

Responsible Gaming.

Think about it...

FALLSVIEW[®]
CASINO RESORT



Responsible Gaming Information Centre
Fallsview Casino Resort, Galleria
905-371-0774

Ontario Problem Gambling Helpline
A toll free, anonymous and confidential helpline
provides listening, support, information and referral.
1-888-230-3505 (24Hrs)

Niagara Regional Problem Gambling Helpline
905-684-1859 (24Hrs)

Know your limit
Play within it

knowyourlimit.ca



Must be at least 19 years of age or older to enter the casinos.

Mission Statement

At Fallsview Casino Resort and Casino Niagara we offer gaming entertainment. We recognize that while the majority of people view gaming as simply another form of entertainment, there is a small minority of people who have difficulty exercising self-control.

Fallsview Casino Resort and Casino Niagara will continue to address this issue through the **Responsible Gaming Awareness Program**. Through personal awareness and corporate responsibility there is support in addressing this problem.

What is Problem Gambling?

Gambling behavior that compromises, disrupts, or damages personal, family, or vocational pursuits or otherwise creates significant adverse consequences in important areas of a person's life.

Responsible Gaming Awareness Program

Fallsview Casino Resort and Casino Niagara are meeting the challenge in addressing the issue of problem gambling through the Responsible Gaming Awareness Program. The program focuses on increasing the awareness of customers, the community and casino employees.

Customer Awareness

The Customer Awareness component of the program is intended to make casino patrons aware of problem gambling issues and the various agencies that are qualified to provide intervention. This is achieved through on-site display materials such as posters and brochures that bring awareness to problem gambling as well as local and provincial agencies, known for their expertise in crisis intervention, counselling and treatment.

Community Awareness

Both newspaper and radio advertisements and/or promotional materials bring awareness to the issue of problem gambling and the agencies available to those in need. There is also the opportunity to partner with local counselling and treatment agencies.

Employee Awareness

Fallsview Casino Resort and Casino Niagara provide their Associates with information on the support mechanisms available for problem gamblers. Educational materials similar to those referred to in the Customer Awareness component are also produced for employees of both casino properties.

Recognizing the Problem

The Responsible Gaming Awareness Program provides support for those individuals who have realized they cannot gamble responsibly.

In order to recognize if you or someone you know has a gambling problem, you must first understand the signs.

The following are some signs of problem gambling as recognized by The American Psychiatric Association:

- *A need to gamble with increasing amounts of money in order to achieve the desired excitement*
- *“Chasing losses” – gambling in order to “win back” lost money*
- *Pre-occupation with gambling – constantly thinking about and preparing for gambling*
- *Reliance upon others to provide money to relieve a desperate financial situation caused by gambling*
- *Gambling to escape from obligations or life's daily pressures*
- *Lying or conducting criminal activity to finance gambling*
- *Neglecting family/personal needs – e.g. nutrition, sleep, schooling, general well-being*
- *Making repeated unsuccessful efforts to control, cut back or stop gambling.*