



## 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).*

Tioga Downs management and ownership look forward to supporting the development and implementation of specific regulations governing minimum Responsible Gaming signage requirements. Such program descriptors could include:

### ***Front of the House (Patrons)***

- Each electronic gaming device will have signs attached in conspicuous locations with contrasting printing stating both the HOPEline information and a second sign stating the minimum age to participate in the use of the device. Each sign will be no smaller than 2 inches by 4 inches.
- Each table game will have a sign or placard with a responsible gaming message and the HOPEline information.
- At each entrance to the gaming floor, at a minimum bi-lingual signs of no less than 8 inches by 11 inches will state the assistance available for problem gaming. This signage shall be at a minimum in the two most frequently spoken languages in the area.
- Self-exclusion programs available to patrons will be highlighted with brochures placed at key customer touchpoints including cage/cashier, marketing operations/player club, valet and casino host work spaces.
- All patron/player marketing communications will include at a minimum a responsible gaming message accompanied by the HOPEline information. Marketing communications include direct mail, emails, websites, and special event invitations.

### ***Back of the House (Employees)***

- Signs will be placed at every time clock location to inform associates of the HOPEline and a contact person within the organization to address questions and concerns.



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- Rotating communications plans to create top of mind awareness and education including paystub messaging, employee newsletters, contests, and seminars/guest speakers.

**The following are examples of the types of signs and other materials that will be available at Tioga Downs to assist in problem gaming resource awareness.**

# WHEN IT STOPS BEING FUN



## Important Information For Gaming Patrons

**Problem gambling** describes gambling behavior that ranges from: anxiety over your gambling, to gambling behavior that disrupts or damages your families and vocational pursuits, to pathological gambling that is no longer under your control. Only you can make the decision as to whether your gambling has become a problem or not.

**Some of the signs that gambling has stopped being fun and become a problem are:**

-Thinking constantly about gambling, increasing your bets for a bigger thrill, gambling to escape your problems, chasing your losses, lying to conceal your gambling activity, financing your bets through illegal acts, jeopardizing relationships with your family and failing in your efforts to control or stop gambling.

**Problem gambling prevention educators** are available in this community and can help you clarify and understand whether your gambling has stopped being fun and become a problem.

**Persons who have crossed "over the line" and become pathological or compulsive gamblers will need help to stop their destructive behavior, it isn't a matter of will power at that point. Fortunately, this help is also available.**

This card created and sponsored by:  
**Tioga County Council on Addiction and  
Substance Abuse, Inc.**  
[www.TCCASA.org](http://www.TCCASA.org)  
(607) 687-6349

## Two Questions To Ask Yourself:

Have you ever lied about how much you gamble?

**Have you ever felt the need to bet more and more money?**

Answering **YES** to either question could indicate that you have some issues with problem gambling and suggest that you might want more information or assistance. Please call or e-mail TCCASA or contact one of the other resources listed on this card.

New York is addressing the increase in problem gambling and compulsive gamblers by restructuring treatment and education services in order to make help more widely available. Prevention, education and treatment services are now available locally and regionally. The Tioga County Council on Addiction and Substance Abuse, Inc. (TCCASA) is working with these state authorities as well as with responsible gaming entities to help community members access services and get the information and education needed:

TCCASA

[www.tccasa.org](http://www.tccasa.org) OR [www.winningchoice.org](http://www.winningchoice.org)

NYS Council on Problem Gambling  
[www.nyproblemgambling.org](http://www.nyproblemgambling.org)

NYS Gambling Hotline 24 Hours a Day  
**1-877-8-HOPENY**

Gamblers Anonymous  
[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

The National Council on Problem Gambling  
[www.ncpgambling.org](http://www.ncpgambling.org)

This card sponsored by:



Funding provided by Tioga Downs



**Remember, it's just a game.**

Play responsibly.

**24-Hour Problem Gambling Helpline**

If gambling is a problem for you or someone you care about,  
please call the Office of Alcoholism and Substance Abuse Services  
24-hour toll-free helpline below.

**TIOGA DOWNS LLC**

*Exhibit X.A.2.*

**請謹記，這只是一種遊戲。**

**謹慎賭博。**

**24小時沉迷賭博問題求助熱線**

如果您自己或您關心的人有沉迷賭博的問題，請致電下列酗酒及藥物濫用服務辦公室  
24小時免費求助熱線。

**Recuerde, sólomente es un juego.**

Juegue responsablemente.

**Línea De Ayuda de 24-Horas Para La Adicción Al Juego**

Si la adicción al juego es un problema para usted o alguien que le importa,  
llame a la línea de ayuda gratuita de 24-horas (abajo)  
de la Oficina de Alcoholismo y Servicios de Abuso de Sustancias.

**Ricorda: è solo un gioco.**

Gioca responsabilmente.

**Linea diretta 24 ore su 24 per dipendenze da gioco d'azzardo**

Se il gioco d'azzardo costituisce un problema per te o per una persona a te cara, mettiti in contatto  
con l'Office of Alcoholism and Substance Abuse Services (Servizio di assistenza dell'Ufficio abusi di  
sostanze alcoliche e stupefacenti) al numero verde qui di seguito, attivo 24 ore su 24:

**Это всего лишь игра.**

**Не забывайте о жизни.**

**Круглосуточная служба помощи по вопросам игровой зависимости**

Если вы или ваши близкие страдают от игровой зависимости, позвоните в Office of  
Alcoholism and Substance Abuse Services (Управление по борьбе с алкоголизмом и наркоманией).  
Бесплатную консультацию можно получить круглосуточно по телефону горячей линии.

**Sonje, se senpleman yon jwèt.**

Jwe yon fason ki Responsab.

**Liy Dirèk 24 Èdtan pa Jou pou Pwoblèm Jwèt Aza**

Si jwèt aza se yon pwoblèm pou ou oswa pou yon moun ki pwòch ou, tanpri rele liy dirèk  
Office of Alcoholism and Substance Abuse Services (Biwo Sèvis pou Abi Alkòl ak Dwòg)  
24 èdtan pa jou gratis nan nimewo kiekri anba a.

**기억하세요, 도박은 게임일 뿐입니다.**

**신중 하십시오.**

**24시간 도박 중독 헬프라인**

도박 중독으로 고민 중이거나 주변사람 중에 도박 중독자가 있다면,  
아래에 있는 알코올 중독 및 약물 남용 관리국(Office of Alcoholism and Substance Abuse Services)의  
24시간 무료 헬프라인으로 전화하십시오.

**1-877-8HOPE-NY**

**1-877-846-7369**

# Self – Exclusion

## Supporting Problem Gamblers in Their Recovery



### Our Commitment

Self-exclusion is a tool to help people in their efforts to overcome gambling problems. Our facility is committed to delivering individual assistance which involves responding to individuals in a helpful way, working through the self-exclusion registration process in a respectful timely manner; providing information about counseling options including financial, self-help and treatment referrals and encouraging individuals to take advantage of the assistance available.

### What is Self-Exclusion?

People experiencing gambling problems have the option to voluntarily ban themselves from entering the gaming facility property. To register for Self-Exclusion you must complete an application. The application may be accessed by calling the facility, visiting the website or in person at the Security Office.

*NYS Problem Gambling Helpline 1-877-8-HOPENY (1-877-846-7369)*

### **How Does it Work?**

Once the application is complete you must submit it in person at the facility Security Office. After you are placed on the self-exclusion list, casino personnel will be required to refuse your wagers and ask you to leave the property. If you do place a wager, you would be unable to collect any winnings or recover any losses. During your application process you will select whether or not you want to be excluded for a minimum of one, three or five years. You will not be permitted back into the facility prior to the expiration of your preselected time period. Once the period has expired you can request to be removed from the list.

More information can be requested by contacting the gaming facility directly.

### **Application**

### **Meeting with Security**

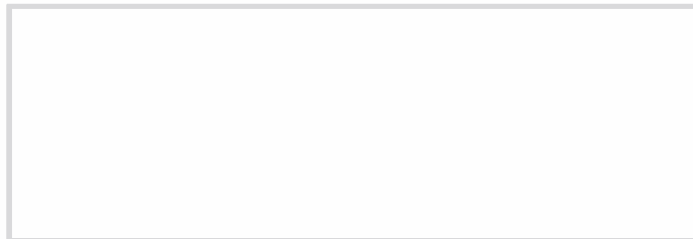
### **Ban Period Begins**

### **Ban is in Effect**

### **Ban Period Expires**

### **Apply for Reinstatement or**

### **Renew Ban**



## Understanding How It Works so You Can Make Informed Decisions About Your Gambling

**Video Lottery Terminals and Electronic Table Games** are similar in appearance to classic slot machines or as simulated classic table games, but these terminals are linked to a centralized system maintained by the NYS Gaming Commission that tracks the game play and earnings for each game. Video Lottery Terminals (VLTs) have the same appearance as slot machines. VLTs must receive winning outcomes transmitted by the central system. Electronic Table Games (ETGs) offer video versions of popular casino games like roulette, craps, and baccarat.



### House Advantage

Casino games are designed with a house advantage. Mathematically, the house advantage is a measure of how much the house expects to win, expressed as a percentage of the player's wager.

For example, in a wager with a house advantage of 10 percent, the player will lose, on average over time, \$10 for every \$100 wagered.

Because the odds always favor the house, the longer or faster a person plays a casino game, the more the person should expect to lose. In the same way, the more a person wagers, the more the person should expect to lose. For instance, if the "hold percentage" (or house advantage) for a typical machine is 10 percent, then, on average, a player will win back \$90 for each \$100 wagered. However, if this player then re-wagers the \$90, the player will again win back, on average, 90 percent of the \$90, or \$81. As the betting continues, over time players are more and more likely to lose money, rather than win. An individual may lose more or less than the average, but the machine always comes out ahead in the long run.

### True or False?

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

False. VLTs 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.

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

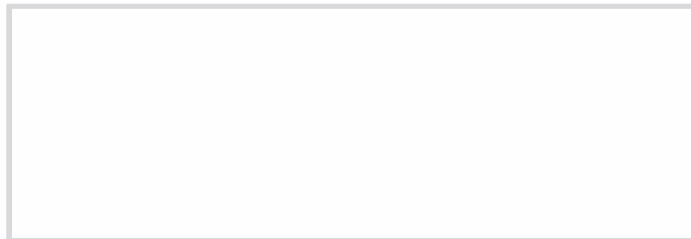
False. The odds of winning another jackpot on the next play are the same as they were before hitting the jackpot.

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

False. The amount wagered does not affect the outcome of the game. It only affects how much a player may win or lose.



It might be fun to imagine that rubbing a rabbit's foot improves a player's chances of hitting a jackpot, but the reality is that this "magical thinking" has no impact. Cheating aside, there's nothing a player can do — no ritual and no lucky charm — to influence the outcome of any casino game. Superstitions can't determine whether a player wins or loses.





## GAMBLERS ANONYMOUS

Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gambling problem.

[gamblersanonymous.org](http://gamblersanonymous.org)



### New York Area

(New York City, Westchester, Rockland)

**Surrounding Counties Hotline Number:**  
**855-2CALLGA (855-222-5542)**

### Upstate Area

Albany Hotline: 518-292-0414

Buffalo Hotline: 855-222-5542

Niagara Falls Hotline: 855-222-5542

Syracuse Hotline: 315-458-0085

Watertown/Masseno Hotline: 315-482-9445

### Long Island Area

Long Island Hotline: 855-222-5542

### SUFFOLK

The Pederson-Krag Center Inc.

**Program:** The Pederson Krag Center GamPro

55 Horizon Dr., Huntington, NY 11743

[www.pedersonkrag.org](http://www.pedersonkrag.org)

**Program Director:**

Christian Racine | **631-920-8053** | [cracine@pedersonkrag.org](mailto:cracine@pedersonkrag.org)

### SULLIVAN

Recovery Center

**Program:** The Council on Alcoholism & Drug Abuse of Sullivan County

396 Broadway, Monticello, NY 12701

[www.recovery-center.com](http://www.recovery-center.com)

**Program Director:**

Izetta Briggs | **845-794-8080**

[izettabriggs@recovery-center.com](mailto:izettabriggs@recovery-center.com)

### WARREN

Baywood Center / 820 River Street Inc.

551 Bay Road, Queensbury, NY 12084

[www.pyhit.com](http://www.pyhit.com)

**Program Director:**

Jennifer Neifield | P: **518-798-4221** | F: **518-798-4255**

[jennifern@pyhit.org](mailto:jennifern@pyhit.org)

### WESTCHESTER

Lexington Center For Recovery, Inc.

24 Smith Ave., Mt. Kisco, NY 10549

[www.lexingtonctr.org](http://www.lexingtonctr.org)

Lexington Center For Recovery, Inc.

3 Cottage Place, New Rochelle, NY 10801

[www.lexingtonctr.org](http://www.lexingtonctr.org)

**Program Director:**

Rod Correa | **914-235-6633 x1520** | [rcorrea@lexingtonctr.org](mailto:rcorrea@lexingtonctr.org)

KNOW  
— THE —  
ODDS\$.ORG

## IF YOU ARE LOOKING FOR SUPPORT FOR A GAMBLING PROBLEM

or to deal with your spouse's or family member's gambling problem here you will find a list of New York State approved Problem Gambling Treatment providers.



*If you do not see a provider in your area please call the NYS HOPEline for additional support services.*

FIND HELP FOR GAMBLING PROBLEMS

**1-877-8-HOPENY**

1-877-846-7369

## NEW YORK STATE GAMBLING SUPPORT AND TREATMENT CENTERS



### ALBANY

Family and Children's Service of the Capital Region, Inc.

**Program:** The Center for Problem Gambling

650 Warren St., Albany, NY 12208

[www.fcscapitalregion.org](http://www.fcscapitalregion.org)

**Program Director:**

Phil Rainer | 518-462-6531 x106 | prainer@fcscr.org

### CATTARAUGUS

Council on Addictions Recovery Services, Inc. (CAREs)

P.O. Box 567 201 South Union St., Olean, NY 14760

[www.councilonaddictions.org](http://www.councilonaddictions.org)

**Program Director:**

Laura Elliott-Engel | 716-373-4303 | Le-e@councilonaddictions.org

### ERIE/NIAGARA

Jewish Family Service of Buffalo

**Program:** Gambling Recovery Program

70 Barker St., Buffalo, NY 14209

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

**Program Director:**

Donna Possenti | 716-883-1914 | dpossenti@jfsbuffalo.org

### ESSEX

St. Joseph's Addiction Treatment & Recovery Center

**Program:** St. Joseph's Gambling Treatment

50 Montcalm St., Ticonderoga, NY 12833

[www.stjoestreatment.org](http://www.stjoestreatment.org)

**Program Director:**

Brian Amell | 518-891-3950 | bamell@stjoestreatment.org

### FRANKLIN

North Star Behavioral Chemical Dependency Services

209 Park St. P.O. Box 608, Malone, NY 12953

[www.citizenadvocates.net](http://www.citizenadvocates.net)

**Program Director:**

Beth Lawyer | 518-483-8980 | bethlawyer@citizenadvocates.net

### GENESEE

Genesee Council on Alcoholism & Substance Abuse

430 East Main St. P.O. Box 430, Batavia, NY 14020

[www.gcasa.net](http://www.gcasa.net)

**Program Director:**

John Bennett | 585-343-1124 | jrbennett@gcasa.org

### KINGS

SAFE Foundation Provider

**Program:** SAFE Foundation Gambling Treatment

P.O. Box 230060, Brooklyn, NY 11223

[www.thesafefoundation.org](http://www.thesafefoundation.org)

**Program Director:**

Ike Dweck | 866-569-7233 x315 | ike@thesafefoundation.org

### NASSAU

Community Counseling Services of West Nassau, Inc

**Program:** Community Counsel of W Nassau Gambling Treatment

1200 A Hempstead Turnpike, Franklin Square, NY 11010

[www.ccswn.org](http://www.ccswn.org)

**Program Director:**

Sal LaFemina | 516-328-1717 | slafemina@ccswn.org

### NEW YORK

Hamilton Madison House

**Program:** Hamilton-Madison Gambling Treatment

253 South St., 2nd Fl. New York, NY 10002

[www.hmhonline.org](http://www.hmhonline.org)

**Program Director:**

JJ Hung | 212-720-4531 | jjhung@hmhonline.org

### NORTHERN MANHATTAN | BRONX

Columbia Gambling Disorders Clinic

1051 Riverside Dr., New York, NY 10032

[www.ColumbiaGamblingDisordersClinic.org](http://www.ColumbiaGamblingDisordersClinic.org)

**Program Director:**

Dr. Carlos Blanco | 646-774-8009 | cb255@columbia.edu

### ONONDAGA

Syracuse Brick House Inc.

**Program:** Syracuse Behavioral Health Care

847 James St. Suite 1411, Syracuse, NY 13203

[www.sbh.org](http://www.sbh.org)

**Program Director:**

Kathi Meadows | 315-471-1564 x126 | kathim@sbh.org

### ORLEANS

Genesee Council on Alcoholism & Substance Abuse

249 East Ave., P.O. Box 438 West Ave., Albion, NY 14411

[www.gcasa.net](http://www.gcasa.net)

**Program Director:**

John Bennett | 585-815-1849 | hodgins@gcasa.org

### RENSELAER

Hudson Mohawk Recovery Center

**Program:** Hudson-Mohawk Recovery Gambling

743 Columbia Turnpike, East Greenbush, NY 12061

[www.hmrecovery.net](http://www.hmrecovery.net)

**Program Director:**

Mary Delory | 518-477-7535 | maryd@hmrecovery.net

### RICHMOND

Richmond University Medical Center

**Program:** RUMC Gambler's Treatment Program

690 Castleton Ave., Staten Island, NY 10310

[www.rumcsi.org](http://www.rumcsi.org)

**Program Director:**

Beth Schwartz | 718-876-1285 | BSchwartz@RUMCSI.org

### ROCKLAND

Lexington Center for Recovery, Inc.

100 Route 59, Suite L-1, Suffern, NY 10901

[www.lexingtonctr.org](http://www.lexingtonctr.org)

**Program Director:**

Barbara Tabala | 914-666-0191 x1007 | btabala@lexingtonctr.org

### SCHOHARIE

Schoharie County Chemical Dependency Clinic

**Program:** Schoharie Co. Gambling Treatment

113 Park Place, Suite 1, Schoharie, NY 12157

**Program Director:**

Bonnie Post | 518-295-2031 |

[bonniepost@co.schoharie.ny.us](mailto:bonniepost@co.schoharie.ny.us)

### ST. LAWRENCE

St. Lawrence Addiction Treatment Center

1 Chimney Point Dr., Hamilton Hall, Ogdensburg, NY 13669

[www.oasas.ny.gov/atc/stlawrence](http://www.oasas.ny.gov/atc/stlawrence)

**Program Director:**

Robert Silver | 315-393-1180 | info@slatc.oasas.ny.gov

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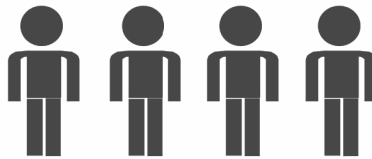
# Is Your Gambling Becoming A Gambling Problem?

## What is Problem Gambling

Problem Gambling is a pervasive disorder that can result in serious consequences for individuals, families, and communities. A *Gambling Disorder* is a diagnosable condition outlined in the *American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders 5*.

## Effects of Problem Gambling

Problem Gambling causes psychological, physical, social or vocational problems and is a progressive addiction characterized by increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, chasing losses and loss of control over gambling despite experiencing negative consequences.



According to the *National Council on Problem Gambling*, approximately **1%** of US adults meet criteria for a Gambling Disorder and another **2-3%** are considered Problem Gamblers.

*NYS Problem Gambling Helpline 1-877-8-HOPENY (1-877-846-7369)*

### Ask Yourself

1. Have you ever felt the need to bet more and more money?
2. Have you ever had to lie to people important to you about how much you gambled?

If you answered yes to either of these questions it could indicate that you have a gambling problem.

### HELP IS AVAILABLE



### Problem Gambling Warning Signs

- ⇒ Playing games to escape worries, frustration or disappointments
- ⇒ Neglecting other responsibilities to concentrate on gaming activities
- ⇒ Increasing the amount of money bet in an effort to recoup losses
- ⇒ Gaming with money designated for necessary expenses, such as groceries or medication
- ⇒ Relying on others to get out of debt
- ⇒ Feeling desperate, depressed or even suicidal because of gambling

