RESPONSIBLE GAMBLING COUNCIL

Public Policy Issues and Protecting the Public Interest

November 6th, 2018

**Shelley White
Chief Executive Officer
Responsible Gambling Council**

OSGOODE
OSGOODE HALL LAW SCHOOL
PROFESSIONAL DEVELOPMENT

YORK
UNIVERSITÉ
UNIVERSITY
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RGC's Vision – A world free of problem gambling.

RGC's Mission – To prevent problem gambling and reduce its impacts.

RGC's Core Values – Humanity, Integrity, Courage and Ingenuity.

What is RG Check?

- An accreditation program based on standards developed by the Responsible Gambling Council (RGC) Centre for the Advancement of Best Practices.

- The standards provide objective and independent benchmarks for the content and quality of RG programs delivered by land-based and internet gaming providers.

- They represent RGC's determination of the gold standard of player protections in place to help reduce the risk of problem gambling.

Responsible Gambling Standards – Venues

8 Standards
- 47 criteria
- 230 metrics

Scoring system assesses all criteria and metrics to create an overall score
- Must achieve minimum of 70% overall and a minimum of 50% in each standard

1. Responsible Gambling Policies

2. Employee Training

3. Self-Exclusion

4. Assisting Patrons Who May Have Problems with Gambling

5. Informed Decision Making

6. Advertising and Promotions

7. Access to Money

8. Venue and Game Features

RG Check uses 47 criteria in 8 standards

Responsible Gambling Standards – iGaming

7 Standards
- 48 criteria
- 267 metrics

Scoring system assesses all criteria and metrics to create an overall score
- Must achieve minimum of 70% overall and a minimum of 50% in each standard

RG Check Accreditation Process

Document Review

Gathering and review of documents, (e.g., policies and procedures, directives, staff training materials, etc.)

Site Visit (Venues)

Interviews with key staff
Staff and patron surveys
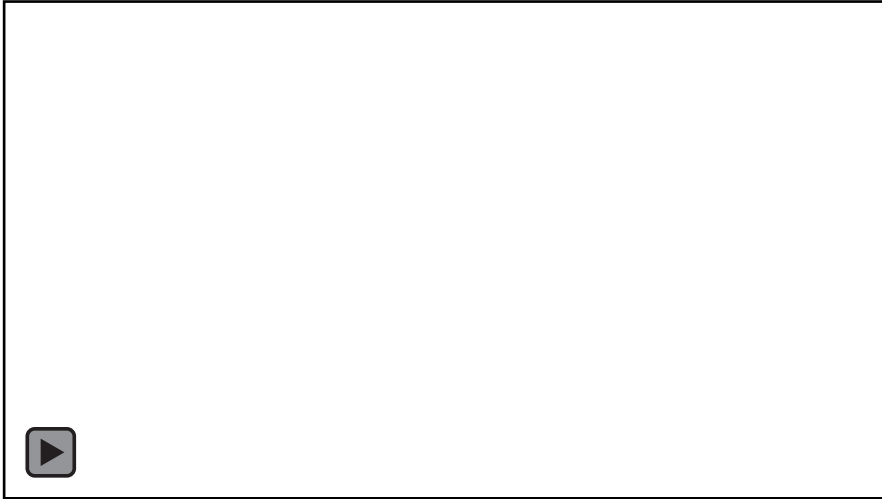Site walkabout

Virtual Site Visit (Internet)

Remote interviews with key staff
Staff and patron surveys
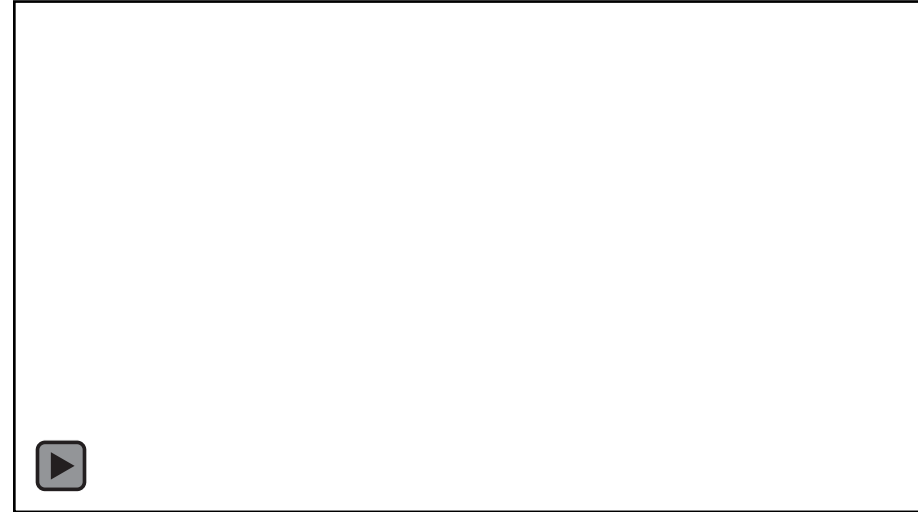Review of technical RG features

Reporting Process

Staff prepare draft report with recommendations
Draft report goes to venue/corporation for response

Final Report and Review by the Accreditation Board
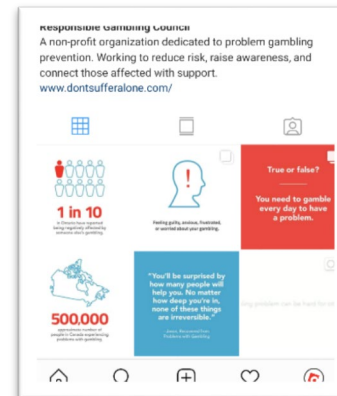
ISOLATION Phase 1: Social Marketing Campaign

Isolation Highlight

Healthy Home Baby Food, Pre-roll

"Always On" Campaign Strategy
Organic posts, Instagram

Cantonese Creative
Yuki X-Road Pre-roll