



City of Richmond

Report to Committee

To: General Purposes Committee

Date: September 29, 2005

From: Terry Crowe
Manager, Policy Planning

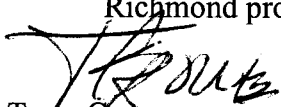
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Re: **RESPONSIBLE GAMBLING INFORMATION CENTRE
RIVER ROCK CASINO RESORT, RICHMOND**

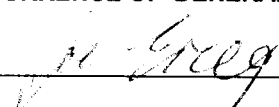

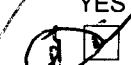
Staff Recommendation

That:

1. The request for \$25,000 funding dated July 21, 2005 from the British Columbia Lottery Corporation (BCLC) and the Gaming Policy and Enforcement Branch (GPEB), Ministry of Public Safety and Solicitor General, for the Responsible Gambling Information Centre with River Rock Casino be approved.
2. The BCLC and the GPEB be encouraged to provide on-site counselling in the River Rock Casino through the Richmond Addiction Services, as indicated in the Richmond Problem Gambling Prevention and Treatment Strategy.
3. Staff be directed to continue co-operating with Richmond and provincial problem gambling prevention and treatment stakeholders to prepare coordinated provincial and Richmond programs and strategies.


Terry Crowe
Manager, Policy Planning

Att. 3
TTC:ls

FOR ORIGINATING DIVISION USE ONLY			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Budgets	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> 	REVIEWED BY CAO	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> 

Staff Report

Origin

A letter dated July 21, 2005 (**Attachment 1**) from the Province and the British Columbia Lottery Corporation was received:

- describing the proposed Responsible Gambling Information Centre to be located in the River Rock Casino Resort, and
- requesting a contribution of \$25,000 from the City of Richmond to operate this Centre for one year.

Findings Of Fact

The Province is responsible for the prevention and treatment of problem gambling.

In the fall of 2002, the City adopted a five-year problem gambling prevention and treatment strategy and asked the Province for funding.

At this time the Province is not preparing a provincial problem gambling prevention and treatment strategy in one document, but is rather adding to and enhancing existing programs. Recent initiatives include:

- the establishment of the BC Partnership for Responsible Gambling consisting of the Gaming Policy Enforcement Branch (GPEB) and the British Columbia Lottery Corporation (BCLC),
- problem gambling advertising campaign,
- training initiatives for all casino employees to better recognize problem gambling,
- Responsible Gambling Information Centres established as pilot projects in Vancouver and Richmond, and
- research on the economic and social impact of gaming related to four venues; Hastings Racecourse and Edgewater Casino in Vancouver, Great Canadian Casino in Langley, and Fraser Downs racetrack in Surrey.

It is not yet known if the Province intends to introduce or enhance other problem gambling prevention, treatment and research initiatives, or what the time frame might be.

All the provincial initiatives to date are consistent with Richmond's Problem Gambling Prevention and Treatment Strategy, but do not thoroughly address Richmond's requests (e.g., the need for Richmond-based research, on-site counselling at the River Rock Casino).

Analysis

The implementation to date of Richmond's five-year problem gambling strategy is outlined in **Attachment 2**.

The Province and BCLC with co-operation from Great Canadian Casinos are proposing to locate a Responsible Gambling Information Centre (RGIC) in the River Rock Casino in Richmond. Another one will be placed in the Edgewater Casino in Vancouver.

The RGIC will be:

- a pilot project that will operate for a minimum of one year with the possibility of extension, based on the results. It will start in September 30, 2005,
- managed by BCLC with guidance from a Steering Committee consisting of members from GPEB (BC Problem Gambling Program), River Rock Casino, Edgewater Casino, and the City of Vancouver. The City of Richmond has been invited to participate,
- staffed by a Responsible Gambling Officer (**Attachment 3**) during peak periods, yet to be determined,
- total cost for the two RGICs (Vancouver and Richmond) for one year of operation is approximately \$280,000 (space, salaries). Contributions to date are:

Responsible Gambling Information Centres: Current Cost Sharing (September 2005)	
Partner	Contribution per annum (one year pilot)
Great Canadian Casinos (River Rock)	Space
City of Vancouver	\$25,000 from the Social Responsibility Fund, which is comprised of \$200,000 per annum provided by the Edgewater Casino to the City of Vancouver as part of rezoning conditions.
Gaming Policy and Enforcement Branch, Ministry of Public Safety and Solicitor General	Approx. \$210,000
British Columbia Lottery Corporation	Total costs to be determined, consisting of: <ul style="list-style-type: none"> - Management of the centre - Information materials and other supplies - Computers & educational software - Centre construction (approx. \$30,000)

The RGIC would support but not fulfill two components of the Richmond Strategy:

- Prevention Services – the RGIC would offer prevention information to on-site gamblers seeking information or in distress at River Rock Casino during peak periods. The Richmond Strategy calls for prevention targeted to a range of Richmond population sectors (e.g., children, seniors, youth, women).
- Treatment Services – The Richmond Strategy proposes that a counsellor be located in the Casino to provide on-site counselling to problem gamblers. At the proposed RGICs, a Responsible Gambling Officer will provide referrals to counselling services during peak periods only. On-site counselling will not be provided.

Request

A contribution of \$25,000 from the City of Richmond is being requested by the BCLC and GPEB to assist in supporting the RGIC for one year.

- All remaining costs for the first year of operation will be covered by BCLC, GPEB, and the River Rock Casino Resort.

- The City contribution is not for a specific component of operation; it would be a contribution to the overall operating cost.
- If the City decides against contributing, the RGIC will still be housed at the River Rock Casino Resort for at least the one year trial period.

Funding Options

1. Richmond contributes \$25,000 to the RGIC (Recommended).

Pros:

- The program is consistent with the Richmond Strategy.
- Richmond will be participating in a significant BC Partnership for Responsible Gambling initiative.
- Partnerships are one of the key principles underlying the Richmond Strategy.
- The RGIC will provide an important service to River Rock patrons and staff.

Cons:

- Problem gambling is a provincial responsibility.
- Richmond has already contributed \$91,950.00 to Richmond Addiction Services to provide prevention services in Richmond in 2005.
- The RGIC does not fully address the prevention and treatment needs (e.g., on-site counselling) identified in the Richmond strategy.
- Other provincial problem gambling initiatives may emerge for which City funding might also be requested. The nature of these requests, the timing and the costs are not yet known.

2. Richmond defers contributing \$25,000 to the RGIC until provincial programs and their implications are known.

Pros:

- Problem gambling is a provincial responsibility.
- There would be no cost to the City.
- The City has already contributed \$91,950.00 for problem gambling prevention to Richmond Addiction Services.
- The RGIC pilot project will still be located at the River Rock Casino Resort.
- The RGIC pilot project will not lose any components.
- City funds could be used to implement other recommendations (e.g., treatment, research) of the Richmond Strategy.

Cons:

- The City would not be participating in a partnership opportunity with the BC Partnership for Responsible Gambling.
- The City would defer an opportunity to demonstrate its commitment to the prevention and treatment of problem gambling.

Financial Impact

Options:

1. Richmond contributes \$25,000 to the RGIC (Recommended).

Remaining funds in the 2005 City Grants budget:	\$11,550
Amount required from the Gaming Reserve Provision Account:	<u>\$13,450</u>
	\$25,000

2. Richmond defers contributing \$25,000 to the RGIC.

- No financial impact

Conclusion

Staff recommend that:

1. the request for \$25,000 funding for the Responsible Gambling Information Centre be approved,
2. the BCLC and the GPEB be encouraged to provide on-site counselling in the River Rock Casino through the Richmond Addiction Services, as indicated in the Richmond Problem Gambling Prevention and Treatment Strategy, and
3. staff continue co-operating with Richmond and provincial problem gambling prevention and treatment stakeholders to prepare coordinated provincial and Richmond programs and strategies.



Lesley Sherlock
Social Planner (4220)

LS:cas



July 21, 2005

Mr. Terry Crowe
 Manager, Policy Planning Department
 City of Richmond
 6911 No. 3 Road
 Richmond, B.C. V6Y 2C1

Dear Mr. Crowe:

**RE: Responsible Gambling Information Centre (RGIC)
 River Rock Casino Resort, Richmond**

Thank you for the opportunity to meet with Lesley Sherlock and yourself on July 8, 2005, and to discuss the City of Richmond's participation in the creation of a Responsible Gambling Information Centre (RGIC) at the River Rock Casino Resort in Richmond. As founding members of the BC Partnership for Responsible Gambling, British Columbia Lottery Corporation (BCLC) and the Gaming Policy Enforcement Branch (GPEB) welcome the City of Richmond's interest in this Partnership initiative.

The RGIC is an important project in the development of evidence-based policies and programs that encourage healthy gambling practices. The proposed duration of the RGIC pilot will be one-year minimum, and will be extended based on the evaluation results of the project. It is important to note that an evaluation plan will be developed to measure RGIC effectiveness based upon the following program objectives;

- To increase customer knowledge and understanding of how casino games work, (i.e. randomness, house advantage, odds, payouts etc.);
- To provide onsite information and referral to those seeking information on responsible gambling strategies, problem gambling programs, voluntary self-exclusion, etc.; and
- To provide consultation services to the casino and BCLC staff and managers if required.

A Responsible Gambling (RG) Officer will staff the RGIC during peak times and days. To meet project objectives, the RG Officer will be tasked as follows;

- Interacting with customers to provide information;
- Providing information, support and referral as appropriate to customers;
- Providing information on responsible gambling strategies and promoting safe gambling practices;
- Providing assistance with the Voluntary Self-Exclusion Program; and
- Consulting with staff as appropriate to resolve situations.

BCLC and GPEB would be pleased if the City of Richmond contributed \$25,000 towards this pilot project. Overall costs for one year of operation will be covered by BCLC, GPEB and River Rock Casino Resort.

The City of Richmond has already demonstrated considerable leadership in responsible gaming, through the development of its Problem Gambling Strategy. We believe this initiative, and the City's involvement in the BC Partnership for Responsible Gambling, mark the beginning of a collaborative approach to encouraging healthy gaming practices in British Columbia.


If we can be of further assistance in confirming the City of Richmond's involvement, please contact us directly.

Sincerely,



Kevin Gass
Vice President

Corporate Communications
and Marketing



Derek Sturko
Assistant Deputy Minister and
General Manager
Gaming Policy and
and Enforcement Branch

cc Lesley Sherlock
Social Planner

Richmond's Five Year Problem Gambling Strategy

STRATEGY IMPLEMENTATION CONTEXT				
Challenges	Strategies	Existing Services	Proposed Action Steps (Based on RAS's Model)	Implementation to Date
GENERAL SERVICES				
1. Improved Stakeholder Responsibility (e.g., co-ordination, collaboration and action)	Creation of a "Key Stakeholder" partnership to develop and fund a strategy and action program designed to minimize the negative impact of gambling on the community and address the problems associated with gambling	Does not currently exist	Challenges 1-3 <input type="checkbox"/> Province To Establish a Richmond Problem Gambling Community Task Force which includes representatives from the: <ul style="list-style-type: none"> - Gaming Policy and Enforcement Branch of Ministry of Public Safety and Solicitor General, - BC Ministry of Education, - British Columbia Lottery Corporation, - Great Canadian Casino, City of Richmond, - RCMP, - Richmond School District, - Richmond Addiction Services, - Others. 	Province has indicated that it will establish such a Task Force – no time frame as yet
2. Ensuring Sufficient Resources (e.g., funding, capacity, support, legislation, policies), to adequately address problem gambling issues.	Stakeholder partnership creates and agrees to innovative funding mechanism to fund necessary services to deal with prevention, public awareness and treatment	Does not currently exist.		See above
3. A Qualified Service Provider	Ensure that a qualified agency (like RAS): <ul style="list-style-type: none"> - has sufficient capacity to deliver prevention and treatment programs, - the ability to deliver programs at times and in locations (e.g., the casino) needed by problem gamblers and their families. 	Limited services currently exist	Key stakeholder partnership to: <input type="checkbox"/> Fund <input type="checkbox"/> Co-ordinate <input type="checkbox"/> Plan <input type="checkbox"/> Enhance RAS <input type="checkbox"/> Develop a Strategic Plan <input type="checkbox"/> Implement it <input type="checkbox"/> Oversee it <input type="checkbox"/> Monitor and research <input type="checkbox"/> Report regularly <input type="checkbox"/> Make adjustments and changes to address new issues and challenges	Partially accomplished for 2005 - City contributed \$91,950.00 to RAS for prevention with youth and seniors

STRATEGY IMPLEMENTATION CONTEXT				
Challenges	Strategies	Existing Services	Proposed Action Steps (Based on RAS's Model)	Implementation to Date
RESEARCH PROGRAM				
4. Determine the impact and consequences of problem gambling on the community	<ul style="list-style-type: none"> - Conduct a Research Program to monitor and analyze the impact of the casino on the gambling behaviour of the people of Richmond, attitudes toward gambling, social costs, incidence of gambling related crime, health costs, etc. - Monitor and analyze, the economic, social and health impact on individuals, families and the community of the expanded casino, Establish base line data - Analyze data, - Make recommendations, - Ensure that the Strategy remains relevant. 	<ul style="list-style-type: none"> - Some research - Comprehensive data for Richmond does not exist 	<ul style="list-style-type: none"> - Implement the Research program to assess the economic, social and health impact of the expanded casino on individuals, families and community - Establish programs 	No provincial initiatives to conduct Richmond-based research to date
PREVENTION SERVICES				
1. Creating awareness among all sectors of the community about the dangers and consequences of gambling	<ul style="list-style-type: none"> - Development and implementation of comprehensive prevention and public awareness programs targeted at and delivered to all population sectors (i.e. children, seniors, women, youth etc.) 	One Problem Gambling Prevention Services Contract with Ministry of Public Safety and Solicitor General	<p>In addition to current counselling services (i.e., RAS's) add one FTE Problem Gambling Prevention Specialist or Counsellor with:</p> <ul style="list-style-type: none"> - 50% of the job duties to develop and promote a problem gambling curriculum at schools, and - 50% of which will be to work specifically with Richmond's seniors population. 	2005 – City contributed \$91,950.00 to RAS for prevention in schools and for seniors
2. Preventing the vulnerable sectors of the community from being addicted to gambling	<ul style="list-style-type: none"> - Training for those who work with the most vulnerable populations - Employ a prevention worker/counsellor specifically designated to work with the seniors population 			Province working with RAS to develop school resource materials

STRATEGY IMPLEMENTATION CONTEXT				
Challenges	Strategies	Existing Services	Proposed Action Steps (Based on RAS's Model)	Implementation to Date
TREATMENT SERVICES				
1. Ensure that adequate treatment services are available and accessible for those individuals and families negatively affected by gambling	Ensure that an approved agency (e.g., RAS) has sufficient capacity to ensure availability, ready access to and delivery of treatment services at times and in locations (i.e. the casino) needed by problem gamblers and their families. These services must be responsive to language and cultural differences.	One Problem Gambling Clinical Counsellor employed by a local qualified agency (e.g., RAS) through a contract with Ministry of Public Safety and Solicitor General. The counsellor works closely with S.U.C.C.E.S.S. to serve the Chinese population of Richmond.	In addition to the above existing counselling services and the first additional counsellor position, a second counsellor is proposed to be located <i>inside the casino</i> in the proposed Responsible Gaming Education /Information Centre to work with: - patrons who sign up for the self-exclusion program, and - those who require on-site support and counselling.	Province establishing pilot Responsible Gambling Information Centre at River Rock to connect problem gamblers with counselling services
2. Reach problem gamblers in ethnic communities				
MONITORING PROGRAM				
Ensure effectiveness	<ul style="list-style-type: none"> - Establish monitoring programs - Analyze findings - Make recommendations - Update Strategy - Review Strategy as a pilot strategy after five years - Make recommendations 	<ul style="list-style-type: none"> - Some monitoring 	<ul style="list-style-type: none"> - Establish programs 	<p>RAS will present annual report to Council in March 2006 re: City-funded prevention initiative</p> <p>Pilot Responsible Gambling Information Centre will be evaluated after first year</p>

Prepared by:
Policy Planning
City of Richmond

Responsible Gambling Officer

GPEB and BCLC launched a Responsible Gambling Strategy and Partnership in 2003. Initiatives delivered under the Strategy are evaluated as to their stated outcomes of reducing the incidence of problem gambling, reducing the harms associated with excessive gambling and ensuring the delivery of gambling in a manner that encourages responsible gambling and healthy choices.

To achieve those objectives, a range of specific harm minimization strategies are required, targeted to very specific purposes.

The BC Partnership for Responsible Gambling plans to launch a Responsible Gambling Information Centre (RGIC) as a pilot project to test the effectiveness of having trained counsellors available on-site in a casino as RG Officers. The purpose is to provide on-site education, support and referral to customers seeking information or in distress, and to support, advise and actively assist senior and mid-level managers in resolving potentially complex customer situations. The Responsible Gambling Officer will provide on-site guest education about gambling and responsible gambling, plus discreet and professional support and referrals related to problem gambling where indicated. The RG Officer will work closely with the on-duty Casino Shift Manager.

Candidates for the above should have a background in counselling, psychology, social work, nursing, or other related field with some knowledge or experience related to addictions. We are looking for persons with well developed communication skills and the unique ability to present information and concepts in a pragmatic fashion.

You will also need a good working knowledge of computer hardware and software.

Specific knowledge about gaming would be an asset, but is not mandatory. Comprehensive, as extensive training will be provided.

Successful respondents will be remunerated at \$40 per hour for the following:

- providing on site responsible gambling information services to all patrons;
- providing support to patrons in distress;
- facilitating referral and or providing assistance in the self exclusion process;
- facilitating referral to problem gambling counselling services where indicated;
- providing support and consultation to facility staff and management;
- completing all specified data reporting requirements

To ensure delivery of effective services, the successful candidates will:

- complete Level I, *Introduction to Problem Gambling Training* provided by the Problem Gambling Program (or equivalent level of training);

- provide customers with information related to odds of winning and losing, how particular games work, the concept of randomness, house advantage and other responsible gambling information and strategies;
- interact with customers, making referrals to other needed services (i.e., Self-Exclusion Program, clinical counselling services) and involving other allied professionals and agencies where appropriate;
- identify risk indicators such as health and safety issues, and follow any statutory requirements for reporting; recognizing the need for immediate referral in the case of risk;
- maintain a comprehensive knowledge of relevant regulations, standards, and BCLC and casino policies and procedures;
- pursue development of knowledge, skills and abilities and maintaining currency on relevant literature and research in the areas of responsible gambling, problem gambling, game information and related issues.

Provide a cover letter and resume, outlining your knowledge, skills and abilities that meet the requirements of this position. Please include three professional references with your letter. Selected applicants must successfully complete a criminal record check and GPEB clearance.

The successful candidate will be contracted for services for a one year period for the pilot project, beginning in September. Only those candidates that are short-listed will be contacted.

Please respond to the attention of:

Alain Mickelson,
Problem Gambling Program
PO Box 9311,
Stn Prov Govt,
Victoria, BC, V8W 9N1

Or via e-mail to Gaming.Branch@gov.bc.ca