

# RESPONSIBLE GAMBLING CODE OF COMMITMENT

**FALLSVIEW**<sup>®</sup>  
CASINO RESORT



# RG CHECK PROGRAM

Niagara Fallsview Casino Resort and Casino Niagara are committed to offering the best possible gaming entertainment experience in the most socially responsible manner.

To achieve this, we work with the Ontario Lottery and Gaming Corporation, Alcohol and Gaming Commission of Ontario, Responsible Gambling Council and other agencies to educate and create awareness around responsible gambling and advance responsible gambling programs and practices.



The responsible gambling programs and practices at Niagara Fallsview Casino Resort and Casino Niagara have been accredited by the Responsible Gambling Council.

RG Check is the most comprehensive and rigorous responsible gambling accreditation program in the world, made up of hundreds of metrics that help measure the scope and effectiveness of RG programs at land based gaming sites.

Gaming sites with RG accreditation:

- Take player safety seriously, increasing public and player confidence.
- Have a strong RG safety net in place, offsetting the need for more formal regulatory action by governments.
- Have validated RG programs, reducing the potential for expensive or time consuming initiatives that lack reasonable evidence or merit.

# ASSISTING PATRONS

A staffed on site PlaySmart Centre at Fallsview Casino provides customers and employees with information and awareness about responsible gambling. The PlaySmart Centre offers information and services, including someone to talk to if a patron needs help and information and support related to self exclusion.

A self exclusion program is in place to enable patrons who are concerns about their gambling to place themselves on a list of excluded persons. More information about the self exclusion program is set out below.

A variety of responsible gaming brochures and materials are made available to patrons in various locations and in a variety of formats at Niagara Casinos.

Gaming guides and rules of play are also available to assist patrons to better understand the various games that are offered.

Processes are in place to deny casino play privileges, access to credit, cheque cashing and casino promotions where appropriate.

Niagara Casinos does not cash payroll, welfare or unemployment cheques.

Patrons are not able to withdraw/download cash from credit cards directly at a slot machine, nor are cash advances accessible in table game pits.

Employees are trained about the importance of responsible gambling and how to offer help to customers who may need it.

Casino gaming is an adults only activity and employees are required to be vigilant in preventing those under the legal age of 19 from entering the gaming floor, consuming alcohol and/or playing games of chance.

Niagara Casinos has processes in place to ensure the responsible service alcohol.

The placement and content of our advertising and marketing materials is restricted to age appropriate venues and messages, and the responsible gaming tagline is displayed on all advertising collateral.

## WHEN IS GAMBLING A PROBLEM?

Problem gambling is gambling that is done excessively and negatively affects other areas of a person's life, such as their physical or mental health, school or work performance, finances, and/or interpersonal relationships.

People with gambling problems may bet with money they can't afford to lose, max out their credit cards, borrow money in order to gamble, and do other things that compromise their personal values. Despite these negative consequences, they may deny that they have a problem, continue to chase losses, neglect family, friends, work, and even their own self care.

Problem gambling can affect anyone, regardless of age, gender, race or social status.

### Tips for safer gambling:

Set limits - both time and money.

Don't think of gambling as a way to make money.

Always gamble with money that you can afford to lose.

Never chase losses.

Don't gamble when you are depressed or upset.

Balance gambling with other activities.

Visit [www.playsmart.ca](http://www.playsmart.ca) for more information.

# Information about the Self-Exclusion Program

When someone self excludes they can select the following terms; 3 months, 6 months, 1 year, 2 years, 3 years, 4 years, 5 years.

When someone self excludes at Niagara Casinos, they are prohibited from entering every gaming & slot facility in the Province of Ontario. Individuals who would like to also self exclude from charitable gaming will be directed to the OLG Support Centre.

Self excluded individuals will not receive phone calls, e mails or promotional material from Niagara Casinos.

Facial recognition is in use at Niagara Casinos to assist self excluded individuals by identifying them if they enter the casino.

Individuals are not permitted to enter gaming and slot facilities until the term of their self exclusion expires.

Reinstatement from self exclusion will not be considered prior to the expiry of the chosen term.

Self excluded individuals who have been reinstated are not eligible to access casino credit for a period of two years after reinstatement.

If the individual wishes to register via the Online Video Self Exclusion option, (including requests for Common Self Exclusion), please ask the individual to send an email to [SelfExclusion@olg.ca](mailto:SelfExclusion@olg.ca) or call the OLG Support Centre at 1 800 387 0098, to initiate the process of scheduling their registration meeting.

# RESOURCES

## CONNEX ONTARIO

This toll free, anonymous and confidential helpline provides listening, support, referral and information.

Phone: 1 866 531 2600

Visit [www.problemgamblinghelpline.ca](http://www.problemgamblinghelpline.ca)

## PLAYSMART CENTRE AT FALLSVIEW CASINO

Focuses on customer education through events, awareness initiatives and an interactive kiosk as well as immediate assistance and referrals for those who express concerns about their gambling.

6380 Fallsview Boulevard, Main Floor  
Niagara Falls, ON, L2G 7X5

Phone: 905 371 0774 Toll Free: 1 866 312 6807

Visit [www.playsmart.ca](http://www.playsmart.ca)

## COMMUNITY ADDICTION SERVICES OF NIAGARA

CASON provides comprehensive alcohol, drug and gambling addiction treatment for individuals and their families.

60 James Street, Suite 401  
St. Catharines, ON

Phone: 905 684 1183

Visit [www.cason.ca](http://www.cason.ca)

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[fallsviewcasinoresort.com](http://fallsviewcasinoresort.com) 1 888 325 5788 [casinoniagara.com](http://casinoniagara.com)  
N I A G A R A F A L L S C A N A D A

Must be 19 years of age or older to enter the casinos. Individuals who have voluntarily excluded themselves from Ontario gaming sites and whose term has not expired are not permitted to enter the casinos