

HOW TO HELP

If you are concerned about your own gambling, or if you are worried about someone you care about, you can get help or just get answers to your questions by calling:

ONTARIO PROBLEM GAMBLING HELPLINE

at 1-888-230-3505

Confidential, anonymous,
free and open 24 hours.



Ontario Problem Gambling Helpline
La Ligne ontarienne d'aide sur le jeu problématique

For more information
on low-risk gambling, visit the
Responsible Gambling Council
website at

www.responsiblegambling.org

And remember, "it's only a game."



The Responsible Gambling Council Focused Firmly on Prevention

Through research the Responsible Gambling Council seeks to better understand the nature of problem gambling and ways to reduce the risks. Through information the Council makes sure that knowledge about problems and prevention gets in the right hands. Through a wide range of awareness programs the RGC helps those who gamble to understand the risks and how to avoid them as well as offers sources of help for those who lose control of their gambling.

RESPONSIBLE GAMING INFORMATION CENTRE

Niagara Fallsview Casino Resort, Main Floor
6380 Fallsview Boulevard
Niagara Falls, Ontario L2G 7X5
Tel: 905-371-0774

RESPONSIBLE GAMING INFORMATION CENTRE

Casino Windsor, 2nd Floor
377 Riverside Drive East
Windsor, Ontario, N9A 7H7
Tel: 519-977-0440

RESPONSIBLE GAMING INFORMATION CENTRE



Your
Questions
Answered

information

assistance

referral



RESPONSIBLE GAMBLING COUNCIL

www.rgic.org

What is a Responsible Gaming Information Centre?

Located at the casino, the Responsible Gaming Information Centre (RGIC) provides:

- Information about the risks associated with gambling and ways to avoid gambling problems.
- Information and assistance to people who are worried about their gambling, or the gambling of someone close to them.
- Support for casino staff concerned about a customer.

What can a Person Learn from a Visit to the RGIC?

Customers can learn:

- The realistic chances of winning or losing
- How to reduce the risk of losing control of their gambling
- Who they can talk to if they are worried about their gambling, or that of a friend or family member
- Where they can find free, confidential counselling throughout Ontario
- Answers to any of their other gambling-related questions -- with advice and support if needed

Casino staff can receive:

- Assistance in dealing with sensitive situations, with advice and support from information centre staff

Is Information Provided to the RGIC Staff Confidential?

All conversations between visitors and the RGIC staff are completely confidential. No person or organization, including the casino, will be made aware of the conversation unless the person asks to have information passed on.

Is the RGIC a Problem Gambling Counselling Centre?

The RGIC has several purposes. When people visit the RGIC, no-one assumes that they have any problem with gambling. Everyone who gambles needs information about safer gambling practices. The Centres are there to serve everyone. The Responsible Gaming Information Centre does not provide on-going support or counselling, but can provide referrals to free, confidential counselling throughout Ontario.

Who is Behind the RGIC?

The information centres are managed and staffed by the Responsible Gambling Council (RGC). The RGC is an independent, not-for-profit organization that delivers many awareness programs designed to reduce problem gambling.

The Ontario Lottery and Gaming Corporation, which owns the casino, provide free space and financial support for the information centres. However, the OLGC takes a "hands-off" approach to the independently operated information centres.

WHAT ARE THE PRINCIPLES OF SAFER GAMBLING?

People who follow these principles are able to enjoy casino games while reducing the risk of problem gambling.

Don't think of casino games as a way to make money: Casino games are set up to take in more money than they pay out. This means over time, you will most likely lose more money than you win.

Only gamble with money that you can afford to lose: Gamble with money that you set aside for fun, like going to the movies or to a sporting event. Never use money that you need for more important things, like mortgage payments or rent.

Set a money limit: Decide how much money you can afford to lose before you play. If you reach that amount, stop gambling. If you win – enjoy – but remember, this won't happen most of the time.

Set a time limit: Decide how much time you can afford to spend at the casino. When you reach that time limit, stop gambling.

Never chase losses: If you lose money, never try to get it back by going over your limit. This almost always leads to even bigger losses.

Don't gamble when you are depressed or upset: It is hard to make good decisions when you are feeling down or upset.

Balance gambling with other activities: Going to the casinos can be an enjoyable social activity, but there are many other sources of fun and recreation out there. Balance is key.