

CLIENT DEMOGRAPHICS AND PROFILES

PROBLEM GAMBLING PROGRAM 2005/06 CLIENT SATISFACTION SURVEY

395 Client Satisfaction Surveys were distributed across the Province, 202 were returned. Not all surveys were completed in full. Nineteen times out of twenty the figures used in this report are accurate to within 6%. For more information regarding the Problem Gambling Program see:

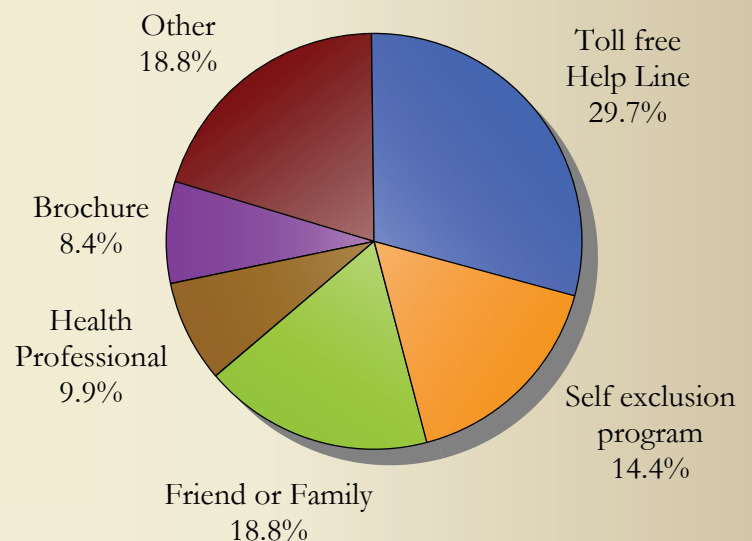
http://www.pssg.gov.bc.ca/gaming/responsible_gambling/index.htm

Local Service Delivery

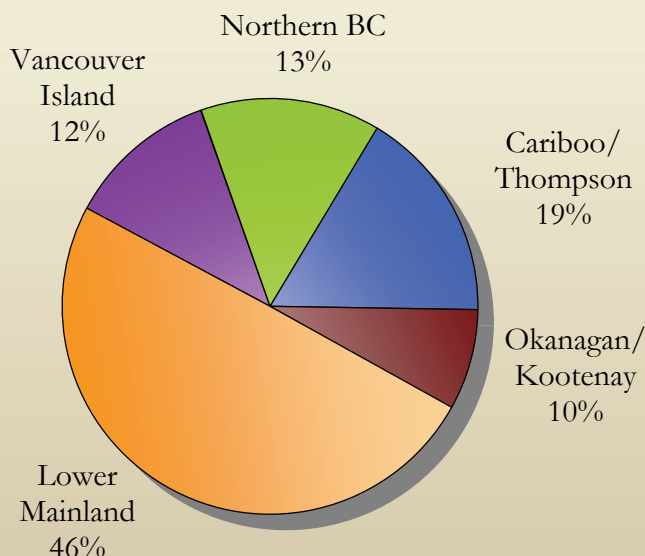
A core mandate of the Problem Gambling Program is to provide clinical counselling services wherever there is a demand. In 2005/06, the program contracted over 40 counsellors throughout the province to provide counselling services.

In addition, the program has developed a list of qualified clinicians that can be contracted if there is an increase in demand in specific regions. This proactive approach ensures that the Problem Gambling Program can deliver services wherever they are needed.

PROBLEM GAMBLING PROGRAM SURVEY—2005/06 How Clients Learn about the Program



PROBLEM GAMBLING PROGRAM SURVEY—2005/06 Home region of clients



Connecting Clients to Help

In the past two years the Problem Gambling Program has spent over \$650,000 dollars on awareness campaigns designed to increase public knowledge of the Program and the service it offers.

The Program also works collaboratively with the BC Lottery Corporation to facilitate referrals to counselling services through the self exclusion program, Responsible Gambling Information Centres, and by training gaming industry workers how to appropriately respond to players in distress.

PROGRAM SERVICE QUALITY

PROBLEM GAMBLING PROGRAM 2005/06 CLIENT SATISFACTION SURVEY

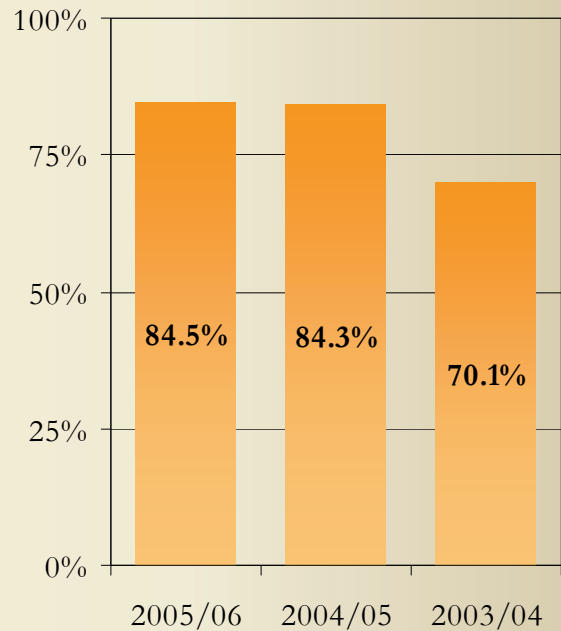
Quality of Counselling Services

The primary treatment method for individuals requiring clinical help for gambling problems is through counselling sessions. Counselling is provided free of charge to anyone experiencing difficulty with problem gambling.

The Problem Gambling Program contracts clinical counsellors around the province to provide treatment services. The quality of counselling services has consistently been very high. Over the past three years the majority of clients have ranked the overall quality of their counsellors as extremely high.

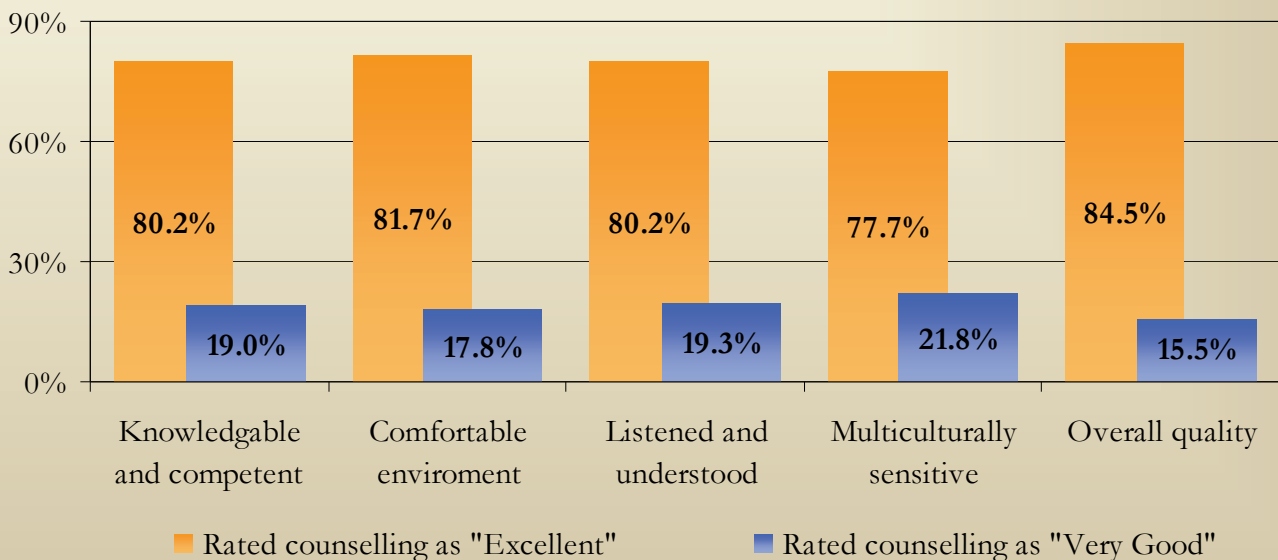
In the most recent survey, 99.5% of clients ranked counsellors and counselling services as either 'Excellent' or 'Very Good' in every category.

PROBLEM GAMBLING PROGRAM SURVEY
Percentage of counsellors ranked "Excellent" in recent satisfaction surveys (2003 to 2006)



PROBLEM GAMBLING PROGRAM SURVEY—2005/06

Program referrals, counselling admissions and prevention initiatives



CLIENT HEALTH AND WELLBEING

PROBLEM GAMBLING PROGRAM 2005/06 CLIENT SATISFACTION SURVEY

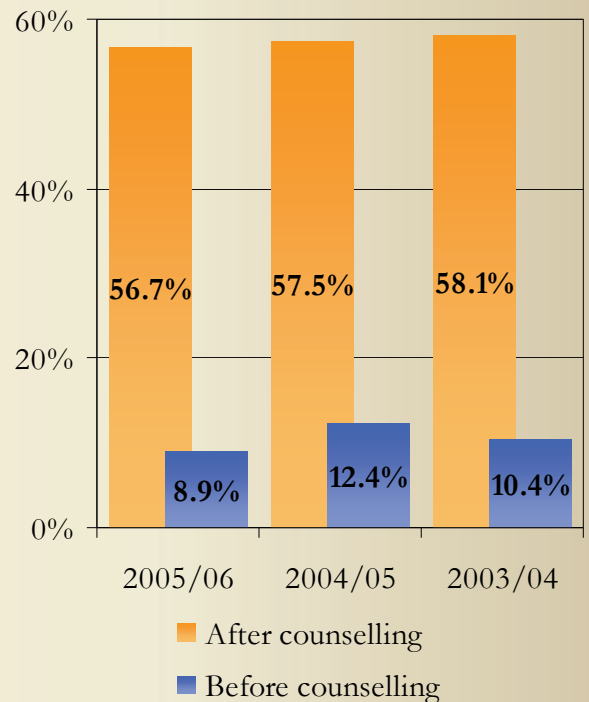
Health and Wellbeing of Clients

Clinicians employ a harm minimization treatment model that quickly and effectively improves the quality of life of clients. This model focuses on providing clients the tools to handle gambling issues on their own.

The successful treatment of clients has been verified through multiple surveys. The figure to the right demonstrates the effectiveness of treatment over the past 3 years. After attending counselling sessions clients were five times more likely to have a positive opinion about their health or wellbeing.

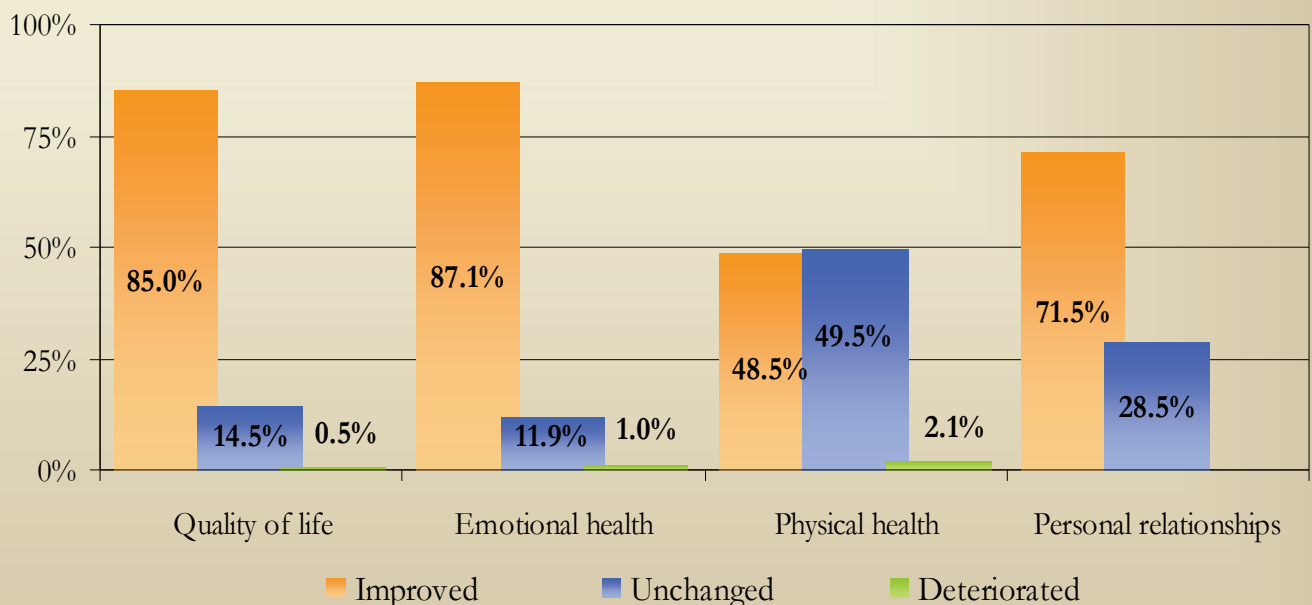
The figure below provides another illustration of the success of the Program. Over 85% of clients who have had counselling indicated that their quality of life and emotional health had improved since beginning counselling. In all categories less than 2.1% of clients indicated that their health or wellbeing had deteriorated since beginning counselling.

PROBLEM GAMBLING PROGRAM SURVEY
Percentage of clients positive about their health before and after counselling (2003 to 2006)



Problem Gambling Program Overview—2005/06

Changes in client health and wellbeing after beginning counselling



CHANGING GAMBLING BEHAVIOURS

PROBLEM GAMBLING PROGRAM 2005/06 CLIENT SATISFACTION SURVEY

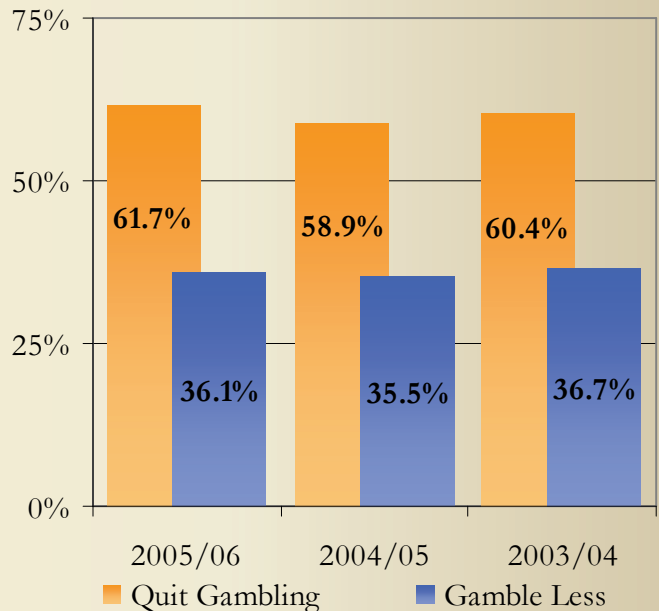
Behaviour Outcomes

A key goal of counselling services is to teach clients how to gamble responsibly or to give them the tools to stop gambling altogether.

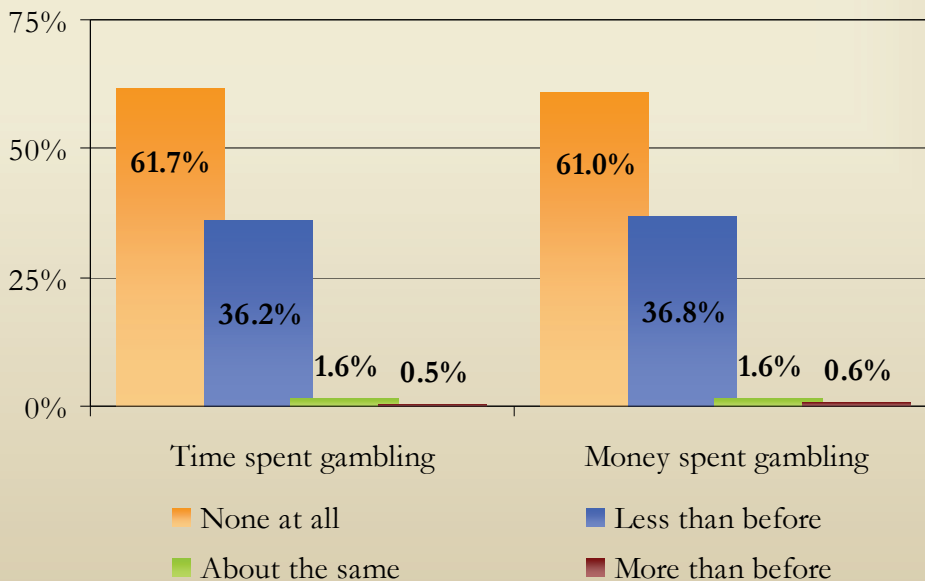
One way to measure the success of this goal is to evaluate clients gambling behaviours after beginning counselling. Over the past three years approximately 60% of clients stop gambling entirely. A further 35% of clients reduce the amount of money and/or time they spend gambling.

In 2005/06 the Problem Gambling Program was very successful in fostering positive change in client gambling behaviors. Almost 98% of all clients reduced the amount of time and money they spent gambling or stopped gambling altogether.

PROBLEM GAMBLING PROGRAM SURVEY
Percentage of counselling clients who quit or reduced gambling (2003 to 2006)



PROBLEM GAMBLING PROGRAM SURVEY—2005/06
Changes in gambling behaviour after beginning counselling



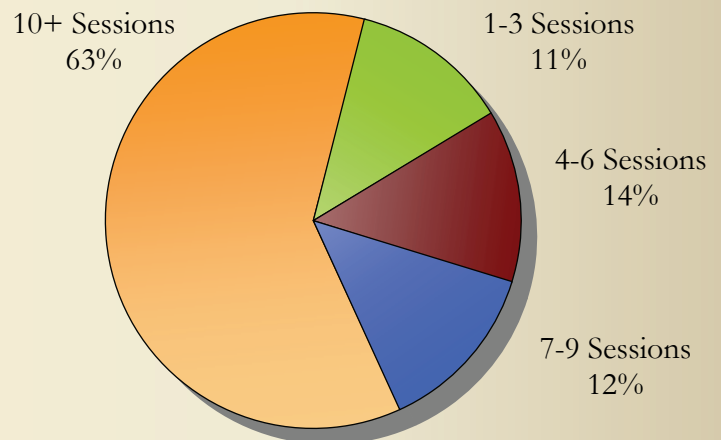
REDUCING BARRIERS TO ACCESS

PROBLEM GAMBLING PROGRAM 2005/06 CLIENT SATISFACTION SURVEY

Providing Help

The Problem Gambling Program has ensured that clinicians respond to demand, from anywhere in the province in a timely manner. Currently anyone who requests counselling service through the Problem Gambling Help Line or self exclusion program is contacted by a clinician within 24 hours. Clients are given the option of attending individual or group sessions. Almost two-thirds of clients have attended at least 10 individual or group counselling sessions.

PROBLEM GAMBLING PROGRAM SURVEY—2005/06 Combined number of individual and group sessions that clients have attended



Reducing the Barriers to Getting Help

The Program has continually worked to eliminate barriers to treatment so that anyone who is experiencing issues with gambling can receive help regardless of their location or economic situation. Information from the 2005/06 survey is used to enhance the accessibility and effectiveness of the program.

Over half of clients have had at least one counselling session during an evening or weekend. The program will continue to ensure that clinical services are available outside of regular business hours. Approximately 17% of clients required travel assistance and 9% require childcare to attend counselling sessions. The program remains committed to providing travel and childcare allowances where it is needed. Nearly 17% of clients had to travel for more than 45 minutes to attend a counselling session. A goal of the program will be to ensure that travel time does not prevent individuals from accessing services.

PROBLEM GAMBLING PROGRAM SURVEY—2005/06 Measuring barriers to accessing treatment

