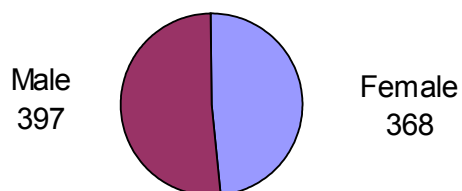


Client Demographics and Profiles

Problem Gambling Program Clinical Services

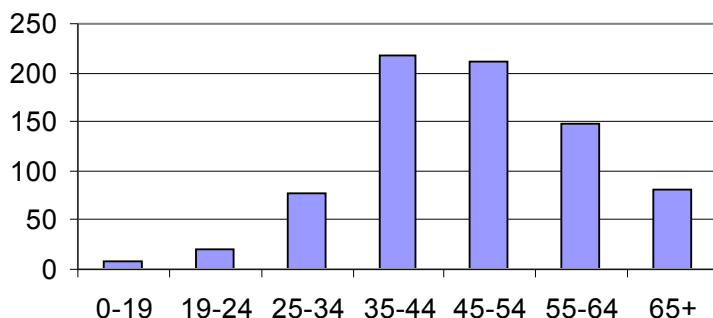
The primary treatment method for individuals requiring clinical help for gambling problems is through counselling sessions. In 2004/05, the Problem Gambling Program contracted 33 clinical counsellors to provide treatment services for over 750 clients.

**Problem Gambling Program Clients
2004/05 - Client Gender**



Client Gender

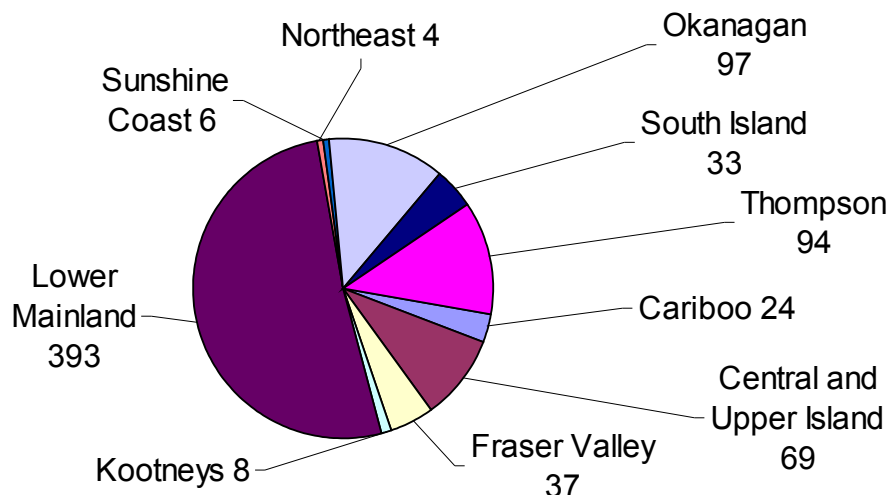
**Problem Gambling Program Clients
2004/05 - Client Age Ranges**



Client Age

The majority of clients were between 35 and 54

**Problem Gambling Program Clients
2004/05 - Client Residence**



Home Region

The majority of clients reside in Southwest British Columbia

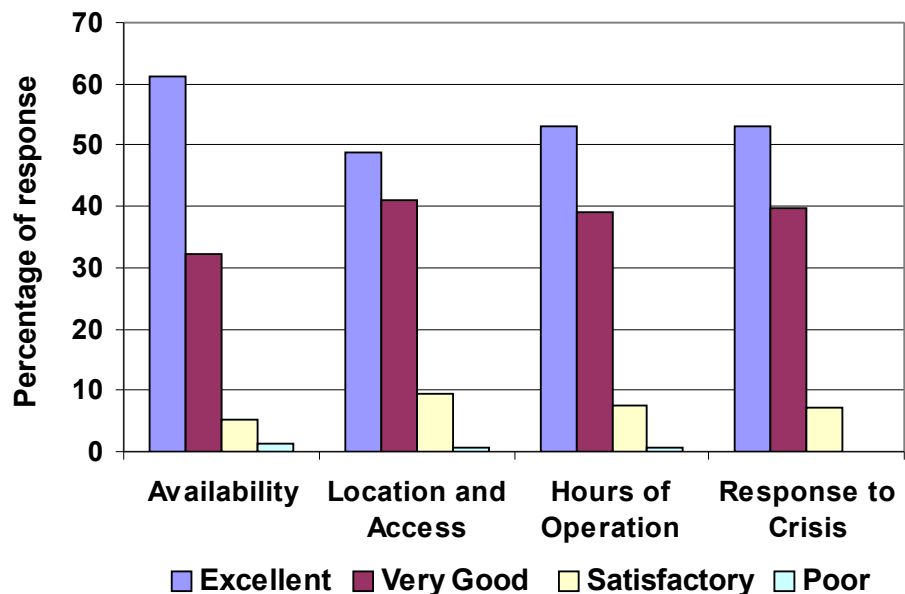
Know your limit, play within it

Program Service and Counselling Quality

Problem Gambling Services Client Satisfaction Survey 2005

420 Client Satisfaction Surveys were distributed across the Province, 136 were returned.

PGSQ 2005 - Quality of Counselling Services



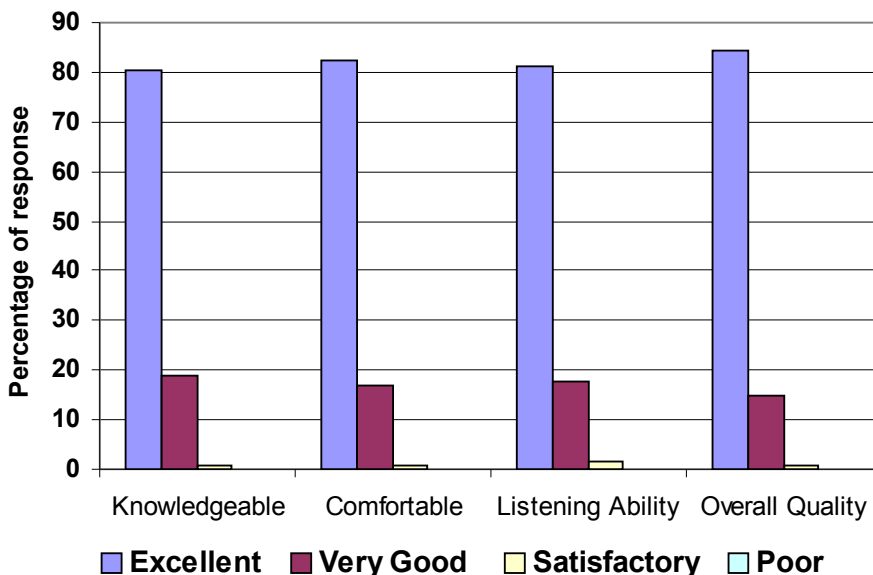
Program Quality

Over 90% of respondents rated the availability, location and accessibility, hours, and the responses to crises of Counselling Services as either 'Excellent' or 'Very Good'

Counsellor Quality

Over 80% of respondents thought the knowledge, level of comfort, listening ability, and over quality of their Counsellor was 'Excellent'

PGSQ 2005 - Quality of Counsellors

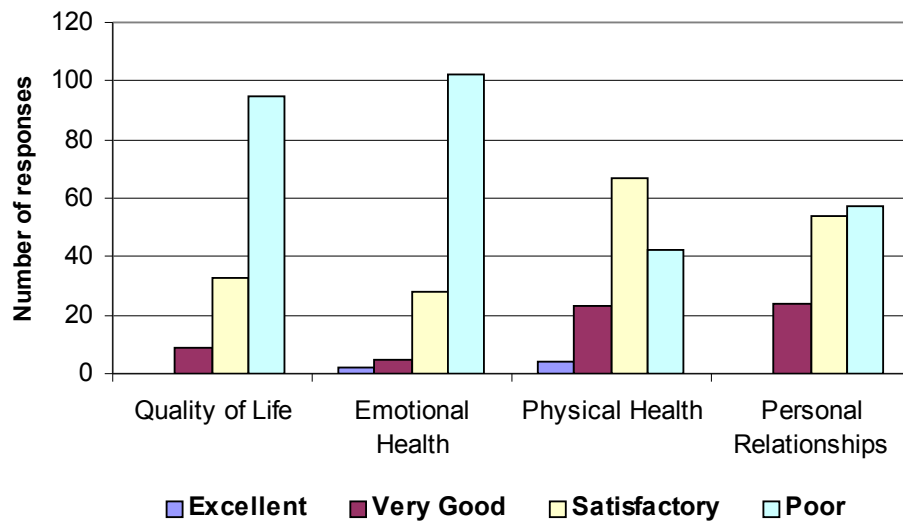


Know your limit, play within it

Client Health and Well-being

Problem Gambling Services Client Satisfaction Survey 2005

PGSQ 2005 - Personal assessment by clients prior to counselling

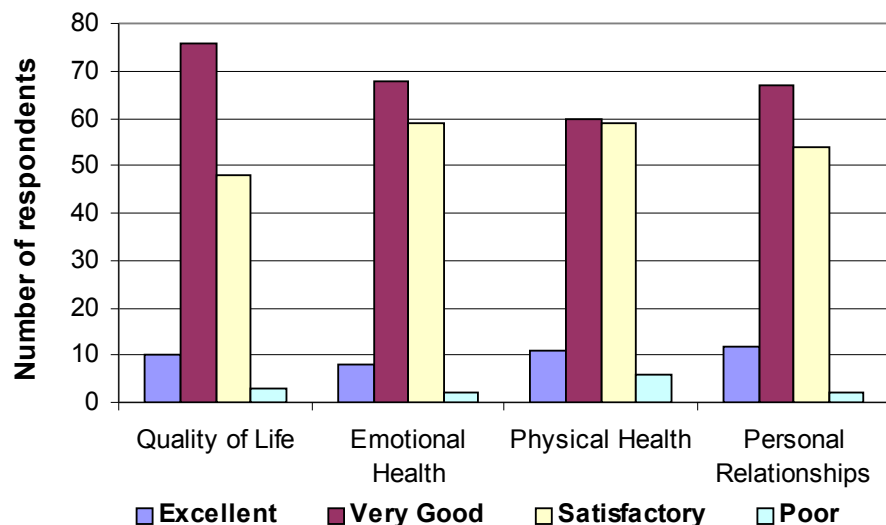


Client Health & Well-being

Clients were asked to assess their health and well-being before and after beginning participation in the Problem Gambling counselling program

Over 90% of respondents indicates that their Quality of Life and their Emotional Health had improved since beginning the counselling program

PGSQ 2005 - Personal assessment by clients after counselling

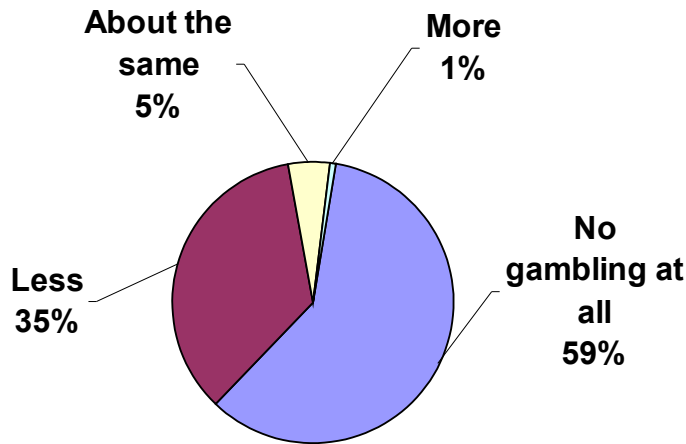


Know your limit, play within it

Time and Money Spent Gambling

Problem Gambling Services Client Satisfaction Survey 2005

PGSQ 2005 - Amount of time spent gambling since beginning counselling



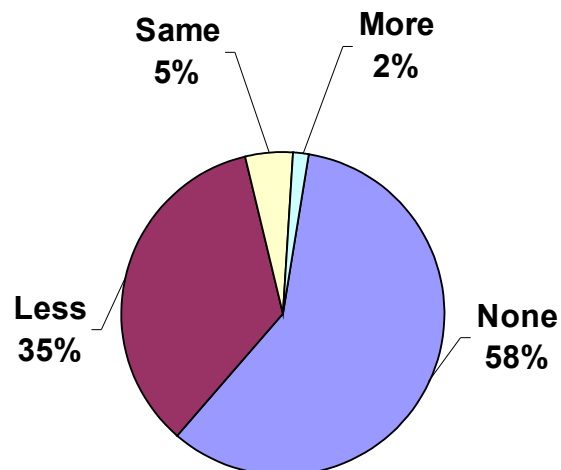
Time & Gambling

84% of respondents had spent no time or less time gambling since they began attending counselling

Money & Gambling

83% of respondents had spent no money or less money on gambling since they began attending counselling

PGSQ 2005 - Amount of money spent by client on gambling since beginning the PGP



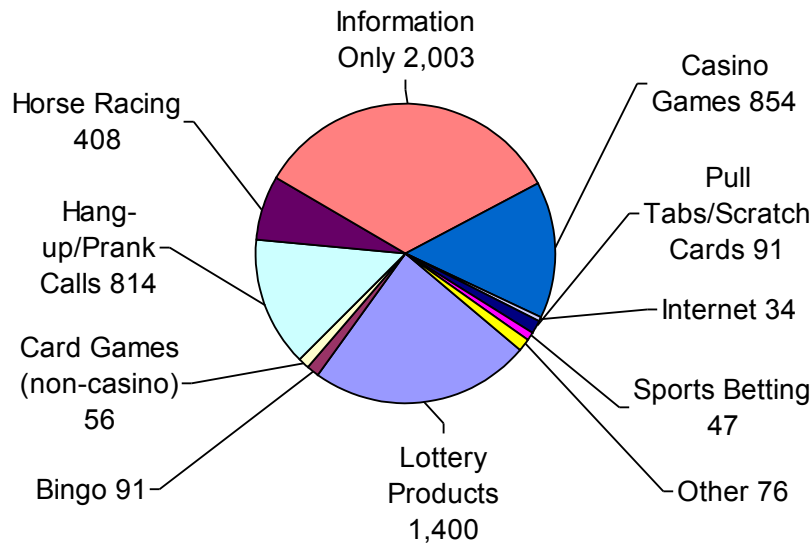
Know your limit, play within it

Helpline Statistics

Problem Gambling Helpline Service 2004/05

In 2004/05 the Problem Gambling Helpline fielded 5,874 calls

**Helpline 2004/05 - Primary Reason for Call
(5,874 total calls)**



Primary Reason for Call

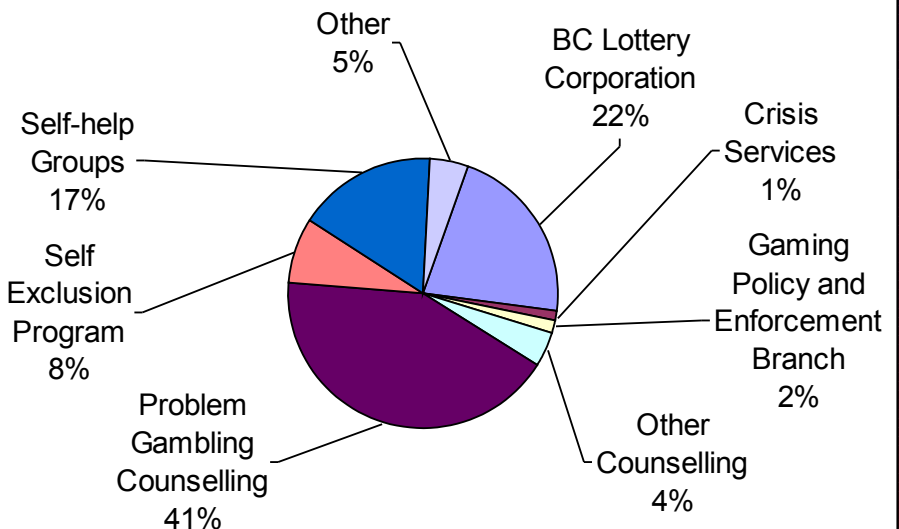
Over 48% of calls to the Helpline were for not directly for problem gambling related issues

Lottery products were the the most common problem gambling reason for calling the Helpline

Helpline Referrals

Over half of all Problem Gambling Helpline calls results in referrals

**Helpline 2004/05 - Referrals made by Helpline
(2,946 total referrals made)**



Know your limit, play within it