

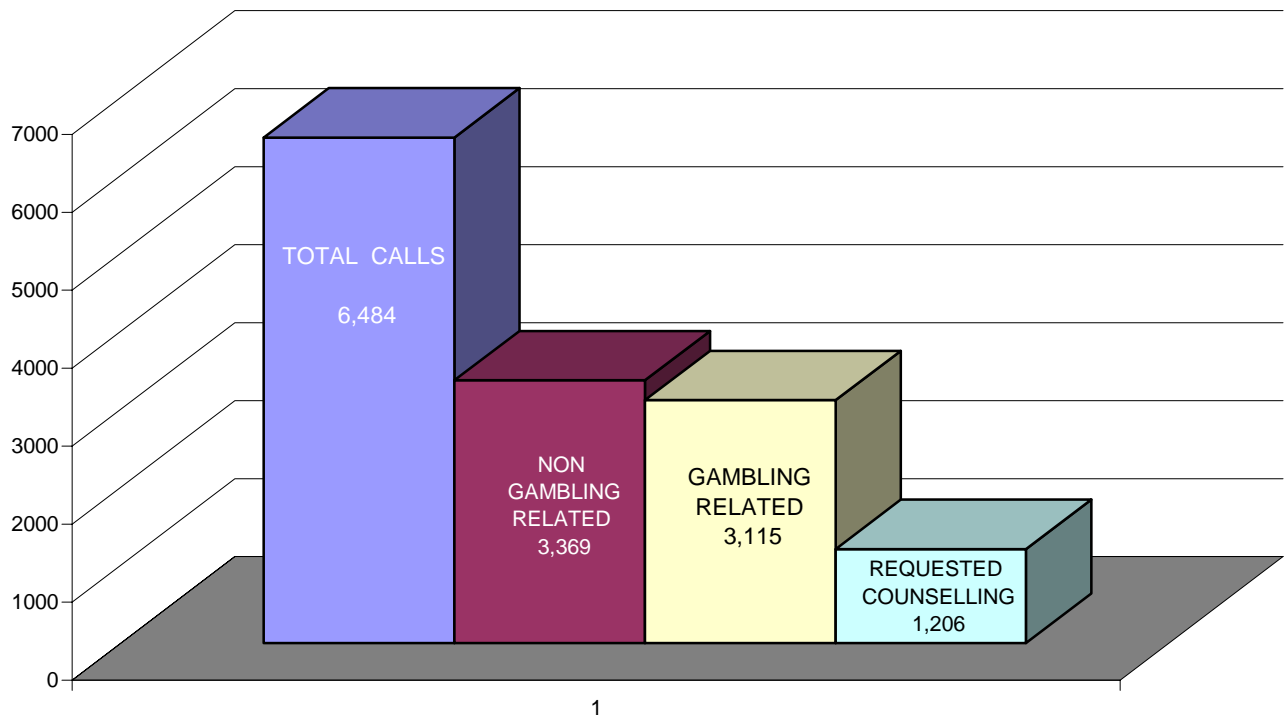
Problem Gambling Help Line

The Problem Gambling Help Line is a toll free information, referral and crisis counselling service for any British Columbia resident concerned about their own or someone else's problems related to excessive gambling.

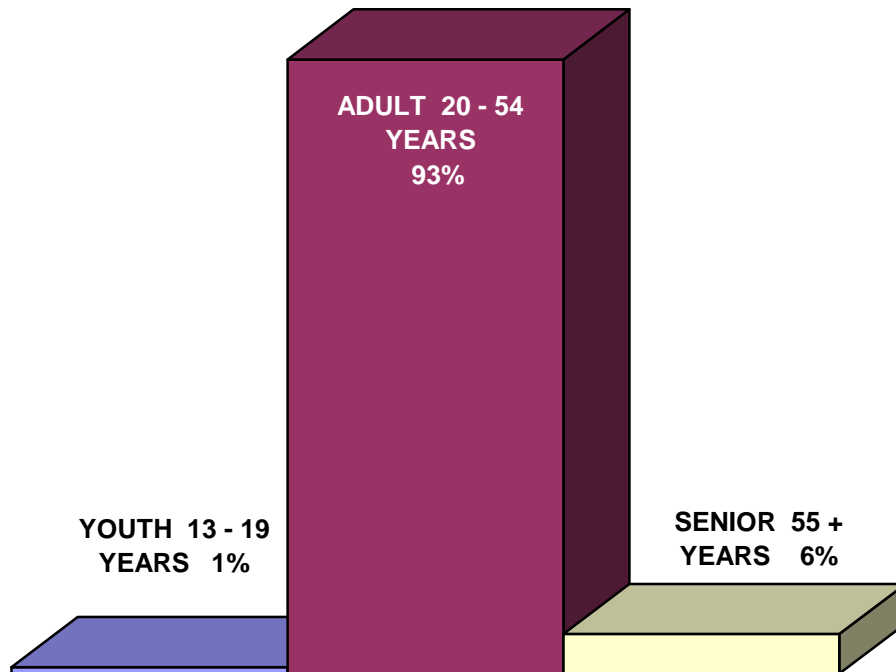
The Problem Gambling Help Line provides a personal response 24 hours a day, 7 days per week. This service is free and confidential.

Call the Problem Gambling Help Line at 1-888-795-6111

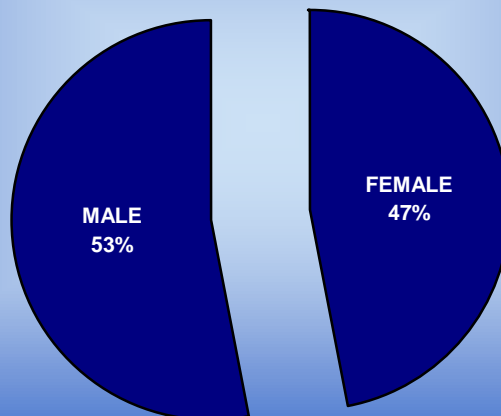
January 1, to December 31, 2004 Calls to the Problem Gambling Help Line



January 1, to December 31, 2004 Age of Callers to Help Line



January 1, to December 31, 2004 Gender of callers to the Help Line

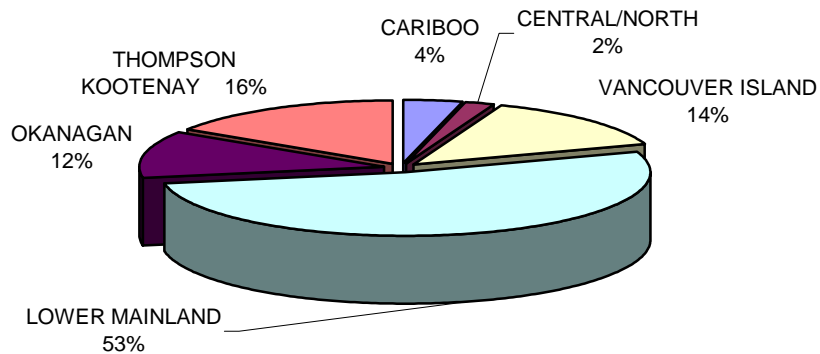


Problem Gambling Program Services

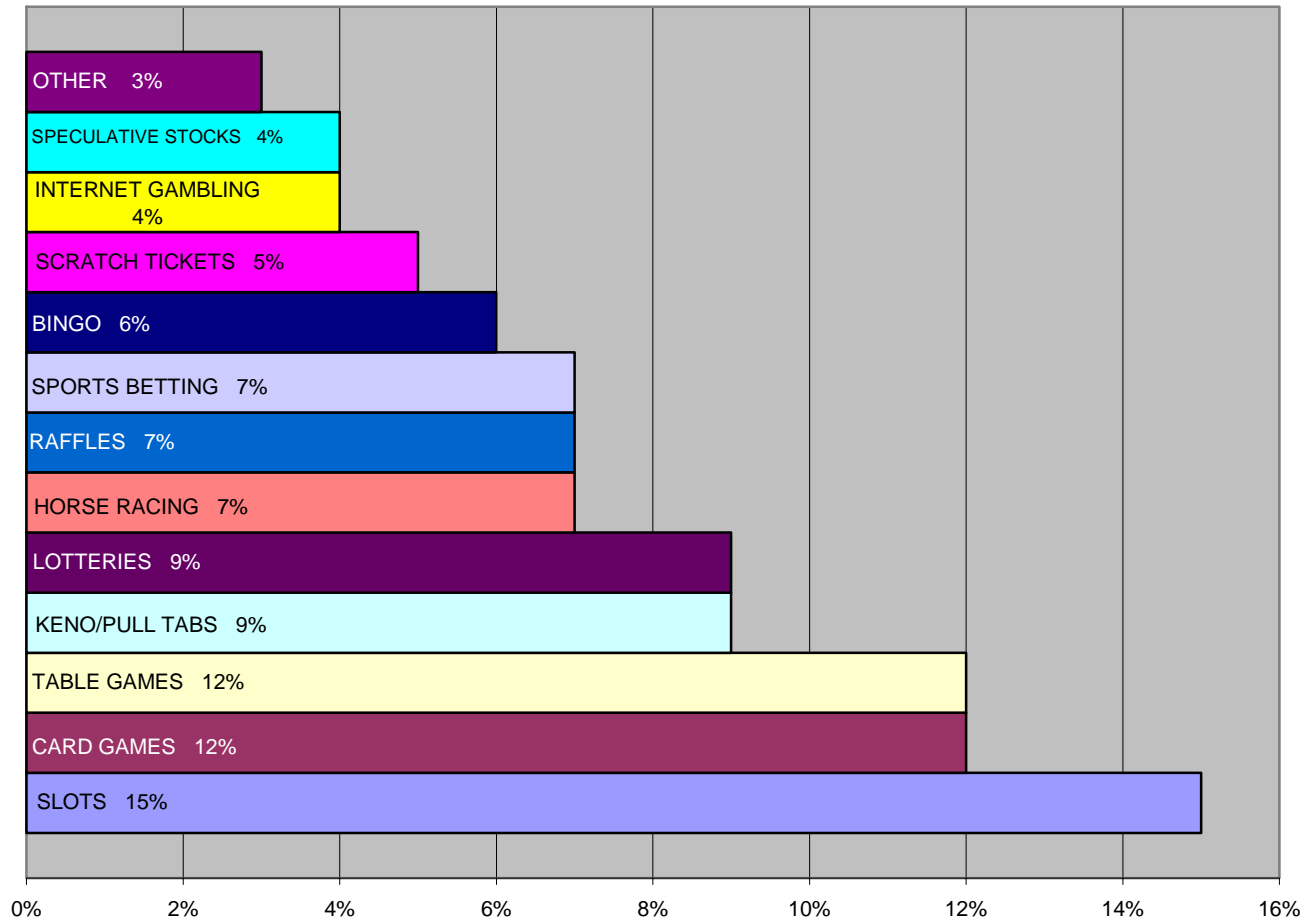
The Problem Gambling Program offers clinical counselling services free of charge to persons experiencing problems related to their own gambling or that of a family member. Referrals come through the Problem Gambling Help Line, BC Lottery Corporation's Self Exclusion Program, community agencies or self referral.

The Problem Gambling Program delivers prevention services free of charge at the community, regional and provincial levels. Its primary goal is to raise awareness of the issues and services related to problem gambling, and encourage healthy choices and practices related to responsible gambling.

January 1, to December 31, 2004,
A total of 737 problem gambling clients participated in
problem gambling counselling services in British Columbia.
This chart is a breakdown of the percentage of clients for
each region of the Province



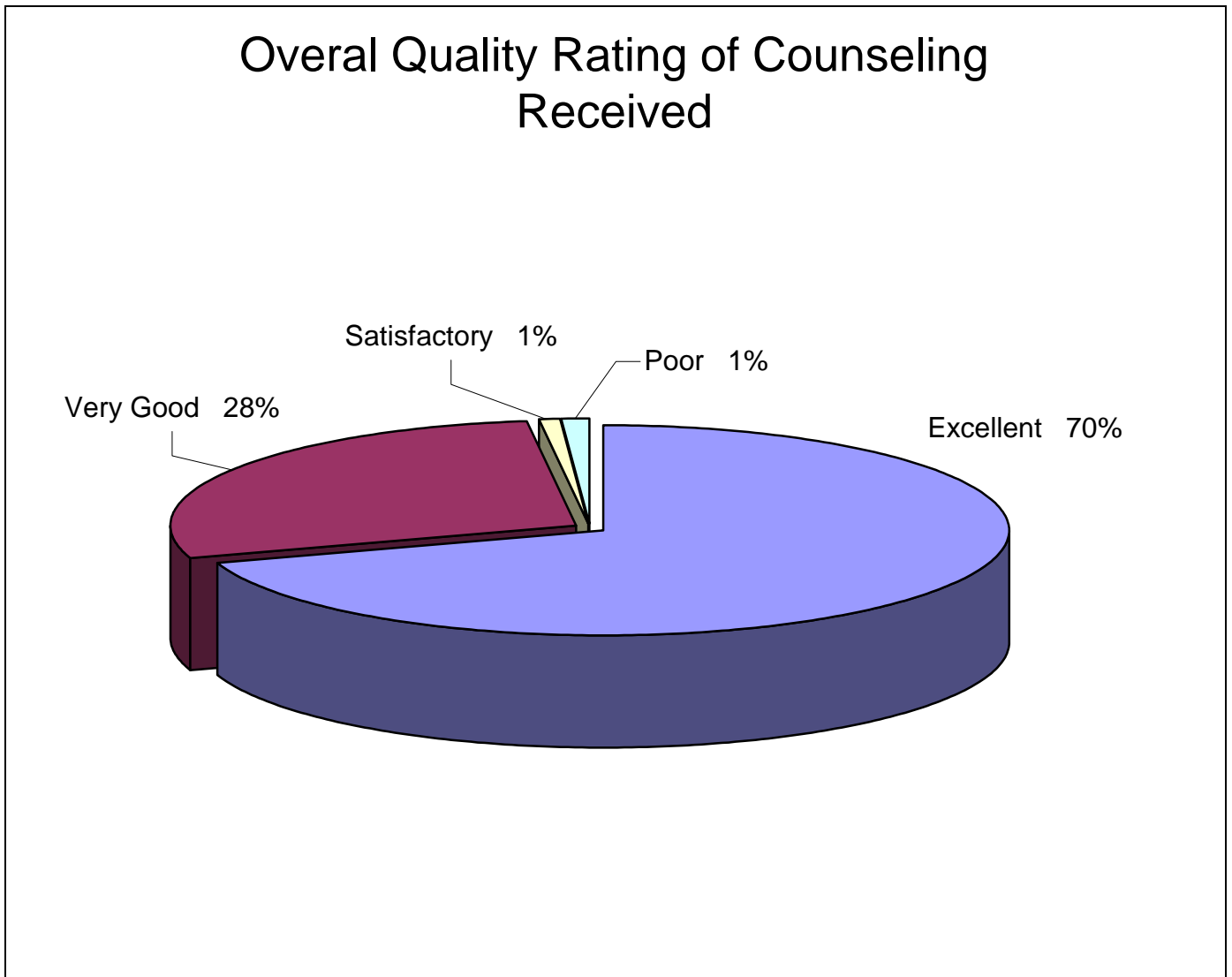
Types of Gambling Activity Reported by Problem Gambling Clients January 1, to December 31, 2004



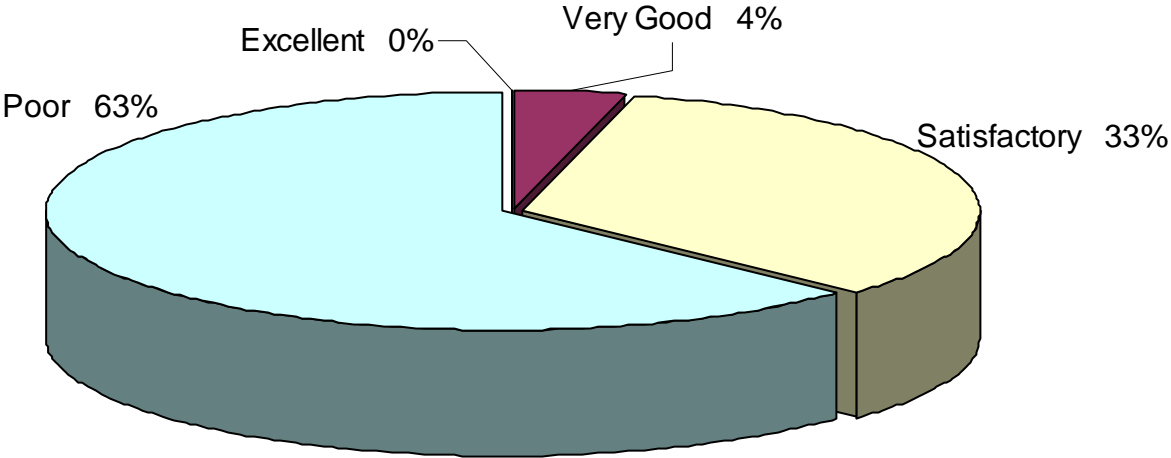
Problem Gambling Services Survey

As part of our ongoing commitment to provide effective and quality services, the Problem Gambling Program recently conducted a client satisfaction survey.

Participation was voluntary and responses were anonymous. A total of 200 surveys were distributed with 147 clients responding.



Overall Quality of Life Rating Before Counseling



Overall Quality of Life Rating After Counseling

