

## **Uniform Standards for Iowa Racing and Gaming Commission Licensees to Use in Addressing Problem Gambling**

Iowa Racing and Gaming Commission Licensees are expected to follow these uniform standards to address problem gambling. Licensee efforts shall emphasize service to guests and to employees. Facilities shall demonstrate an overall corporate commitment to the welfare of patrons and staff. They will prominently display responsible gambling messages and a helpline number for those affected by problem gambling behavior.

### **Area 1: A Prominent Display of Problem Gambling Materials and Signs at the Facility**

- A prominent display of information such as Iowa Gambling Treatment Program (IGTP) brochures, "1-800-BETS OFF" cards, posters, other items, and the helpline number will be at the facility; for example, at or adjacent to:
  - Casino Entrances and Exits
  - Cage and check cashing areas
  - Casino Gift Shops and Guest Service areas
  - Telephone Operator Stations
  - ATM/Cash Advance machines
  - Public Telephones in the casino
  - As an ATM Electronic message or on the ATM paper receipt
  - In Casino Restrooms
  - In printed materials, racing programs, casino brochures, and print advertising
- A prominent display of IGTP materials on problem gambling will be located in at least one high casino traffic area for patrons and employees. At a minimum, an 11" x 17" poster with a responsible gambling message and helpline number shall be displayed. Posters available from the IGTP will serve this purpose, or licensees can develop their own. Electronic messages are encouraged where appropriate.
- A link will be established to the IGTP Website at [www.1800betsoff.org](http://www.1800betsoff.org) when a facility has its own Website. The Iowa Gaming Association, representing all licensed casinos, will also have a link on their website at [www.iowagaming.org](http://www.iowagaming.org).

### **Area 2: Staff Development and Training on Problem Gambling**

- Incorporate IGTP materials and/or resources into employee orientation; educate employees about the signs of problem gambling and the helpline number; provide them with resources to help patrons, themselves and others.
- Provide ongoing training and awareness using videotapes, IGTP resources, or other methods.
- Target training toward key personnel who deal with problem patron situations; operations, security, surveillance, and human resource personnel attend advanced training on the recognition and management of problem gambling situations.
- Display prominently a helpline number and responsible gambling messages:
  - On Employee Bulletin Boards

- In Employee Breakrooms
- In Employee Handbooks or Employee Orientations
- In Employee Newsletters
- Specifically address any employee-related issues regarding problem gambling through an Employee Assistance Program (EAP) or other means.

**Area 3:** Procedure established to address specific problem gambling situations.

- Verify age of 21 to prevent underage gambling and work with authorities to prosecute underage gamblers; as well as those who assist them in their efforts to gain access or illegally place a wager in a licensed casino.
- Address excessive alcohol use and problem gambling behavior.
- Train employees to notify supervisors/key staff about problem gambling situations.
- Participate in a Voluntary Banning program for those in recovery who ask to be banned from the facility. A Voluntary Banning process could use computers, photos, player's cards, checks, technology, etc. to flag and keep banned persons from entering the casino.
- Participate in a voluntary self-exclusion program to allow patrons to bar credit card advance transactions.
- Encourage guests with a gambling problem to seek appropriate counseling services.
- Establish check cashing policy and procedures to include:
  - No cashing of welfare, child support, or energy assistance checks
  - No cashing of third party checks

**Area 4:** Active participation with the Iowa Gambling Treatment Program and within the community

- Sponsor and encourage programs that address problem gambling.
- Actively participate in problem gambling education awareness programs.
- Support resources that promote an awareness of the problem gambling.
- Demonstrate the facility commitment to responsible gambling. Designate a point person/group that monitors facility adherence to these standards, dedicates time to address problem gambling, and seeks ways to improve awareness of the issue. The point person/group acts as liaison to the IGTP and shares new ideas to enhance recovery for people experiencing difficulties.

(Rev. 1/04)