

## Frequently asked questions

**Q:** Who will know about my self-exclusion?

**A:** All self-exclusion files are kept confidential and will only be shared with AGLC and gaming venue staff who are responsible for administering the Self-Exclusion Program.

If you violate your agreement, the person identified as your “Other Contact” on the Self-Exclusion Agreement will be contacted.

**Q:** Can I exclude a spouse or family member?

**A:** It’s understandable to want to help a loved one who is struggling with healthy gambling behaviours. However, only the person seeking exclusion can sign-up; no one else can do it for them. Family members can seek information and support for themselves through Alberta Health Services’ Addiction Helpline at **1-866-332-2322**. Services are available 24/7 and are free of charge.

**Q:** What happens if I enter or attempt to enter a casino or REC while on the Self-Exclusion Program?

**A:** You will be removed from the property by security staff.

**Q:** Can I volunteer in a casino while I am in the Self-Exclusion Program?

**A:** You cannot volunteer in any casino while enrolled in the Program.

**Q:** Can I access casino or REC restaurants or attend a show while enrolled in the Program?

**A:** You cannot enter or cross a casino or REC gaming floor while enrolled in the Self-Exclusion Program.

**Q:** Will I receive promotional items from AGLC and casino loyalty programs?

**A:** Self-Exclusion participants do not receive promotional items or advertisements.

**Q:** Does Self-Exclusion include PlayAlberta.ca?

**A:** Yes, Self-Exclusion includes PlayAlberta.ca.

Please Note: If you self-exclude on PlayAlberta.ca, you are not excluded from casinos and REC’s. You will have to complete a separate agreement to be excluded from casinos and REC’s.

**Q:** Can I still purchase lottery tickets if I self-exclude?

**A:** Self-Exclusion does not include Lottery.

Please note that you may not enter a casino or PlayAlberta.ca site to purchase Lottery tickets.

## Support is available.

GameSense Advisors are knowledgeable about responsible gambling and can provide information on problem gambling treatment resources. You can also call the 24-hour, toll-free Alberta Health Services’ Addiction Helpline at **1-866-332-2322**.

# Do I need a longer break?

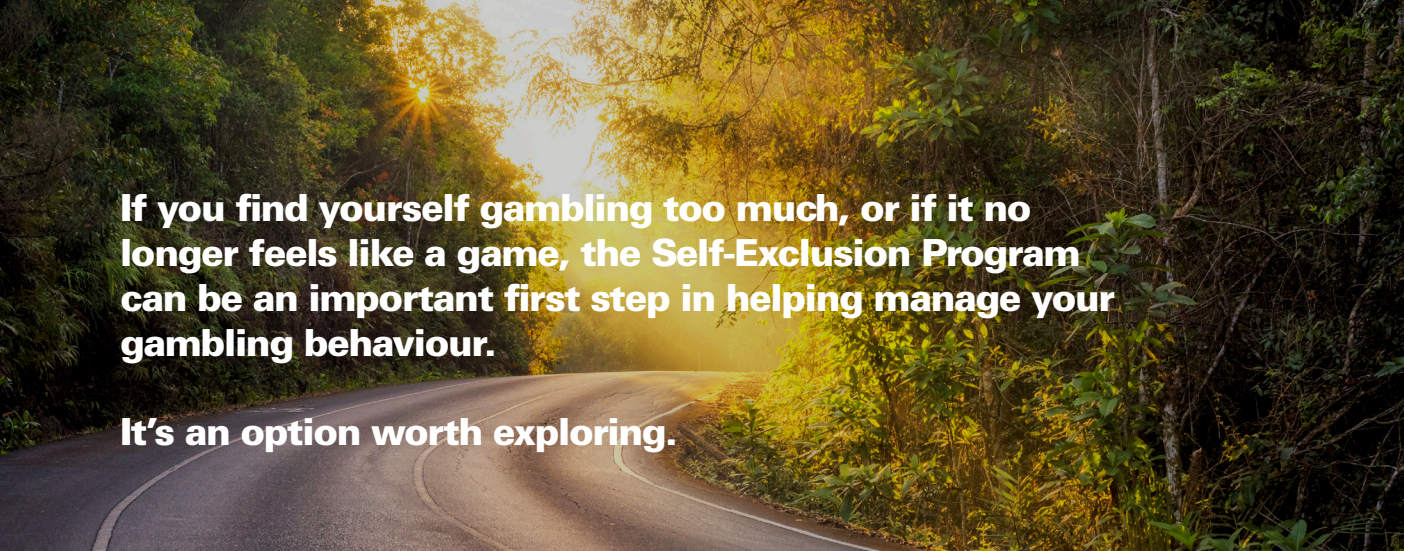


Take the necessary steps towards gaining control of your gambling behavior.

[SelfExclusion.ca](https://www.selfexclusion.ca)

GameSense

AGLC  
Choices Albertans can trust.



**If you find yourself gambling too much, or if it no longer feels like a game, the Self-Exclusion Program can be an important first step in helping manage your gambling behaviour.**

**It's an option worth exploring.**

## **What is the Self-Exclusion Program?**

The Program enables you to exclude yourself from all Alberta casinos, racing entertainment centres (REC's), and PlayAlberta.ca and the gambling opportunities these venues present.

Research has shown that when self-exclusion is combined with professional support, it can be one of the most effective ways to stop gambling.

By completing a Self-Exclusion agreement with AGLC, participants consent to be excluded from all Alberta casinos, REC's and PlayAlberta.ca for a specified time period.

**Participants registered in the Self-Exclusion Program will be ineligible from receiving a prize in a gaming facility.**

## **How do I sign up to be self-excluded?**

To access the Program, visit a **GameSense Info Centre** and speak with a GameSense Advisor or security staff at any of Alberta's 28 casinos or gaming entertainment centres.

You can now sign-up at all AGLC offices, or contact AGLC's Self-Exclusion Program Specialist at [se@aglc.ca](mailto:se@aglc.ca) or **1-844-468-8034**.

## **The length of exclusion is up to you.**

Choose from:

- Six months
- One year
- Two years
- Three years

You will be asked to show your **government-issued photo identification**. This could be a driver's licence, passport or citizenship card.

## **What happens after I self-exclude?**

Self-Exclusion starts the moment you sign up and lasts for the period of time chosen by you. You are NOT able to withdraw or cancel your agreement before its expiry date. Self-Exclusion applies to all Alberta casinos, REC's and PlayAlberta.ca, so you can't exclude yourself from just one facility.

When you complete the Self-Exclusion Agreement, you have an option to receive follow-up calls from AGLC Self-Exclusion Program staff.

Depending on the length of exclusion, you will receive follow-up calls at the approximate time intervals:

- 10 days
- 30 days
- 60 days
- 90 days
- 175 days

**In addition, you'll be contacted within 30 days of the expiry date of your agreement.**

These calls are intended to provide additional resource information, as well as a check-in to see how you are doing on the Program. Upon completing the program sign-up, you will be provided a package with a copy of your Self-Exclusion Agreement and local community resources.

**You are NOT able to withdraw from or cancel your agreement before its expiry date.**

**Your personal information is protected by Alberta's Freedom of Information and Protection of Privacy Act (FOIP).**