

GAMING POLICY AND ENFORCEMENT BRANCH

Ministry of Public Safety and Solicitor General

**RESPONSIBLE
GAMBLING STRATEGY**

2006/07

Annual Report



**BRITISH
COLUMBIA**

The Best Place on Earth

Table of Contents

Letter of Transmittal	1
Regulatory Oversight	2
Highlights from 2006/07	4
Organizational Overview	5
Goal One: Reduce the Incidence of Problem Gambling	7
Goal Two: Reduce the Harmful Impacts of Excessive Gambling	10
Goal Three: Ensure the Delivery of Gambling in a Manner That Encourages Responsible Gambling and Healthy Choices	12
Problem/Responsible Gambling Research	17
Public Perceptions	19
Looking Ahead	20
Responsible Gambling Strategy Expenditures	21
Contact Information	22

LETTER OF TRANSMITTAL

I am pleased to present the Responsible Gambling Strategy's Annual Report for fiscal year 2006/07. The information presented in this report reflects the activities of the Gaming Policy and Enforcement Branch in managing the Strategy for the 12 months ending March 31, 2007.

I am responsible for the contents of this report, including the selection of accomplishments and how they are reported.

First, I would like to thank Branch staff, as well as the more than 40 contracted service providers, for their hard work and dedication during the past year. Each person has made considerable contributions to the work that we do.

As the General Manager of the Branch, I look forward to working closely with management and staff to ensure that gambling is presented in a safe and responsible manner and that necessary services are available when and where they are needed.

Derek Sturko

Assistant Deputy Minister & General Manager
Gaming Policy and Enforcement Branch

RESPONSIBLE GAMBLING STRATEGY - REGULATORY OVERSIGHT

REGULATORY OVERSIGHT

The Gaming Policy and Enforcement Branch

In 2002, the Gaming Policy and Enforcement Branch was established and became a part of the Ministry of Public Safety and Solicitor General. The Branch is responsible for the overall integrity of gaming and horse-racing in B.C. As part of this responsibility, the Branch manages the Province's Responsible Gambling Strategy.

The Province's problem gambling and responsible gambling programs and services are guided by B.C.'s Responsible Gambling Strategy. The three goals of the Strategy are to reduce the incidence of problem gambling, reduce the harmful impacts of excessive gambling, and ensure that gambling is delivered in a manner that encourages responsible gambling and healthy choices. The Branch works towards these goals in a proactive manner and plans to enhance all areas of responsibility in the year ahead.

To ensure that gaming is delivered in a socially responsible manner, the Branch supports several projects that educate the public about responsible gambling practices and increase awareness of problem gambling. Branch programs also ensure that individuals who seek help with problem gambling get the assistance they need, wherever they are in the province.

Demands on programs and services offered by the Province have increased significantly since the Branch was formed in 2002. These demands have required the Branch to find innovative ways to increase efficiency while also increasing service levels. In 2007/08, the Branch budget for problem gambling and responsible gambling programs and services will increase from \$4 million to \$7 million. This budget increase will help ensure these programs and services remain well supported.

The Responsible Gambling Strategy

The Province has developed a comprehensive Responsible Gambling Strategy, as well as strategic partnerships, to help reduce the harmful impacts of excessive gambling and to encourage responsible gambling and healthy choices.

There are three key elements to the Strategy:

1. Reduce the incidence of problem gambling by:

- Creating greater awareness of problem gambling issues, services, and risk management strategies; and
- Encouraging gamblers to know the risks, be aware of their limits, and to play within their means.

2. Reduce the harmful impacts of excessive gambling by:

- Providing effective and efficient assistance to individuals experiencing problems with gambling; and
- Reducing the consequences of problems related to gambling; for example, supporting impacted families by providing counselling.

3. Ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices by:

- Informing government and the gambling industry on issues related to problem gambling and responsible gambling;
- Implementing new policies and practices to reduce the harm related to excessive gambling;
- Improving the gambling industry's knowledge and ability, through training, to deal with gambling problems and provide responsible gambling opportunities; and
- Promoting customer services and programs designed to encourage healthy choices and responsible play.

RESPONSIBLE GAMBLING STRATEGY - HIGHLIGHTS FROM 2006/07

Goal One: Reduce the incidence of problem gambling

- Delivered 1,750 problem gambling prevention and responsible gambling presentations
- In conjunction with Richmond Addiction Services, piloted an innovative educational program in Richmond schools that teaches grade six students about the risks involved with gambling
- Completed an evaluation of all prevention service providers in B.C.
- Completed the Responsible Gambling Information Centre pilot in three Lower Mainland casinos

Goal Two: Reduce the harmful impacts of excessive gambling

- Provided problem gambling counselling services to over 1,200 clients across the province
- Fielded almost 5,700 Help Line calls, with over 2,850 callers being referred to problem gambling counsellors
- Delivered a range of training programs to problem gambling counsellors and prevention specialists, as well as to allied professionals (e.g., medical personnel, corrections staff, etc.)

Goal Three: Ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices

- Approximately 80,000 visits to the B.C. Partnership for Responsible Gambling website
- Co-hosted a provincial forum on responsible gambling that brought together service providers, municipalities, and gaming regulators to discuss responsible gambling programs and strategies (in partnership with the British Columbia Lottery Corporation)
- Audited casinos, race tracks, community gaming centres and commercial bingo halls to ensure compliance with responsible gambling standards
- Released the First Measures Report on socio-economic impacts of new gaming venues in four Lower Mainland communities

HIGHLIGHTS

The Strategy guides work in four key areas: the Problem Gambling Program, responsible gambling awareness, research, and the B.C. Partnership for Responsible Gambling.

RESPONSIBLE GAMBLING STRATEGY - ORGANIZATIONAL OVERVIEW



ORGANIZATIONAL OVERVIEW

Problem Gambling Program

The Problem Gambling Program began in 1997 with a toll-free, 24-hour Help Line, clinical counselling, and public awareness and prevention components. The Program was originally part of Addiction Services in the Ministry for Children and Families.

In fall 2002, the Program moved to the Ministry of Public Safety and Solicitor General. Since relocating, the program has benefited from Ministry resources and co-operative relationships with the British Columbia Lottery Corporation (BCLC), gambling industry stakeholders, and municipalities that host gaming facilities.

The Program provides treatment for anyone experiencing difficulty with his or her own gambling, as well as affected others, such as family members.

Recent studies indicate there has been no significant increase in the proportion of British Columbians who exhibit problem gambling behaviours. However, there has been an increase in the number of problem gamblers who are seeking help. Since 2000, demand for problem gambling services has increased five-fold in almost every aspect of the Program.

The Program supports Goal Two of the Responsible Gambling Strategy by providing services to individuals experiencing problems with gambling and helping to reduce the consequences of problems related to gambling.

Responsible Gambling Awareness

Initiatives include problem gambling prevention and responsible gambling awareness and education for a variety of audiences, such as community organizations, seniors groups, elementary and secondary school classes, and post-secondary institutions.

These programs support Goal One of the Strategy by creating greater awareness of problem gambling issues and available services, and by encouraging gamblers to know the risks, understand their limits, and play within their means.

Problem Gambling and Responsible Gambling Research

Research is an important part of the Strategy. The research agenda is managed by the Branch, which contracts with academics and community-based researchers on a variety of topics. This research supports all of the goals of the Strategy and is used to help plan and implement new initiatives.

B.C. Partnership for Responsible Gambling

The B.C. Partnership for Responsible Gambling promotes responsible gambling practices and programs. The Partnership was established under the Branch and BCLC, with the belief that the best solutions to some of the issues related to gambling arise from shared action.

The Partnership develops and implements programs to mitigate potential negative impacts of gambling on British Columbians. Members include the Branch, BCLC, gaming service providers, and local governments that host casinos and/or community gaming centres.

Partnership members, in particular BCLC, support Goal Three of the Strategy by implementing policies and practices to reduce the harm related to excessive gambling and by promoting programs that encourage healthy choices and responsible play.

GOAL ONE: REDUCE THE INCIDENCE OF PROBLEM GAMBLING

GOAL ONE

Prevention Initiatives

Problem gambling prevention and awareness services are delivered from a community health perspective. In order to promote healthy living and healthy choices, service providers examine the issues affecting a community and deliver education and awareness presentations that address those issues.

In 2006/07, service providers made 1,750 presentations to a range of groups, including school classes, seniors groups, Corrections staff, police, First Nations bands, church groups, debt counsellors, Parent Advisory Committees and local governments.

Impact of Prevention Presentations

Over the past three years, the Problem Gambling Program has monitored the quality of counselling services through client satisfaction surveys. In 2006/07, the Program introduced a new survey regarding prevention presentations. The purpose of this survey is to gain a better understanding of the impact of the Program's prevention presentations and, where possible, to identify ways of enhancing prevention services.

Surveys were distributed between August 15 and November 30, 2006. In total, 888 surveys were returned to the Branch. Participants were asked to rate their level of knowledge of gambling issues before and after the presentation. The results were used to develop a learning measure that reflects the participant's perceived increase in knowledge of problem gambling and how to gamble responsibly.

Knowledge of Problem Gambling

After observing a prevention presentation, 91 per cent of participants indicated they had significant knowledge about problem gambling. Fewer than one per cent indicated that after the presentation

they had little or no knowledge of problem gambling. The figure below demonstrates the magnitude of these changes in knowledge.

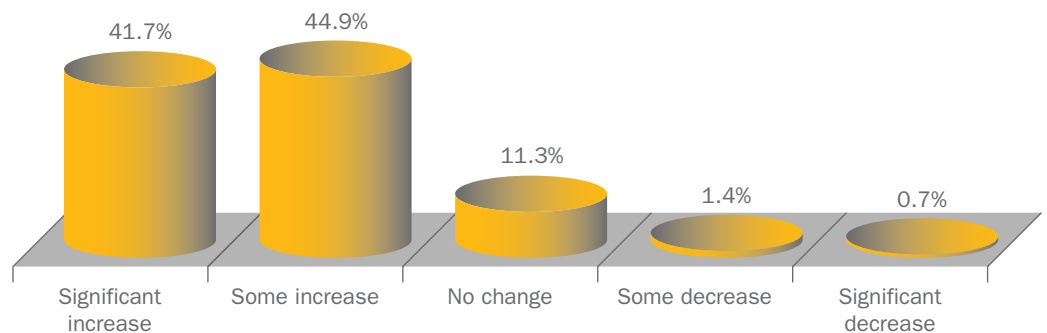


Figure 1: Change in knowledge of problem gambling and related issues after prevention presentation

Knowledge of where to get help

After observing a prevention presentation, 81 per cent of participants indicated that they had significant knowledge of where to get help. Only five per cent indicated that after the presentation

they had little or no knowledge of where to get help. The figure below demonstrates the magnitude of these changes in knowledge.

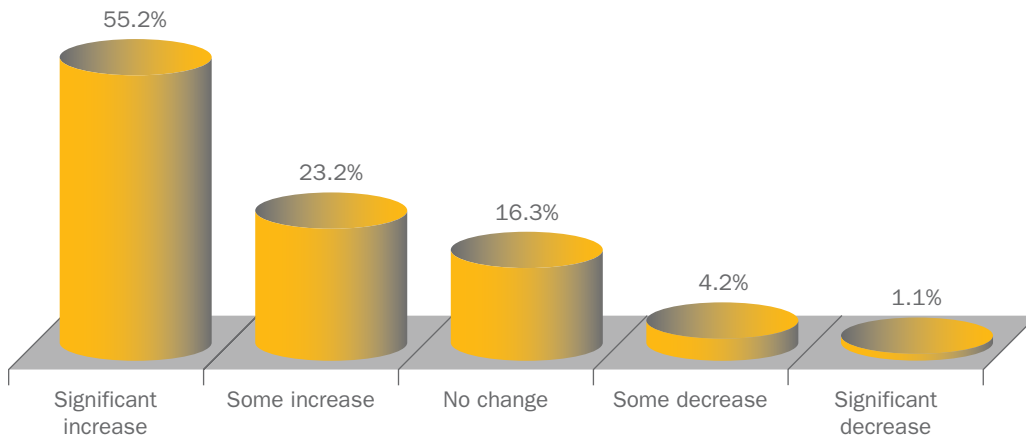


Figure 2: Change in knowledge of where to get help for problem gambling and related issues after prevention presentation

Knowledge of responsible gambling practices

After observing a prevention presentation, 89 per cent of participants indicated that they had significant knowledge of responsible gambling practices. Only one per cent indicated

that after the presentation they had little or no knowledge of responsible gambling practices. The figure below demonstrates the magnitude of these changes in knowledge.

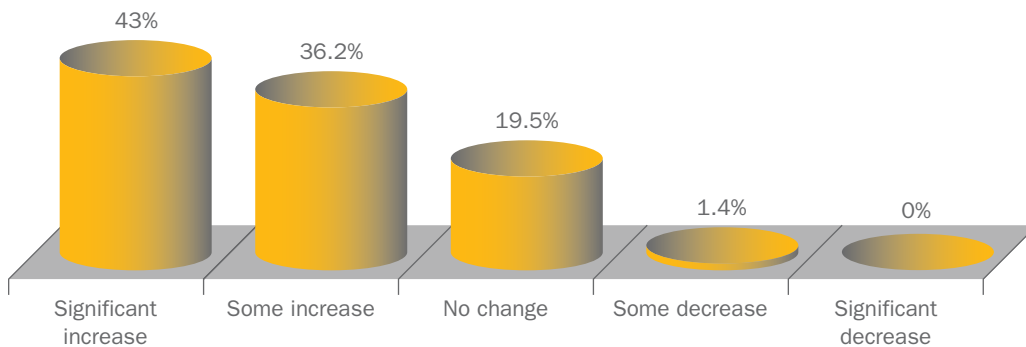


Figure 3: Change in knowledge of responsible gambling practices after prevention presentation

The full report from this survey can be viewed at: <http://www.bcreponsiblegambling.ca/>

GOAL ONE *cont'd.**Know Dice: Gambling Awareness for Kids*

In 2006/07, the Province, in partnership with Richmond Addiction Services, the City of Richmond and the Richmond School District, developed Know Dice, an innovative and creative problem gambling prevention teaching tool. The program uses a variety of media (i.e., web-based, print, CD, etc.) that are designed to teach Grade 6 students about the risks involved with gambling.

As well as demonstrating the risks and consequences of gambling, Know Dice helps dispel major gambling myths, such as:

- the more you play, the better your chances of winning;
- the more time you invest, the better your chances of winning; and
- all gambling involves skill.

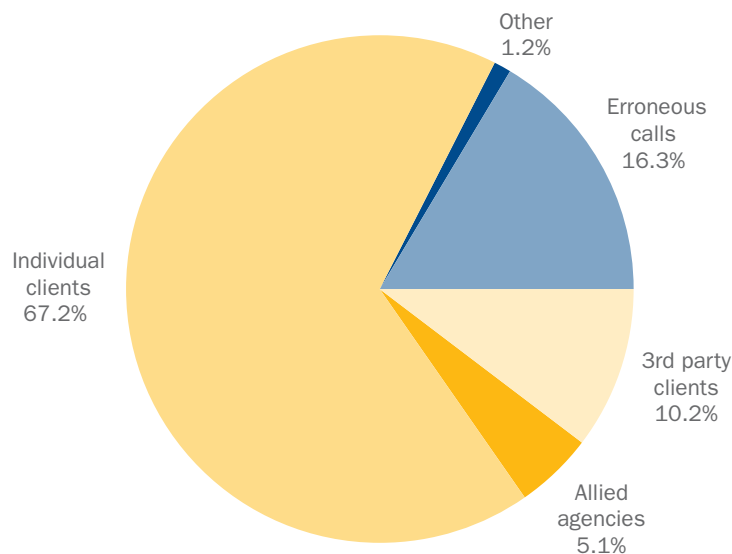
The teaching tool is interactive and fun, simulates real-life activities, and imitates the experience of gambling in a safe environment. The pilot program was completed in spring 2007 and will be rolled out across the province in 2007/08.

GOAL TWO: REDUCE THE HARMFUL IMPACTS OF EXCESSIVE GAMBLING

24-hour Problem Gambling Help Line

The Province began funding a dedicated, 24-hour toll-free Problem Gambling Help Line in 1997. Help Line staff provide crisis counselling and refer individuals and their families to treatment and prevention services offered by the Problem Gambling Program. Since it began, the Help Line has been a primary resource for health care service providers, community service organizations, people with gambling problems, and their families.

The figure below indicates the types of callers to the Problem Gambling Help Line. Over two-thirds of callers have issues with gaming. Approximately 10 per cent of callers are affected by someone with a real or suspected gambling problem. Just over five per cent of calls come from allied agencies, such as drop-in clinics, crisis services, and other counselling services. About one in six calls are erroneous or the caller hangs up.



Over the past five years there has been a significant increase in the number of calls to the Help Line. In the past year, the Help Line has fielded 5,696 calls, of which 4,769 were problem gambling specific.

The number of calls made to the Help Line dropped slightly between 2005/06 and 2006/07 (a six per cent decrease). This decrease could indicate there is greater awareness of the service provided and, therefore, fewer erroneous calls. Indeed, in 2002/03, while almost 50 per cent of calls to the Help Line were for non-problem gambling related issues, in 2006/07 this dropped to approximately 16 per cent.

Know your limit, play within it.

GOAL TWO

Figure 4: Types of Help Line callers

While calls (and subsequent referrals) decreased, the number of admissions remained the same from the previous year. This indicates that people continue to access services, but are accessing them through other means. Examples

of other access points include direct advertising by counsellors in their communities, prevention and awareness programs delivered provincially and at the local level, and referrals through BCLC's voluntary self-exclusion program.

GOAL TWO *cont'd.*

Clinical Treatment

The primary treatment method for individuals requiring help for gambling problems is through clinical counselling sessions. In 2006/07, there were 32 clinical counsellors providing treatment services. Counselling is provided free of charge and at the client's convenience. Clinicians will travel to clients and will meet during non-working hours to facilitate treatment.

In 2006/07, the Program admitted 1,017 new clients for clinical counselling. The following table indicates where clinical counselling services are being provided.

Table 1: Number of problem gambling clients by region

Region	Number of clients admitted
Vancouver Island/South Coast	172
Cariboo/Thompson	141
Okanagan/Kootenay	118
Northern B.C.	16
Fraser Valley	55
Burnaby	59
Surrey	131
Coquitlam	58
Langley	73
Vancouver	92
Other Lower Mainland	102
Total	1,017

GOAL THREE: ENSURE THE DELIVERY OF GAMBLING IN A MANNER THAT ENCOURAGES RESPONSIBLE GAMBLING AND HEALTHY CHOICES

Ensuring that gambling is delivered in a manner that encourages responsible gambling is a goal supported by gaming industry stakeholders involved in the B.C. Responsible Gambling Partnership. The Partnership is led by the Branch and BCLC and includes municipalities, gaming services providers and other industry stakeholders.

The Partnership supports initiatives related to public education and to mitigating negative impacts

arising from gaming activities. Examples of initiatives include responsible gambling information centres, the responsible gambling website, and BCLC's Appropriate Response Training and voluntary self-exclusion programs. In addition, the Branch supports the Strategy by ensuring industry stakeholders comply with responsible gambling standards and advertising standards set out by the Province.

Responsible Gambling Information Centre Pilots

In 2006/07, the Branch, in conjunction with BCLC, completed a pilot project implementing Responsible Gambling Information Centres (RGICs) at three Lower Mainland casinos in Richmond, Vancouver, and Langley. The pilot evaluated RGICs generally, and tested the effectiveness of having trained Responsible Gambling Officers (RGOs) available onsite at casinos.

These Centres provide education and support to casino patrons seeking information, as well as those who may be experiencing distress. RGOs support, advise and actively assist senior and mid-level managers in resolving potentially complex customer situations.

The RGICs were staffed during peak times by RGOs who provide support and referral services for individuals concerned about their gambling or the gambling of someone close to them. RGOs also developed and implemented a range of awareness programs to inform people about the risks of gambling and how to avoid them, the realistic chances of winning and losing, and where to get help for a gambling problem.

Since completing the pilot, the Branch and BCLC have agreed to expand this project to other casinos, including Royal City Star Riverboat Casino in New Westminster, Boulevard Casino in Coquitlam, Treasure Cove Casino in Prince George, and Lake City Casino in Kelowna. To accommodate this expansion, the Branch will contract with eight new Responsible Gambling Officers and one Co-ordinator to supervise the day-to-day operations of the RGIC program.

GOAL THREE

GOAL THREE *cont'd.**Responsible Gambling Website*

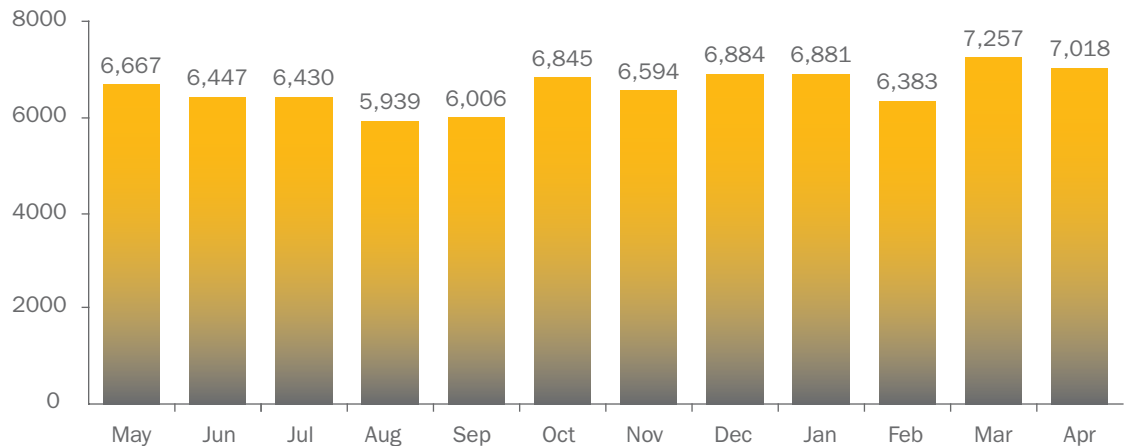
British Columbia's Partnership for Responsible Gambling website has been in existence for three years. The website is administered by the Problem Gambling Program and provides a one-stop location for information on problem gambling, additional resources, and links to research on problem and responsible gambling.

The primary purpose of the site is to provide information to the public about the work the Problem Gambling Program is doing across B.C.

The website also provides information to individuals who are having difficulty with gambling or who know people with gambling difficulties.

The website has been an increasingly popular resource for responsible gambling information, for information on where to get help, and for gambling related research. In 2006/07, the website had approximately 6,600 visits per month.

Figure 5: Number of visits per month to the responsible gambling website in 2006/07



Ensuring Compliance with Responsible Gambling Standards

GOAL THREE *cont'd.*

In July 2005, the Province issued *Responsible Gambling Standards for the BC Gambling Industry*. These standards apply to the BC Lottery Corporation, all service providers and all commercial gaming facilities. Each year, the Branch audits all casinos, race tracks and community gaming centres, as well as approximately half the commercial bingo halls in the province, to ensure gaming service providers comply with these standards.

The standards focus on ensuring minors are prevented from gambling, patrons have the necessary information with which to make informed choices related to gambling, gambling-related risks are minimized, and persons negatively affected by gambling have access to timely and effective information and assistance.

During the last year, the Branch performed audits on a number of sites to verify gaming facilities' compliance with the standards. These audits focused on five key areas:

1. Informed Choice – includes proper use of the “Know your limit, play within it” tagline, an appropriate level of responsible gambling messaging materials, and availability of rules of play and odds information.
2. Appropriate Response – includes tracking the percentage of gaming workers who have attended Appropriate Response Training.
3. Responsible Practices – includes having clocks placed in highly viewable areas.
4. Financial Transactions – includes prominently displaying information stating that credit may not be extended and describing pay-out policies.
5. Voluntary Self-Exclusion Programs – includes a fully operational self-exclusion program, readily available information on the program and monitoring of gaming venues for self-excluded individuals.

GOAL THREE *cont'd.**Ensuring Compliance with Responsible Gambling Standards (cont'd)*

Table 2: Levels of compliance with each section of the standards at each type of commercial gaming facility. A rating of high, medium or low has been assigned to indicate the level of compliance with that particular section of the standards.

	Informed Choice	Appropriate Response	Responsible Practices	Financial Transactions	Voluntary Self-Exclusion Programs
Casinos	Medium	High	Medium	Medium	High
Community gaming centres	Low	Low	Medium	Medium	Medium
Bingo halls	Low	Low	Medium	Medium	Medium
Race tracks	Low	Low	Medium	Low	N/A

Compliance audits clearly indicate that not all gaming service providers are complying with provincially mandated responsible gambling standards. In the coming year, the Branch will focus on ensuring full compliance with these standards.

For more information on these standards, please go to: <http://www.pssg.gov.bc.ca/gaming/responsible-gambling/docs/stds-responsible-gambling.pdf>

BCLC's Appropriate Response Training Program (ART)

GOAL THREE *cont'd.*

The Appropriate Response Training program was developed by BCLC to enhance the knowledge, awareness, attitudes and skills of gaming industry personnel so that they can respond

appropriately to patrons who may be experiencing distress in a gaming facility. The Branch supports ART by funding training sessions.

BCLC's Voluntary Self-Exclusion Program

BCLC's Voluntary Self-exclusion Program enables people to ban themselves from venues with slot machines (including casinos, community gaming centres and commercial bingo halls), as well as

BCLC's online lottery site, PlayNow. The Branch supports this program by facilitating referrals for self-excluded patrons who wish to speak with a problem gambling counsellor.

RESEARCH

*Problem/Responsible Gambling Research**Determining Socio-Economic Impacts of New Gaming Venues in Four Lower Mainland Communities: First Measures Report*

In 2004, the Branch began a study of several Lower Mainland communities where slot machines were being introduced for the first time, to determine the social and economic effects of casino gaming. The multi-year study looked at the effects of adding slot machines to the Fraser Downs race track in Surrey and establishing Edgewater Casino in Vancouver and Cascades Casino in Langley.

The baseline report came out in November 2005; the First Measures Report was released in May 2006.

Some observations from the First Measures Report included:

- Changes in spending patterns within the Lower Mainland from one casino to another, with some existing venues appearing to experience patron losses to the new venues.
- A slight increase in negative attitudes about the harms of gambling for society across all communities.
- No significant change in the overall prevalence rate of problem gambling in the studied communities.
- No discernible impact on crime or traffic.
- No measurable effect on tourism from outside the province.

The full report can be viewed on the Branch website at www.pssg.gov.bc.ca/gaming/reports/docs/rpt-rg-impact-study-first-measure.pdf

Reviewing the Canadian Problem Gambling Index

British Columbia was a member of the inter-provincial group that developed the Canadian Problem Gambling Index (CPGI) in 1997. The CPGI has become the world standard for measuring the prevalence of problem gambling among general populations. In order to remain current with research methodology, the Province participated in a comprehensive review of the CPGI. The

review found that the CPGI performs well and remains the best available instrument, evidenced by widespread national and international use. That said, the review also noted that academic understanding of problem gambling is limited, so any measurement instrument must be treated cautiously. The CPGI will continue to evolve as researchers learn more about problem gambling.

The Adolescent Problem Gambling Index Project

B.C. is a major partner in the Adolescent Problem Gambling Index (APGI) project, which includes several other provinces, as well as the federal Institute of Neurosciences, Mental Health and Addiction. The purpose of this project is to develop a new survey instrument for identifying adolescent

problem gamblers (12 to 17 years old) in the general population. The APGI project team intends to release a final version of the instrument and report on its effectiveness in 2007/08. This research will help the Province target prevention and treatment programs more effectively.

Estimating the Social and Economic Impact of Gambling

B.C. is part of a national partnership that is developing a measurement tool for estimating the economic and social impacts of gambling. The Social and Economic Impact of Gambling (SEIG) framework is nearing completion and will be tested next year. The SEIG framework will

help guide researchers and policy makers in measuring, assessing and reporting on a wide range of social, economic and environmental impacts – both costs and benefits – of gambling in Canada.

Canadian Partnership for Responsible Gambling Digest

In spring 2005, a group of non-profit organizations, gaming providers, research centres and government regulators formed the Canadian Partnership for Responsible Gambling. The Partnership promotes effective ways of reducing the risk of problem gambling by information sharing, issue analysis and engaging in joint research. An early project of the Partnership

was the Canadian Gambling Digest, an annual summary of statistics related to gambling in each of the 10 Canadian provinces. The Branch has now contributed to the two most recent digests.

The most recent digest can be found at www.cprg.ca/articles/Canadian_Gambling_Digest_2005_2006.pdf

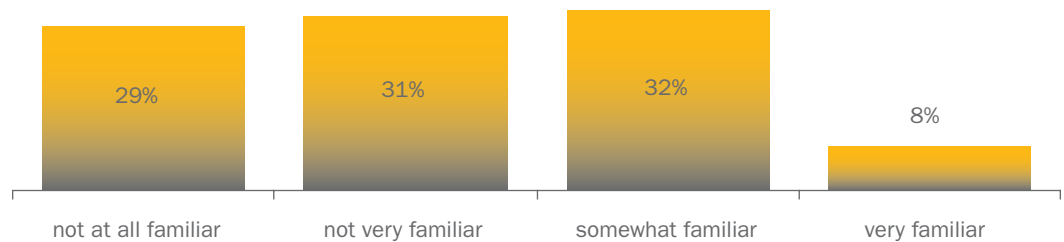
PUBLIC PERCEPTIONS

PUBLIC SATISFACTION WITH THE REGULATION OF GAMING

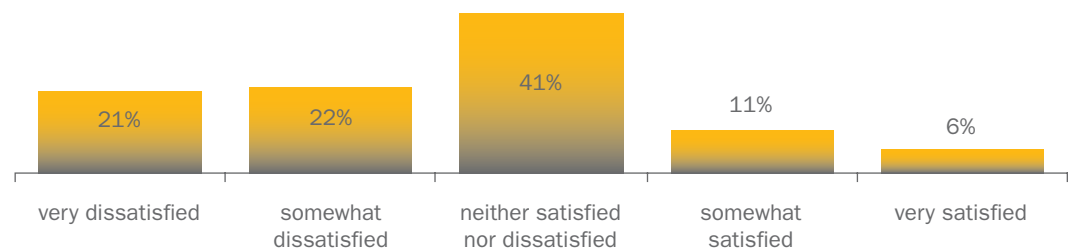
In 2006/07, the Branch surveyed British Columbians' perceptions of government's efforts to address problem gambling. Respondents were asked to describe their familiarity and satisfaction level.

The findings are summarized in the graphs below.

How familiar are you with the efforts of the provincial government to address problem gambling in B.C.?



How satisfied are you with the efforts to address problem gambling in B.C.?



The overall lack of familiarity and satisfaction presents some significant challenges for the Branch. These survey results indicate there is a statistically significant relationship between familiarity with government's efforts to deal with problem gambling and satisfaction with those efforts. Simply put, the greater the awareness, the greater the satisfaction with the work of the Branch.

In 2007/08, the Branch will look at ways to increase public knowledge of its efforts to address problem gambling.

The full report can be viewed at the following link:
www.pssg.gov.bc.ca/gaming/reports/docs/rpt-gaming-reg-perception-2006-07.pdf

LOOKING AHEAD

Goal One: Reduce the incidence of problem gambling

The Province will work toward reducing the incidence of problem gambling in B.C. Initiatives include delivering a province-wide problem gambling awareness campaign, launching a province-wide elementary school education tool aimed at teaching youth about the risks involved with gambling, and developing a suite of problem gambling awareness

and responsible gambling information materials. The first goal of the Strategy will also be supported by expanding the Responsible Gambling Information Centre project from four to eight casinos across the province, and by developing strategies for addressing at-risk populations, including Aboriginal communities, youths, and seniors.

Goal Two: Reduce the harmful impacts of excessive gambling

The Province will work towards reducing the harmful impacts of excessive gambling by ensuring that problem gambling treatment services are available to anyone with problem gambling issues or to anyone affected by someone with problem gambling

issues. The Province will support counselling and prevention work through education programs, including development courses for problem gambling counsellors and prevention service providers.

Goal Three: Ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices

The Province will work towards ensuring the delivery of gambling in a manner that encourages responsible gambling and healthy choices. This will include expanding the RGIC program across the province; auditing BCLC and gaming service

providers' compliance with advertising, marketing, and responsible gambling standards; managing the B.C. Partnership for Responsible Gambling; and supporting BCLC and gaming service provider responsible gambling programs.

Research

The Province will continue to support a multi-faceted research agenda to enhance our knowledge of problem gambling and responsible gambling. Research projects in 2007/08 will include the completion of the multi-year socio-economic study of the impact of new gaming facilities in the cities

of Vancouver, Surrey, Langley and Langley Township; conducting a province-wide study to determine the prevalence of problem gambling; and continuing to share resources and to fund research into problem gambling prevention and treatment in conjunction with national and international partners.

EXPENDITURES

RESPONSIBLE GAMBLING STRATEGY EXPENDITURES

Budget	2006/07	2005/06
	\$4,003,000	\$4,000,000
Staffing		
Salaries and Benefits	211,155	\$176,335
Administration		
Information Systems	30,875	89,831
Advisory Contracts (research)	183,707	131,291
Other Business and Operating Costs	169,677	141,136
<i>Total Program Administrative Costs</i>	<i>384,259</i>	<i>362,258</i>
Program Awareness		
Public Awareness Campaign	78,983	384,498
Program Delivery		
Contracted Prevention and Treatment Services	3,415,058	3,415,587
Contracted Toll Free Help Line	185,000	185,000
<i>Total Program Delivery Costs</i>	<i>3,600,058</i>	<i>3,600,587</i>
Total Expenditures		
	\$4,274,456	\$4,523,678
Surplus/(Deficit)	(271,456)	(523,678)

CONTACT INFORMATION

For more information, please go to the Gaming Policy and Enforcement Branch website at www.pssg.gov.bc.ca/gaming

For more information on B.C.'s Responsible Gambling Strategy, please go to the B.C. Partnership for Responsible Gambling website at www.bcreponsiblegambling.ca

The Head Office for the Gaming Policy and Enforcement Branch is located in Victoria, with regional offices in Burnaby, Kelowna and Prince George.

CONTACTS