTORS**

### **A. MEASURES TO ADDRESS PROBLEM GAMBLING**

#### **3. INDEFICATION 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.*

This Responsible Gaming Program shall be effective at the start of gaming operations with all newly hired team members trained in orientation prior to starting in their job. The property will conduct annual refresher Responsible Gaming training for all team members. The property will provide the State's Responsible Gambling Program Coordinator with a quarterly report detailing any new employees, when they received their training, and any employee who has received their annual refresher training including date of that training.

*LIVE!* will train team members on responsible gaming and responsible alcohol service and provide annual refresher training. By educating our team members through training, we will enhance their understanding of the impact of problem gambling and substance abuse, on people at risk, and identified connections between excessive gambling and substance abuse on socio-economic, health and community safety issues.

The applicant has attached as an exhibit, the Responsible Gaming Plan which includes a training section.

#### **Attachment Included:**

Responsible Gaming Online Training

New York Live!Casino Responsible Gambling Plan