



City of Richmond

Report to Committee

To: General Purposes Committee

Date: March 29, 2012

From: Cathryn Volkering Carlile
General Manager - Community Services

File:

Re: **Richmond Addiction Services' Proposal to Renew a Five-Year Problem Gambling Prevention and Education Plan**

Staff Recommendation

That:

1. Richmond Addiction Services' Proposal to Renew a Five-Year Problem Gambling Prevention and Education Plan be sent to the Minister of Energy and Mines, Richmond MLAs, the School/Council Liaison Committee and stakeholders for their information, and
2. Richmond Addiction Services be commended for preparing the Proposal.

Cathryn Volkering Carlile
General Manager - Community Services
Att. 1

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE		CONCURRENCE OF GENERAL MANAGER
Law & Community Safety Administration	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

On May 29, 2002 Richmond City Council adopted a Full Service Gaming Policy to allow one full service casino including table games and slot machines in Richmond. To minimize possible harmful impacts, staff were asked to investigate strategies to reduce addictive gambling and enhance support for problem gamblers.

In December 2004, General Purposes Committee was presented with the Draft Richmond Problem Gambling Prevention & Treatment Strategy prepared by Richmond Addiction Services. On December 13, 2004, Council endorsed the Strategy, requested Provincial funding of the same and requested that:

staff report to Committee on (i) interim Richmond initiatives which could be taken with regard to addiction issues, and (ii) the suggestions made by RASS.

On March 29, 2005, in reviewing the requested information, Council resolved that:

- 1. \$91,950 be provided to Richmond Addiction Services for interim problem gambling prevention services for one year, until March 2006;*
- 2. RASS be asked for an annual report of services provided;*
- 3. a decision regarding the request for support for the establishment of an independent B.C. problem gambling research institute be deferred; and*
- 4. staff provide comment on the Provincial strategy as soon as possible, upon its receipt.*

Staff comments with respect to Provincial problem gambling initiatives were provided in a October 2005 report to Council regarding a request from the Province for a City contribution to establish a "Responsible Gambling Information Centre" at the River Rock Casino. The Province conveyed in correspondence to the City, in response to the request to fund the Strategy, that only provincial Responsible Gambling Strategy initiatives would be funded. Staff reported that all Provincial initiatives were consistent with Richmond's Problem Gambling Strategy, although components of Richmond-specific requests to the Province were not addressed (e.g., Richmond-based research, on-site counselling at the River Rock Casino).

Since 2005, RASS has provided annual reports outlining Richmond Problem Gambling Strategy prevention activities, numbers served, and evaluation results as part of their annual City Grant application. As the five-year strategy has now expired, RASS has prepared a report summarizing activities and progress to date and proposes a new five-year plan to continue addressing problem gambling prevention and education in Richmond.

The purpose of this report is to present RASS' Proposal to Renew a Five-Year Problem Gambling Prevention and Education Plan (**Attachment 1**).

Council Term Goal

RASS' proposed Plan reflects the following Council Term Goal:

2.1 Completion of the development and implementation of a clear social services strategy for the City that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to the public in order to appropriately target resources and help manage expectations.

Findings Of Fact

1. Progress Since 2005 - Problem Gambling Prevalence and Demographics

1.1 Provincial Data

No problem gambling baseline data from 2005 is available. However, in 2007, a BC Problem Gambling Prevalence Study was conducted, providing provincial trends in gambling participation, problem gambling prevalence, and profiling problem gamblers, including comparisons with previous survey results. As a breakdown of results by region or municipality was not conducted, no Richmond-specific data is available. A range of gambling-related comparisons between provinces is provided in the Canadian Gambling Digest 2009 – 2010 (**Attachment 1**, Appendix 1).

While overall gambling participation rates, including raffles, lotteries, bingo, casino use, etc., declined by 12% from 2002 to 2007 (from 85% to 73%), casino gambling remained steady with a slight decline from 27% to 25%. Internet gambling increased from 2% to 3%. Of all problem gamblers, 12.1% are casino gamblers. The highest number (29%) are internet gamblers.

Problem gambling prevalence was estimated at 4.6% of the B.C. population, identical to the 2002 estimate. In comparison with other provinces, BC had a relatively high rate of problem gambling – only Saskatchewan (5.9%) and Alberta (5.2%) were higher. While the estimate of at-risk gambling in B.C. reduced from 11.1% in 2002 to 8.7% in 2007, there was a statistically significant increase in those estimated to have severe gambling problems, from 0.4% in 2002 to 0.9% in 2007. This estimate is comparable to other provinces.

Awareness of free counselling services (from 29% to 46%) and availability in communities (from 29% to 38%) increased significantly in BC from 2002 to 2007, and particularly among problem gamblers.

1.2 Richmond Data - Youth

As indicated above, Richmond-specific data from the BC Problem Gambling Prevalence Study is not available. However, the 2008 BC Adolescent Health Survey (McCreary Centre Society) provides data on both a provincial and municipal basis. The McCreary study demonstrated a province-wide reduction in youth gambling activity since 2003, with the overall rate declining from 51% to 39%. Of those gambling, 9% fewer played games for money (from 41% to 32%); 10% fewer bought lottery tickets (from 26% to 16%), and a slighter number reduced betting at casinos or online (from 8% to 7%).

In comparison with provincial rates of 39%, 31% of Richmond youth reported gambling activity in 2008. While playing games for money decreased slightly (from 29% to 26%), significant drops were reported in the purchase of lottery tickets (from 23% to 10%) and betting money at a casino, track, or online (from 23% to 7%).

Analysis

1. 2005 – 2009 Richmond Problem Gambling Prevention and Treatment Strategy

1.1 Overview

In December 2004, Council endorsed the 2005 – 2009 Richmond Problem Gambling Prevention and Treatment Strategy, developed in partnership by RASS and City staff. In March 2005, Council provided RASS with \$91,950 for problem gambling prevention and education targeting children, youth and seniors. The City has continued to provide funding for the prevention component of the Strategy through the City Grant Program.

The following table outlines the 2005 Strategy recommendations, responsibilities, funding and implementation results. As indicated above, no Richmond-specific data was available to provide a baseline for, or to measure the effectiveness of, these initiatives.

2005 – 2009 Richmond Problem Gambling Prevention and Treatment Strategy			
Recommendation	Proposed Responsibility	Funding Provided	Implementation Results
1. Improved Stakeholder Responsibility - coordination, collaboration and action	Province to Coordinate	- Province funded BC Partnership for Responsible Gambling - Richmond school resource pilot partnership (see #2 below)	Province formed BC Partnership for Responsible Gambling, including 10 municipalities, but no Richmond-specific group formed
2. Ensure Sufficient Resources - funding, capacity, support, legislation, policies	Stakeholders to innovate	- City Grant of \$91,905 - Province matched funding	Province, City, School District and RASS partnered to adapt and pilot KnowDice for use in schools throughout BC
3. Qualified Service Provider - enhance capacity	Province to support RASS to increase services	- Provincial contracts awarded to RASS, but not billed to capacity	RASS' reports their capacity to deliver service not maximized
4. Research Program - monitor and analyze the impact of the Casino on Richmond gamblers and community	Province	- Province funded BC prevalence study but no municipal data available	Not implemented. A province-wide BC Problem Gambling Prevalence study was undertaken in 2008
5. Effective Problem Gambling Prevention and Treatment Strategy - adequate, accessible - culturally relevant	Provincial funding for RASS prevention and counselling staff and an additional RASS counsellor in the Casino	- City funding of \$91,950 per year provided to RASS for prevention - Provincial funding of RASS contracts continued (see #3 above)	RASS prevention and counselling contracts continued, no on-site counselling at Casino (referrals are made)
6. Responsible Gambling Information/Education Centre - on-site counselling requested	Province, BCLC, River Rock Casino to fund RASS to provide provincially-funded counselling	- Province and BCLC funded - City contributed \$25,000 to start-up cost	GameSense Information Centre established at the River Rock Casino, staffed by GameSense Advisors, no on-site counsellor

1.2 RASS' Problem Gambling Prevention and Education Activities

Since inception of the Strategy, funding for RASS' problem gambling prevention and education activities was shared by the City of Richmond through the City Grant Program, the Gaming Policy and Enforcement Branch (GPEB) and, when substance abuse prevention was also addressed, by Vancouver Coastal Health. In 2010/11, RASS received approximately \$40,000 from GPEB and \$92,000 from the City for problem gambling prevention and education.

RASS prevention work (**Attachment 1**, Appendix VIII) undertaken since the 2005 Strategy was endorsed is summarized below:

2005 - 2011 RASS Problem Gambling Prevention Activities		
Year*	Total # of Activities	Participants
2005	69	1370
2006	109	2745
2007	N/A	N/A
2008	65	2876
2009	51	2069
2010	53	2465
2011	61	2737
Total	408	14,262

**Please note that 2007 information is unavailable due to inconsistent record-keeping practices that year.*

As indicated, RASS has reached a large number of Richmond residents each year, through a wide range of activities including secondary school classes, childrens' day camps, media interviews, resource fairs, parent support groups, conferences, and special events.

City funding to RASS was also used, at the request of the Ministry of Public Safety and Solicitor General (MPSSG), to prepare a problem gambling curriculum for use in schools throughout the Province. The MPSSG provided RASS with funding equivalent to the City grant to prepare this resource, "Know Dice". This partnership included the Richmond School District in curriculum development and pilot testing.

The Richmond results of the BC Adolescent Health Survey are encouraging and the lower rates of Richmond youth engaged in gambling activities may indicate the positive impact of RASS prevention work in schools and the community.

1.3 Provincial Initiatives

BC Problem Gambling Program and BC Lottery Corporation's (BCLC) initiatives to prevent and treat problem gambling, as well as to promote responsible gambling, are described in **Attachment 1**. Several of these initiatives have been implemented since Richmond's strategy was prepared in 2004, including:

- GameSense Information Centres in Casinos, including River Rock, staffed by GameSense Advisors,
- BC Partnership for Responsible Gambling (last active in 2009), of which Richmond is a member,

- Development of KnowDice for province-wide use in schools, developed in partnership with the City, School District No. 38 (Richmond) and RASS,
- Appropriate Response Curriculum development and training for industry staff,
- 2008 BC Problem Gambling Prevalence Study, and
- 2008 province-wide Responsible Gambling media campaign.

As previously noted, the Province has not collected data that would provide insight into the prevalence or demographics of problem gambling in Richmond.

The Province's BC Problem Gambling Program has been administered by the Gaming Policy and Enforcement Branch of the Ministry of Public Safety and Solicitor General. On February 8, 2012 the Province announced that responsibility for gaming would be transferred to the Ministry of Energy and Mines.

As indicated in the RASS Strategy (**Attachment 1**), the Province, in partnership with BCLC, promotes responsible gambling at the River Rock Casino and, through on-site GameSense Advisors, refers patrons as appropriate to the BC Problem Gambling Helpline. Helpline staff then make referrals to intake workers, contracted counsellors (e.g., RASS) and other services.

2. Proposed Richmond Problem Gambling Strategy Renewal – Five-Year Prevention and Education Plan

The following table identifies RASS' recommendations for a renewed Richmond Problem Gambling Strategy (**Attachment 1**), including proposed responsibility, funding and implementation.

RASS' Proposal to Renew a Five-Year Problem Gambling Prevention and Education Plan (2012 – 2016)			
Recommendation	Proposed Responsibility	Funding Requirements Proposed/Confirmed	Implementation Schedule
1. Prevalence and Demographic Study - to determine number and characteristics of Richmond gamblers and problem gamblers - to understand incidence and patterns	All stakeholders	- Requires \$35,000 total - Proposes \$5,000 per stakeholder - Confirmed City contribution of \$5,000 as part of RASS' 2012 City Grant	2012
2. Culturally Relevant Awareness Campaign - culturally relevant advertising, promotion and awareness campaigns, leading to more calls for prevention and counselling - subsequent campaign to target problem gamblers and affected family members - evaluation	All levels of government	- Requires \$27,500 in 2013, then \$10,000 each year from 2014 – 2016 (total \$57,500) - Proposes cost-sharing by all levels of government - None confirmed	2013 - 2016
3. Youth Counselling - request that the Province reduce the age limit for counselling from 19 to 16, given high incidence in youth	Provincial Government	- Unspecified (Provincial responsibility)	2012 Request of Province
4. GameSense Advisor Language Capacity - Increase to include Mandarin and Cantonese	BC Lottery Corporation	- Unspecified (BCLC responsibility)	2012 Request of BCLC
5. Multi-Stakeholder Problem Gambling Task Force - to develop strategies and solutions to arising issues - to collaborate and establish partnerships	- RASS to coordinate - All Stakeholders to participate - City Grant funding proposed to cover cost as part of 5-year Prevention and Education Plan	- Requires \$500 per year - Confirmed City contribution of \$500 as part of RASS' 2012 City Grant	2012 - 2016

As the City has supported the prevention and education component of the 2005 Strategy through the City Grant program, RASS is proposing that the City continue to fund this component through a Five-Year Prevention and Education Plan. Implementation would consist of a continuation of school and community-based activities, as outlined in **Attachment 1** (Appendix II), coordination of a Richmond Multi-Stakeholder Task Force, a Prevalence and Demographic Study and a culturally-relevant media awareness campaign. A timeframe and budget for implementation has been prepared by RASS (**Attachment 1**, Appendix VI & VII).

RASS also recommends monitoring policing, transit and traffic needs at the facility and in the vicinity of the Casino. However, should concerns arise, such matters would be brought to Council's attention through Community Safety and Transportation reports. To date, no related challenges have been noted resulting from problem gambling.

For 2012, Council approved a Health, Social & Safety Grant of \$194,487 to RASS, half of which (\$97,244) is to support this Prevention and Education Plan. A report detailing how the money was spent, as well as evaluation results, will be required with RASS' 2013 Grant application.

3. BC Responsible and Problem Gambling Contract Status

On February 27, 2012, Council considered a request from RASS to support their requests of the Province to a) fully fund RASS' BC Responsible and Problem Gambling Program (BCR&PGP) contracts, and b) to receive adequate referrals from the Province, as outlined by RASS in correspondence provided to Council. It was resolved:

That a letter be sent to the provincial government, asking that they support the full funding formula and full access to clientele as sought by Richmond Addiction Services Society (RASS).

A letter was subsequently sent to the Minister of Energy and Mines conveying this request and the rationale behind it. Staff communication with the Minister's Office indicates that a response is anticipated within the month.

The status of the Richmond BCR&PGP prevention and counselling contracts will be conveyed to Council as soon as the information is received from the Province.

Financial Impact

There is no financial impact at this time.

Conclusion

RASS' Problem Gambling Strategy Renewal proposes roles for a number of stakeholders. For the City, RASS is seeking support of the Five-Year Prevention and Education Plan that proposes to continue a range of problem gambling prevention and education initiatives. The Plan also aims to increase the effectiveness of such initiatives through research and the development of targeted awareness campaigns, based on a cost-shared approach. In addition, RASS proposes to ensure multi-stakeholder participation by establishing and coordinating a Task Force to monitor Strategy implementation.

Based on the number of Richmond residents who will be served, the range of problem gambling prevention initiatives to be offered, and the merit of all proposed actions, RASS should be commended on the preparation of this renewed Strategy. It is recommended that copies be sent to key stakeholders for their information.



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LS:ls

March 29, 2012

*Report on the Problem Gambling Strategy in Richmond with
Recommendations for a Renewal of a 5 year Prevention and Education Plan*

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Richmond Addiction Services (RASS)

*Prepared for the City of Richmond
by Richmond Addiction Services (RASS)*

Acknowledgement

Richmond Addiction Services would like to thank the following Steering Committee members for contributing to the development of the Strategy.*

Kelly Ng (Acting COO, SUCCESS)

Grant Grobman (Touchstone Family Association)

Rebecca Avendano (CHIMO)

Monica Pamer (Richmond School District)

Janis Gray (RCMP)

Doug Semple (Transit Police)

**RASS is solely responsible for authorship of the Report*

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1. PURPOSE

The purpose of this report is to:

- (1) examine the status of gambling in Richmond and its impact on the community,
- (2) present an updated review to the City of Richmond, and
- (3) engage the City of Richmond in the process of completing an Implementation Plan, Strategy five-year budget, and opportunities for multi-stakeholder support for the Strategy.

2. INTRODUCTION

2.1 Gambling and Problem Gambling

Gambling is any experience involving a wagering, risking or betting of money or other valuables (home, jewellery, art, etc.) on an activity of chance (unpredictable outcome) where money or valuables may be won or lost. Examples include poker playing, internet gambling, sports wagering, racetrack betting and bingo, as well as casino gambling. Gambling includes both legal and illegal forms. The province and the industry often refer to legal gambling as “gaming”.

Any reference to gambling and problem gambling in this report includes all types, unless otherwise specified.

From casinos to internet gambling, it's easier to gamble than ever before. The widespread expansion of gambling in Canada over the past 10 years has seen its growth as a contentious public and community issue. Most people who gamble do so responsibly and view gambling as harmless entertainment that benefits the community by lowering taxes and funding social programs. (R.J. Williams, J. Rehm, R.M.G. Stevens (2011) The Social and Economic Impacts of Gambling.)

However, a small but significant portion of the gambling population (about 4.6%) develops gambling problems which have negative impacts on the individuals, families and communities (BC PG Prevalence Study 2008).

Problem gambling, in the Canadian context, is defined as “gambling behaviour that creates negative consequences for the gambler, others in his or her social network, or the community” (Ferries & Wynne, 2001).

These problems can include bankruptcy, marital problems, the loss of employment, ruined businesses, family violence, and stresses on the health and social services sectors of the community. In addition, the development of concurrent disorders and cross addictions and, in extreme cases, suicide have also been linked to problem gambling (E.L. Grinols (2004) Gambling in America: Costs and Benefits, Cambridge University Press, Cambridge, United Kingdom.).

Richmond City Council requested and endorsed the 2005 – 2009 Richmond Problem Gambling Strategy to mitigate possible problem gambling impacts of policy and zoning decisions permitting the establishment of the River Rock Casino in Richmond as a full-service gaming facility. This report proposed a renewed Five-Year Prevention and Education Plan.

As there is no Richmond-specific data available regarding problem gambling prevalence, it is difficult to ascertain the number of gamblers and problem gamblers in Richmond, as well as to determine if the presence of the River Rock Casino has impacted these numbers. The River Rock casino is a fully functional entertainment centre consisting of a hotel, convention centre, marina and theatre. Great Canadian Gaming Corporation estimated that 4 million visits occurred at the River Rock Casino and Resort in the year 2010. The complex is frequented by many non-Richmond residents, although no data on place of residence is available, and not all patrons gamble. Richmond problem gamblers may also frequent casinos outside the municipality, or may not be casino gamblers at all.

2.2 Gambling Revenue

To understand the amount of revenue generated by gambling across Canada, in the province of BC and in the City of Richmond the following data has been collected.

- National Government = \$13.645 billion (Canadian Gambling Digest 2009-2010)
- BC = \$2.68 billion gaming revenues in 2010 – 2011
(<http://www.pssg.gov.bc.ca/gaming/revenue/index.htm#two> Ministry of Public Safety and Solicitor General, Government Gaming Policy and Enforcement Branch website 2011)

- City of Richmond = \$ 13 million 2010-2011

(<http://www.pssg.gov.bc.ca/gaming/reports/docs/fin-rpt-local-gov-revenue.pdf>

Ministry of Public Safety and Solicitor General, Government Gaming Policy and Enforcement Branch website 2011).

A full break down of financial accounting is beyond the scope of this paper, but is provided in the Canadian Gambling Digest 2009-2010 (Appendix I) which provides Canada-wide data regarding gaming, including inter-provincial comparisons.

According to BC Government statistics the Gaming Policy and Enforcement Branch (GPEB) received 0.2% of provincial gambling revenue for 2009-2010 fiscal year to help fund problem gambling treatment and prevention services within the province. In fiscal 2010/2011, BCLC recorded \$2.68 billion in gaming revenue. The Province of B.C. directed \$1,104.6 million of BCLC's net income as follows:

- \$82.3 million to Host Local Governments with a community gaming centre or casino
- \$135 million to close to 6,000 charitable and community organizations
- \$147.3 million to the Health Special Account which administers, operates and delivers health care, research, education and promotion
- \$691.8 million to government consolidated revenue
- \$13.1 million to Gaming Policy and Enforcement Branch (GPEB) for regulatory oversight - administration
- \$8.9 million to Government of Canada – taxes or what is called consolidated revenue
- \$10 million committed to horse racing industry – gaming infrastructure
- \$10.9 million to Development Assistance Compensation – gaming infrastructure
- \$5.3 million responsible gambling strategy – gambling treatment and prevention

Total: \$1,104.6 million

In addition to the \$5.3 million distributed to the Provinces Responsible Gambling Strategy, BCLC invested approximately \$2.0 million of its operating budget to responsible gambling programs, including GameSense.

In Richmond, Richmond Addiction Services received \$174,530 from City of Richmond Casino revenue to support the problem gambling and alcohol and drug prevention programs which is ~1.34% of the \$13 million City's gambling revenue in 2010-2011. Richmond Addiction Services, through its contracted clinical and prevention services with the BC Problem Gambling Program earned \$121,297 in 2010/11.

2.3 Richmond Addiction Services Role

Richmond Addiction Services has continued its work in the community in treatment and prevention services focusing on addictions (including gambling, alcohol, drug and internet and gaming; for January to June 2011 figures, see Appendix II). As a partner with the BC Problem Gambling Program, Richmond Addiction Services has offered gambling treatment in the form of individual and group counselling to the community of Richmond. Prevention funding partners include the City of Richmond, Vancouver Coastal Health – Richmond Services. Programs provided by RASS, targeting individuals, families, children, youth and seniors, in funding partnership with the City, GPEB and VCH-Richmond, include:

- the Peer 2 Peer Prevention program in secondary and elementary schools,
- community presentations,
- the community education series,
- poster campaigns,
- special events such as Hockey Day in Richmond, and National Addictions Awareness Week
- BC Problem Gambling sponsored programming includes the KnowDice and Know Bettor programs and other presentations offered to Elementary schools in the Richmond School District (City funding has also supported these initiatives).

3. *CURRENT SITUATION*

3.1 The people who gamble

Most British Columbians who choose to participate in gambling do so for social and recreational purposes and do not experience problems requiring assistance. According to the research results of a survey conducted by Ipsos-Reid and Gemini Research at the end of 2002 in British Columbia, the vast majority of British Columbians have gambled at some point in their lifetime. In fact, 91% of them have taken part in at least one gambling activity. However, following a 2007 survey the percentage dropped to 73%. The percentage (about 4.6%) that are predicted to experience varying degrees of problems that require intervention and treatment has remained the same at 4.6%, according to the Ipsos Reid BC PG Prevalence Study conducted in Jan 25, 2008.

Compared to 10 other provinces in Canada, BC with 4.6% (having serious consequences from gambling) ranked 4th after Manitoba (6.1%), Saskatchewan (5.9%) and Alberta (5.2%) – according to the Canadian Gambling Digest 2009-2010 (Appendix I). When projected across

the entire province of BC, this equates to an estimate of 163,784 in BC and 7,264 in Richmond in 2010 (BC Stats).

If this is projected, the total number of problem gamblers in Richmond is estimated to be 7,264.

Despite the fact that only a small percentage (4.6%) of the population experience problems with gambling, research suggests that for every problem gambler, there are 10-17 people around him/her that are negatively affected as a result (Politzer, Yesalis, Hudak, 1992). If we take all these people into account, the extent of the problems is tenfold or more.

Canada is a country of immigrants with multicultural backgrounds and Richmond has the largest proportion of visible minorities in the country. Gambling may have different meanings to different cultures.

For example:

- a) For some cultures, playing games for small amounts of money among friends and family is not considered “real” gambling, or an activity that could cause harm (Tran, 2003).
- b) According to an Australian study about the impact of gambling on specific cultural groups, the rates of participation in gambling from the 4 cultural groups surveyed (i.e., Chinese, Vietnamese, Greek and Arabic) were found to be lower than those in the general community. However, they outlay larger amounts of money per week than the general community and they scored higher for problems with gambling (Victorian Casino and Gaming Authority, 2000) than the general community.
- c) However, Blaszczynski et al. raised in another context that pathological gambling may be under-reported in some cultures due to:
 - a. a cultural reluctance to recognize the problem for the social stigma associated with mental illness,
 - b. a fear of losing respect in public,
 - c. a marked reliance on family support,
 - d. the disposition to use personal control, and
 - e. a reluctance to approach mainstream health services due to language and cultural barriers (Blaszczynski, Huynh, Dumlao & Farrell, 1999).

These findings coincide with the findings from some of the counselling cases that Richmond Addiction Services (RASS) and other community agencies have encountered in the Lower Mainland over the past few years. Agencies report that it is difficult for some members of certain communities to recognize and accept that gambling can be a problem as devastating as drug addiction and that it is imperative for them to seek help from professionals as early as possible if they develop a problem associated with gambling.

3.2 Stakeholders in Richmond

In Richmond, there are several stakeholders who have an interest in or direct involvement with gambling. Each is involved differently with gambling and each has interests and expectations that, in some cases, are similar and in others are at odds with one another. The extent to which they influence or are influenced by the existence of gambling is directly related to their role in regulating, taxing, operating gaming services and products, or dealing with some of the consequences involved in the gambling activity. Regardless of their stake in gambling in the City of Richmond, all play a role in shaping the outcomes for the City and its population as a result of the existence of a casino. These stakeholders include:

3.2.1 Gaming Policy and Enforcement Branch, Ministry Of Public Safety and Solicitor General

“Gaming Policy and Enforcement Branch (GPEB) regulates all gaming in British Columbia, ensures the integrity of gaming industry companies, people and equipment, and investigates allegations of wrongdoing.”

The Gaming Policy and Enforcement Branch is responsible for the control and regulation of all legalized gaming in BC including the:

- a) Development and management of gaming policy, legislation and standards;
- b) Regulation of all aspects of the gaming industry;
- c) Licensing charitable gaming events and horse racing;
- d) Overseeing horse racing events, determining the outcome of each race and adjudicating any related matters;
- e) Registering gaming service providers and gaming workers, and approving and certifying gaming equipment and lottery schemes;
- f) Conducting audits of charitable and commercial gaming activities to ensure compliance;

- g) Ensuring a comprehensive approach to risk management for GPEB operations and the gaming industry at large;
- h) Investigating all alleged contraventions of B.C.'s Gaming Control Act and working in cooperation with law enforcement, all alleged contraventions of relevant sections of Canada's Criminal Code;
- i) Managing the distribution of government's gaming proceeds, including grants to community organizations, local governments and the horse racing industry;
- j) Managing the Province's Responsible Gambling Strategy, including the Problem Gambling Program, in order to minimize harm and promote responsible gambling practices.

Through GPEB's Problem Gambling Program, the province currently funds 30 clinical contracts, 27 responsible gambling contracts (GameSense Advisors) and 17 prevention contracts. In 2010/11, the BC Problem Gambling program budget was \$5.3 million.

3.3.2 BC Ministry of Education

The BC Ministry of Education is responsible for the general public education.

3.3.3 British Columbia Lottery Corporation (BCLC)

Following amendments to the Criminal Code of Canada in 1969 and enabling legislation, BCLC was incorporated in 1984 and operated under the Gaming Control Act (2002) of British Columbia. BCLC is mandated to conduct, manage, and operate lottery gaming including the marketing of nationwide and regional lottery games with other Canadian provinces; casino gaming, commercial bingo gaming and eGaming. BCLC operates a number of programs intended to minimize the occurrence of problem gambling, including its GameSense responsible gambling program.

Additionally, BCLC fosters player awareness and knowledge of responsible gambling through the following:

- GameSense Info Centres operate in casinos and community gaming centres throughout the province.
- Responsible play messages are included on all BCLC marketing materials.
- BCLC provides free downloads of BetStopper, which blocks access to gambling websites.
- Games are operated with a high degree of security and integrity.
- Products display the Problem Gambling Help Line number (1-800-795-6111).

- Product information includes the odds of winning.
- Laws concerning the legal age to participate in gambling in B.C. are strictly upheld and widely publicized through a 19+ program.
- All initiatives are developed with consideration for responsible play practices.

GameSense Information Centres

GameSense Info Centres (GSIC), previously known as Responsible Gambling Information Centres, can be found at all casinos and community gaming centres across BC. The centres are located on or near the gaming floor of all casino and community gaming centre locations and offer a variety of resources and strategies intended to keep gambling fun.

The centres operate as either staffed or self-serve interactive booths, providing information and education to players in an open, approachable environment, in order to foster healthy choices with regards to gambling. Program deliverables include responsible gambling education; problem gambling education and referral; and, gaming staff training delivery.

To assist patrons requiring resources, all GameSense brochures, in addition to brochures about the Voluntary Self-Exclusion program, are available in six languages: Chinese, Punjabi, Tagalog, Korean, Vietnamese and French. GameSense Advisors are knowledgeable in assisting patrons with obtaining the resources available to help with translation.

GameSense Advertising

In addition to signage and information where British Columbians play BCLC games and information on its website, BCLC has paid advertising running throughout BC on television, in ethnic-reaching newspapers, in cinemas, in digital signage in pubs and bars, and online. These ads provide a variety of messages, including dispelling gambling myths, encouraging and reminding people to gamble responsibly, directing them to where they can get more information, and also promotion of the Problem Gambling Help Line.

Appropriate Response Training

In 2004 the Strategy recommended a specialized problem gambling training program which has been instituted by BCLC. Appropriate Response Training is a mandatory BCLC training program for all employees that work within a gaming facility in B.C. Training is comprised of two distinct levels based on the employee's job requirements and since 2004, has trained over 13,500 gaming workers. Training is provided to enhance the knowledge, awareness, attitudes and confidence of all onsite employees so they can respond meaningfully and without judgment to customers who experiencing problems within a gaming facility. Since 2004 over 13,500 service providers and BCLC site staff have received ART.

Voluntary Self Exclusion

BCLC offers a program to enable individuals to voluntarily exclude from all gaming facilities with slot machines, from commercial bingo halls, or from PlayNow.com for a period of time - 6 months, 1 year, 2 years or 3 years. BCLC has indicated that 70% of those signing up are able to follow through with their commitment to self-exclude.

3.3.4 Great Canadian Casino (GCC) In Richmond aka River Rock Casino

The Great Canadian Gaming Corporation has entered into a service agreement to currently operate the only casino with slot machines in Richmond.

3.3.5 City of Richmond

The City of Richmond controls whether or not to allow casinos and slot machines, and where they may be located in the City by the municipal bylaw. Since 2004, there has been a full service casino in Richmond when the provincial government lifted the 300-slot limit per casino in June 2003. The City's Full Service Gaming Policy allows for the same number of slot machines and tables as permitted by Provincial Gaming Legislation and Government Policy.

The City of Richmond receives revenue and property taxes from the Casino. It also bears certain costs (e.g., policing) in addressing any public nuisances, incidences of criminal activities and other problems related to problem gambling.

3.3.6 Richmond Addiction Services (RASS)

RASS, whose mission is "to provide expertise in preventing and treating addictions in our community", has provided alcohol and drug counselling to Richmond residents since 1975 and problem gambling prevention and counselling since 1977. RASS' objectives are to provide community-based services and programs for the treatment and prevention of addictions and to provide a full range of assessment and counselling services to the community being impacted by substance use/misuse and problem gambling.

RASS has been the only contracted agency in Richmond with the BC Problem Gambling Program to offer outpatient and outreach clinical services for people affected by gambling. RASS also serves youth (under 25 years of age) and seniors (older than 55) for issues related to alcohol and other drugs in Richmond.

3.3.7 School District No. 38 (Richmond)

Information and education is imperative for the prevention of addictions including gambling. According to best and promising practices in prevention, intervention is most relevant at key developmental transition points (grades 4, 7, 9, 11) when children are most vulnerable to experimentation and a potentially harmful involvement with alcohol, drugs, tobacco and gambling. (<http://www.albertahealthservices.ca/2679.asp>)

3.3.8 RCMP

The Richmond RCMP is another key stakeholder. The primary interest of the RCMP is to contain or minimize the impact of gambling on law enforcement and the judicial and penal systems. The possible law enforcement problems related to the casino such as loan sharking and money laundering require additional attention from the police.

3.3.9 Richmond Residents

Richmond residents benefit from the River Rock casino and entertainment complex. Many access it's amenities, and a wide range of residents benefit from City services provided through casino revenue. As of 2007-2008 data, the casino employs 1,004 people.

While Richmond-specific data is unavailable, a percentage of patrons (the provincial average is 4.6%) will develop problem gambling behaviour, harming themselves and those close to them, resulting in both personal and community cost.

4. RICHMOND RESOURCES AND SERVICES

The efforts and resources currently directed at problem gambling prevention, the promotion of responsible gambling, and assisting those affected by problem gambling in Richmond are as follows:

4.1 Gaming Policy and Enforcement Branch, Ministry Of Public Safety and Solicitor General: BC Problem Gambling Program

As indicated with respect to stakeholder roles, GPEB manages the Province's Responsible Gambling Strategy, including the Problem Gambling Program, in order to minimize harm and promote responsible gambling practices. Problem gambling prevention and counselling services are available through contracted service providers such as RASS. In Richmond, the Province has previously awarded two contracts to RASS, one for prevention and one for treatment (counselling).

The 24-Hour Problem Gambling Helpline is funded by the BC Problem Gambling Program. The Helpline is advertised on brochures, stickers, posters and other products. Helpline staff refer clients to a centralized intake worker or directly to service providers such as RASS. Recent calls to the Helpline are as follows:

Year	BC	Richmond
2008/09	6,737	200
2009/10	5,926	134
2010/11	5,932	164

4.2 BC Lottery Corporation

GameSense (Responsible Gambling)

In 2006 – 2007, BCLC launched GameSense, as part of their commitment to educating the public and players about the responsible use of gambling products, as outlined in Stakeholder information. Through GameSense, BCLC promotes awareness of responsible play behaviours and the risks associated with gambling by providing educational materials and access to information and resources. These resources and services are available province-wide; for Richmond-specific services, see River Rock Casino, below.

4.3 Richmond Addiction Services (RASS)

The BC Problem Gambling Program is a main partner in supporting Richmond Addiction Services' Centre of Excellence in the Prevention of Gambling, Alcohol and Drug Misuse and Addiction. Through this Centre of Excellence RASS provides public education, prevention and counselling services to the community and people suffering from or affected by their own or others' gambling problems.

Through contracts with the BC Problem Gambling Program, RASS has been the only agency in Richmond to offer outpatient and outreach clinical services for people affected by gambling. Various other community agencies have contact with individuals and families dealing with gambling issues but they will generally refer these cases to RASS or to the Helpline. In recognition of the large Chinese population in Richmond, the BC Problem Gambling Program has previously partnered with RASS to employ a full-time bilingual outreach and outpatient counsellor, and partners with the Chinese immigrant services agency, SUCCESS (United Chinese Community Enrichment Services Society), to offer the Problem Gambling Program in the Chinese community (See SUCCESS, below).

Since January 2011 to December 15th 2011 the number of counselling referrals received by RASS for clinical services was 33. It is also important to note that there are private-practice clinicians working in Richmond who would also be working with gambling clients and these clients or resources are not included in this report.

The BC Problem Gambling Program contracted Richmond Addiction Services to offer education and awareness programs within elementary and secondary schools and community colleges in Richmond. These programs can be offered independent of other prevention programming, such as substance use prevention, but in many occasions are partnered with substance misuse, internet and gaming overuse prevention programming. City and VCH funding has also supported these school and college-based prevention initiatives.

RASS has had two staff devoted to problem gambling; one for prevention and one for counselling. These two staff members work closely with the three other RASS staff providing prevention services in Richmond, also funded by VCH and the City of Richmond.

Statistics of all prevention and education programming conducted since the Richmond Problem Gambling Strategy was adopted in 2005 (except 2007 when data was not collected in a manner consistent with other years) are attached in Appendix VIII.

4.4 River Rock Casino

The BCLC authorizes casino operators to operate casinos. All staff are currently trained in the Appropriate Response Training (ART) to identify and approach patrons showing signs of problem gambling and offer appropriate assistance to patrons in distress due to gaming or other issues that they might be dealing with. Through the training, employees are aware of the resources available to patrons and where further assistance can be obtained. These programs are provided in collaboration with the Provincial Government (see Stakeholder roles, BCLC).

A GameSense Information Centre, also described in Stakeholders roles, is located at the River Rock Casino, initiated in 2005 by a partnership with BCLC that included a one-time funding contribution of \$25,000 from the City of Richmond. No counselling is provided on-site, but referrals are made to the 24-hour Problem Gambling Helpline by GameSense Advisors who are there at peak hours (e.g., 5:00 p.m. – 12:00 a.m.). In turn, the Helpline refers to RASS and other services as appropriate.

4.5 City of Richmond

The City has played a leadership role in addressing problem gambling issues through endorsing the 2005 – 2010 Strategy and funding RASS to provide problem gambling prevention and education services to Richmond residents, beyond those provided through their provincial contract. The City will be considering endorsement and funding of the proposed 2012-2017 Strategy to continue and enhance these services.

4.6 CHIMO

CHIMO operates the Crisis Line in Richmond and received the following number of calls in which problem gambling was identified as the main source of distress.

Year	Number
2009	36
2010	20
2011	19

CHIMO cautions that these numbers only reflect those calls where the presenting problem is gambling. This does not include other calls where problem gambling may be identified as an issue, but not articulated as the key reason for the call. Geographical information on callers has not been gathered thus far. If after midnight on any given day, BC211 would receive crisis line calls from the Richmond area, so are not represented above.

The caller is provided with both the Provincial Problem Gambling Helpline and Richmond Addiction Services numbers.

4.7 SUCCESS

GPEB supports a partnership between SUCCESS and Richmond Addiction Services where office space is rented per month at the Caring Place. SUCCESS hosts the Chinese Problem Gambling Website (see Appendix V for statistical analysis). Originally, the setup of the website was funded in partnership with the City of Vancouver and SUCCESS. RASS and Family Services of Greater Vancouver partnered to prepare the copy and text, while the City of Richmond and BC Problem Gambling funding contributed to website development. Ongoing website maintenance is funded by SUCCESS.

SUCCESS also operated the Chinese Helpline, which received 14 gambling related calls between June 2010 and May 2011.

4.8 School District No. 38 (Richmond)

The Richmond School District has been supportive in allowing RASS to have Prevention Specialists disseminate information regarding gambling, alcohol, tobacco and other drug use throughout the school district in both elementary and secondary schools. The BC Problem Gambling Program, in partnership with RASS and supported by City funding, helped pilot the Amazing Chateau and KnowDice programs, developed at McGill University, to Gr. 5 & 6 students in 2006. These programs have been fully implemented since 2007 and promoted to other school districts in 2008. Importantly, the school district has facilitated having the Amazing Chateau CD ROM uploaded onto school computers, allowing every elementary school in Richmond to participate. In 2010-11 nine schools were actively using this program.

Another example of this support is the Peer 2 Peer (P2P) programs that occurred in nine of 11 high schools in 2010-2011. More specifically, the month long Peer 2 Peer was held at four schools, the P 2 P primer in three schools, during a day of prevention at one school and a classroom presentation at another. There was only one school that did not have prevention services in their school. All of these presentations included alcohol, drug and gambling prevention programming. There was also one Parent Advisory Committee presentation discussing gambling prevention.

Hence, it is important to acknowledge the partnership between the Richmond School District and Richmond Addiction Services. For a comprehensive prevention approach, school-based gambling prevention curriculum and delivering effective prevention messages for addictions to kids and youth is of paramount importance. This is the reason why Richmond Addiction Services offers problem gambling as well as substance use and internet misuse concurrently throughout the school district.

5. CHALLENGES

5.1 Benefits and Acceptance of Gambling

Governments at all levels (federal, provincial, and municipal) benefit in varying degrees from the revenues generated by the gaming industry, according to the Economic Impact of the Canadian Gaming Industry report prepared by the Canadian Gaming Association. In 2010-2011, the CGA reports that Canadian Governments gross outputs amount to \$31.1 billion and

in BC totalled \$4.0 billion in gross output.

5.1.1 Casino Gambling

From 2004 to 2010 the Great Canadian Casino or River Rock Casino in Richmond has increased its gaming revenue from \$40.9 Million to now \$86.2 Million, a more than doubling of revenue (Great Canadian Casino Annual Report, 2010). Despite these increases over the years, it has been noted, there has not been an increase in gaming revenue each and every year, for example in 2007 gaming revenue was \$79.7 million and in 2009 it was \$76.5 million (Great Canadian Casino personal communication). As previously indicated, the City receives a percentage of revenue that is used for community benefit. The current data on the number of patrons to the River Rock Casino in Richmond is now more than 4 million a year, and its presence in the community is generally well-accepted.

It has been suggested that the proximity of the River Rock Casino has increased the number of seniors, women and young people (under 25) participating in casino gambling. It is important to note that identification is checked as individuals under the age of 19 are not permitted in the Casino. However, it is impossible to tell if gambling activity, and problem gambling specifically, for these age groups may or may not be increasing as demographic information is not available. This will be addressed in the recommendations section.

5.1.2 Internet Gambling

In October 2008, there were 2,002 internet gambling web sites owned by 520 different companies listed at www.online.casinocity.com and as of July 4, 2011, there were 2,481 internet gambling web sites owned by 662 different companies. Revenues are difficult to determine. However, Global Betting and Gaming Consultants (2008) estimate that worldwide gambling revenues were 600 million in 1998; 5.6 billion in 2003; and 16.6 billion in 2008. (Internet Gambling: Prevalence, Patterns, Problems and Policy Options, Robert T. Woods, Robert J. Williams, January 5, 2009).

In 2007, 3% of the population gambled on the internet in the past year. It was one of the two gambling activities that showed a directional increase from the last survey in 2002 i.e., 22% - up 2 points from last survey (the other gambling activity was private game betting). BC rolled out its internet gambling in July 2010 with 75 new games i.e. PlayNow.com. It was the first jurisdiction in North America to offer legal online casino gaming.

Through PlayNow.com, BCLC provides an established, safe, secure and regulated alternative to grey market websites and the revenue generated stays in the province to benefit British Columbians. BCLC embedded gambling activity controls, tools and responsible gambling educational resources within PlayNow.com, such as:

- Strict age and residency controls with independent identity verification
- Player pre-set deposit limit with 24-hour delay for all increase requests.
- Session logs that show time and amount spent.
- Purchase history so players can track play and spending for 52 weeks.
- Responsible play and problem gambling help information on all pages.
- Username and password-protected accounts, secure payment methods and strict privacy controls.
- Players must use a verified credit card to deposit money into their account.

Concomitant with the growth of the Internet gambling sites, there is also growing concern for the issues that it brings, including how to:

- regulate the access of individuals to gambling web sites;
- prevent people suffering from Internet gambling addiction from playing, given the anonymous, convenient and addictive nature of Internet speed play and re-play;
- prevent youth, who show the highest problem gambling rates of all age groups, from gambling online;
- control crime through Internet gambling such as money laundering. (Kelley, Robin, Todosichuk, Peter & Azmier, Jason J. (October 2001). Gambling @ Home: Internet Gambling in Canada, Canada West Foundation.)

5.1.3 Seniors Gambling

Today in Canada the fastest growing sector of the population are individuals aged 65+, or seniors. British Columbia is considered to be the provincial retirement capital of Canada. An estimated 677,770 seniors over 65 (BC Stats Projected population 2010), who represent 15% of the population, live in BC while 24,946 seniors (about 12.7% of the Richmond population) live in Richmond (BC Stats Projected population 2010). According to the 2007 survey, about 2.8% of seniors over age 65 are classified as severe and moderate problem gamblers. Potentially, 2.8% of 24,946 of seniors are problem gambling in Richmond, a total of 698 seniors.

The profile of BC's senior problem gambler is as follows:

- 70% suffer from chronic pain;
- may gamble to create distance from a spouse or relative;

- gamble to engage in a leisure activity with their spouse;
- gamble as a means of asserting independence and freedom from a past or current controlling relationship;
- has an average of 7.7 free hours/day;
- has often immigrated to BC;
- often engages in sweepstakes by mail as a form of gambling;
- may relocate to BC during the winter months only. (Neufeld & Burke, 1999).

It is a fact that the senior population is growing in BC and Richmond. A large number of seniors appear to have both the time and the disposable income to gamble. The reasons for seniors gambling include:

- to escape from boredom, despair, stress and depression caused by financial and social problems;
- to receive pleasure and excitement; and
- for social interaction, independence, empowerment and financial gain.

With more opportunities to gamble in Richmond with the introduction of slot machines, a favourite game of many seniors, it can be expected that more seniors will gamble and more may become addicted to gambling. Consequently, it can be expected that an increase in the number of seniors who become problem gamblers will occur.

5.1.4 Children and Youth Gambling

Retrospective studies have indicated that adult problem gamblers report that the onset of their pathological behaviours began between the ages of 10-19. All over the world, prevalence surveys of adolescent gambling have shown that their rates are two to four times higher than those of adults. The estimate of problem gambling for the 18-24 years age segment was 6.3% in 2007. However, adolescents who seek treatment for the gambling problems are lower than the adults. A well-known psychologist in the gambling treatment field, Mark Griffiths speculated that the possible reasons for the under-representation include:

- spontaneous remission or maturing out of adolescent gambling problems;
- adolescents being constantly bailed out by parents;
- a lack of adolescent treatment programs; and
- the inappropriateness of treatment programs (Griffiths, 2001).

Children and adolescents are informed via their school system about the dangers inherent in smoking, alcohol and drug use. However, few are informed as to the addictive potential of gambling activities.

BCLC launched GameSense for Parents in 2011 to raise awareness among parents to educate their children about the risks associated with gambling. GameSense for Parents information is available at www.gamesense.ca.

Additionally, BCLC offers parents in B.C. free content blocking software to help prevent children and youth from accessing online gambling websites. BetStopper software is customized to block access to minors on internet gambling sites, while providing adults with password protected access. The software includes a reporting function that allows parents to monitor the number of times users try to access blocked sites. BetStopper also provides instant alerts via email or phone when an unauthorized user attempts to access a blocked site. B.C. residents can download BetStopper on their home computers free of charge at: www.betstopper.ca.

Youth are generally dependent on their parents for their financial resources. When these resources have been lost to gambling and youth are unable to justify them to their parents, as well as their need for additional resources, they tend to engage in criminal activity (e.g., theft, dealing in drugs, extortion) to get the money they need. If they do not engage in criminal activity and their friends will no longer loan them money, they can become indebted to money lenders and loan sharks. This sequence may lead to criminal activity that endangers them and their families.

5.1.5 Policing

A RCMP report of Casino-related incidents (Appendix III, Calls for Service Analysis) indicates a significant spike from 2004 to 2005, following opening of the River Rock Casino in June 2004. Numbers have remained relatively stable since that time. The RCMP indicated that these numbers are common to other areas in Richmond where large number gather (e.g., malls, YVR, Silver City).

The Vancouver Sun (November 26, 2011) reported that while the River Rock Casino is the largest casino in the province, generating the highest revenue, it does not top any criminal-incident categories. However, it did have the second most gambling cheats (48), third most assaults (49) and sixth most drug incidents (21) of Lower Mainland casinos (2005 – 2010).

5.1.6 Transportation

As transit and traffic are impacted by the River Rock Casino, the Steering Committee agreed that information regarding transportation, patterns and utilization with respect to the Casino and surrounding neighbourhood is needed to determine if there are issues that need to be addressed.

5.2 Perceptions and Knowledge of Gambling

The population at large tends to be knowledgeable and well informed about the dangers associated with alcohol, drugs and smoking. However, when it comes to gambling, most youth and adults tend to have little knowledge about its addictive qualities and generally view it as a harmless form of entertainment.

This perception and lack of knowledge are factors that contribute to the number of people in the community who become problem gamblers.

In BC, the population gathers information about the harm associated with gambling through agencies like RASS, which have been funded by the provincial government to provide prevention and counselling services.

BCLC has paid advertising running throughout BC on television, in ethnic-reaching newspapers, in cinemas, in digital signage in pubs and bars, and online. These ads provide a variety of messages, including dispelling gambling myths, encouraging and reminding people to gamble responsibly, directing them to where they can get more information, and also promotion of the Problem Gambling Help Line.

Apart from the publicity for the 24-hour Problem Gambling Help Line through brochures, stickers, posters and on all BCLC lottery products, there is no ongoing mass media publicity campaign by the provincial government on gambling harm minimization or the provision of help services other than through the helpline. It would be the opinion of the authors of this report that advertising local or community based programs would enhance or increase the number of referrals due to the proximity and relationships already established in the community. For example, statistics provided by SUCCESS for the Chinese Problem Gambling website saw increased website hits and internet traffic directly after the launching of the website, thereby demonstrating the power of advertising and promotion of resources to the community (see Appendix IV). Though there is a large advertising campaign for gambling funded by BCLC, such as at The River Rock Casino or Sports Action, there is

currently no mass publicity campaign funded through the BC Problem Gambling Program. However, awareness strategies have been implemented, such as big-screen use during the PNE and digital advertising promoting the Helpline and counselling services in BC.

Similar to addiction to alcohol and drugs, problem gambling can be a hidden addiction. Although it can have the same devastating effects as the other addictions, it is not as visually obvious. Buying lottery tickets, going to bingo, the horse races, betting on sports, and going to a casino are generally seen as entertainment. As gambling does not have the same stigma as excessive drinking or taking drugs, it is generally not seen as an addiction problem.

5.3 Diversity

In the City of Richmond, having problem gamblers access treatment services is further complicated due to cultural differences within the community. Among Richmond's multicultural population, people experiencing problems with gambling may be less likely to seek assistance due in part to shame and loss of face, guilt, lack of knowledge about counselling, lack of information and lack of trust in confidentiality. Furthermore, cultural differences can contribute to gambling being regarded as a hidden addiction. For example, in some cultures, playing games for small amounts of money among friends and family is not considered "real gambling" or an activity that could cause harm. Also, within some cultures, there is reluctance to recognize the problem and seek help because of the social stigma associated with mental illness, a fear of losing respect in public, and a marked reliance on family support (Wong, S., 2001; Wong, J. & Everts, H., 2001; McMillan, J. et al., 2004).

6. *PROGRESS SINCE 2005*

To make comparisons from 2004 to the end of 2011 is difficult as the structure of Richmond Addiction Services has changed. There have also been staff changes in RASS and the BC Gambling Program, as well as contract changes. The greatest change overall has been an increase in prevention, education and awareness momentum from 2004 and a continued increase in breadth of service delivery to Elementary Schools, Secondary Schools and the greater community, including community agencies and groups. It has only been the decrease in clinical counselling referrals in the last two years that has been significant, as previously noted.

To demonstrate this work, the most consistent group of historical reports regarding problem gambling prevention activities from 2004 – 2011 is attached (see Appendix VIII).

The number of problem gamblers in BC remains unchanged at an estimated 4.6%. However, demand for clinical services that RASS has witnessed in the last two years (see Appendix IV) has decreased noticeably, as already commented.

The greatest degree of changes regarding services have been those offered by BCLC and Great Canadian Casino, consistent Responsible Gambling and Gaming policies, including the GameSense Advisors and Appropriate Response Training, as well as increase in language-specific help on print and other marketing materials, as outlined in “Resources and Services”, above.

BCLC’s general market tracking study measures a variety of consumer responses to BCLC products, initiatives, including play behaviour, awareness, and other key metrics. Awareness of BCLC’s responsible gambling initiatives overall have increased from 70% of past year player in 2010 to 79% in 2011. Awareness of Problem Gambling Helpline has increased from 57% of past year players in 2010 to 62% in 2011. Another positive trend noted is the reduction of gambling activity among youth province-wide, with lower than average rates noted in Richmond.

While progress has been made, the Problem Gambling Steering Committee has identified the following areas where Problem Gambling Prevention and Treatment could be strengthened. RASS is proposing to address these gaps, in partnership with stakeholders, as part of the 2012 – 2017 Richmond Problem Gambling Prevention Strategy. RASS would continue to offer current prevention initiatives. For a proposed recommendation plan, please see Appendix VI.

7. RECOMMENDATIONS

7.1 Prevalence and Demographic Study

The Steering Committee proposed that a gap in understanding of the prevalence and demographics of gambling in Richmond is a major concern. It is recommended that a city-wide study occur to determine number and characteristics of Richmond gamblers, as well as the incidence of gambling and problem gambling in Richmond. This will help the City and the service providers meet the current demand in the region for prevention and treatment services. The authors propose that this study be funded in partnership with local and provincial partners. Examples of such partners include the City of Richmond, SUCCESS, Family Services of Greater Vancouver, CHIMO, BCLC, RCMP and the Great Canadian Casino. Partial funding of this study was included in the RASS City Grant request for 2012, and similar amounts would be requested from partnering agencies.

7.2 Culturally Relevant Awareness Campaign

The Steering Committee proposed that more culturally relevant advertising and promotion and awareness campaigns be created as more awareness leads to more calls for prevention and treatment services. A local campaign could be piloted to demonstrate the importance of awareness-raising efforts in increasing referral rates. The Steering Committee would approach all levels of government for funding such initiatives.

7.3 Youth Counselling

As provincially-funded counselling is currently limited to those 19 years and older, the Steering Committee proposes that the Province reduce the stated age limit for treatment services for problem gamblers to 16 years of age, given the high incidence of gambling activities in this age group.

7.4 GameSense Advisor Language Capacity

Though information such as brochures are written in six different languages, the language capacity for BCLC's GameSense Information Centres and GameSense Advisors needs to increase to include Mandarin and Cantonese. The current GameSense Advisor at River Rock speaks English, Punjabi and Hindi. Other casino staff are sought to interpret as necessary.

7.5 Multi-Stakeholder Problem Gambling Task Force

A proposal from 2005-2010 that continues to be important is to develop a Multi-Stakeholder Problem Gambling Group or Task Force. While a specific partnership was formed in 2005 to adapt and pilot the KnowDice and Amazing Chateau programs in Richmond Schools, a broader task force is again proposed so that this group can develop strategies and solutions to current issues arising in the community and continue to network to create collaboration and partnerships.

7.6 Safety and Transportation Impact Monitoring

As an attraction such as the casino impacts policing, transit and traffic needs, the steering committee recommended monitoring the need for enhanced safety and transportation infrastructure both at the facility and in the vicinity.

8. FINAL REMARKS

The aim of this report is to provide a full and accurate update to the City of Richmond concerning the impact and the work that has occurred in Richmond since the initial Strategy was funded. The authors have endeavoured to bring a steering committee together to discuss the impacts on the agencies and their work, as well as the community in general. Finally, the steering committee discussed how we can continue to work together in a more comprehensive manner to ensure that the consequences of the gambling do not outweigh the benefits. This report also attempts to straddle the varying and at times competing interests in the community regarding these benefits and consequences.

The Gambling Prevention and Education Plan (Appendix VI) and budget (Appendix VII) are draft proposals to address what many of the partners on the steering committee are working toward and would like to see improved. The authors suggest that monies could come together from the partnership, rather than suggesting that one agency or government body be responsible for the financial plan. The authors of this report also see this paper as an excellent opportunity to re-energize the stakeholders to support the community with prevention and education, and to help those struggling with the impact of gambling addiction.

It would be the authors' intention that RASS continue to take a leadership role in coordinating the Steering Committee and continue to report on the progress of proposed initiatives. RASS sees this as a part of our role in leading the Centre of Excellence in the prevention of alcohol, drug, gambling and other addictive behaviours in Richmond.

Appendix I

Canadian Gambling Digest 2009-2010

1. See Table 11 on page 10 for Net Gaming Revenue to Government
2. See Table 12 on page 12 for Net Gaming Revenue to Charitable Organizations
3. See Table 13 on page 13 for Distributions to Charity, Problem Gambling and Responsible Gaming

Canadian Gambling Digest 2009-2010



CANADIAN PARTNERSHIP
for RESPONSIBLE GAMBLING

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1	Figure 6. Percentage of Problem Gambling Distributions Allocated to Awareness, Research, and Treatment

The Partnership

In 2004, a group of non-profit organizations, gaming providers, and gaming regulators came together to form the *Canadian Partnership for Responsible Gambling* (CPRG). The first priority of the Partnership was the assembly of reliable and accurate gambling-related information across the country. The result was the *Canadian Gambling Digest*, an annual report of statistics related to gambling in each of the ten Canadian provinces. This edition of the *Digest* is the eighth report released to date.

The Report

The *Digest* is arranged by subject matter, starting with general industry data (venues, games, charitable gaming licences), followed by revenues, revenue distributions, gambling participation, problem gambling prevalence, problem gambling assistance, and on-site support centres at gaming venues. Data in each section is presented in tables and figures. Accompanying text describes the data and highlights some of its more salient features. While considerable effort was made to ensure that the data in a given table or figure is comparable across provinces, this was not always possible due to differences in record keeping and other factors. Unless stated otherwise, all data pertain to fiscal 2009-10 (April 1, 2009 to March 31, 2010). Revenues have been rounded off to the nearest thousand.

Data Sources

Information in the *Digest* is obtained from annual reports, other publicly available documents, web sites, previous *Digests* and their addendums, and extensive direct contact with gaming providers, regulators, and other individuals from various organizations and government departments. Data that were inaccessible at the time of publication or could not be determined are denoted throughout the report as "unavailable." Further detail about the data presented may be found in the documents listed in the *References* section.

Venues, Games, Charitable Gaming Licences

Table 1 shows the number of gaming venues available across Canada in 2009-10. As can be seen, all provinces had venues with electronic gaming machines (EGMs), as well as horse racing venues and lottery ticket outlets. Only some provinces, however, had bingo facilities, casinos, electronic keno venues, player-banked poker rooms or areas, and sports betting rooms or areas. Across the country overall, there were approximately 36,176 gaming venues in total. This is 436 less than the 36,612 reported in 2008-09 (CPRG, 2010; 2011). Québec and Ontario had the highest number of venues (10,720 and 10,327); Prince Edward Island had the lowest (226).

Table 1. Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo Facilities										
Total Bingo Facilities	28	32	14	2	74	45	0	0	0	0
Casinos										
First Nation (On Reserve)	1	5	6	2	2	0	0	0	0	0
Non-First Nation	16	19	2	2	8	4	0	2	2	0
Total Casinos	17	24	8	4	10	4	0	2	2	0
Electronic Gaming Machine (EGM) Venues										
Bars, Lounges, etc. with VLTs	0	1,032 ¹	641	517 ²	0	1,938 ³	313	394 ⁴	40	467
Bingo Facilities with Slots	15	0	0	0	0	0	0	0	0	0
Casinos with Slots	17 ⁵	24	8	4	10	4	0	2	2	0
Racetracks with Slots or VLTs	0	3	0	1	17	0 ⁶	0 ⁷	0	0 ⁸	0
Total EGM Venues	32	1,059	649	522	27	1,942	313	396	42	467
Electronic Keno Venues										
Total Electronic Keno Venues	3,914	80	0	880	0	3	0	0 ⁹	0	0
Horse Racing Venues										
Major Racetracks	2	3	2	1	17	1	2	3	2	1
Minor Racetracks	3	2	2	7	4	1	1	0	0	0
Teletheatres	25	45	3	9	70	0	1	4	0	0
Total Horse Racing Venues	30	50	7	17	91	2	4	7	2	1
Lottery Ticket Outlets										
Total Lottery Ticket Outlets	4,044	2,466	800	872	10,152	8,731	908	1,131	182	1,073
Player-banked Poker Rooms or Areas										
Days Used per Month	30	30	Unavailable	30	30	30	0	26	23	0
Total Poker Rooms or Areas	9	22	Unavailable	3	10	4	0	2	2	0
Sports Betting Rooms or Areas										
Days Used per Month	0	0	0	0	30	0	0	0	0	0
Total Sports Betting Rooms or Areas	0	0	0	0	2	0	0	0	0	0
Total Venues 2009-10	4,119	3,604	1,470	1,410	10,327	10,720	1,225	1,534	226	1,541
Total Venues 2008-09	4,121	3,533	1,461	1,383	10,161	11,164	1,409	1,602¹⁰	266	1,512
% Change	0.0	2.0	0.6	2.0	1.6	-4.0	-13.1	-4.2	-15.0	1.9

Total venues 2009-10: 36,176. **Total venues 2008-09:** 36,612. **Overall change:** -1.2%. **Note:** Some venues in Table 1 are contained within other gaming venues and are therefore not added to the total. **Bingo facilities** are venues designated for bingo full-time (e.g., bingo association halls). **Casinos** are permanent, and include those termed 'Aboriginal,' 'charity,' 'commercial,' 'community,' 'destination,' 'exhibition,' 'First Nation,' and 'government-run.' **Electronic keno venues** are facilities where rapid (electronic) keno can be played. Players select several numbers between 1 and 80 that are matched against randomly-generated winning numbers. Draws occur at regular, short intervals (e.g., every four to ten minutes). No provinces have stand-alone electronic keno venues. They are therefore not added to *Total Venues* in order to avoid double counting. **Horse racing venues** are facilities issued at least one permit by the Canadian Pari-Mutuel Agency (CPMA) to conduct pari-mutuel betting in fiscal 2009-10. Figures do not include facilities issued permits that did not ultimately conduct any pari-mutuel activity during the period that the permits were valid for. **Major Racetracks** are those that held 15 or more live days of racing in 2009-10; **Minor Racetracks** are those that held fewer than 15. **Teletheatres** are buildings where horse races are televised and off-track bets are placed. **Player-banked poker** is poker played against other patrons rather than the house. **Rooms or Areas** are those in a gaming venue where player-banked poker took place at least once per month. The rooms or areas could have been used for poker only, or for poker and other purposes at different times (e.g., meetings, other gaming activities). **Days Used per Month** may be estimates only. **Sports betting** is gambling on professional or college sports in specific, designated rooms or areas of a gaming venue. It does not include the purchase of sports lottery tickets (e.g., Pro-line) at lottery ticket outlets, nor does it include betting on horse races at racetracks or teletheatres. Players bet on the winner, point spread, total score, or other statistic occurring in multiple sporting events rather than a single event (which is prohibited by Canadian law). **Rooms or Areas** are those in a gaming venue where sports betting took place at least once per month. The rooms or areas could have been used for sports betting only, or for sports betting and other purposes at different times (e.g., meetings, other gaming activities). **Days Used per Month** may be estimates only.

¹ Includes 71 Video Gaming Entertainment Rooms (VGERs).

² Includes 34 sites on First Nations reserves. The sites were age-restricted but not necessarily liquor-licensed.

³ Includes 2 gaming halls (which used to be VLTs-at-racetrack facilities) and 85 establishments awaiting installation.

Footnotes from previous page continued..

- ⁴ Includes 40 VLT sites on First Nations reserves, which were not counted in previous *Digests*.
⁵ Includes *Fraser Downs Racetrack & Casino* and *Hastings Racecourse Casino*, both of which are casinos co-located at a racetrack.
⁶ There are no longer any VLTs-at-racetrack facilities in Québec. Two of the racetracks that used to have VLTs are now gaming halls, and included in *Bars, Lounges, etc. with VLTs*.
⁷ While there were two racetracks with VLTs in New Brunswick in 2009-10, they are considered to be part of the *Bars, Lounges, etc. with VLTs* network.
⁸ The two racetracks with slot machines are considered to be casinos located at a racetrack (both the casinos and the racetracks are operated by Atlantic Lottery). As such, they are included in *Casinos with Slots*.
⁹ Electronic Keno was discontinued in Nova Scotia in September, 2009. Until that time, there were 131 venues that offered the game.
¹⁰ For comparison purposes, this figure has been restated from the original 2008-09 *Digest* to include the 40 VLT sites on First Nations reserves.

Table 2 presents the availability of games across the country in 2009-10. As shown, only some provinces had electronic bingo units, gaming tables, or Internet gaming. All provinces, on the other hand, had EGMs—although the particular type they had and where the machines were located varied somewhat by jurisdiction. Across Canada overall, there were 104,745 games in total. This is 3,119 more than the 101,626 reported in 2008-09 (CPRG, 2010; 2011). Ontario and Alberta had the highest number of games (24,817 and 20,662); Prince Edward Island had the lowest (524).

Table 2. Games

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Electronic Bingo Units										
Handheld Devices	0	1,256	0	0	92	0	0	0	0	0
Terminals	4,955	60	0	650 ¹¹	450	0	0	0	0	0
Total Electronic Bingo Units	4,955	1,316	0	650	542	0	0	0	0	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	1,816	0	0	0	0	0	0	0	0	0
Slots at Casinos	9,501 ¹²	12,038 ¹³	2,865	3,158	12,606	6,262	0	936	248	0
Slots or VLTs at Racetracks	0	835	0	140	11,073	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	5,983 ¹⁴	3,984	5,655 ¹⁵	0	11,614 ¹⁶	1,975	2,819 ¹⁷	268	2,059
Total EGMs	11,317	18,856	6,849	8,953	23,679	17,876	1,975	3,755	516	2,059
Gaming Tables										
Electronic	43	5	0	0	14	14	6	4	0	0
Live	444	485	96	110	582	245	0	41	8	0
Total Gaming Tables	487	490	96	110	596	259	6	45	8	0
Internet Gaming										
Internet Gaming Available	Yes	No	No	No	No	No	Yes	Yes	Yes	Yes
Total Games 2009-10	16,759	20,662	6,945	9,063	24,817	18,135	1,981	3,800	524	2,059
Total Games 2008-09	15,075	20,518	6,950	8,976	24,005	17,312	2,312	3,811 ¹⁸	515	2,152
% Change	11.2	0.7	-0.1	1.0	3.4	4.8	-14.3	-0.3	1.7	-4.3

Total games 2009-10: 104,745. **Total games 2008-09:** 101,626. Overall change: 3.1%. **Note:** Gaming tables are generally those at permanent facilities only. Electronic gaming tables are fully-automated, with several player stations that allow patrons to play a variety of games electronically (e.g., blackjack, poker, roulette). Typically, a horizontal plasma screen displays the table top and game activity, while an upright plasma screen displays a video dealer.

¹¹ These are both bingo terminals and slot machines. As such, they are also included in *Slots at Casinos* under *EGMs*. They are not counted twice, however, in *Total Games*.

¹² Includes the 461 slot machines at *Fraser Downs Racetrack & Casino*, and the 596 slot machines at *Hastings Racecourse Casino*.

¹³ Does not include the 542 slot machines at summer fair casinos or other temporary exhibitions.

¹⁴ Includes 71 VLTs at Video Gaming Entertainment Rooms (VGERs).

¹⁵ Includes 1,173 VLTs on First Nations reserves. The sites were age-restricted but not necessarily liquor-licensed.

¹⁶ Includes 410 VLTs at gaming halls, but does not include their electronic poker or roulette units (totalling 125 gaming positions).

¹⁷ Includes 585 VLTs on First Nations reserves, which were not counted in previous *Digests*.

¹⁸ For comparison purposes, this figure has been restated from the original 2008-09 *Digest* to include the 585 VLTs on First Nations reserves.

Table 3. Type of Internet Gaming Available

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	✓	-	-	-	-	-	✓	✓	✓	✓
Ingenio	-	-	-	-	-	-	✓	✓	✓	✓
Lottery Tickets	✓	-	-	-	-	-	✓	✓	✓	✓
Online Instant/Scratch Tickets	✓	-	-	-	-	-	✓	✓	✓	✓

Note: Ingenio was only available in the Atlantic Provinces until September, 2009.

Table 4. Number of Lottery Ticket Terminals Available

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Self-service Terminals	2,150	0	0	0	0	59	0	40	0	0
Retailer Terminals	4,002	2,466	800	880	10,210	8,668	911	1,131	182	1,077
Total Terminals 2009-10	6,152	2,466	800	880	10,210	8,727	911	1,171	182	1,077

Total terminals: 32,576. Note: Self-service lottery ticket terminals allow players to purchase lottery tickets themselves, not merely check the tickets to see if they have won.

The number of venues and games available per 100,000 people 18+ across Canada in 2009-10 is shown in Table 5. As can be seen, EGM venues and EGMs, as well as lottery ticket outlets and terminals, generally had the highest per capita numbers.

Table 5. Venues and Games per 100,000 People 18+

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Venues										
Bingo Facilities	0.8	1.1	1.7	0.2	0.7	0.7	0.0	0.0	0.0	0.0
Casinos	0.5	0.8	1.0	0.4	0.1	0.1	0.0	0.3	1.8	0.0
EGM Venues	0.9	36.5	80.7	54.9	0.3	30.4	51.2	51.5	37.0	112.1
Electronic Keno Venues	106.3	2.8	0.0	92.6	0.0	0.0	0.0	0.0	0.0	0.0
Horse Racing Venues	0.8	1.7	0.9	1.8	0.9	0.0	0.7	0.9	1.8	0.2
Lottery Ticket Outlets	109.9	85.0	99.5	91.7	96.8	136.8	148.6	147.2	160.5	257.5
Poker Rooms or Areas	0.2	0.8	Unavailable	0.3	0.1	0.1	0.0	0.3	1.8	0.0
Sports Betting Rooms or Areas	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Games										
Electronic Bingo Units	134.6	45.4	0.0	68.4	5.2	0.0	0.0	0.0	0.0	0.0
EGMs	307.5	650.3	851.9	942.0	225.7	280.1	323.3	488.8	455.0	494.2
Gaming Tables	13.2	16.9	11.9	11.6	5.7	4.1	1.0	5.9	7.1	0.0
Lottery Ticket Terminals	167.1	85.0	99.5	92.6	97.3	136.8	149.1	152.4	160.5	258.5

Average bingo facilities: 0.5. Average casinos: 0.5. Average EGM venues: 45.6. Average electronic keno venues: 20.2. Average horse racing venues: 1.0. Average lottery ticket outlets: 133.4. Average poker rooms or areas: 0.4. Average sports betting rooms or areas: 0.0. Average electronic bingo units: 25.4. Average EGMs: 501.9. Average gaming tables: 7.7. Average lottery ticket terminals: 139.9. Note: Some venues in Table 5 are contained within other gaming venues. The age at which it is legal to gamble often varies across provinces and gaming activities. For example, to gamble at casinos in Alberta, Manitoba, and Québec, one must be 18. In all other provinces, one must be 19.

Table 6 presents the number of charitable gaming licences that were issued across Canada in 2009-10. As can be seen, the greatest number of licences was generally issued for bingo and raffles. Across the country overall, approximately 40,364 licences were issued in total. This is 582 less than the 40,946 reported in 2008-09 (CPRG, 2010).

Table 6. Charitable Gaming Licences

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo	347	771 ¹⁹	743	283	8,483	1,919 ²⁰	257	230	29	412 ²¹
Break Open / Pull-tickets	0	192 ²²	343	207	299	685 ²³	15	25	Unavailable	268 ²⁴
Casinos	37	3,494	1	2 ²⁵	0	0	5 ²⁶	0	5	13
Poker	114	0	255	72	0 ²⁷	0	18	0	0	0
Raffles	8,022	293 ²⁸	1,787	235	193	1,186	587	933	248	2,108
Other	27	0	0	7	56	0	0	4,971	840	232
Total Licences 2009-10	8,547	4,750	3,129²⁹	806³⁰	9,031³¹	3,105³²	882	6,159	1,122	2,833³³
Total Licences 2008-09	7,539	5,082	3,175	855	9,632	3,043	859	6,560	905	3,296
% Change	13.4	-6.5	-1.4	-5.7	-6.2	2.0	2.7	-6.1	24.0	-14.0

Total Licences 2009-10: 40,364. Total licences 2008-09: 40,946. Overall change: -1.4%. **Note:** Charitable gaming licences are licences issued to charitable and religious organizations to conduct gaming events. One licence is typically valid for many individual events, and may, in some cases, be valid for up to three years and/or for more than one type of gaming activity. Figures may be estimates only and may exclude licences issued by First Nations and local municipalities. They may also exclude licences issued to organizations that were not required to submit financial reports for their gaming operations, due to the small value of prizes awarded and/or the revenues raised. Casino licences may be for social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador). Some provinces other than those indicated in the table may permit poker to be played at certain charitable gaming events, but they do not issue licences for poker specifically. **Total Licences 2009-10** may not equal its subtotals due to overlap between categories. Bingo licences, for example, sometimes include licences for combined bingo/break open events, which are also included in licences for Break Open / Pull-tickets.

¹⁹ Includes current fiscal year data for bingo events conducted at licensed bingo facilities, and prior year data for bingo events conducted at community bingo facilities. Does not include community bingos with gross sales under \$2,500.

²⁰ Includes 685 licences for combined bingo/break open events.

²¹ Includes 200 licences for combined bingo/break open events.

²² Data based on current fiscal year data for pull-tickets sold at licensed bingo facilities, and prior year data for pull-tickets sold at all other locations.

²³ Licences for combined bingo/break open events only.

²⁴ Includes 200 licences for combined bingo/break open events.

²⁵ Licences for Monte Carlo nights only, not for ongoing charity casinos.

²⁶ Licences for Monte Carlo nights. Games were played for prizes only, not for cash.

²⁷ While poker was permitted for two licences issued under *Fairs and Exhibitions*, licences were not issued for poker specifically.

²⁸ Data based on current fiscal year data for raffles with gross sales under \$10,000, and prior year data for raffles with gross sales over \$10,000.

²⁹ Does not include licences issued by Indigenous Gaming Regulators (IGR) for On-reserve charitable gaming activity.

³⁰ In addition to these licences, 693 licences were issued to organizations that, due to reporting thresholds, were not required to submit financial reports or licensing fees (117 for bingo, 2 for media bingo, 34 for break open, 531 for raffles, and 9 for other activities).

³¹ All Ontario figures reflect licences issued by the Alcohol and Gaming Commission of Ontario (AGCO) only. They do not include licences issued by municipalities or First Nations.

³² Figure does not equal its subtotals because 685 licences for combined bingo/break open events are included in both Bingo licences and Break Open / Pull-ticket licences and are therefore not counted twice.

³³ Figure does not equal its sub-totals because 200 licences for combined bingo/break open events are included in both Bingo licences and Break Open / Pull-ticket licences and are therefore not counted twice.

The next set of tables and figures presents government-operated, horse race, and charity-operated gaming revenues across Canada in 2009-10. *Government-operated gaming* is conducted and managed by provincial governments, typically by Crown corporations; revenue generally goes to the provinces. *Horse race and charity-operated gaming* are conducted and managed by private, charitable, or religious organizations under provincial and federal regulations; revenue generally goes to the horse racing industry and charitable or religious organizations, respectively. As can be seen in Table 7, EGMs generated the most revenue of all forms of government-operated gaming except in British Columbia, where casinos generated the most (revenue measured as wagers less prize payouts, before operating expenses deducted). Across the country overall, total revenue generated from government-operated gaming was approximately \$13,645,249,000. This is \$316,037,000 less than the \$13,961,286,000 reported in 2008-09 (CPRG, 2010). Revenues were highest in Ontario and Québec (\$4,733,785,000 and \$2,761,257,000), while they were lowest in Prince Edward Island (\$42,758,000).

Table 7. Total Government-operated Gaming Revenue
(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo										
Total Bingo Revenue	185,529,000 ³⁴	10,907,000 ³⁵	0 ³⁶	3,369,000	13,944,000 ³⁷	15,504,000	0	0	0	0
Casinos										
Total Casino Revenue	1,321,625,000	1,115,245,000 ³⁵	366,411,000	247,300,000	1,749,457,000 ³⁸	829,810,000	0	78,466,000	11,642,000	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	143,959,000	0	0	0	0	0	0	0	0	0
Slots at Casinos	954,599,000	1,115,245,000	345,478,000	220,827,000	1,300,267,000	611,393,000	0	67,816,000	10,817,000	0
Slots at Racetracks	0	48,321,000	0	0	1,684,755,000	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	601,938,000	225,835,000	329,499,000 ³⁹	0	1,043,332,000 ⁴⁰	143,517,000	145,078,000 ⁴¹	17,778,000	121,558,000
VLTs at Racetracks	0	0	0	8,176,000	0	0	0	0	0	0
Total EGM Revenue	1,098,558,000	1,765,504,000	571,313,000	558,502,000	2,985,022,000	1,654,725,000	143,517,000	212,894,000	28,595,000	121,558,000
Internet Gaming										
Lottery Tickets	13,204,000	0	0	0	0	0	994,000	1,597,000	203,000	786,000
Other	1,567,000	0	0	0	0	0	763,000	1,231,000	145,000	647,000
Total Internet Gaming Revenue	14,771,000	0	0	0	0	0	1,757,000	2,828,000	348,000	1,433,000
Lottery Tickets										
Internet	13,204,000	0	0	0	0	0	994,000	1,597,000	203,000	786,000
Other	417,900,000	308,913,000	81,803,000	95,940,000	1,285,629,000	872,611,000	68,482,000	82,331,000	12,990,000	78,517,000
Total Lottery Ticket Revenue	431,104,000	308,913,000	81,803,000	95,940,000	1,285,629,000	872,611,000	69,476,000	83,928,000	13,193,000	79,303,000
Total Revenue 2009-10	1,939,825,000	2,085,324,000	674,049,000	684,284,000	4,733,785,000	2,761,257,000	213,756,000	308,703,000	42,758,000	201,508,000
Total Revenue 2008-09	1,950,440,000	2,253,152,000	668,619,000	687,583,000	4,838,369,000	2,778,769,000	220,556,000	318,093,000	43,592,000	202,113,000
% Change	-0.5	-7.4	0.8	-0.5	-2.2	-0.6	-3.1	-3.0	-1.9	-0.3

Total revenue 2009-10: \$13,645,249,000. **Total revenue 2008-09:** \$13,961,286,000. **Overall change:** -2.3%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand. **Total revenue 2009-10** may not equal its subtotals due to overlap between categories. For example, **Total Casino Revenue** includes revenue from casino slot machines, which is also included in **Slots at Casinos** under **Electronic Gaming Machines (EGMs)**. In the **Internet gaming** category, **Lottery Tickets** include traditional lottery tickets (e.g., LOTTO 649, LOTTO Max), as well as keno, poker, Scratch/Instant Win, break open, and/or sports lottery tickets. **Other** includes bingo, Ingenio, and/or Pick'n Click.

³⁴ Includes revenue from paper bingo, electronic bingo, and slot machines at bingo facilities.

³⁵ Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic bingo* and *casino slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper bingo* and *casino table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, only revenue from electronic bingo and casino slot machines is included in Table 7 (including revenue from slot machines at summer fair casinos and other temporary exhibitions). Revenue from paper bingo and casino table games is included in Table 10.

³⁶ There were no bingo revenues reported for Saskatchewan in 2009-10 even though there were bingo facilities (Table 1) because all bingo revenues went to charity, not to government.

³⁷ Revenue from bingo conducted and managed by Ontario Lottery and Gaming (OLG) only. There are many bingo halls in Ontario that have nothing to do with OLG, and operate under a different part of the Criminal Code. Revenues for these other venues is unavailable.

³⁸ Does not include table game revenue from *Great Blue Heron Charity Casino*, an Aboriginal casino owned by the Mississaugas of Scugog Island First Nation. Its table games are conducted and managed by a non-profit charitable association, not the Crown corporation that conducts and manages its slot facility.

³⁹ Includes revenue from First Nations VLTs.

⁴⁰ Includes VLT revenue from gaming halls, as well as the revenue from electronic poker and roulette units in the halls.

⁴¹ Does not include revenue from First Nations VLTs.

Table 8 shows the percentage of total government-operated gaming revenue that was derived from the major gaming sectors presented in Table 7. As can be seen, EGMs accounted for the greatest proportion of revenue in all provinces except British Columbia, where casinos accounted for the greatest proportion.

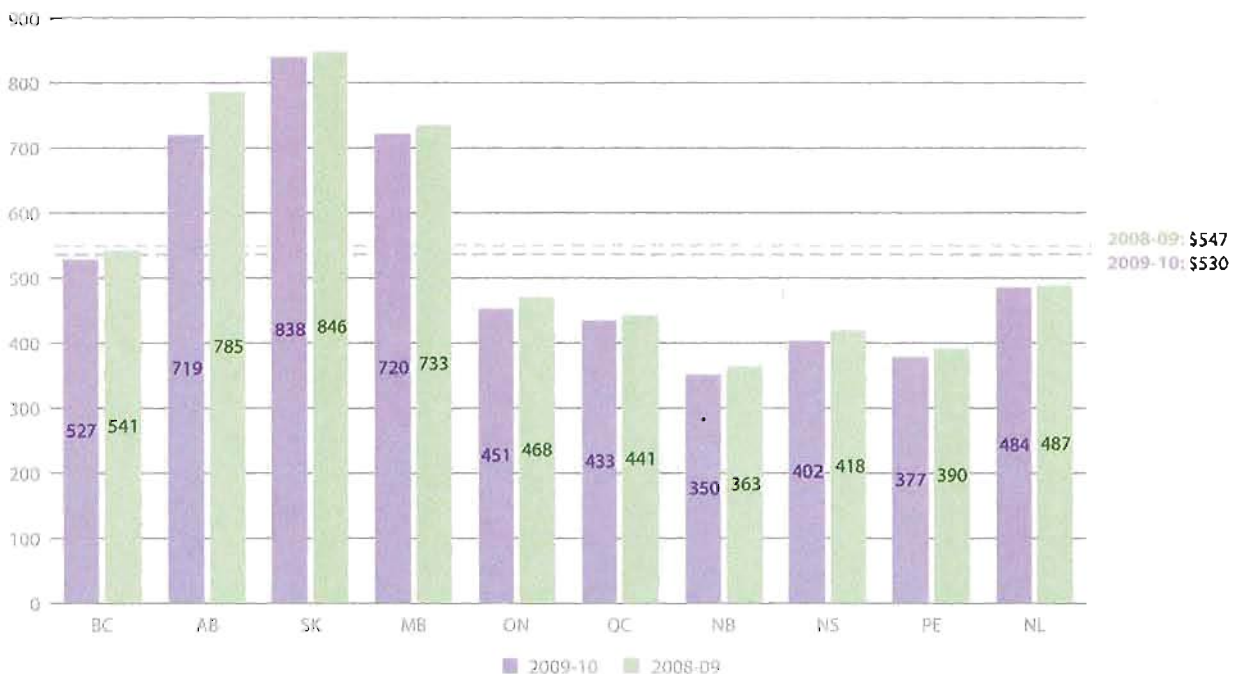
**Table 8. Percentage of Total Government-operated Gaming Revenue
Derived from Major Gaming Sectors**
(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	9.6	0.5 ⁴²	0.0	0.5	0.3	0.6	0.0	0.0	0.0	0.0
Casinos	68.1	53.5 ⁴³	54.4	36.1	37.0	30.1	0.0	25.4	27.2	0.0
EGMs	56.6	84.7	84.8	81.6	63.1	59.9	67.1	69.0	66.9	60.3
Internet Gaming	0.8	0.0	0.0	0.0	0.0	0.0	0.8	0.9	0.8	0.7
Lottery Tickets	22.2	14.8	12.1	14.0	27.2	31.6	32.5	27.2	30.9	39.4

Average bingo: 1.1%. Average casinos: 33.2%. Average EGMs: 69.4%. Average Internet gaming: 0.4%. Average lottery tickets: 25.2%. Note: Revenue measured as wagers less prize payouts, before operating expenses deducted. Percentages do not add up to 100 because of overlap between sectors.

The amount of government-operated gaming revenue that was generated per person 18 years and over in 2009-10 is shown in Figure 1. As can be seen, the amount ranged from a low of \$350 in New Brunswick to a high of \$838 in Saskatchewan. Across the country overall, the average was \$530. This is \$17 less than the \$547 reported in 2008-09 (CPRG, 2010).

Figure 1. Total Government-operated Gaming Revenue per Person 18+
(Revenue after prizes paid, before expenses deducted)



Average 2009-10: \$530. Average 2008-09: \$547. Overall change: -3.1%. Note: 2009-10 figures represent Total Revenue 2009-10 in Table 7 divided by the population 18+. 2008-09 figures taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010). The reader should interpret the data with caution, as the age at which it is legal to gamble often varies across provinces and gaming activities. For example, to gamble at casinos in Alberta, Manitoba, and Québec, one must be 18; in all other provinces, one must be 19.

⁴² Calculated from *electronic* bingo revenue only. Paper bingo is conducted and managed by charitable and religious organizations, not the provincial government.

⁴³ Calculated from *casino slot machine* revenue only. Casino table games are conducted and managed by charitable and religious organizations, not the provincial government.

Table 9 shows the amount of revenue that was generated from horse racing at racetracks and teletheatres across Canada in 2009-10 (revenue measured as wagers less prize payouts, before operating expenses deducted). As can be seen, revenue was highest in Ontario (\$244,029,000) and lowest in Newfoundland and Labrador (\$487,000). Across the country overall, total horse racing revenue was approximately \$362,455,000. This is \$38,477,000 less than the \$400,932,000 reported in 2008-09 (CPRG, 2010).

Table 9. Total Horse Racing Revenue
(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Total Revenue 2009-10	44,306,000	37,164,000	3,130,000	7,353,000	244,029,000	19,579,000	1,650,000	3,011,000	1,746,000	487,000
Total Revenue 2008-09	50,108,000	41,555,000	3,348,000	7,952,000	253,977,000	37,539,000	1,364,000	2,873,000	1,796,000	420,000
% Change	-11.6	-10.6	-6.5	-7.5	-3.9	-47.8	21.0	4.8	-2.8	16.0

Total revenue 2009-10: \$362,455,000. **Total revenue 2008-09:** \$400,932,000. **Overall change:** -9.6%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand.

Table 10 presents the amount of revenue generated from charity-operated gaming across the country in 2009-10 (revenue measured as wagers less prize payouts, before operating expenses deducted). As the table shows, raffles and bingo typically generated the most revenue—the one exception being in Alberta, where charitable casinos generated the most. Although difficult to calculate exactly because of the unavailability of data in some provinces, total charity-operated gaming revenue across Canada was at least \$1,055,833,000 in 2009-10. This is \$32,785,000 more than the estimated \$1,023,048,000 reported in 2008-09 (CPRG, 2010). Revenues were highest in Ontario and Alberta (\$416,000,000 and \$352,613,000), and lowest in Newfoundland and Labrador (\$15,799,000).

Table 10. Total Charity-operated Gaming Revenue
(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo	4,687,000	36,751,000 ⁴⁴	18,053,000	11,074,000	148,000,000	25,024,000	11,547,000	13,869,000	2,715,000	5,822,000 ⁴⁵
Break Open / Pull-tickets	0	22,953,000 ⁴⁶	4,230,000	1,198,000	102,000,000	18,460,000	99,000	677,000 ⁴⁷	52,000	4,057,000 ⁴⁵
Casinos	820,000	195,150,000 ⁴⁴	0	2,000	0	0	66,000	0	Unavailable	39,000
Poker	402,000	25,015,000 ⁴⁸	161,000	463,000	0	0	21,000	0	0	0
Raffles	68,822,000	97,759,000 ⁴⁹	22,682,000	17,310,000	166,000,000	23,602,000	11,001,000	13,959,000	Unavailable	9,359,000
Other	415,000	0	0	10,000	Unavailable	0	0	Unavailable	Unavailable	550,000
Total Revenue 2009-10	75,146,000	352,613,000 ⁵⁰	45,126,000	30,057,000	416,000,000 ⁵¹	67,086,000	22,734,000	28,505,000	Unavailable	15,799,000 ⁵²
Total Revenue 2008-09	57,042,000	354,193,000	43,695,000	24,277,000	439,000,000	Unavailable	19,447,000	32,497,000	Unavailable	15,211,000
% Change	31.7	-0.4	3.3	23.8	-5.2	N/A	16.9	-12.3	N/A	3.9

Total revenue 2009-10: \$1,055,833,000. **Total revenue 2008-09:** \$1,023,048,000. **Overall change:** 3.2%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand. Data should be interpreted with caution, as charitable organizations are not always required to submit financial reports for their gaming operations. It often depends on the amount of revenue raised and/or the value of prizes awarded. Figures may also be estimates only and may exclude revenues generated from the gaming operations of First Nations and local municipalities. Casino revenues may be from social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador).

⁴⁴ Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic bingo* and *casino slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper bingo* and *casino table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, bingo and casino revenue in Table 10 includes revenue from all paper bingo and casino table games in the Province, respectively. Revenue from electronic bingo and casino slot machines is included in Table 7.

⁴⁵ Includes \$4,028,000 from combined bingo/break open events.

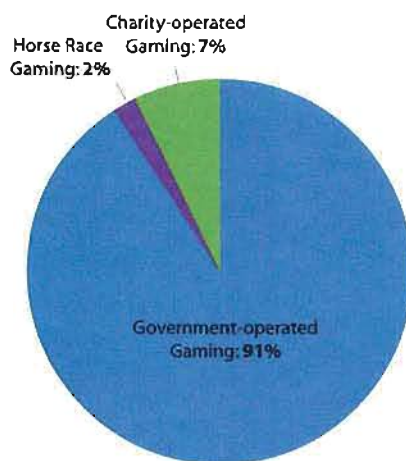
⁴⁶ Data based on current fiscal year for pull-tickets sold at licensed bingo facilities, and prior year data for pull-tickets sold at all other locations.

Footnotes from previous page continued..

- ⁴⁷ In prior years, charities did not record this revenue properly and combined it with *Bingo* revenue. This explains the variance in both amounts compared to previous editions of the *Digest*.
- ⁴⁸ While Alberta does not issue licences for charitable poker events, charities receive the rake (maximum \$5 per hand or 10% from tournaments) from all poker games played at gaming venues in the Province (e.g., casinos).
- ⁴⁹ Data based on current fiscal year for raffles with gross sales under \$10,000, and prior year data for raffles with gross sales over \$10,000.
- ⁵⁰ Figure does not equal its subtotals because poker revenue is included in casino revenue and is therefore not counted twice.
- ⁵¹ All Ontario figures are estimates only and include revenue from licences issued by municipalities and First Nations.
- ⁵² Figure does not equal its subtotals because revenue from combined bingo/break open events (\$4,028,000) is included in both *Bingo* and *Break Open / Pull-ticket* revenue and is therefore not counted twice.

Figure 2 shows the percentage of overall revenue that was generated from government-operated, horse race, and charity-operated gaming across Canada in 2009-10 when all three sources of revenue are combined (revenue measured as wagers less prize payouts, before operating expenses deducted). As shown, government-operated gaming contributed by far the most to overall revenue (91%).

Figure 2. Percentage of Overall Gaming Revenue Derived from Government-operated, Horse Race, and Charity-operated Gaming



Note: Revenue measured as wagers less prize payouts, before operating expenses deducted.

The net amount of gaming revenue that went to provincial governments in 2009-10 is shown in Table 11 (revenue measured as wagers less prize payouts and operating expenses⁵³). Where revenues are available for comparisons to be made, one can see that EGMs contributed the most to government of all forms of gaming. Across the country overall, total net gaming revenue to government was approximately \$6,952,944,000. This is \$199,545,000 less than the \$7,152,489,000 reported in 2008-09 (CPRG, 2010; 2011). Revenues were highest in Ontario and Alberta (\$1,855,305,000 and \$1,605,931,000), and lowest in Prince Edward Island (\$26,975,000).

Table 11. Net Gaming Revenue to Government
(Revenue after prizes and expenses paid)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo										
Total Bingo Revenue	81,053,000 ⁵⁴	7,540,000 ⁵⁵	0 ⁵⁶	1,465,000	0	-2,205,000	0	0	0	0
Casinos										
Total Casino Revenue	731,281,000	782,725,000 ⁵⁵	114,147,000	72,665,000 ⁵⁷	209,934,000 ⁵⁸	136,246,000	0	29,487,000	11,696,000	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	99,423,000	0	0	0	0	0	0	0	0	0
Slots at Casinos	664,332,000	782,725,000	Unavailable	172,556,000	Unavailable	Unavailable	0	28,669,000	Unavailable	0
Slots at Racetracks	0	41,191,000	0	0	804,634,000	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	511,167,000	183,114,000	174,516,000 ⁵⁹	0	661,488,000 ⁶⁰	100,352,000	99,481,000 ⁵⁹	11,169,000	81,025,000
VLTs at Racetracks	0	0	0	4,291,000	0	0	0	0	0	0
Total EGM Revenue	763,755,000	1,335,083,000	Unavailable	351,363,000	Unavailable	Unavailable	100,352,000	128,150,000	Unavailable	81,025,000
Horse Racing										
Total (Tax) Revenue	1,878,000 ⁶¹	8,435,000	1,047,000	2,666,000	32,119,000	5,299,000	50,000 ⁶²	1,376,000	794,000	218,000
Internet Gaming										
Lottery Tickets	4,509,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Other	535,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Total Internet Gaming Revenue	5,044,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Lottery Tickets										
Internet	4,509,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Other	259,824,000	254,873,000	6,331,000 ⁶³	55,201,000	808,618,000	466,108,000	Unavailable	Unavailable	Unavailable	Unavailable
Total Lottery Ticket Revenue	264,333,000	254,873,000	6,331,000	55,201,000	808,618,000	466,108,000	30,407,000 ⁶⁴	32,851,000 ⁶⁴	3,316,000 ⁶⁴	28,136,000 ⁶⁴
Total Revenue 2009-10	1,079,080,000	1,605,931,000	304,639,000	410,695,000	1,855,305,000	1,266,936,000	130,809,000	163,195,000	26,975,000	109,379,000
Total Revenue 2008-09	1,092,564,000	1,720,845,000	322,945,000	416,147,000	1,829,459,000	1,331,107,000	133,465,000	169,729,000	28,550,000	107,678,000
% Change	-1.2	-6.7	-5.7	-1.3	1.4	-4.8	-2.0	-3.8	-5.5	1.6

Total revenue 2009-10: \$6,952,944,000. Total revenue 2008-09: \$7,152,489,000. Overall change: -2.8%. Note: Revenue measured as wagers less prize payouts and operating expenses with the exception of horse racing revenue, which is generally measured as the amount of money raised from taxes/levies on amount wagered. Figures rounded off to the nearest thousand and may be estimates only. They may also include win tax and/or revenue from beverage, food, and other items. Total revenue 2009-10 may not equal its subtotals due to overlap between categories. For example, Total Casino Revenue includes revenue from casino slots machines, which is also included in Slots at Casinos under Electronic Gaming Machines (EGMs).

⁵³ The one exception is Horse Racing revenue, which is generally measured as the amount of money raised from taxes/levies on amount wagered. Note that the actual amount of revenue retained by government from this source may be considerably lower than that reported in the table due to provincial legislation governing commissions, etc.

⁵⁴ Includes revenue from paper bingo, electronic bingo, and slot machines at bingo facilities.

⁵⁵ Alberta has adopted a charitable gaming model for its bingo and casino operations. Its electronic bingo and casino slot machines are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its paper bingo and casino table games are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, only net revenue from electronic bingo and casino slot machines is included in Table 11 (including revenue from slot machines at summer fair casinos and other temporary exhibitions). Net revenue from paper bingo and casino table games is included in Table 12.

⁵⁶ There were no bingo revenues reported for Saskatchewan in 2009-10 even though there were bingo facilities (Table 1) because all bingo revenues went to charity, not to government.

⁵⁷ Does not include revenue from the First Nations Aseneshkak or South Beach casinos. All revenue from First Nations casinos in Manitoba go to First Nations operators, not the Provincial government. Figure is lower than casino slot revenue below because there are several more expenses deducted from it (i.e., wages, amortization, interest, second-level GST, expenses from various support units both within the casinos and the corporate campus).

⁵⁸ Does not include table game revenue from Great Blue Heron Charity Casino, an Aboriginal casino owned by the Mississaugas of Scugog Island First Nation. Its table games are conducted and managed by a non-profit charitable association, not the Crown corporation that conducts and manages its slot facility.

⁵⁹ Does not include revenue from First Nations VLTs.

⁶⁰ Includes VLT revenue from gaming halls, as well as the revenue from electronic poker and roulette units in the halls.

⁶¹ Although \$5,759,000 was collected by the Province in the form of a tax/levy on amount wagered, only \$1,878,000 of this amount was actually directed to government (to offset the cost of administering horse racing). The remainder was directed to the horse racing industry.

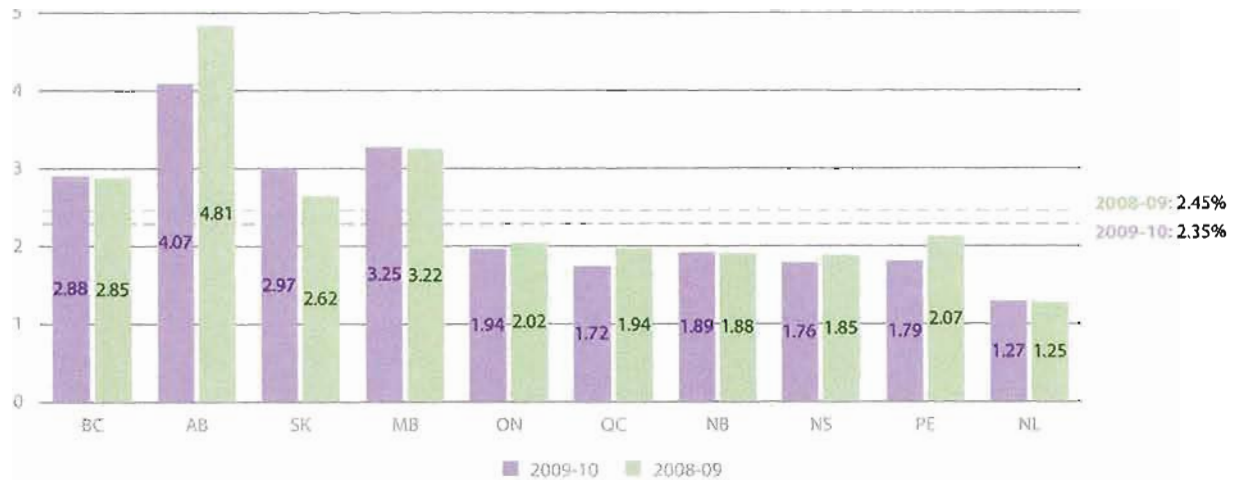
⁶² Although \$685,000 in pari-mutuel tax was collected by the Province, only \$50,400 of this amount (which has been rounded off in the table) was retained by government; the remainder was directed to the horse racing industry. Approximately 10% of horse racing (tax) revenue reported in previous editions of the Digest was similarly the only amount that went to the Provincial government from pari-mutuel betting.

⁶³ Licensing fee—the only lottery revenue that goes to the Provincial government in Saskatchewan.

⁶⁴ Also includes revenue from other forms of Internet gaming besides lottery tickets (i.e., iBingo, Ingenio, Pick'n Click).

Figure 3 shows the percentage of each province's overall revenue that was derived from gaming in 2009-10. As can be seen, the percentage was highest in Alberta (4.07%) and lowest in Newfoundland and Labrador (1.27%). Across the country overall, the average percentage was 2.35—slightly less than the 2.45 reported in 2008-09 (CPRG, 2010; 2011).

Figure 3. Percentage of Provincial Revenue Derived from Gaming



Average 2009-10: 2.35%. Average 2008-09: 2.45%. Overall change: -4.0%. Note: 2009-10 data calculated from Table 11 and provincial public accounts. 2008-09 data taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010) and *Canadian Gambling Digest 2008-2009: Addendum* (CPRG, 2011).

Table 12 presents the net amount of revenue that went to charitable organizations from their gaming activities in 2009-10 (revenue measured as wagers less prize payouts and operating expenses). Based on the data available, one can see that charitable organizations earned the most in Ontario and Alberta (\$157,000,000 and \$151,247,000). Across the country overall, they earned at least \$469,800,000. This is \$2,835,000 more than the estimated \$466,965,000 reported in 2008-09 (CPRG, 2010).

Table 12. Net Gaming Revenue to Charitable Organizations
(Revenue after prizes and expenses paid)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	2,736,000	6,505,000 ⁶⁵	8,459,000	5,922,000	50,000,000	20,287,000	7,649,000	8,723,000	863,000	2,484,000 ⁶⁶
Break Open / Pull-tickets	0	17,170,000 ⁶⁷	3,300,000	861,000	40,000,000	Unavailable	57,000	499,000 ⁶⁸	8,000	1,349,000 ⁶⁶
Casinos	422,000	69,902,000 ⁶⁹	0	0	0	0	40,000	0	Unavailable	24,000
Poker	250,000	6,254,000 ⁷⁰	138,000	261,000	0	0	13,000	0	0	0
Raffles	30,765,000	57,670,000 ⁷¹	15,110,000	11,383,000	67,000,000	20,097,000	6,901,000	8,579,000	Unavailable	4,986,000
Other	262,000	0	0	8,000	Unavailable	0	0	Unavailable	Unavailable	444,000
Total Revenue 2009-10	34,435,000	151,247,000⁷²	27,007,000	18,435,000	157,000,000⁷³	Unavailable	14,660,000	17,801,000	Unavailable	7,960,000⁷⁴
Total Revenue 2008-09	35,580,000	153,504,000	26,395,000	15,494,000	167,000,000	Unavailable	13,354,000	20,298,000	Unavailable	9,136,000
% Change	-3.2	-1.5	2.3	19.0	-6.0	N/A	9.8	-12.3	N/A	-12.9

Total revenue 2009-10: \$469,800,000. **Total revenue 2008-09:** \$466,965,000. Overall change: 0.6%. Note: Revenue measured as wagers less prize payouts and operating expenses. Figures rounded off to the nearest thousand. Data should be interpreted with caution, as charitable organizations are not always required to submit financial reports for their gaming operations. It often depends on the amount of revenue raised and/or the value of prizes awarded. Figures may also be estimates only and may exclude revenues from the gaming operations of First Nations and local municipalities. Casino revenues may be from social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador).

⁶⁵ Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, bingo and casino revenue in Table 12 includes revenue from all paper bingo and casino table games in the Province, respectively. Net revenue from electronic bingo and casino slot machines is included in Table 11. In addition to the revenue that charities earned from their bingo operations, they also received commissions on electronic bingo and Keno sales, as well as additional proceeds from electronic bingo and Keno distributed through the Alberta Lottery Fund. For 2009-10, this amounted to \$7,086,000 from electronic bingo and \$410,000 from Keno.

⁶⁶ Includes \$1,327,000 from combined bingo/break open events.

⁶⁷ Data based on current fiscal year for pull-tickets sold at licensed bingo facilities, and prior year data for pull-tickets sold at all other locations.

⁶⁸ In prior years, charities did not record this revenue properly and combined it with *Bingo* revenue above. This explains the variance in both amounts compared to previous editions of the *Digest*.

⁶⁹ See footnote 65. Charities also received commissions on revenue from government-operated slot machines and Keno at casinos. These commissions were \$164,632,000 and \$18,000, respectively.

⁷⁰ While Alberta does not issue licences for charitable poker events, charities receive the rake (maximum \$5 per hand or 10% from tournaments) from all poker games played at gaming venues in the Province (e.g., casinos).

⁷¹ Data based on current fiscal year for raffles with gross sales under \$10,000, and prior year information for raffles with gross sales over \$10,000.

⁷² Figure does not equal its subtotals because poker revenues are included in casino revenues and are therefore not counted twice.

⁷³ All Ontario figures are estimates only and include revenues from licences issued by municipalities and First Nations.

⁷⁴ Figure does not equal its subtotals because revenue from combined bingo/break open events (\$1,327,000) is included in both *Bingo* and *Break Open / Pull-ticket* revenue and is therefore not counted twice.

Table 13 shows the amount of government gaming revenue that was distributed to charity, problem gambling, and responsible gaming in 2009-10. Based on the data available, one can see that British Columbia and Ontario distributed the most to charity (\$160,100,000 and \$126,181,000), while Ontario and Québec distributed the most to both problem gambling (\$40,200,000 and \$21,958,000) and responsible gaming (\$9,843,000 and \$9,825,000). Across the country overall, total distributions to charity, problem gambling, and responsible gaming were at least \$406,359,000, \$82,721,000, and \$30,551,000, respectively. In 2008-09, these amounts were \$390,411,000, \$81,153,000, and \$30,454,000 (CPRG, 2010; 2011).

Table 13. Distributions to Charity, Problem Gambling, and Responsible Gaming

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Charity Distributions										
Total Charity 2009-10	160,100,000	Unavailable ⁷⁵	71,699,000	5,700,000	126,181,000	37,000,000	1,200,000	4,479,000	0	Unavailable ⁷⁶
Total Charity 2008-09	156,300,000	Unavailable	68,374,000	5,900,000	116,520,000	37,800,000	1,200,000	4,317,000	0	Unavailable
% Change	2.4	N/A	4.9	-3.4	8.3	-2.1	0.0	3.8	N/A	N/A
Problem Gambling (Health) Distributions										
Awareness	2,290,000	Unavailable	2,177,000	1,652,000	9,040,000	3,250,000	328,000	Unavailable	0	Unavailable
Research	9,000	1,500,000 ⁷⁷	350,000	0	4,000,000	1,115,000	87,000 ⁷⁸	Unavailable	0	Unavailable
Treatment	2,303,000	Unavailable	1,738,000	1,101,000	27,160,000	16,423,000	549,000	Unavailable	142,000	Unavailable
Other	542,000	Unavailable	485,000	394,000	0	1,170,000	10,000	Unavailable	469,000	Unavailable
Total Problem Gambling 2009-10	5,144,000 ⁷⁹	Unavailable	4,750,000 ⁸⁰	3,147,000	40,200,000	21,958,000	974,000	4,437,000 ⁸¹	611,000	Unavailable
Total Problem Gambling 2008-09	5,385,000	Unavailable	4,750,000	3,023,000	38,600,000	21,990,000	915,000	4,843,000	Unavailable	Unavailable
% Change	-4.5	N/A	0.0	4.1	4.1	-0.1	6.4	-8.4	N/A	N/A
Responsible Gaming (Industry) Distributions										
Total Responsible Gaming 2009-10	1,949,000	2,500,000	1,365,000 ⁸²	1,059,000 ⁸³	9,843,000	9,825,000 ⁸⁴	429,000 ⁸⁵	3,042,000	190,000 ⁸⁵	349,000 ⁸⁵
Total Responsible Gaming 2008-09	2,042,000	2,160,000	Unavailable	792,000	9,631,000	12,475,000	285,000	2,770,000	107,000	192,000
% Change	-4.6	15.7	N/A	33.7	2.2	-21.2	50.5	9.8	77.6	81.8

Total charity distributions 2009-10: \$406,359,000. **Total charity distributions 2008-09:** \$390,411,000. **Overall change:** 4.1%. **Total problem gambling distributions 2009-10:** \$82,721,000. **Total problem gambling distributions 2008-09:** \$81,153,000. **Overall change:** 1.9%. **Total responsible gaming distributions 2009-10:** \$30,551,000. **Total responsible gaming distributions 2008-09:** \$30,454,000. **Overall change:** 0.3%. **Note:** Figures rounded off to the nearest thousand. Distributions reflect areas related to gambling provision only; there may be distributions to other areas not represented in the table. Charity distributions refer to the money given to charity and other non-profit organizations through a distinct grants-based system. The distributions should not be confused with the money that charitable organizations earned directly from their own gaming operations (Table 12). Problem gambling (health) distributions generally refer to the money that government health ministries or departments distribute to problem gambling initiatives. There may be overlap between categories and figures may be estimates and/or budgeted amounts only. Responsible gaming (industry) distributions refer to the money that the government gaming industry (e.g., Crown corporations) distributes to its own responsible gaming initiatives (e.g., on-site brochures, self-exclusion programs, RG training, etc.). Figures may be budgeted amounts and/or estimates only.

⁷⁵ Revenue from slot machines, VLTs, and lottery tickets went into the Alberta Lottery Fund. The funds were allocated to granting foundations and ministries, which in turn distributed the funds to various volunteer, public, and community-based organizations. The specific amounts distributed to charity are unavailable.

⁷⁶ All revenue received by the Province is deposited into the Consolidated Revenue Fund and is appropriated through the budget process. Consequently, it is not possible to state that gaming revenue is or is not distributed to charity. Government does provide grants as part of its budget process, but it is not possible to identify the source.

⁷⁷ Funds came from the Alberta Gaming and Liquor Commission (AGLC), not a government health ministry or department.

⁷⁸ Cost of the 2009 New Brunswick gambling prevalence study, which was funded entirely by the New Brunswick Lotteries and Gaming Corporation. The Department of Health participated in the study's development and delivery.

⁷⁹ Funds for problem gambling initiatives are distributed by the Provincial gaming regulator—not a government health ministry or department.

⁸⁰ In Saskatchewan, both the Provincial government and the Federation of Saskatchewan Indian Nations (FSIN) allocate funds to problem gambling initiatives. In 2009-10, the Provincial distribution was \$2.5 million: \$800,000 to awareness, \$100,000 to research, \$1,300,000 to treatment, and \$300,000 to other areas. The FSIN distribution was \$2.25 million: \$1,377,000 to awareness, \$250,000 to research, \$438,000 to treatment, and \$185,000 to other areas.

⁸¹ Figure includes distributions used by the Department of Health and Wellness (DHW), Gambling Awareness Nova Scotia (GANS; formerly, the Nova Scotia Gaming Foundation), and District Health Authorities. Figures for the specific areas denoted in the table are only available for DHW and GANS. They are, for awareness: \$914,000 (DHW) + \$110,000 (GANS); for research: \$6,000 (DHW) + \$142,000 (GANS); for treatment: \$359,000 (DHW); and for other: \$467,000 (DHW) + \$95,000 (GANS). Total problem gambling distributions were lower in 2009-10 than in 2008-09 because there were fewer DHW staff available to conduct all planned projects. As well, no large-scale research projects (e.g., prevalence studies) were conducted. Some salaries are not included in the figures.

⁸² Figure is comprised of distributions from three sources: 1) The Saskatchewan Liquor and Gaming Authority (\$300,000); 2) SaskGaming (\$925,000—which only includes dollars specifically allocated to RG. It does not include portions of the Director's and Vice President's budget, which also contribute to SaskGaming's RG program. Nor does it include the portion of the security budget which is used for facial and licence plate recognition of attempted self-exclusion re-entries); and 3) the Saskatchewan Indian and Gaming Authority (\$140,000—for on-site brochures, self-exclusion, Director of RG's salary, and RG collaterals/employee handbooks/kiosks/training).

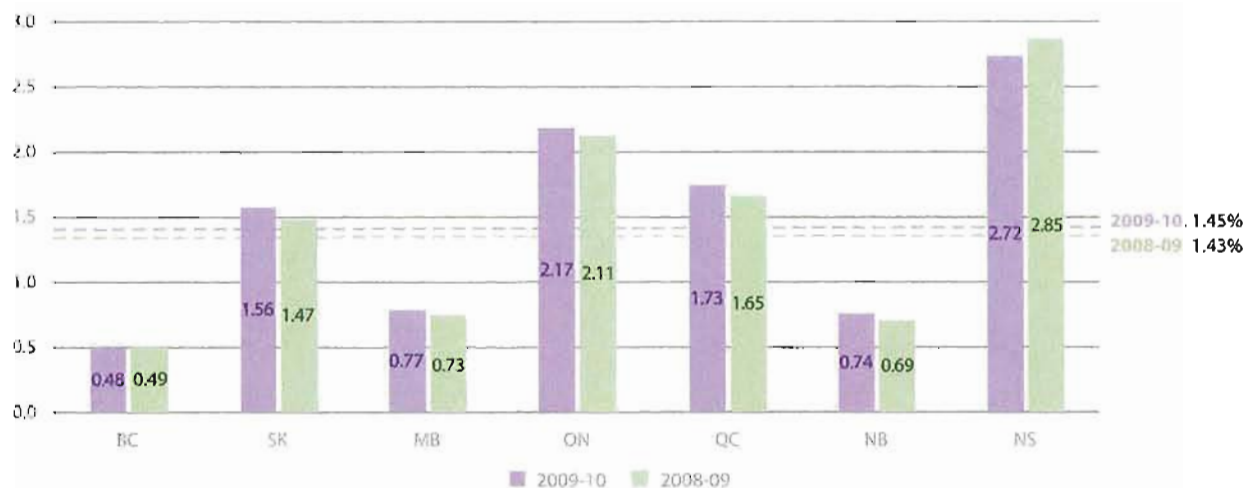
⁸³ Figure is considerably higher than in 2008-09 because it includes salaries and benefits. Manitoba Lotteries also spent more money on internal research.

⁸⁴ Loto-Québec also distributed \$3,000,000 to the Régie des alcools, des courses et des jeux (RACJ) to finance the management of measures involved in controlling access to VLTs.

⁸⁵ Responsible gaming costs are considerably higher than in 2008-09 due to initiatives such as World Lottery Association (WLA) Level 4 certification and retailer training initiatives.

Figure 4 shows the percentage of net government gaming revenue that was distributed to problem gambling across Canada in 2009-10. As can be seen, among those provinces where data is available, the figure was highest in Nova Scotia (2.72%), followed by Ontario (2.17%). Across the country overall, the average was 1.45%, slightly higher than the 1.43% reported in 2008-09 (CPRG, 2010; 2011).

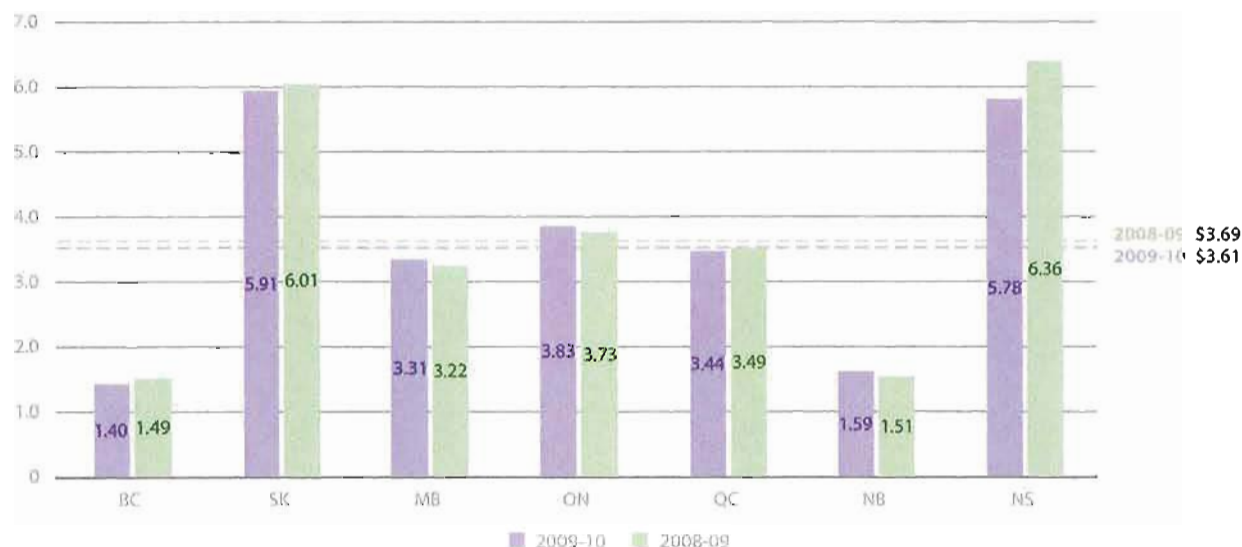
Figure 4. Percentage of Government Gaming Revenue Distributed to Problem Gambling



Average 2009-10: 1.45%. Average 2008-09: 1.43%. Overall change: 1.7%. Note: 2009-10 figures represent *Total Problem Gambling 2009-10* in Table 13 divided by *Total Revenue 2009-10* in Table 11. 2008-09 data taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010) and *Canadian Gambling Digest 2008-2009: Addendum* (CPRG, 2011). Figures for Alberta and Prince Edward Island, as well as Newfoundland and Labrador, are unavailable.

The amount of net government gaming revenue that was distributed to problem gambling per person 18 years and over in 2009-10 is shown in Figure 5. As can be seen from the data available, the figure was highest in Saskatchewan (\$5.91), followed by Nova Scotia (\$5.78). Across the country overall, the average was \$3.61—slightly lower than the \$3.69 reported in 2008-09 (CPRG, 2010).

Figure 5. Amount of Government Gaming Revenue Distributed to Problem Gambling per Person 18+



Average 2009-10: \$3.61. Average 2008-09: \$3.69. Overall change: -2.1%. Note: 2009-10 figures represent *Total Problem Gambling 2009-10* in Table 13 divided by the population 18+. 2008-09 figures taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010). Figures for Alberta and Prince Edward Island, as well as Newfoundland and Labrador, are unavailable.

Table 14 shows how the provinces determined the amount of money that they distributed to problem gambling in 2009-10. As can be seen, most determined the amount by budget allocation rather than by formula.

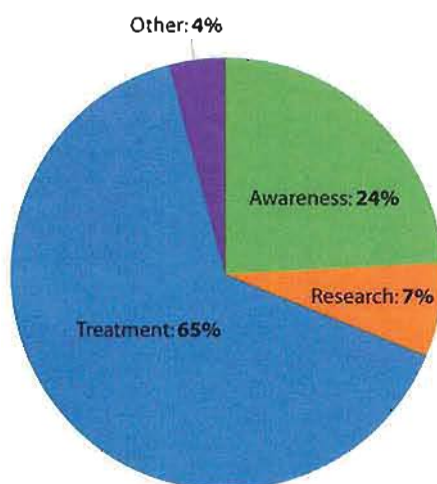
Table 14. How Problem Gambling Distributions Were Determined

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
By Formula	No	No	No	No	Yes	No	No	DHW	No	No
Formula Changes Annually	–	–	–	–	No	–	–	No	–	–
By Budget Allocation	Yes	Yes	Yes	Yes	No	Yes	Yes	GANS	Yes	Yes
Allocation Changes Annually	Yes	Yes	No	Yes	–	No	Yes	Yes	Yes	Yes

Note: Data based on *Problem Gambling (Health)* distributions in Table 13. In *British Columbia*, funds distributed to problem gambling initiatives are allocated as part of the Gaming Policy and Enforcement Branch's annual budget. The amount distributed can change year to year. In *Alberta*, revenue from slot machines, VLTs, and lottery tickets goes into the Alberta Lottery Fund. The revenue, including that for problem gambling initiatives, is allocated to various granting foundations and ministries. The specific amounts distributed to problem gambling depend on Alberta Health Services' annual budget process. In *Saskatchewan*, both the Provincial government and the Federation of Saskatchewan Indian Nations (FSIN) allocate funds to problem gambling initiatives. The Provincial funds are a fixed amount (\$2,500,000): \$1,500,000 from Saskatchewan Health, \$500,000 from the Saskatchewan Liquor and Gaming Authority (SLGA), and \$500,000 from the Community Initiatives Fund (CIF). Saskatchewan Health assists in managing programs that are funded by the SLGA and CIF, but the money does not flow into Saskatchewan Health's budget. FSIN funds are \$2,250,000 annually and are determined as follows: \$80,000 per Tribal Council and \$25,000 per Independent Community. In *Ontario*, 2% of gross revenue from slot machines at Ontario Lottery and Gaming (OLG) charity casinos and slot facilities at racetracks is distributed annually to problem gambling initiatives. In *Québec*, the Provincial government allocates \$22,000,000 annually to the Ministry of Health and Social Services for problem gambling initiatives. In *New Brunswick*, the amount distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Regional Health Authorities. In *Nova Scotia*, the formula that the Department of Health and Wellness (DHW) uses to determine its problem gambling distributions has been fixed since 2005, pending the new Provincial gaming strategy. Fifty percent of the funds are divided equally among the four shared service areas/districts; the remaining 50% is divided based on per capita. Gambling Awareness Nova Scotia (GANS; formerly, the Nova Scotia Gaming Foundation) distributions are based on a budgeted amount which is subject to change annually. In *Prince Edward Island*, the amount distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Health PEI. Detailed information on how problem gambling distributions were determined in Manitoba and Newfoundland and Labrador is unavailable.

The breakdown of the country's 2009-10 problem gambling distributions is shown in Figure 6. As can be seen, most of the money was distributed to treatment (65%), followed by awareness (24%), then research (7%).

Figure 6. Percentage of Problem Gambling Distributions Allocated to Awareness, Research, and Treatment



Note: Data based on *Problem Gambling (Health)* distributions in Table 13. Figure does not include distributions in Alberta, Nova Scotia, or Newfoundland and Labrador, as information on their distributions is unavailable or incomplete.

The amount of government gaming revenue that was distributed to federal and municipal governments in 2009-10 is shown in Table 15. As can be seen, Ontario and Québec distributed the most to the former (\$25,452,000 and \$15,249,000), while British Columbia and Ontario distributed the most to the latter (\$81,958,000 and \$77,858,000). Across the country overall, distributions to federal and municipal governments were \$65,100,000 and \$179,516,000, respectively. In 2008-09, these amounts were \$64,914,000 and \$183,098,000 (CPRG, 2010).

Table 15. Distributions to Federal and Municipal Governments

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Federal Distributions										
Total Federal 2009-10	8,676,000	7,243,000	1,951,000	2,333,000	25,452,000	15,249,000	1,344,000	1,718,000	233,000	901,000
Total Federal 2008-09	8,697,000	7,170,000	1,844,000	2,345,000	25,482,000	15,290,000	1,295,000	1,653,000	227,000	911,000
% Change	-0.2	1.0	5.8	-0.5	-0.1	-0.3	3.8	3.9	2.6	-1.1
Municipal Distributions										
Total Municipal 2009-10	81,958,000	0	0	19,300,000	77,858,000	0	0	0	400,000	0
Total Municipal 2008-09	83,859,000	0	0	19,200,000	79,639,000	0	0	0	400,000	0
% Change	-2.3	N/A	N/A	0.5	-2.2	N/A	N/A	N/A	0.0	N/A

Total federal distributions 2009-10: \$65,100,000. **Total federal distributions 2008-09:** \$64,914,000. **Overall change:** 0.3%. **Total municipal distributions 2009-10:** \$179,516,000. **Total municipal distributions 2008-09:** \$183,098,000. **Overall change:** -2.0%. **Note:** Figures rounded off to the nearest thousand. **Federal distributions** refer to the annual payments that provincial lottery corporations make to the Government of Canada under a 1979 agreement that the latter would withdraw from the lottery field. The provinces pay, on a combined basis annually, \$24 million in 1979 dollars (adjusted for inflation). **Municipal distributions** refer to the money that provinces give municipalities for allowing certain gaming activities to take place in their communities. In some provinces (e.g., Alberta and Ontario), Crown corporations distribute this money directly. In other provinces (e.g., British Columbia and Manitoba), the provincial government distributes it.

The percentage of adult Canadians who have participated in different types of gambling activities in the past year is generally tracked in two ways. One is through individual *provincial* surveys; the other is through Statistics Canada's *national* survey (Marshall & Wynne, 2004). The data from each of these sources are presented in Tables 16 and 17. As can be seen, the most common activities engaged in are ticket lotteries, charities, and Scratch/Instant Win. According to the provincial surveys, overall gambling participation is highest in Nova Scotia and Saskatchewan (87.0% and 86.6%). According to the national survey, it is highest in Québec and Nova Scotia (79% and 78%).⁸⁶ Across the country overall, data from the two survey types together suggest that approximately 76 to 79 percent of adult Canadians have participated in some form of gambling in the past year.

Table 16. Gambling Participation: Provincial Surveys

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	18+	18+	19+	18+	18+	18+	19+	19+	18+	19+
Size of Sample	3,000	1,804	1,848	6,007	3,604	11,888	2,821	2,500	1,000	4,002
Year of Survey	2007	2001	2001	2006	2005	2009	2009	2007	2005	2009
Activity										
Bingo	5.0	8.5	8.4	12.9	4.8	4.6	7.5	11.6	6.9	8.7
Bookies	In Sports Events	0.3	0.2	0.2	0.4	—	In Sports Events	—	0.4	In Sports Events
Cards	22.0	9.2	10.8	18.0	8.5	3.2	4.6 ⁸⁷	8.5	12.2	6.5 ⁸⁸
Casino Slots	25.0 ⁸⁹	15.9 ⁹⁰	20.3	23.9	16.5	10.1	7.6 ⁸⁹	15.5	6.1	4.8 ⁹¹
Casino Table Games	In Casino Slots	5.7	7.3	6.4	6.5	— ⁹²	In Casino Slots	3.6	3.7	In Casino Slots
Charities	32.0	49.5	63.7	75.3	28.7	30.7	39.5	50.5	50.4	39.4
EGMs (Non-casino)	3.0	13.4 ⁹³	17.7	27.7	8.9 ⁹⁴	4.6	6.4	13.6	8.4	8.2
Games of Skill	In Cards	6.5	6.8	—	3.7	3.8	4.9	1.8	2.3	3.3
Horse Racing	4.0	4.7	2.7	7.3	4.1	0.6	0.9	1.3	7.4	0.4
Internet	3.0	0.3	0.2	1.5	1.7	1.4	0.9	0.2	0.7	0.4 ⁹⁵
Scratch/Instant Win	In Lotteries	29.2	27.5	41.7	24.9	31.1	32.2	49.8	50.4	28.0
Speculative Investments	5.0	12.3	8.4	—	1.9	1.9	1.6	—	—	1.2
Sports Events	9.0	6.4	9.3	12.2	4.2	3.0	4.2	6.9 ⁹⁶	5.5	4.0
Sports Lotteries	3.0	3.1	5.3	6.6	4.3	1.5	2.8	—	2.8	2.4
Ticket Lotteries	59.0	61.8	62.6	74.4	52.4	65.2 ⁹⁷	58.3	77.6	66.6	61.3
Any Activity	73.0	82.0	86.6	85.6	63.3	70.4	78.0	87.0	82.0	77.0

Average any activity: 78.5%. Note: **Cards** generally refer to card and/or board games played with family and friends outside of gaming venues, with some exceptions. In *British Columbia*, the category also includes private games (e.g., dice, dominoes) and games of skill. In *New Brunswick* and *Newfoundland and Labrador*, the category excludes board games and poker (participation in poker was asked about separately—its participation rates were 10.0% and 10.6%, respectively). In *Nova Scotia*, the category only refers to poker with friends and family. **Games of skill** generally refer to pool, bowling, darts, golf, and other similar activities. **Scratch/Instant Win** generally includes break open tickets (Nevada strips, Pull-tabs). The three exceptions are in *Nova Scotia*, *New Brunswick*, and *Newfoundland and Labrador*. In these Provinces, break open ticket participation was asked about separately (rates were 12.0%, 6.6%, and 19.1%, respectively). **Speculative investments** generally refer to stocks, options, and commodities. **Sports events** generally include sports pools, with some exceptions. In *British Columbia* and *New Brunswick*, the category also includes wagering through bookies. In *Alberta*, *Saskatchewan*, and *Manitoba*, betting on sports events was asked about separately (participation rates were 4.4%, 4.0%, and 6.1%, respectively). **Ticket lotteries** may or may not include daily lotteries. "—" signifies data that was either not collected or cannot be determined.

⁸⁶ Provincial and national survey data may differ due to differences in research methodology.

⁸⁷ Does not include participation in board games or poker. (Participation in poker was asked about separately. Its participation rate was 10.0%).

⁸⁸ Does not include participation in board games or poker. (Participation in poker was asked about separately. Its participation rate was 10.6%).

⁸⁹ Includes participation in casino table games.

⁹⁰ Includes participation in racetrack slot machines.

⁹¹ Participation in casino gambling out of province.

⁹² Participation in casino table games was not asked about separately. Overall participation in casino gambling was 10.4%.

⁹³ Participation in VLTs only. Participation in racetrack slot machines is included in *Casino Slots*.

⁹⁴ Participation in EGMs at Ontario racetracks or venues outside of Ontario.

⁹⁵ Does not include participation in poker, which was asked about separately. It had a participation rate of 1.5%.

⁹⁶ Includes participation in sports lottery tickets.

⁹⁷ Includes participation in Scratch/Instant Win (31.1%) and raffle/fundraising tickets (30.7%). Does not include participation in sports lotteries (1.5%).

Table 17. Gambling Participation: National Survey

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	15+									
Size of Sample	Approximately 30,000									
Year of Survey	2002									
Activity										
Bingo	6	8	9	11	8	9	13	11	11	13
Casinos	21	18	25	29	26	18	11	19	9	6
Horse Racing	3	4	2 [†]	5	6	2	2 [†]	1 [†]	11	1 [†]
Instant Win	44	31	36	30	38	32	40	41	43	36
Ticket Lotteries	63	61	64	63	64	71	65	67	61	64
VLTs (Non-Casinos)	3	12	15	21	2	7	10	12	7	12
Any Activity	75	72	76	74	75	79	76	78	75	75

Average any activity: 76%. Note: Instant win includes daily lottery and scratch tickets. Ticket lotteries include raffle and other fund-raising tickets. † signifies Interpret with caution.

Tables 18 and 19 below present the problem gambling prevalence data taken from the provincial and national surveys discussed on the preceding pages. As can be seen, according to the provincial surveys, the prevalence of *Moderate Risk* and *Problem* gamblers combined ranges from 1.6% in Prince Edward Island to 6.1% in Manitoba. According to the national survey, it ranges from 1.6% in both Québec and New Brunswick to 3.1% in Manitoba.⁹⁸ Across the country overall, data from the two survey types together suggest that approximately 2.5 to 3.8 percent of adult Canadians can be classified as moderate risk or problem gamblers.

Table 18. Problem Gambling Prevalence: Provincial Surveys

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	18+	18+	19+	18+	18+	18+	19+	19+	18+	19+
Size of Sample	3,000	1,804	1,848	6,007	3,604	11,888	2,821	2,500	1,000	4,002
Year of Survey	2007	2001	2001	2006	2005	2009	2009	2007	2005	2009
CPGI Levels (%)										
Non-gamblers	27.1	18.0	13.4	14.4	36.6	29.7	21.6	13.0	18.1	22.8
Non-problem Gamblers	59.6	67.0	71.4	69.9	54.1	66.0	68.7	80.9	79.1	68.7
Low-risk Gamblers	8.7	9.8	9.3	9.6	5.8	2.4	5.7	3.6	1.2	6.2
Moderate Risk Gamblers	3.7	3.9	4.7	4.7	2.6	1.3	2.7	1.6	0.7	1.7
Problem Gamblers	0.9	1.3	1.2	1.4	0.8	0.7	1.3	0.9	0.9	0.7
Total Moderate Risk and Problem	4.6	5.2	5.9	6.1	3.4	2.0	4.0	2.5	1.6	2.4

Average moderate risk and problem: 3.8%. Note: The CPGI (Canadian Problem Gambling Index) is a standardized instrument used to measure problem gambling in the general population (Ferris & Wynne, 2001).

Table 19. Problem Gambling Prevalence: National Survey

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	15+									
Size of Sample	Approximately 30,000									
Year of Survey	2002									
CPGI Levels (%)										
Non-gamblers	25.5	28.4	24.0	25.7	25.1	20.5	23.6	22.1	25.3	24.6
Non-problem Gamblers	69.3	66	68.9	67.3	70.0	75.9	72.3	73.4	71.1	70.6
Low-risk Gamblers	3.2	3.4	4.1	3.9	2.8	2.0	2.5 ^E	2.5	1.8 ^E	2.8 ^E
Moderate Risk Gamblers	1.4	1.6	1.9 ^E	2.5	1.6	1.3 ^E	1.1 ^E	1.1 ^E	1.3 ^E	1.4 ^E
Problem Gamblers	0.5 ^E	0.5 ^E	1.1 ^E	0.6 ^E	0.4 ^E	0.3 ^E	F	0.8 ^E	F	F
Total Moderate Risk and Problem	2.0	2.2	3.0	3.1	2.0	1.6 ^E	1.6 ^E	1.9 ^E	1.7 ^E	2.0 ^E

Average moderate risk and problem: 2.5%. Note: The CPGI (Canadian Problem Gambling Index) is a standardized instrument used to measure problem gambling in the general population (Ferris & Wynne, 2001). E signifies interpret with caution. F signifies too unreliable to report. Total Moderate Risk and Problem may not equal its subtotals due to rounding and/or weighing.

⁹⁸ Provincial and national survey data may differ due to differences in research methodology.

Table 20 shows the number of calls made to provincial problem gambling helplines in 2009-10. It also shows the number of agencies funded by government to deliver problem treatment; the number of designated, full-time equivalent (FTE) problem gambling counsellors there were; and the number of people who sought help from problem gambling counselling services. Across the country, at least 38,367 helpline calls were made in total—the majority being for one's own gambling problems and for miscellaneous reasons. There were at least 101 government-funded treatment agencies; at least 182 FTE problem gambling counsellors; and at least 16,027 individuals sought counselling—mainly for their own, as opposed to someone else's, gambling problem. In 2008-09, the number of helpline calls, counsellors, and clients was at least 44,682, 351, and 15,970, respectively (CPRG, 2010).⁹⁹

Table 20. Helpline Calls and Counselling

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Helpline Calls										
Own Problem	2,541	600	589	803	1,325	5,607	366	Unavailable ¹⁰⁰	No Helpline	Unavailable
Other's Problem	442	275	158	286	937	1,408	15	Unavailable ¹⁰⁰	No Helpline	Unavailable
Total Problem	2,983	875	747	1,089	2,262	7,015	381	Unavailable	No Helpline	Unavailable
Miscellaneous	2,943	Unavailable ¹⁰¹	493	2,024	12,673	1,385 ¹⁰²	1,302	Unavailable	No Helpline	Unavailable
Total Helpline Calls 2009-10	5,926	Unavailable	1,240	3,113	14,935	8,400	1,683	2,195 ¹⁰³	No Helpline	Unavailable
Total Helpline Calls 2008-09	6,228	1,697	1,394	2,992	17,963	9,786	1,858	2,579	No helpline	185
% Change	-4.8	N/A	-11.0	4.0	-16.9	-14.2	-9.4	-14.9	N/A	N/A
Government-funded Treatment Agencies										
Total Agencies 2009-10	5	5	12	1 ¹⁰⁴	50	16 ¹⁰⁵	2	10	Unavailable	Unavailable
Full-time Equivalent (FTE) Counsellors										
Total FTE Counsellors 2009-10	28	Unavailable ¹⁰⁶	16	9.5 ¹⁰⁷	99	Unavailable	7	17.5 ¹⁰⁸	Unavailable	5
Total FTE Counsellors 2008-09	36	Unavailable	16	9.5	99	150	7	31	2	Unavailable
% Change	-22.2	N/A	0.0	0.0	0.0	N/A	0.0	N/A	N/A	N/A
Counselling Clients										
Own Problem	Unavailable	1,877	363	427	4,092 ¹⁰⁹	4,622	347	483	Unavailable	Unavailable
Other's Problem	Unavailable	234	36	50	1,382 ¹¹⁰	Unavailable	Unavailable	63	Unavailable	Unavailable
Total Clients 2009-10	1,403	2,111 ¹¹¹	399	477 ¹¹²	6,132 ¹¹³	Unavailable	Unavailable	536 ¹¹⁴	Unavailable	Unavailable
Total Clients 2008-09	1,280	2,206	386	538	5,910	Unavailable	Unavailable	414	87	63
% Change	9.6	-4.3	3.4	-11.3	3.8	N/A	N/A	29.5	N/A	N/A

Total helpline calls 2009-10: 38,367. **Total helpline calls 2008-09:** 44,682. **Total FTE counsellors 2009-10:** 182. **Total FTE counsellors 2008-09:** 351. **Total counselling clients 2009-10:** 16,027. **Total counselling clients 2008-09:** 15,970. **Note:** Figures may be estimates only. **Miscellaneous helpline calls** refer to calls made for information (e.g., statistics, resources, winning numbers), in addition to prank calls, hang-ups, and/or misdialed phone numbers. **Government-funded treatment agencies** may not include First Nations agencies funded by government. **FTE counsellors** are generally designated for problem gambling specifically. **Counselling clients** may have other addictions besides gambling and may be new clients only. Counsellors and clients may not include those in private treatment.

⁹⁹ Number of government-funded treatment agencies was not reported in the 2008-09 Digest. Comparisons to 2009-10 can therefore not be made.

¹⁰⁰ Whether someone phoned the helpline for their own versus someone else's gambling problem was only tracked when a new counselling file was opened (approximately half of all calls were made by first time callers). Of all new files opened, 67% (124 individuals) were for one's own gambling problem; 33% (62 individuals) were for someone else's gambling problem.

¹⁰¹ In Alberta, the toll-free Addiction Services Helpline handles calls for concerns related to gambling, as well as alcohol, drugs, and tobacco. It is therefore difficult to calculate how many miscellaneous calls are related to gambling specifically.

¹⁰² May include calls made by individuals requesting help for their client.

¹⁰³ Includes all calls made to the helpline, whether they were from first-time or repeat callers.

¹⁰⁴ Refers to Manitoba Lotteries funding of the Addictions Foundation of Manitoba (AFM) only. Does not include First Nations agencies funded by government.

¹⁰⁵ There were 16 public rehabilitation centers for individuals and their loved ones struggling with gambling-related problems and other addictions. There were also 12 private and community organizations certified by the Department of Health and Social Services that offered lodging to individuals experiencing gambling and other addiction-related issues.

¹⁰⁶ All addiction counsellors in Alberta are trained to assist clients with gambling-related problems as well as alcohol and drug abuse. As such, determining the FTEs dedicated to gambling specifically would be difficult.

¹⁰⁷ Addictions Foundation of Manitoba (AFM) counsellors only.

¹⁰⁸ Figure is much smaller than reported in 2008-09 because it only includes counsellors who were provincially funded specifically for problem gambling work.

¹⁰⁹ There were 4,353 active admissions whereby people were receiving help from treatment agencies for their own gambling problems. This represents 4,092 individuals.

¹¹⁰ There were 1,426 active admissions whereby people were receiving help from treatment agencies because of someone else's gambling problems. This represents 1,382 individuals.

¹¹¹ Figure represents the number of individual clients who received treatment from Alberta Health Services. There were also 249 admissions to government-funded agencies for problem gambling-related issues, but individuals can have more than one admission in a given fiscal year so the 249 may not represent unique individuals.

¹¹² Addictions Foundation of Manitoba (AFM) clients only.

¹¹³ Figure does not equal its subtotals because it includes 658 clients whose reason for seeking treatment is unknown.

¹¹⁴ Figure does not equal its subtotals because 10 clients sought help for both their own and someone else's gambling problem.

On-site Support Centres at Gaming Venues

Table 21 shows the number of centres that were available on-site at gaming venues to offer information, referral, self-exclusion support, and/or counselling to patrons across the country in 2009-10. The table also provides information on the centres' operating hours and staffing, and the number of people who visited the centres for problem and responsible gambling purposes. As can be seen, casinos had the greatest number of centres except in Ontario, where racetracks with slot machines had the greatest number. Across Canada overall, there were 88 centres in total—6 more than in 2008-09. Roughly 90 full-time equivalent (FTE) staff members worked at the centres (82 worked at the centres in 2008-09) and approximately 314,043 people visited the centres for problem and responsible gambling purposes (120,845 people visited the centres for this purpose in 2008-09).

Table 21. On-site Support Centres at Gaming Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Quantity										
Bars, Lounges, etc. with VLTs	0	0	0	0	0	2 ¹¹⁵	0	0	0	0
Bingo Facilities with Slots	15	0	0	0	0	0	0	0	0	0
Casinos	17 ¹¹⁶	15	2 ¹¹⁷	2	9	3	0	2	2	0
Racetracks with Slots	0	1	0	0	18	0	0	0	0	0
Other Gaming Venues	0	0	0	0	0	0	0	0	0	0
Total Centres 2009-10	32	16	2	2	27¹¹⁸	5	0	2	2	0
Total Centres 2008-09	31	16	2	2	24	4	0	2	1	0
% Change	3.2	0.0	0.0	0.0	12.5	25.0	N/A	0.0	100.0	N/A
Operating Hours and Staffing										
Centres Always Open When Venue Open	Yes	Yes	Varies	Yes	No	Yes	N/A	No	Yes	N/A
Centres Always Staffed When Open	No ¹¹⁹	No	Varies	Yes	No ¹²⁰	Yes	N/A	Yes	No ¹²¹	N/A
Total FTE Staff 2009-10	25	16	6.5	2.5	32	2	0	5	1	0
Total FTE Staff 2008-09	25	16	6	2.5	24.5	2	0	5	1	0
% Change	0.0	0.0	8.3	0.0	30.6	0.0	N/A	0.0	0.0	N/A
Visitors for Problem/Responsible Gambling Purposes										
Total PG/RG Visitors 2009-10	22,059¹²²	87,800¹²³	Unavailable ¹²⁴	6,144	168,077¹²⁵	26,163	0	3,240	560	N/A
Total PG/RG Visitors 2008-09	9,776	48,358	Unavailable	8,509	27,957	22,512	0	3,541	192	0
% Change	125.6	81.6	N/A	-27.8	501.2	16.2	N/A	-8.5	191.7	N/A

Total centres 2009-10: 88. Total centres 2008-09: 82. Overall change: 7.3%. Total FTE staff members 2009-10: 90. Total FTE staff members 2008-09: 82. Overall change: 9.8%. Total PG/RG visitors 2009-10: 314,043. Total PG/RG visitors 2008-09: 120,845. Overall change: 159.9%. Note: On-site support centres are dedicated rooms or areas in a gaming venue that offer information, referral, self-exclusion support, and/or counselling to patrons for problem and responsible gambling purposes. In British Columbia, the centres are called *GameSense Info Centres*. In Alberta, they are called *Responsible Gambling Information Centres*. In Saskatchewan, Manitoba, and Prince Edward Island, they are called *Responsible Gaming Information Centres*. In Ontario, they are called *Responsible Gaming Resource Centres*. In Nova Scotia, they are called *Responsible Gambling Resource Centres*. In Québec, they are called *Au Centre du Hasard*. Some centres may attract more visitors than others because of where they are located in the gaming venue, the number of special events they have, their operating hours, etc.

¹¹⁵ Centres were at the Québec and Trois-Rivières gaming halls.

¹¹⁶ Includes centres at *Fraser Downs Racetrack & Casino* and *Hastings Racecourse Casino*, both of which are casinos co-located at a racetrack.

¹¹⁷ Centres were at the two casinos operated by SaskGaming. Casinos operated by the Saskatchewan Indian Gaming Authority did not have any on-site support centres, but did have free-standing responsible gambling kiosks.

¹¹⁸ Nineteen centres were classified as *self-service*; 8 were classified as *full-service*. Both types of centres provide problem/responsible gambling information through brochures, kiosks, and educational events, but *full-service* centres allow for more staff/patron interaction and also offer support for self-exclusion sign-up and reinstatement.

¹¹⁹ Centres at casinos were staffed up to 35 hours per week on a wide-ranging schedule that varied daytime and evening hours, up to seven days per week. Centres at bingo facilities with slot machines (community gaming centres, CGCs) were self-service.

¹²⁰ People could use the tools in the centres during all hours of operation, but the centres were not staffed at all times. Staff at *self-service* centres were on-site for one shift twice per month; staff at *full-service* centres were on-site for 35-115 hours per week. Staff members were on call during all other hours that the gaming venue was open.

¹²¹ People could access the tools and reading materials in the centres during all hours of operation, but the centres were not staffed at all times.

¹²² Figure is much higher than in 2008-09 because the British Columbia Lottery Corporation (BCLC) introduced new and improved GameSense Info Centres, GameSense Advisors, and regular formal programming that included targeted educational and promotional responsible gambling activities.

¹²³ Figure is considerably higher than in 2008-09 because in 2008-09, some centres had only recently opened.

¹²⁴ Number of visitors to the centres is not tracked. Interactions of a responsible gambling nature may take place at a variety of locations on the gaming floor, which is where the majority of interactions with players occur. In 2009-10, there were 9,556 documented interactions. Of these, 8,202 included some form of education/information sharing; 4,552 included a referral for further information/resources available through the RGIC or outside resources. Subtotals do not add up to the total because not all interactions resulted in a referral.

¹²⁵ Figure is considerably higher than in 2008-09 despite there being only 3 new centres because in 2008-09, some centres had only recently opened.

Venues, Games, Charitable Gaming Licences

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Venues	-	▲	▲	▲	▲	▼	▼	▼	▼	▲	▼
Games	▲	▲	▼	▲	▲	▲	▼	▼	▲	▼	▲
Charitable Gaming Licences	▲	▼	▼	▼	▼	▲	▲	▼	▲	▼	▼

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "-" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Revenues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Total Government-operated Gaming Revenue	▼	▼	▲	▼	▼	▼	▼	▼	▼	▼	▼
Total Government Gaming Revenue per Person 18+	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼
Total Horse Racing Revenue	▼	▼	▼	▼	▼	▼	▲	▲	▲	▲	▲
Total Charity-operated Gaming Revenue	▲	▼	▲	▲	▼	N/A	▲	▼	N/A	▲	▲
Net Gaming Revenue to Government	▼	▼	▼	▼	▼	▼	▼	▼	▼	▲	▼
% Provincial Revenue Derived from Gaming	▲	▼	▲	▲	▼	▼	▲	▼	▲	▲	▲
Net Gaming Revenue to Charitable Organizations	▼	▼	▲	▲	▼	N/A	▲	▼	N/A	▲	▲

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "-" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Revenue Distributions

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Charity Distributions	▲	N/A	▲	▼	▲	▼	-	▲	N/A	N/A	▲
Problem Gambling (Health) Distributions	▼	N/A	-	▲	▲	▼	▲	▼	N/A	N/A	▲
% Government Gaming Revenue to PG	▼	N/A	▲	▲	▲	▲	▲	▼	N/A	N/A	▲
\$ Government Gaming Revenue to PG per Person 18+	▼	N/A	▼	▲	▲	▼	▲	▼	N/A	N/A	▼
Responsible Gaming (Industry) Distributions	▼	▲	N/A	▲	▲	▼	▲	▲	▲	▲	▲
Federal Distributions	▼	▲	▲	▼	▼	▼	▲	▲	▲	▲	▲
Municipal Distributions	▼	N/A	N/A	▲	▼	N/A	N/A	N/A	-	N/A	▼

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "-" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Helpline Calls and Counselling

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Helpline Calls	▼	N/A	▼	▲	▼	▼	▼	▼	N/A	N/A	▼
FTE Counsellors	▼	N/A	-	-	-	N/A	-	N/A	N/A	N/A	N/A
Counselling Clients	▲	▼	▲	▼	▲	N/A	N/A	▲	N/A	N/A	▲

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "-" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

On-site Support Centres at Gaming Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Centres	▲	–	–	–	▲	▲	N/A	–	▲	N/A	▲
FTE Staff	–	–	▲	–	▲	–	N/A	–	▲	N/A	▲
PG/RG Visitors	▲	▲	N/A	▼	▲	▲	N/A	▼	▲	N/A	▲

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "–" indicates no change from 2008-09 to 2009-10.
 "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

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4.

Appendix II

RASS Prevention Overall Activity Statistics

Activity Dates: January-01- 2011 to June-30-2011

Event Category	Activity Type	Total Activities	Staff Attended	Anon. Attended	Total Duration (Hours)
Group Session	Life Lessons Youth Non school bas	17	17	18	58.5
	Chinese Addiction Education Series	11	11	41	24.0
	Chinese Parenting Group	1	1		2.5
	My Tween & Me	14	14	77	38.5
	Palmer Discussion Support Group	5	5	15	5.0
	Prevention-Program Gambling	2	2		2.5
	Prevention/Teachers	117	112	49	140.2
	Prevention-Agency/Community	28	25	149	75.5
	Prevention Children-School based	11	11	115	12.4
	Prevention Parents	4	4	20	10.0
	Prevention-General Public	15	15	304	25.2
	Prevention-Youth (non-school based)	6	6	27	7.7
	Prevention-Youth (School Based)	279	277	1868	402.4
	RAS Education Series	4	4	43	8.0
	South Asian Ambassadors Prevention	5	5	10	8.2
	South Asian Information Evening	1	1	4	2.5
Staff Activity	Admin-Prevention	155	154		310.6
	Community Prevention	1	1		5.0
	Gambling Admin	2	2		2.5
	Prev. Coordination Problem Gambling	1	1		1.0
	Prevention Community Collaboration	2	1		1.0
Event Category Totals:		681	669	2740	1143.2

Gambling Clinical Statistics January-June 2011

Outcomes	Total for Q1 (Jan - Mar)	Total for Q2 (Apr - Jun)	Total
1. Connecting with Community Professionals	21	23	44
2. Professional Development	1	1	2
3. Outreach Activities	0	0	0
4. Presentations	1321	549	1870
5. Committees	0	0	0
6. Meetings	15	24	39
7. Service requests	6	2	8
8. Treatment Stats			0
Referrals	12	11	23
Intakes	11	10	21
Admitted	11	10	21
Closed	12	20	32
Consultations	2	0	2
No show for first appointment/planning session	0	0	0
Client sessions – Outreach	14	9	23
Client sessions – Outpatient	40	60	100
Family counselling sessions	4	4	8
No show/cancellation	13	14	27
Phone call counselling	0	3	3

Appendix III

River Rock Casino Resort
Calls For Service Analysis (Please see attachment)



River Rock Casino Resort Calls For Service Analysis

INTRODUCTION

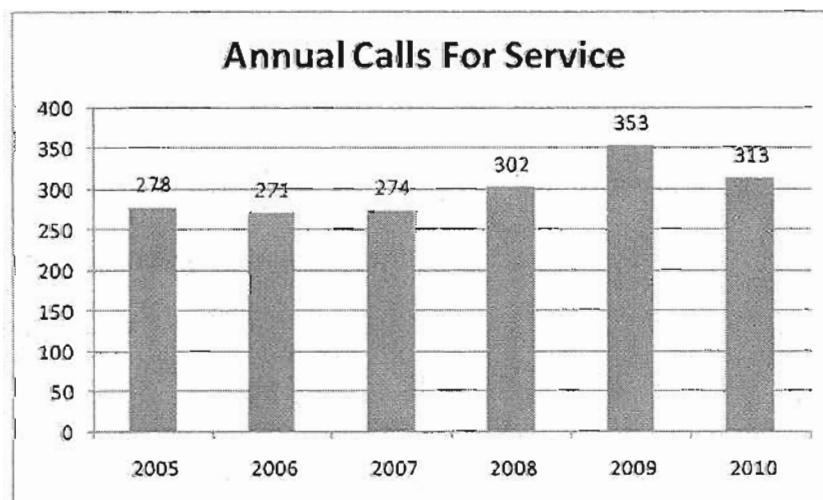
The River Rock Casino Resort, located at 8811 River Rd in Richmond, opened on or about June 25, 2004.

The statistical data in this report are derived from the Uniform Crime Reporting (UCR) System within the Police Records Information Management Environment (PRIME). Data is based on Reported Date and does not include private files. Only Richmond RCMP incidents carded to 8811 River Rd are included. In August 2009, the Canada Line began operating, and Bridgeport Station is located next to the Casino. However, Transit Police data are excluded from this report in order to reduce duplication of files. For reference, Transit Police had 15 CFS at the Casino between Aug 2009 – Dec 2010, 5 of which were Assist RCMP files.

The charts related to Calls For Service (CFS) and offence types pertain to all operational calls for assistance for which a GO file is generated, regardless of the end result. High volume occurrences such as traffic tickets, court appearances, routine record keeping and administrative activities such as security checks are excluded.

The charts related to CCJS Categories represent 'actual offences' only (i.e.: those incidents which upon preliminary investigation have been deemed to have occurred or been attempted).

RIVER ROCK CASINO: ANNUAL CFS 2005-2010



TOP CFS OFFENCE TYPES (JULY 2004 – DEC 2010)

The chart below indicates the highest volume offence types since the River Rock opened.

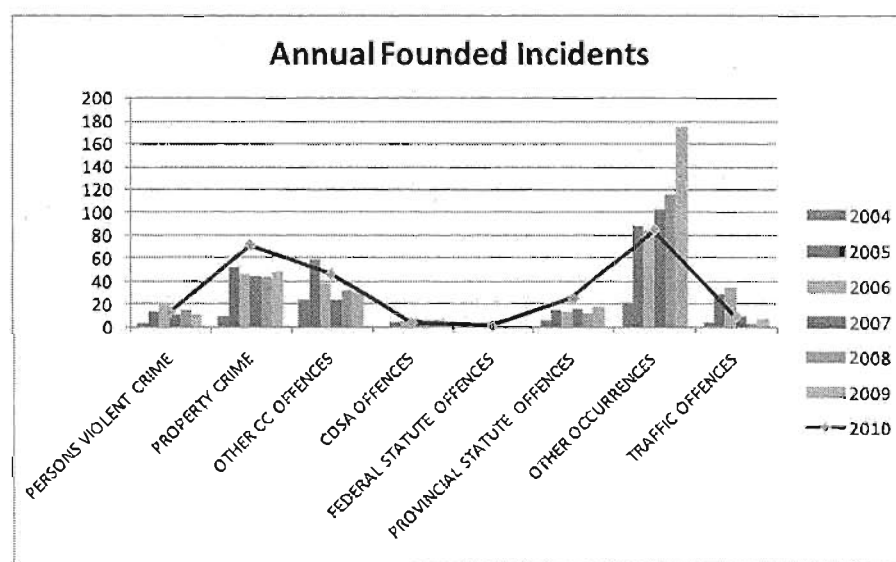
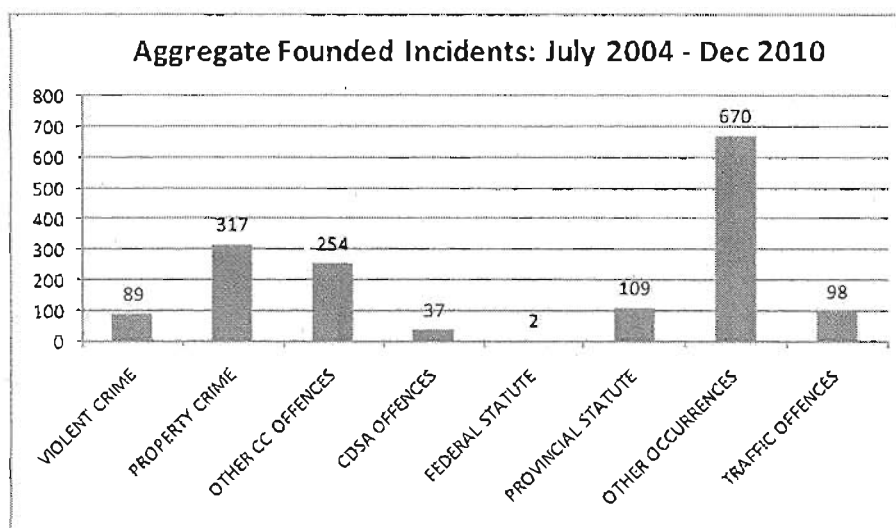
Rank	Offence Type	2004*	2005	2006	2007	2008	2009	2010	% Change 2005-2010	Total Count
1	911-FALSE/ABANDONED CALLS	0	21	41	50	64	143	46	119.05%	365
2	CAUSE A DISTURBANCE	6	33	22	17	22	18	30	-9.09%	148
3	THEFT-OTHER (Over/Under)	6	14	14	11	10	14	26	85.71%	95
4	PROPERTY-LOST (& Found)	8	10	9	16	9	16	13	30.00%	81
5	FRAUD (All)	0	23	10	14	11	14	7	-69.57%	79
6	COUNTERFEITING CURRENCY	15	19	13	3	6	6	13	-31.58%	75
7	LIQUOR-INTOX IN PUBLIC PLACE	6	0	12	12	8	13	22	N/C	73
8	THEFT FROM MV (Over & Under)	2	4	14	8	9	7	24	500.00%	68
9	IMPAIRED OP MOTOR VEHICLE	0	26	27	3	2	3	2	-92.31%	63
10	MISCHIEF (Over & Under)	2	12	7	8	9	5	8	-33.33%	51
11	UNSPECIFIED ASSISTANCE	3	11	6	11	10	2	5	-54.55%	48
12	SUSPICIOUS PERS/VEH/OCCURRENCE	1	7	10	4	9	3	4	-42.86%	38
13	ASSAULT-COMMON OR TRESPASS	3	7	11	6	3	6	1	-85.71%	37
14	THEFT OF MV (Over & Under)	1	2	7	10	5	3	4	100.00%	32
15	(ZZZ)MNTL HLTH ACT/ATT SUICIDE	0	5	2	3	5	5	9	80.00%	29
16	UTTER THREATS AGAINST PERSON	0	7	7	3	4	3	2	-71.43%	26
17	COLLISION-DAMAGE (Over & Under)	4	2	0	3	3	4	7	250.00%	23
18	FAIL TO STOP/REMAIN (PROV)	3	1	3	5	4	2	4	300.00%	22
19	ROADSIDE PROHIB-215 ALCOH	1	5	3	8	3	1	1	-80.00%	22
20	TRAFFIC-OTHER MOVING PROV	2	10	1	2	4	2	1	-90.00%	22
21	LIQUOR (LCLA) ACT-OTHER	6	10	3	0	0	0	0	-100.00%	19
22	POSSESSION-COCAINE	1	2	3	5	2	5	1	-50.00%	19
23	BREACH OF PEACE	1	6	3	1	1	2	0	-100.00%	14
24	TRESPASS ACT	0	0	1	1	3	5	3	N/C	13
25	POSSESSION-CANNABIS 30G & UNDR	0	3	2	2	0	2	3	0.00%	12
26	ASSIST-RCMP	0	6	5	0	0	0	0	-100.00%	11
27	FAIL STOP/REMAIN-CCC	3	2	2	3	0	0	1	-50.00%	11
28	OTHER CRIMINAL CODE OFFENCES	2	6	1	1	1	0	0	-100.00%	11
29	MISSING PERSONS	0	1	1	1	3	1	3	200.00%	10
30	ROBBERY	0	1	3	0	2	1	2	100.00%	9
31	BREAK & ENTER-BUSINESS	0	0	0	0	1	8	0	N/C	9
32	ASSAULT-W/WEAPON OR CBH	0	0	0	1	4	2	1	N/C	8
33	WEAPONS-POSSESSION	1	1	0	0	1	2	2	100.00%	7

* July-Dec 2004

FOUNDED INCIDENTS BY CCJS CATEGORY (JULY 2004 – DEC 2010)

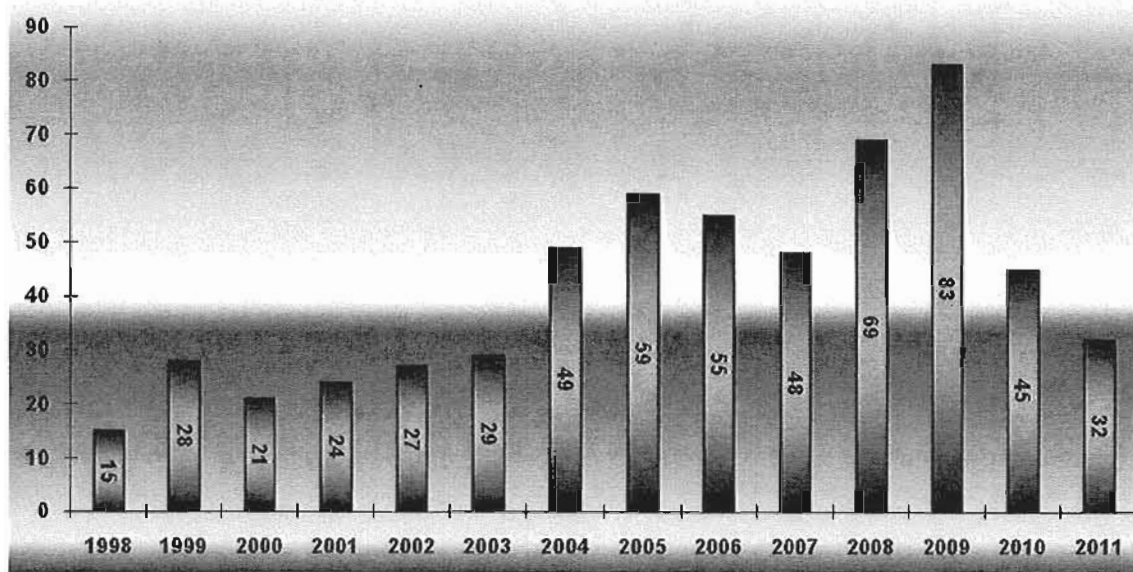
	2004*	2005	2006	2007	2008	2009	2010	Grand Total
PERSONS VIOLENT CRIME	4	14	21	11	15	11	13	89
PROPERTY CRIME	10	53	46	45	43	49	71	317
OTHER CC OFFENCES	24	59	38	24	32	31	46	254
CDSA OFFENCES	1	5	6	8	6	7	4	37
FEDERAL STATUTE OFFENCES	0	0	0	0	0	1	1	2
PROVINCIAL STATUTE OFFENCES	6	16	14	17	13	18	25	109
OTHER OCCURRENCES	21	89	84	103	115	174	84	670
TRAFFIC OFFENCES	5	29	34	10	4	7	9	98
Grand Total	71	265	243	218	228	298	253	1576

* July-Dec 2004



Appendix IV

Intake Rate into Richmond Addiction Services Gambling Counselling Program



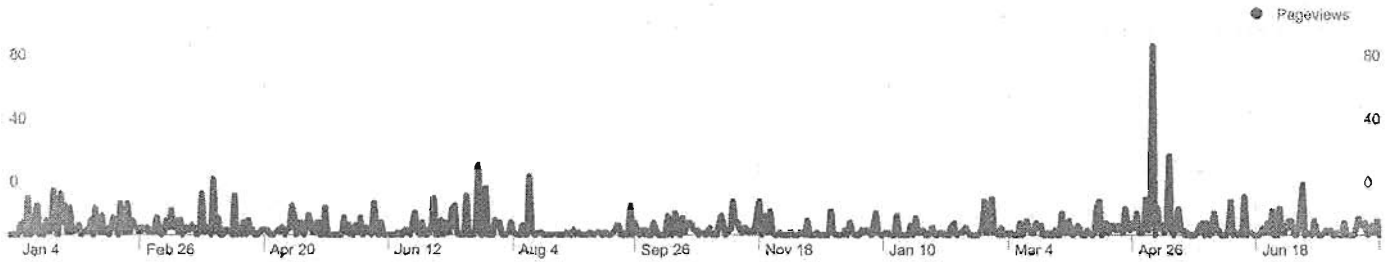
Appendix V

Web Analytics from Chinese Problem Gambling Website (see attachment)

Monthly Visitor and Pageview

Jan 1, 2010 - Aug 10, 2011

Comparing to: Site



This custom dimension resulted in 1,624 Pageviews via 20 months

Visitors

Pageviews 1,624 % of Site Total: 100.00%	Visits 655 % of Site Total: 100.00%	Pages/Visit 2.48 Site Avg: 2.48 (0.00%)	Time on Site 30:09:23 % of Site Total: 100.00%
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Month	Pageviews	Visits	Pages/Visit	Time on Site
Jan 1, 2010 - Jan 31, 2010	133	48	2.77	02:50:29
Feb 1, 2010 - Feb 28, 2010	102	42	2.43	01:02:58
Mar 1, 2010 - Mar 31, 2010	123	59	2.08	02:12:18
Apr 1, 2010 - Apr 30, 2010	55	31	1.77	01:30:54
May 1, 2010 - May 31, 2010	91	35	2.60	01:14:43
Jun 1, 2010 - Jun 30, 2010	56	23	2.43	00:56:07
Jul 1, 2010 - Jul 31, 2010	134	22	6.09	03:02:19
Aug 1, 2010 - Aug 31, 2010	42	14	3.00	01:28:15
Sep 1, 2010 - Sep 30, 2010	38	18	2.11	01:15:28
Oct 1, 2010 - Oct 31, 2010	62	39	1.59	01:18:21
Nov 1, 2010 - Nov 30, 2010	100	43	2.33	01:24:59
Dec 1, 2010 - Dec 31, 2010	29	17	1.71	00:19:53
Jan 1, 2011 - Jan 31, 2011	48	25	1.92	00:46:34
Feb 1, 2011 - Feb 28, 2011	56	30	1.87	01:10:17
Mar 1, 2011 - Mar 31, 2011	58	36	1.61	01:14:14
Apr 1, 2011 - Apr 30, 2011	99	45	2.20	02:06:21
May 1, 2011 - May 31, 2011	218	54	4.04	03:23:54
Jun 1, 2011 - Jun 30, 2011	74	28	2.64	01:42:09
Jul 1, 2011 - Jul 31, 2011	73	32	2.28	00:59:52
Aug 1, 2011 - Aug 10, 2011	33	14	2.36	00:09:18

1 - 20 of 20

Appendix VI
Problem Gambling Prevention and Education 5 Years Plan in Richmond

Year	Goal	Strategy	Resources	Outcome
2012	1. To understand the prevalence and demographics including diverse populations of gambling and problem gambling in Richmond	1. To contract a research company to do the survey	1. Survey: \$35,000	1. Have statistics on the prevalence and demographics of gambling and problem gambling in Richmond
	2. To promote the awareness of the prevalence and demographics of gambling and problem gambling in Richmond	2. Media release on the survey to raise the public attention and awareness		2. News conference is organized
2013	1. To raise the awareness of the community in Richmond on gambling and problem gambling with specific attention to the prevailing cultural groups	1. To develop the materials and advertise the awareness message on multicultural TV and radio channels	1. Budget for advertisement \$17,500.00	1. Advertisement is broadcast on multicultural TV and radio channels, use of bus shelters, buses, sky train
	2. To evaluate the impact of the awareness campaign on diverse cultural communities	2. To conduct the evaluation by a research company		2. Survey report is available for the impact of the ad in comparison to the baseline study conducted in 2012
	3. To plan the media campaign for educating the targeted problem gamblers and affected family members about signs of the problem	3. To develop the materials.		3. Contents of the media campaign are developed.
2014	1. To implement the media campaign on the problem gamblers in #3 of year 2013	1. To advertise the awareness message on multicultural TV and radio channels	1. Budget for advertisement \$5,000.00	1. Advertisement is broadcast on multicultural TV and radio channels.

	2. To evaluate the impact of the media campaign on the targeted population	2. To conduct the evaluation by a research company		2. Survey report is available for the impact of the ad in comparison to the baseline study conducted in 2012 and the impact study in 2013.
2015	1. To implement the media campaign on the affected family members in #3 of year 2013	1. To advertise the awareness message on multicultural TV and radio channels	1. Budget for advertisement \$5,000.00	1. Advertisement is broadcast on multicultural TV and radio channels.
	2. To evaluate the impact of the media campaign on the targeted population	2. To conduct the evaluation by a research company	2. Evaluation \$10,000.00	2. Survey report is available for the impact of the ad in comparison to the baseline study conducted in 2012 and the impact study in 2013 & 2014.
2016	1. To evaluate the overall impact of the 5 years plan	1. To conduct the evaluation by a research company	1. \$10,000.00	1. Overall evaluation report done for the 5 years plan.
	2. To maintain the media campaign	2. To advertise the awareness message on multicultural TV and radio channels		1. Advertisement is broadcast on multicultural TV and radio channels.

Appendix VII
Proposed Budget for Proposals

Item	2012	2013	2014	2015	2016
General					
Research Project	\$35,000.00	\$0.00	\$0.00	\$0.00	\$0.00
Marketing & Promotion Staff	\$0.00	\$17,500.00	\$5,000.00	\$5,000.00	\$5,000.00
Evaluation		\$10,000.00	\$5,000.00	\$5,000.00	\$5,000.00
Steering Committee meeting	\$500.00	\$500.00	\$500.00	\$500.00	\$500.00
Sub -Total:	\$35,500.00	\$28,000.00	\$10,500.00	\$10,500.00	\$10,500.00

Appendix VIII

Problem Gambling Activities from 2005 – 2011 (attached)

List of Gambling Prevention Activities in 2005 (January – December, 2005)

Date	Name	Target/Number
January 19, 2005	Gambling and Gaming	Adult ESL students/20
January 27, 2005	Media interview	CBC/NA
January 31, 2005	Problem Gambling Training to Casino Staff	Casino staff/15
February 1, 2005	Display at Cambie Community Centre	Public/NA
February 3, 2005	Media interview	Channel M/NA
February 5, 2005	Display at Richmond Centre	Public/NA
February 15, 2005	Gambling and Youth	Colts volunteer group/10
February 16, 2005	Problem Gambling Program	Youth workers/20
February 17, 2005	Richmond School District Convention	Teachers/8
February 19, 2005	Chinese Parents Workshop	Chinese parents/60
March 3, 2005	Regional Ethnocultural Advisory Committee Forum	Community workers/40
March 4, 2005	London Secondary CAPP Presentation	Students/60
March 7, 2005	London Secondary CAPP Presentation	Students/150
March 10, 2005	Presentation to Richmond Hospital	Hospital staff/20
March 17, 2005	Chinese Professional Meeting	Chinese workers/10
March 21 & 22, 2005	Media interview	Richmond Review/NA
March 31, 2005	Media interview	Channel M/NA
April 14, 2005	Meeting with Enoch Youth Outreach	Religious group/3
April 15, 2005	Display at Richmond Volunteers Fair	Public/NA
April 27, 2005	Integration Youth Services Society	Chinese Parents/10
April 29, 2005	Presentation to Poker Tournament at Cambie Community Centre	Young Adults/12
April 30, 2005	Integration Youth Services Society	Youth/15
May 5, 2005	Richmond High CAPP Presentation	Students/30
May 5, 2005	South Vancouver Family	Parents/10

	Place Chinese Parents Group	
May 7, 2005	Speech at Wanna Bet Video Contest Award Ceremony	Youth and parents/20
May 11, 2005	Richmond High CAPP Presentation	Students/60
May 13, 2005	Media interview	Ming Pao/NA
May 16, 2005	Media interview	Ming Pao/NA
May 17, 2005	Richmond High CAPP Presentation	Students/60
May 31, 2005	Media interview	Sing Tao/NA
June 1, 2005	Media interview	Sing Tao/NA
June 6, 2005	Rosewood Manor	Seniors/10
June 8, 2005	Education series on gambling	Adults/14
June 12, 2005	Display at Multifest	Public/NA
June 17, 2005	Display at Chinese Mental Health Open House	Public/NA
June 22, 2005	Media interview	Channel M/NA
June 23, 2005	Radio program with Enoch	Youth/NA
July 6, 2005	Radio program with Enoch	Youth/NA
July 27, 2005	Education series on gambling	Adults/12
August 3, 2005	Workshop on Gambling and Immigration	Adults/50
September 6, 2005	Presentation to Richmond City youth workers	Adults/6
September 12, 2005	Media interview	Channel M/NA
September 12 & 13, 2005	Media interview	Sing Tao/NA
September 13, 2005	Canadian Mental Health Association Pathway Clubhouse	Adults/12
September 14, 2005	Education series on gambling	Adults/12
September 15, 2005	Richmond Hospital Psychiatric Unit Student Doctor	Adults/2
September 26 & 27, 2005	Montreal Research Team	Adults/2
October 3, 2005	Media interview	Sing Tao/NA
October 5, 2005	Minoru Place Seniors Activity Centre	Seniors/2
October 6, 2005	Display at National Depression Screening Day	Public/NA
October 7, 2005	Kwantlen University College student	Adult/1

October 11, 2005	Minoru Place Seniors Activity Centre	Seniors/12
October 15, 2005	Internet Addiction Workshop	Adults/67
October 18, 2005	Excel ESL Students	Adults/35
October 20, 2005	Family Services of Greater Vancouver	Adults/12
October 27, 2005	Tait Elementary & Westwind Elementary	Students/150
November 2, 2005	Education series on gambling	Adults/8
November 4, 2005	Display at SUCCESS Volunteers Appreciation Ceremony	Public/NA
November 8, 2005	Presentation to Family Services Skill Link Program	Youth/14
December 5, 2005	Article at Evergreen News	Public/NA
December 6, 2005	Burnett Secondary and Palmer Secondary	Students/90
December 7, 2005	Steveston High	Students/30
December 7, 2005	Crossroads School	Students/6
December 8, 2005	Steveston High	Students/30
December 8, 2005	Richmond Hospital Psychiatric Unit Student Doctor	Adults/2
December 12, 2005	Steveston High	Students/30
December 13, 2005	Palmer Secondary	Students/60
December 14, 2005	Palmer Secondary	Students/60
December 14, 2005	Richmond Hospital Psychiatric Unit	Paramedicals/8
Total # of activities: 69		Total # of participants: 1370

List of Gambling Prevention Activities in 2006 (January – December, 2006)

Date	Name	Target/Number
January 4, 2006	Education series on gambling	Adults/4
January 11 & 12, 2006	P2P Training at Richmond High	Students/300
January 13, 2006	Anderson Elementary	Students/30
January 13, 2006	P2P Training at Richmond High	Teachers/5
January 18, 2006	P2P Training at Richmond High	Students/150
January 24, 2006	Turning Point Richmond Recovery House	Adults/7
January 25, 2006	P2P Training at Richmond High	Students/100
January 26, 2006	Richmond Hospital Psychiatric Unit Student Doctor	Adult/1
February 8, 2006	Blundell Elementary	Students/60
February 8, 2006	P2P Training at Richmond High	Students/60
February 10, 2006	CBC Radio with Mark Forsyth	Public
February 12, 2006	Table Display at Multicultural Festival in Richmond Centre	Public
February 13, 2006	Brighthouse Elementary	Students/30
February 16, 2006	Brighthouse Elementary	Students/60
February 21, 2006	Touchstone Parents Group	Adult/7
February 22, 2006	Education Series on Gambling	Adult/4
February 24, 2006	P2P Training at Richmond High	Students/60
March 1, 2006	P2P Training at Richmond High	Students/60
March 1, 2006	Maple Lane Elementary	Students/60
March 3, 2006	UBC Social Policy Students	Students/8
March 5, 2006	Table Display at Aberdeen Centre	Public
March 9, 2006	Richmond Hospital Psychiatric Unit Student Doctor	Adult/2

March 10, 2006	SUCCESS Women's Club	Adult/30
March 23, 2006	Interview by Talentvision	Public
March 23, 2006	Interview by CityTV	Public
March 27, 2006	Palmer Secondary	Students/150
March 28, 2006	Palmer Secondary	Students/90
March 29, 2006	Mitchell Elementary	Students/30
March 31, 2006	London Secondary	Students/210
April 3, 2006	Media interview with Richmond News, CHMB AM1320, Channel M, Fairchild TV, News 1130, AM1470 and Ming Pao	Public
April 4, 2006	Media interview with Sing Tao, CBC and Province	Public
April 5, 2006	CBC Early Edition	Public
April 5, 2006	Turning Point Recovery Home	Adult/9
April 5, 2006	Steveston Community Centre	Adult/3
April 10, 2006	St Paul's Church Parents Group	Adult/13
April 12, 2006	Education series on gambling	Adult/8
April 13, 2006	Ferris Elementary	Students/60
April 20, 2006	William Bridge Elementary	Students/30
April 20, 2006	One hour phone in program at CHMB AM1320	Public
April 25, 2006	Richmond Chinese Evangelical Free Church Pastoral Care Group	Adult/6
April 26, 2006	Media interview with Vancouver 24 hours newspaper	Public
April 27, 2006	William Bridge Elementary	Students/30
April 27, 2006	Media interview with World Journal	Public
May 8, 2006	Media interview with Vancouver Sun	Public
May 10, 2006	Media interview with CBC	Public
May 11, 2006	Anderson Elementary	Students/30
May 17, 2006	Homma Elementary	Students/30
May 18, 2006	Steveston Secondary	Students/96
May 20, 2006	Chinese Parents Workshop	Adults/120
May 23, 2006	Homma Elementary	Students/60
May 25, 2006	Regent College	Adults/28

May 31, 2006	Education Series	Adults/6
June 5, 2006	Media interview with Sing Tao News	Public
June 20, 2006	Anderson Elementary	Students/10
June 22, 2006	SUCCESS Chinese Helpline	Adults/18
June 23, 2006	DeBeck Elementary	Students/10
June 27, 2006	DeBeck Elementary	Students/10
June 27, 2006	Media interview with CKNW	Public
June 28, 2006	Media interview with CKNW	Public
June 28, 2006	Richmond School District ELSA Classes	Adults/50
July 11, 2006	SUCCESS YDP	Youth/10
July 13, 2006	Summer class at Richmond High	Students/40
July 14, 2006	Media interview with CTV	Public
July 17, 2006	Media interview with Metro Town News	Public
July 19, 2006	Education Series	Adult/7
July 20, 2006	Richmond Hospital Psychiatric Unit Student Doctor	Adult/2
July 24, 2006	Mood Disorders Association of BC	Adult/1
July 27, 2006	RICAS	Adult/4
August 3, 2006	Phone interview with Ming Pao News	Public
August 4, 2006	Office interview with Ming Pao News	Public
August 14, 2006	SUCCESS Summer Youth Development Program	Youth/9
August 15, 2006	Phone interview with 24 Hours News	Public
August 15, 2006	Phone interview with Metro Vancouver	Public
August 16, 2006	Radio program at AM1470	Public
August 20, 2006	RCEFC Sunday School	Adult/25
August 21, 2006	Richmond Youth Service Agency Skills Link Program`	Youth/8
August 21, 2006	Pamphlets to Canadian Martyr Catholic Church	Public
August 25, 2006	Richmond Hilton Human	Adult/14

	Resources Management	
September 6, 2006	Education Series	Adult/13
September 11, 2006	Radio program for Calgary	Public
October 2, 2006	RYSA Skills Link	Youth/11
October 3, 2006	Australia PG Counsellor	Adult/1
October 12, 2006	National Depression Screening Day for Chinese	Public
October 19, 2006	RASCALS Training	Adult/9
October 20, 2006	PG Curriculum Teachers' Training	Adult/7
October 25, 2006	Excel Adult ELSA	Adult/35
October 25, 2006	Education Series	Adult/5
October 27, 2006	London Secondary	Youth/90
November 2, 2006	Excel Adult ELSA	Adult/13
November 3, 2006	Student Doctors	Adult/2
November 4, 2006	Disability Resource Centre	Youth/11
November 8, 2006	Burnett Secondary	Youth/30
November 14, 2006	Steveston High	Youth/75
November 17, 2006	Table Display at SUCCESS Volunteer Appreciation	Public
November 23, 2006	Chinese Cultural Workshop	Adult/40
November 29, 2006	New Immigrant Workshop	Adult/40
December 5, 2006	PG Curriculum Teachers' Training	Adult/12
December 6, 2006	PG Curriculum Teachers' Training	Adult/12
December 7, 2006	PG Curriculum Teachers' Training	Adult/12
December 8, 2006	Cambie Pro-D Teachers' Training	Adult/40
December 14, 2006	Richmond City Youth Workers' Training	Adult/20
December 15, 2006	Student Doctors Training	Adult/2
Total # of activities: 109 (up till December, 2006)		Total # of participants: 2745 (up till December 2006)

List of Gambling Prevention Activities in 2008 (January – December, 2008)

Date	Name	Target/Number	Catchment
January 9, 2008	McMath Secondary CAPP Classes	Youth/111	Gr. 10,11
January 10, 2008	McMath Secondary CAPP Class	Youth/22	Gr. 10, 11
January 15, 2008	Richmond Secondary P2P Classes	Youth/143	Gr. 10
January 16, 2008	Richmond Secondary P2P Classes	Youth/49	Gr. 10
January 17, 2008	SUCCESS ELSA Class	Adults/35	ESL
January 17, 2008	MacNeil Secondary CAPP Class	Youth/20	Gr. 10
January 18, 2008	McNair Secondary CAPP Classes	Youth/80	Gr. 10, 11
January 23, 2008	SUCCESS ELSA Class	Adult/6	ESL
January 24, 2008	Excel Adult ESLA Class	Adult/7	ESL
January 31, 2008	Richmond Secondary P2P Classes	Youth/74	Gr. 10
February 1, 2008	Richmond Secondary P2P Classes	Youth/56	Gr. 10
February 4, 2008	Richmond Secondary P2P Classes	Youth/73	Gr. 10
February 6, 2008	Richmond Secondary P2P Fair	Youth	Gr. 8,9, 10,
February 6, 2008	Media interview with Channel M, Sing Tao & CKNW	Chinese Public	Chinese
February 15, 2008	Palmer Secondary P2P Class	Youth/17	Gr. 10, 11
February 18, 2008	Palmer Secondary P2P Classes	Youth/106	Gr. 10, 11
February 19, 1008	Palmer Secondary P2P Class	Youth/25	Gr. 10, 11
February 21, 2008	Excel Adult ESL Class	Adult/57	ESL
February 26, 2007	Turning Point Recovery House	Adult/8	Community
February 27, 2008	South Arm United Church	Adult/35	Community
February 28, 2008	Richmond Chinese Cultural Society	Public	Community
February 29, 2008	McNair Secondary Teachers' Pro-D Training	Adult/32	Community
March 5, 2008	Palmer Secondary P2P	Youth	Gr. 10, 11

	students presentation		
March 6, 2008	Palmer Secondary P2P students presentation	Youth	Gr. 10, 11
March 7, 2008	McMath Secondary School	Youth/46	Gr. 10, 11
March 10, 2008	Phone interview by Sing Tao News	Chinese Public	Chinese
April 8, 2008	MacNeil Secondary P2P Class	Youth/24	Gr. 10
April 9, 2008	MacNeil Secondary P2P Classes	Youth/73	Gr. 10
April 16, 2008	CMHA Pathway Clubhouse	Adults/25	Community
April 17, 2008	McNair Secondary CAPP Classes	Youth/75	Gr. 10, 11
April 22, 2008	Steveston-London Secondary CAPP Classes	Youth/136	Gr. 10, 11
April 29, 2008	BGCA Skills Link Program	Youth/9	Community
May 9, 2008	MacNeil P2P Student Presentations	Youth/80	Gr. 8, 9, 10
May 16, 2008	MacNeil Teachers Pro-D Training	Adults/40	Community
May 22, 2008	Canadian Drug Free Project Chinese Parents Conference	Chinese Adults/50	Chinese
May 23, 2008	Richmond Youth Service Agency Open House		Community
May 26, 2008	Richmond Mental Health Consumers and Friends Society	Adults/6	Community
May 28, 2008	Touchstone Family Association Open House		Community
June 5, 2008	CCM Parents Group	Chinese Adults/14	Chinese
June 7, 2008	Chinese Parents Workshop	Chinese Adults/70	Chinese
June 8, 2008	South Vancouver Pacific Grace MB Church	Chinese Adults/25	Chinese
June 18, 2008	Richmond District Parents Association and Richmond Chinese Parents Association Year End Celebration		Community
June 25, 2008	Family Services of Greater Vancouver Open		Community

	House		
August 12, 2008	SUCCESS Summer Children Day Camp	Children/37	Community
August 15, 2008	AM1320 Radio Interview	Chinese Public	Chinese
August 21, 2008	In-service Training	Adult/11	Community
August 31, 2008	RCEFC Sunday School	Chinese Adult/38	Chinese
Sep 12, 2008	Fairchild Leisure Talk	Chinese Public	Chinese
Sep 18, 2008	BGC Skills Link Program	Adult/6	Community
Sep 20, 2008	Richmond Disability Resource Centre	Adult/15	Community
Sep 25, 2008	Science World Teacher Resources Fair Table Display for Amazing Chateau	Adult	KD
Oct 4, 2008	Know the Score Student Training	Adult/6	KTS
Oct 6-9, 2008	Know the Score at Kwantlen Richmond Campus	Adult/915	KTS
Oct 15, 2008	McNair CAPP Class	Youth/52	Gr. 10, 11
Oct 18, 2008	Singapore Breakthrough Table Display	Public	Community
Oct 24, 2008	Youth Health Team Training	Youth/33	Gr. 10, 11
Nov 6, 2008	BGC Skills Link Program	Adult/10	Community
Nov 11, 2008	City TV Program	Chinese Public	Chinese
Nov 17, 2008	Interview by Omni News	Chinese Public	Chinese
Nov 18, 2008	Steveston London Secondary CAPP Classes	Youth/56	Gr. 10
Nov 20, 2008	Touchstone Family Association Parents Group	Chinese Adult/15	Chinese
Nov 21, 2008	SUCCESS Volunteer Appreciation Table Display	Public	Community
Nov 26, 2008	Know Dice Service Provider's Training	Adult/6	Community
Dec 12, 2008	Steveston London Secondary CAPP Classes	Youth/47	Gr. 10
Total # of activities: 65 (up till Dec, 2008)		Total # of participants: 2876 (up till Dec, 2008)	

List of Gambling Prevention Activities in 2009 (January – December, 2009)

Date	Name	Target/Number
January 13, 2009	Richmond Secondary P2P Classes	Youth/54
January 14, 2009	Richmond Secondary P2P Classes	Youth/73
January 15, 2009	Fleetwood Park Secondary Grad Transition Conference	Youth/162
Feb 2, 2009	Amazing Chateau Teacher's Training in Vancouver	Adult/7
Feb 4, 2009	Richmond Secondary P2P Presentation Fair	Youth
Feb 9, 2009	Palmer Secondary P2P Class	Youth/30
Feb 10, 2009	Palmer Secondary P2P Classes	Youth/58
Feb 19, 2009	ESL Class at MacNeil	Adult/15
Feb 20 & 21, 2009	Discovery program	Adult/8
Mar 2, 2009	Palmer Secondary P2P Presentation	Youth/30
Mar 3, 2009	Palmer Secondary P2P Presentation	Youth/55
Mar 3, 2009	Amazing Chateau Teacher's Training at Thompson Elementary	Adult/3
Mar 4, 2009	Palmer Secondary P2P Presentation to elementary school	Youth/43
Mar 25, 2009	Chinese Seniors Acting Out Training	Chinese Adult/16
Apr 1, 2009	Interview with Fairchild TV	Chinese Public
Apr 9, 2009	MacNeil Secondary P2P Presentation	Youth/49
Apr 14, 2009	MacNeil Secondary P2P Presentation	Youth/113
Apr 15, 2009	Burnett Secondary Presentation	Youth/35
Apr 30, 2009	South Arm Community Centre Chinese Seniors Group	Chinese Adult/30
May 6, 2009	Steveston London Secondary Presentation	Youth/52

May 7, 2009	Steveston London Secondary Presentation	Youth/83
May 7, 2009	MacNeil Secondary P2P Presentation	Youth
May 11, 2009	BGCA Skillslink Program Presentation	Adult/8
May 26, 2009	City TV Program	Chinese Public
May 29, 2009	VanCity Community Day	Public (Staffed by Christa with distribution of over 200 PG promotion materials)
June 6, 2009	Chinese Parents Workshop	Chinese/65
June 12, 2009	Hamilton Community Festival	Public (Staffed by SUCCESS staff with distribution of over 200 PG promotion materials)
June 21, 2009	National Aboriginal Day in Richmond	Public (Staffed by Brent with distribution of 100 pamphlets and promotion materials)
July 16, 2009	SUCCESS Youth Summer Day Camp	Youth/13
July 24, 2009	SUCCESS Youth Summer Day Camp	Youth/12
Sep 8, 2009	Table display at Kwantlen University College Richmond Campus	Youth/100
Sep 17, 2009	Table display for Knowdice at Science World Teachers Orientation	Adult/Teachers/80
Sep 19, 2009	Table display at Aberdeen Mall for Seniors Drama performance	Chinese/300
Sep 21, 2009	BGC Skills Link	Youth/8
Oct 8, 2009	Table display at Depression Screening Day	Adult/80
Oct 21, 2009	Knowdice Teacher's Training at McNeely	Adult/1
Oct 23, 2009	District Pro-D Training	Adult/27
Nov 6, 2009	McNair CAPP Classes	Youth/55
Nov 7, 2009	District Students Leadership Conference	Youth/35
Nov 13, 2009	Table display at SUCCESS Volunteer's Appreciation	Adult/100
Nov 15, 2009	Westside Baptist Church	Chinese/25
Nov 16, 2009	Hugh Boyd Secondary P2P	Youth/50

Nov 16, 2009	BGC Skills Link	Youth/8
Nov 17, 2009	Knowdice Teacher's Training at McNeely	Adult/1
Nov 19, 2009	Steveston London Secondary	Youth/59
Nov 19, 2009	About Face Community Presentation	Adult/50
Nov 20, 2009	Steveston London Secondary	Youth/57
Nov 28, 2009	AM1320 radio program	Chinese
Dec 8, 2009	Media interview by Sing Tao News	Chinese
Dec 9, 2009	Burnett Secondary PAC	Adult/16
Dec 18, 2009	TV Recording at Fairchild	Chinese
Total # of activities: 51 (up till Dec, 2009)		Total # of participants: 2069 (up till Dec, 2009)

List of Gambling Prevention Activities in 2010 (January – December, 2010)

Date	Name	Target/Number
January 8, 2010	Knowdice Teacher's Training at Tomsett Elementary School	Adult/1
January 11, 2010	Richmond Secondary P2P Class	Youth/25
January 26, 2010	Addiction Focus Group	Adult/2
February 3, 2010	Richmond Secondary P2P Student Presentations	Youth/30
February 8, 2010	Richmond Christian Secondary School	Youth/33
February 9, 2010	Richmond Christian Secondary School	Youth/35
February 9, 2010	Palmer Secondary P2P	Youth/30
February 11, 2010	Richmond Christian Secondary School	Youth/26
February 12, 2010	Palmer Secondary P2P	Youth/59
February 12, 2010	Richmond Christian Secondary School	Youth/26
February 15, 2010	Richmond School District Pro-D Conference	Adult/16
February 16, 2010	Richmond Christian Secondary School	Youth/55
February 17, 2010	Richmond Christian Secondary School	Youth/24
February 18, 2010	Richmond Christian Secondary School	Youth/20
February 19, 2010	Richmond Christian Secondary School	Youth/28
March 2, 2010	Richmond Christian Secondary School PAC	Adult/10
March 3, 2010	McRoberts Secondary School	Youth/83
March 9, 2010	Palmer Secondary P2P	Youth/25
March 10, 2010	Palmer Secondary P2P	Youth/82
March 18, 2010	Lord Byng Secondary School ESL Class	Youth/25
Apr 8, 2010	Managing Employees with Substance Abuse Conference	Adult/180
Apr 12, 2010	Steveston London	Youth/135

	Secondary 5 CAPP Classes	
Apr 13, 2010	Steveston London 1 CAPP Class	Youth/20
Apr 14, 2010	Cambie Secondary 1 P2P	Youth/30
Apr 14, 2010	MacNeil Secondary 3 P2P Classes	Youth/64
Apr 15, 2010	MacNeil Secondary 3 P2P Classes	Youth/80
Apr 19, 2010	RYSA Presentation of Services	Adult/6
Apr 23, 2010	Palmer Secondary Teachers Pro-D Training	Adult/55
Apr 27, 2010	Delview Secondary School CAPP Class	Youth/26
May 1, 2010	Chinese Parents Workshop	Adult/70
May 5, 2010	RAS open house display	Adult
May 13, 2010	Cambie Secondary 1 P2P	Youth/29
May 19, 2010	BGC Skills Link	Adult/10
May 26, 2010	MacNeil Secondary 1 P2P	Youth/12
July 12, 2010	SUCCESS Youth Summer Camp	Youth/35
July 15, 2010	SUCCESS Children Summer Camp	Children/30
July 20, 2010	Turning Point	Adult/6
Aug 12, 2010	SUCCESS Children Summer Camp	Children/38
Sep 29, 2010	McNair Secondary 3 CAPP	Youth/79
Oct 1, 2010	Boyd Secondary 3 P2P	Youth/76
Oct 4, 2010	South Delta Secondary 3 CAPP	Youth/78
Oct 5, 2010	RAS Chinese Ed Series	Adult/6
Oct 8, 2010	Boyd Secondary 1 P2P	Youth/27
Oct 29, 2010	Skills Link Richmond	Adult/7
Oct 30, 2010	Gam_iQ Training	Adult/8
Nov 1, 2010	Gam_iQ at Kwantlen	Adult/104
Nov 3, 2010	Gam_iQ at Kwantlen	Adult/122
Nov 4, 2010	Gam_iQ at Kwantlen	Adult/214
Nov 5, 2010	Steveston London CAPP	Youth/137
Nov 24, 2010	Gam_iQ at BCIT Richmond	Adult/88
Nov 26, 2010	CCM Chinese Seniors	Adult/10
Dec 3, 2010	Excel Adult ESLA	Adult/43
Dec 10, 2010	RAS Ed series	Adult/5
Total # of activities: 53 (up till December, 2010)		Total # of participants: 2465 (up till December, 2010)

List of Gambling Prevention Activities in 2011 (January ~ December, 2011)

Date	Name	Target/Number
January 12, 2011	Richmond Sec P2P	Youth/54
January 13, 2011	Richmond Sec P2P	Youth/106
January 14, 2011	Know Dice Teacher Training	Adult/1
January 18, 2011	Richmond City Youth Development Workers	Adult/14
January 18, 2011	Turning Point Recovery	Adult/10
January 19, 2011	McMath Mini P2P	Youth/74
January 24, 2011	McMath Mini P2P	Youth/44
February 14, 2011	Palmer P2P	Youth/59
February 15, 2011	Palmer P2P	Youth/46
February 21, 2011	RAS Education Series	Adult/6
February 22, 2011	Steeveston London CAPP	Youth/128
February 24, 2011	Zheng Sheng College Chinese Parents Forum	Adult/40
February 24, 2011	Business After 5	Adult/70
Mar 4, 2011	McNair Secondary CAPP	Youth/58
Mar 7, 2011	Brooke Elementary	Children/57
Mar 9, 2011	Byng Elementary PAC	Adult/14
Mar 10, 2011	Richardson Elementary	Children/70
Mar 14, 2011	Excel ESL	Adult/32
Mar 15, 2011	McRoberts Secondary Grade 12 classes	Youth/102
Mar 15, 2011	Gam iQ at Kwantlen	Adult/84
Mar 16, 2011	PG Level 1 Training	Adult/14
Mar 17, 2011	Excel ESL	Adult/30
Mar 18, 2011	Cougar Canyon Elementary Grade 6/7 Classes	Children/60
Mar 18, 2011	English Bluff Elementary Grade 6/7 Classes	Children/60
Mar 29, 2011	CMHA Pathways Clubhouse	Adult/20
Mar 31, 2011	Excel ESL	Adult/32
Apr 8, 2011	Delta Secondary School Planning 10 Classes	Youth/68
Apr 11, 2011	Delta Secondary School Planning 10 Classes	Youth/134
Apr 12, 2011	Burnett Secondary School Family Studies Class	Youth/28
May 3, 2011	Boyd P2P	Youth/15

May 5, 2011	Interview by Fairchild TV	General
May 7, 2011	Chinese Parents Workshop	Adult/108
May 10, 2011	Transitions	Adult/15
May 11, 2011	MacNeil P2P	Youth/99
May 11, 2011	Touchstone Family Association Open House	General
May 12, 2011	MacNeil P2P	Youth/73
May 17, 2011	Internet Gambling Chinese Workshop	Adult/0
June 15, 2011	Richmond Adult Probation	Adult/8
July 6, 2011	RAS Education Series at Library	Adult/10
July 12, 2011	SUCCESS Youth Summer Camp at Delta	Youth/19
Aug 4, 2011	SUCCESS Youth Summer Camp at Richmond	Youth/13
Aug 4, 2011	Booth at Kwantlen Richmond Campus	Adult/50
Aug 10, 2011	Booth at Richmond Food Bank	Adult/100
Sep 21, 2011	RMCS YES Employment Program	Adult/7
Sep 22, 2011	Booth at Richmond Food Bank	Adult/100
Sep 28, 2011	Booth at Richmond Food Bank	Adult/100
Sep 29, 2011	Knowdice at Mitchell Elementary	Youth/30
Sep 29, 2011	Kwantlen Counsellor	Adult/2
Oct 4, 2011	Hugh Boyd P2P	Youth/25
Oct 4, 2011	Booth at Richmond Hospital	Adult
Oct 5, 2011	Hugh Boyd P2P	Youth/21
Oct 5, 2011	Booth at Richmond Hospital	Adult
Oct 7, 2011	Hugh Boyd 2 P2P classes	Youth/38
Oct 14, 2011	Steveston London 4 P2P classes	Youth/106
Oct 20, 2011	Homeless Connect Day Booth	Adult/50
Oct 24, 2011	McNair 2 Planning Classes	Youth/54
Oct 25, 2011	SUCCESS Helpline Volunteers	Adult/14
Nov 2, 2011	RAS Education Series	Adult/6
Nov 12, 2011	CMHA Richmond Chinese	Adult/14

	Family Support Group	
Nov 15, 2011	Fairchild TV Leisure Talk	Adult
Nov 16, 2011	McMath 2 Leadership Classes	Youth/40
Nov 16, 2011	About Face Booth	Adult
Nov 17, 2011	Steveston Community Centre Seniors Group	Adult/25
Nov 18, 2011	SUCCESS Volunteers Appreciation Booth	Adult/50
Nov 21, 2011	Turning Point Recovery House	Adult/7
Nov 23, 2011	SUCCESS Chinese Parents Workshop	Adult/20
Nov 29, 2011	McMath 2 Planning Classes	Youth/58
Nov 30, 2011	McMath 3 Planning Classes	Youth/75
Dec 1, 2011	South Delta Secondary 2 Planning Classes	Youth/53
Dec 2, 2011	South Delta Secondary 5 Planning Classes	Youth/122
Total # of activities: 61 (up till Nov, 2011)		Total # of participants: 2737 (up till Nov 2011)

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