

PROGRAM OVERVIEW AND UTILIZATION

PROBLEM GAMBLING PROGRAM OVERVIEW 2005/06

Program Overview

The Problem Gambling Program is a key component of government's overall Responsible Gambling Strategy. The Problem Gambling Program manages and delivers the province's problem gambling services. Contracted professionals deliver counselling and prevention services across the province. In 2005/06, the budget for the Problem Gambling Program was \$4 million.

This report provides details of the scope and size of the services provided by the Problem Gambling Program.

Program Referrals

Referrals to the Problem Gambling Program's counselling and prevention services come from several sources. The most common origin for referrals are the Help Line and the BC Lottery Corporation's self exclusion program.

Counselling Admissions

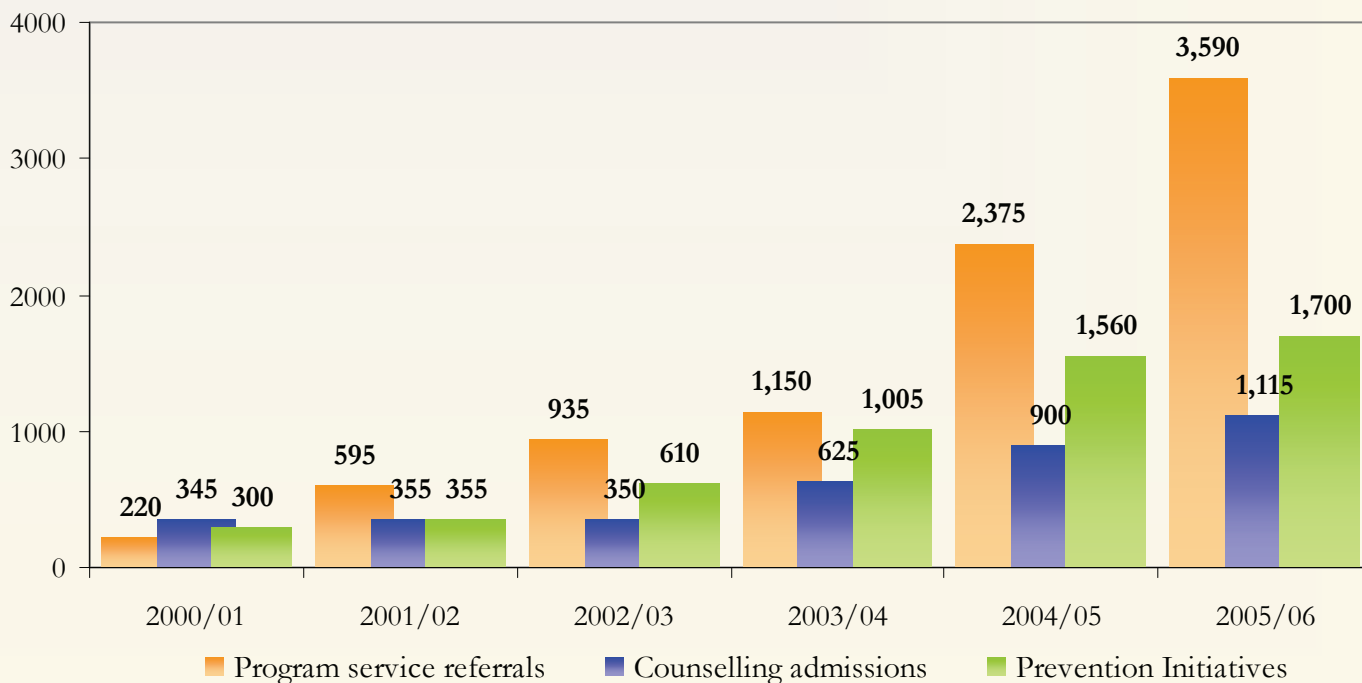
In 2005/06, 1,115 clients were admitted to counselling. Counselling services are delivered by contracted professional clinicians located across the province. These services are provided free of charge, to anyone experiencing difficulties with their own or someone else's gambling.

Prevention Initiatives

In 2005/06, prevention service providers delivered 1,700 initiatives around the province. These sessions raise awareness of the Problem Gambling Program, how to access help, and how to gamble responsibly.

Prevention services are delivered by prevention service providers who work in cooperation with healthcare organizations, schools, First Nations communities, seniors and youth groups, and the gaming industry.

Program Referrals, Counselling Admissions and Prevention Initiatives - 2005/06



Know your limit, play within it.

THE PROBLEM GAMBLING HELP LINE

PROBLEM GAMBLING PROGRAM OVERVIEW 2005/06

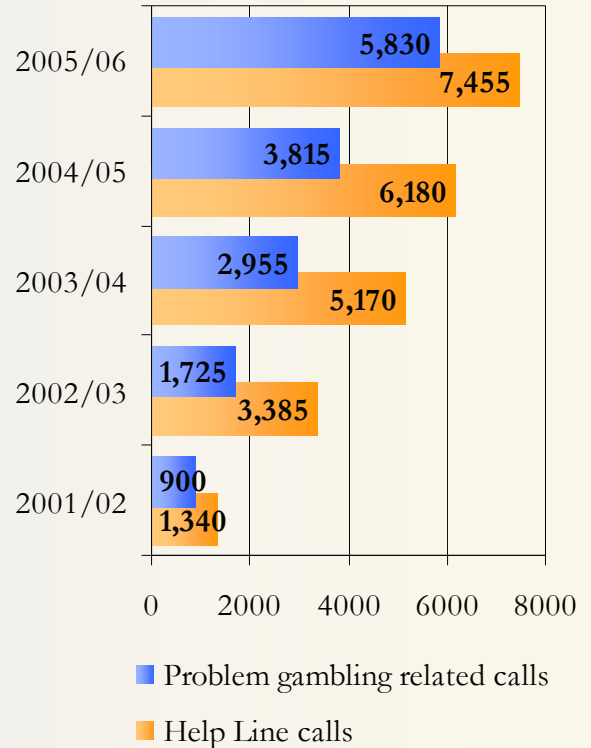
The Problem Gambling Program began funding a dedicated, 24 hour, toll free Help Line in 1997. Since then the number of calls to the Help Line has increased steadily.

In the past year, the Help Line has fielded over 5,830 calls specifically related to problem gambling. Since it began, the Help Line has been a primary resource for health service providers, community service organizations, and people with gambling problems.

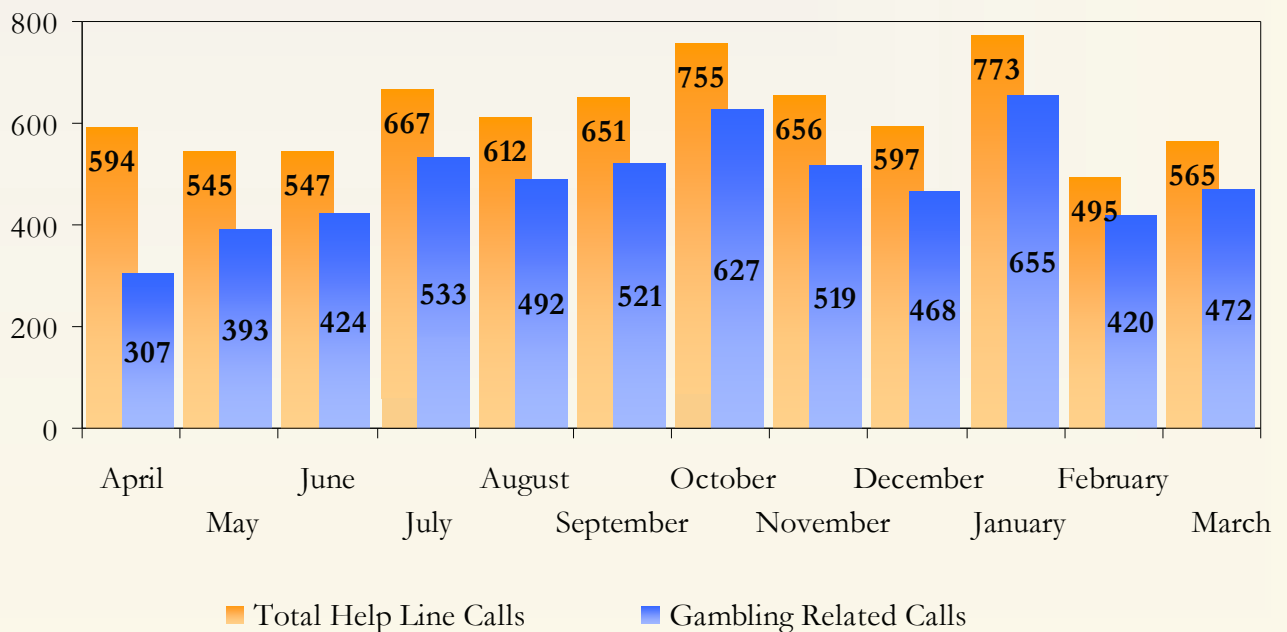
Help Line operators provide crisis counselling and refer individuals and their families to treatment and prevention services offered by the Problem Gambling Program.

Typically, 20-50 percent of Help line calls are not related to problem gambling. Both figures on this page include the number of actual calls (in orange) and the number of calls related to problem gambling issues (in blue).

Help Line calls per year (2001-2006)



Number of Help Line calls per month - 2005/06



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HELP LINE - USER DEMOGRAPHICS

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The majority of callers to the Help Line come from major urban centres.

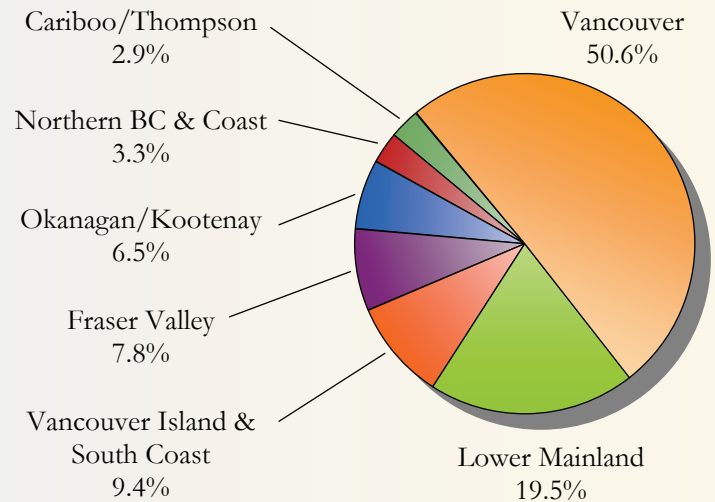
Gambling has changed dramatically over the last decade in BC. Gambling is often associated with a range of positive and negative outcomes for individuals, local communities and society and is therefore an important public policy topic.

The Gaming Policy and Enforcement Branch has initiated a study that examines the social and economic impacts of casinos on communities. A key area of interest is to determine any connection between casino location and demand on Problem Gambling Program resources.

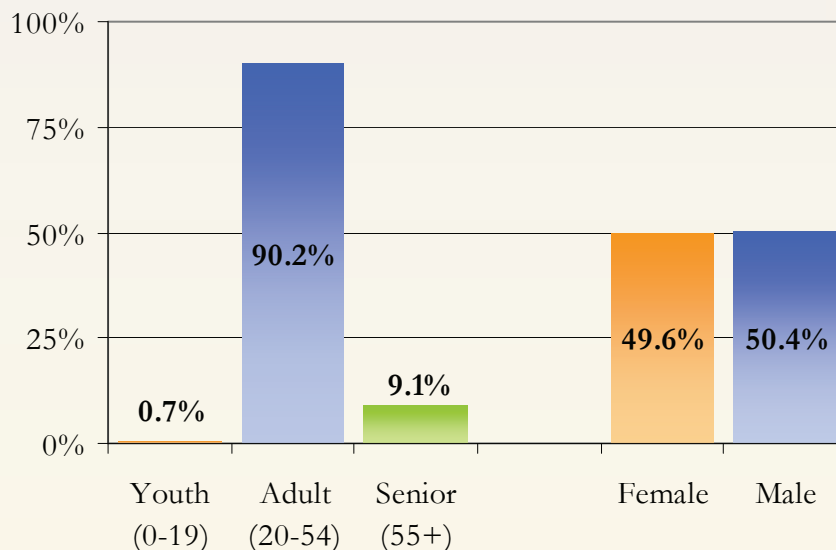
For more information on the social impact study see:

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

Location of Help line callers - 2005/06



Age and gender of Help line callers - 2005/06



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HELP LINE CALLER NEEDS

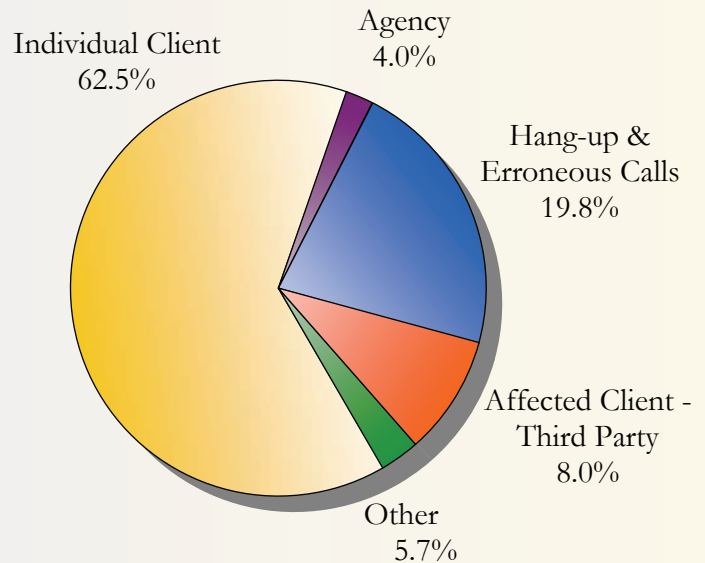
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The majority of callers to the Help Line are individuals looking for assistance or information regarding gambling issues.

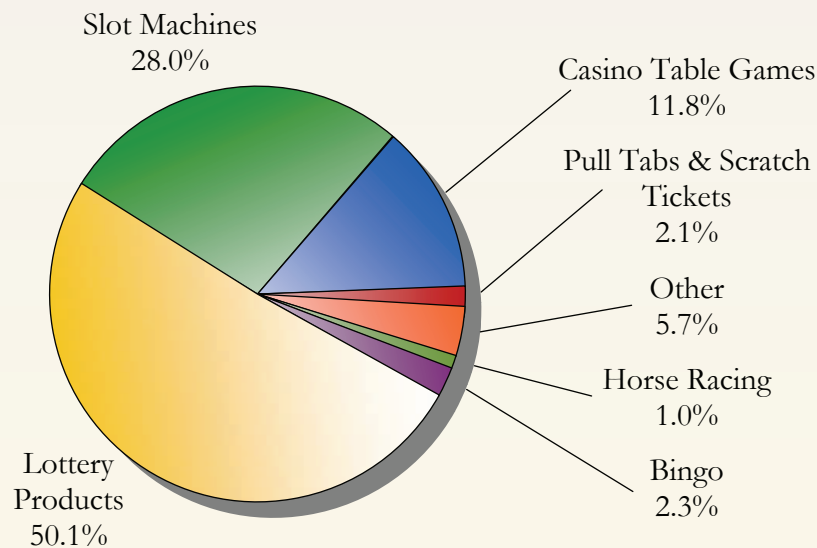
Approximately eight percent of calls come from individuals who are affected by the gambling problems of another person. Four percent of calls come from agencies such as regional health authorities, drug and alcohol counselling agencies, and mental health centres.

Almost one-in-five callers hung-up or called the Help Line erroneously. This represents a significant decline from previous years. This could indicate that there is a better understanding among the general public of the services accessible through the Help Line.

Types of Help Line calls - 2005/06



Primary gambling issue of caller - 2005/06



Approximately half of callers to the Help Line identified a specific gambling issue.

The most common gambling issue was Lottery Products. The next two most common gambling issues were slot machines and casino table games.

Other includes, sports betting thorough bookies, table games not in casinos, and Internet gambling.

Know your limit, play within it.