



MARYLAND LIVE! CASINO RESPONSIBLE GAMING



OBJECTIVES

AN OVERVIEW OF GENERAL INFORMATION PERTAINING TO:

- BEING A RESPONSIBLE GAMING CASINO
- RECOGNIZING THE SIGNS AND BEHAVIORS OF POTENTIAL PROBLEM GAMBLERS
- TO BE KNOWLEDGEABLE ON INFORMATION AND PROGRAMS AVAILABLE FOR PROBLEM GAMBLERS
- RULES AND REGULATIONS ON UNDERAGE GAMING



WHAT IS RESPONSIBLE GAMING?

MOST PEOPLE WOULD SAY THAT RESPONSIBLE GAMING CONCERNS PEOPLE WHO HAVE OR ARE AT RISK FOR DEVELOPING A GAMBLING PROBLEM.



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CODE OF CONDUCT FOR RESPONSIBLE GAMING “THE CODE”

LIKE MARYLAND LIVE! CASINO, THE AMERICAN GAMING ASSOCIATION (AGA) IS COMMITTED TO PROMOTING RESPONSIBLE GAMING. AS PART OF THAT COMMITMENT, THE AGA HAS DEVELOPED ITS CODE OF CONDUCT FOR RESPONSIBLE GAMING. AS A MEMBER OF THE AGA, MARYLAND LIVE! CASINO HAS PLEDGED TO FOLLOW THE PROVISIONS IN THE CODE.



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“THE CODE”

“THE CODE” CONSISTS OF A SERIES OF PLEDGES THAT AGA MEMBERS WILL ADHERE TO CONCERNING THE FOLLOWING:

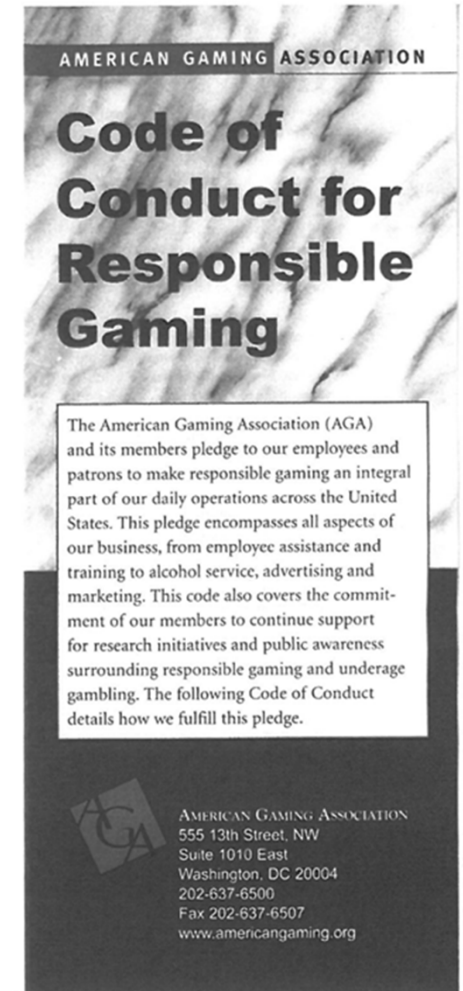
- TO PROMOTE RESPONSIBLE GAMING
- TO PREVENT UNDERAGE GAMBLING AND UNATTENDED MINORS IN THE CASINO
- TO SERVE ALCOHOLIC BEVERAGES RESPONSIBLY
- TO ADVERTISE RESPONSIBLY

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“THE CODE”

**EACH EMPLOYEE
MUST FAMILIARIZE
THEMSELVES WITH “THE
CODE”



www.americangaming.org

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WHAT IS PROBLEM GAMBLING?

PROBLEM GAMBLING INCLUDES ALL GAMBLING BEHAVIOR PATTERNS THAT COMPROMISE, DISRUPT OR DAMAGE PERSONAL, FAMILY OR VOCATIONAL PURSUITS.

ESSENTIAL FEATURES OF PROBLEM GAMBLING:

- INCREASING PREOCCUPATION WITH GAMBLING
- A NEED TO BET MORE MONEY MORE FREQUENTLY
- RESTLESSNESS OR IRRITABILITY WHEN ATTEMPTING TO STOP
- "CHASING" WINS AND LOSSES
- LOSS OF CONTROL MANIFESTED BY CONTINUATION OF THE GAMBLING BEHAVIOR IN SPITE OF MOUNTING DEBT
- SERIOUS AND NEGATIVE CONSEQUENCES

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STATISTICS

PROBLEM GAMBLERS LIVE A LIFE FILLED WITH STRESS, EMOTIONAL AND FINANCIAL DIFFICULTIES. THE FOLLOWING IS A SAMPLE OF SOME OF THE PERSONAL SITUATIONS THEY DEAL WITH:

- 34% HAVE **LOST** THEIR JOBS.
- 44% HAVE **STOLEN** FROM WORK TO PAY GAMBLING DEBTS.
- 29.6% REPORTED **POOR HEALTH**.
- 21.4% WILL BE **INCARCERATED** AT LEAST ONCE IN THEIR LIFETIME.



PREVALENCE OF PROBLEM GAMBLING

- 1% TO 3% OF THE ADULT POPULATION HAS OR HAS HAD A GAMBLING PROBLEM.
- THESE NUMBERS ARE SOMEWHAT HIGHER FOR ADOLESCENT AND COLLEGE AGE PERSONS.
- RESEARCH ALSO INDICATES THAT MOST ADULTS WHO CHOOSE TO GAMBLE ARE ABLE TO DO SO RESPONSIBLY.



PROBLEM BEHAVIORS

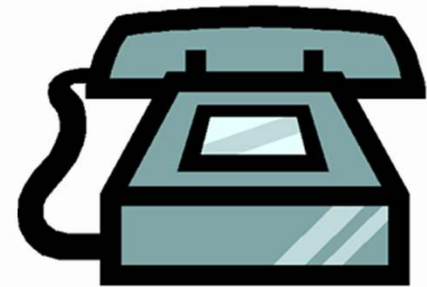
- ADMITTING TO CASINO STAFF THAT GAMBLING IS A PROBLEM.
- PERSONALIZING MACHINES (VERBALLY AND/OR PHYSICALLY ATTACKING MACHINES).
- EXPRESSING IRRITATION WHEN SPOKEN TO BY STAFF, MOOD SWINGS.
- UNABLE TO STICK TO THE GAMBLING LIMITS THAT THEY TRY TO SET FOR THEMSELVES.
- REMAINS IN THE CASINO FOR VERY LONG PERIODS OF TIME.



PROBLEM GAMBLING RESOURCES AND PROGRAMS

PROBLEM/COMPULSIVE GAMBLING IS AN ILLNESS FOR WHICH TREATMENT IS AVAILABLE. ONCE A PERSON ADMITS TO HAVING A PROBLEM AND SEEKS HELP, HE/SHE CAN BE SUCCESSFULLY TREATED.

- RESPONSIBLE GAMING BROCHURE/TOLL FREE HELPLINE
 - 1-800-522-4700 or Mdgamblinghelp.org



A screenshot of the Maryland Alliance for Responsible Gambling website. The header features the logo 'm a r g' in yellow and red, followed by the text 'maryland alliance for responsible gambling'. A search bar is located in the top right corner. Below the header is a navigation menu with links: 'home', 'the alliance', 'problem gambling info', 'family and friends', 'faq', 'related links', and 'contact us'. The main content area features a large image of an elderly woman with her hand to her chin, looking thoughtful. To the right of the image, there is a section titled 'could the problem be gambling?' with two bullet points: 'have you ever felt the need to bet more and more money?' and 'have you ever had to lie to people important to you about how much you gamble?'. Below these questions, it states: 'an answer of "yes" to either or both of these questions may indicate a problem with gambling.' At the bottom of the screenshot, there is a small citation: '*Johnson, E.E., Hamer, R., Nora, R.M., Tan, B., Eistenstein, N., & Englehart, C. (1988). The liebet questionnaire for screening pathological gamblers. Psychological Reports, 80, 83-88.'

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MORE INFORMATION ON MDGAMBLINGHELP.ORG

m a r g maryland alliance for™
responsible gambling

home | the alliance | **problem gambling info** | family and friends | faq | related links | contact us

warning signs
self-assessment
fighting the urge to gamble
fact vs fiction
counselor search
voluntary exclusion program

could the problem be **gambling?**

- ▶ have you ever felt the **need to bet more and more money?**
- ▶ have you ever had to **lie to people important to you about how much you gamble?**

an answer of **"yes"** to either or both of these questions may indicate a problem with gambling.*

*Johnson, E.E., Hamer, R., Nora, R.M., Tan, B., Eistenstein, N., & Englehart, C. (1988). The lie/bet questionnaire for screening pathological gamblers. Psychological Reports, 80, 83-88.

voluntary exclusion program
learn more and how to apply ▶

counselor **search** ▶

we're here to help, please call
1-800-522-4700

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[home](#)

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have a conversation
do's and do not's
stages of change
protecting the family

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[voluntary exclusion program](#)
learn more and how to apply ▶

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PROBLEM GAMBLING RESOURCES AND PROGRAMS CONT.

VOLUNTARY-EXCLUSION PROGRAM

- THE MARYLAND LOTTERY OPERATES A VOLUNTARY EXCLUSION PROGRAM FOR INDIVIDUALS WHO WISH TO BAN THEMSELVES FROM MARYLAND CASINOS.
- IF AN INDIVIDUAL OPTS FOR VOLUNTARY EXCLUSION, THEY WILL BE VOLUNTARILY EXCLUDED FROM ENTERING ANY MARYLAND CASINO, AS WELL AS CASHING CHECKS AND USING CREDIT CARDS. THE INDIVIDUAL WILL ALSO BE TAKEN OFF OF ALL CASINO MAILING LISTS.
 - Individuals can elect to be on the list for their lifetime or for a two-year period.
 - If opting for the two year ban, removal from the list must be requested with MSLA. If the removal requirements are met, the individual's request will be considered. The Maryland Lottery makes the final decision as to whether or not to remove people from the voluntary exclusion program.

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CONFIDENTIALITY

- REMEMBER THAT THE IDENTITIES OF PERSONS ON ANY SELF-EXCLUSION OR FINANCIAL/PROMOTIONAL RESTRICTION LISTS ARE STRICTLY CONFIDENTIAL AND MAY **NOT** BE DISCLOSED FOR ANY PURPOSE OTHER THAN TO COMPLY WITH PROGRAM RULES AND PROCEDURES.

- DISCLOSURE OF SUCH NAMES FOR ANY OTHER PURPOSE COULD RESULT IN IMMEDIATE TERMINATION OF YOUR EMPLOYMENT AND REGULATORY ACTION BY THE MARYLAND LOTTERY COMMISSION.



UNDERAGE GAMING

AS OUTLINED IN THE AGA CODE, MARYLAND LIVE! CASINO HAS DEVELOPED POLICIES AND PROCEDURES TO PREVENT UNDERAGE PERSONS FROM GAMBLING

IN MARYLAND, THE FOLLOWING AGE RESTRICTIONS APPLY:

- PERSONS UNDER THE AGE OF 21 MAY NOT GAMBLE;
- PERSONS UNDER THE AGE OF 21 ARE NOT ALLOWED IN AREAS OF THE FACILITY WHERE VIDEO LOTTERY TERMINALS ARE LOCATED;



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UNDERAGE GAMING



- ANY TEAM MEMBER WHO REASONABLY SUSPECTS A PERSON IN THE CASINO MAY BE UNDER 21, HAS THE RIGHT AND **OBLIGATION** TO CARD THAT INDIVIDUAL (OR ASK A SECURITY OFFICER TO CARD THE PERSON).
- ANY SUCH PERSON FOUND TO BE UNDER AGE 21 SHALL BE IMMEDIATELY REPORTED TO YOUR SUPERVISOR AND SECURITY.
- SECURITY WILL BE RESPONSIBLE FOR REMOVING UNDERAGE INDIVIDUALS FROM THE PROPERTY.



Thank You!

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