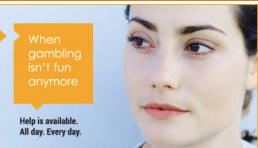



From Obscurity to Necessity:

A Look Within the BC Responsible & Problem Gambling Program

Presented by:
 Andre Serzisko
 Provincial Coordinator, Prevention Services

250-213-2353
 aserzisko@gmail.com
 www.bcresponsiblegambling.ca
 gamblingissuespodcast.com





Who are we?

- BC Responsible & Problem Gambling Program
 - ⊗ Created in 2003
 - ⊗ \$6 million + budget
 - ⊗ 80+ contractors, 7 ministry staff
 - ⊗ Mandate:
 - Awareness of risks
 - Encourage responsible gaming and informed choice
 - Free treatment/support for those impacted

Why do we exist?


- Benefits of Gambling Revenue
- Social Impacts of Gambling
- Lowering the Stakes: A Public Health Approach to Gambling in BC



- Our response:
 - ⊗ Reorganization of educational services
 - ⊗ Inter-ministerial & Allied organization cooperation
 - ⊗ Continued development of culturally specific services
 - ⊗ Expansion of early intervention services
 - ⊗ Focus on best practice preventative and clinical services

What we do...

- Helpline Services
- Community Education
- In-Venue Support
- Treatment Services





We serve the people in our communities.

Helpline Services

- 1-888-795-6111
- 24/7/365
- Multi-language/translation services
- Provide referrals into our preventative and clinical services
- Risk assessment, referral to allied services
- Currently integrating web chat option into our helpline services

We bring down barriers, and help those in need, to access those who can help.

In-Venue Support Services

- 24 GSAs, 17 of 18 venues, co-management model
- Trained in RG strategies/PG Support & Referral
- Assist both patrons and venue staff
- Involvement in VSE
- Community involvement
- 35K+ hours, 4500 player interactions/month

We cooperate & innovate...

- Language Specialist Pilot
- VSE Follow-Up Pilot
- Best-Model Research



IF YOU GAMBLE, USE YOUR GameSense
Know how the games work. GameSense combines responsible play education with information on the risks associated with gambling.

Community Prevention Services

- Serve all geographic regions in the province
- Indigenous and Cultural Specialists
- Education (schools, community)
- Public Awareness
- Community Engagement

We get creative...



The Stats:

- 1 Coordinator
- 22 providers
- 3,594 presentations
- 134,241 individuals



Counselling Services



We help some move forward, and others move on.

- Mainstream, indigenous, cultural specialists
- Individual, couple, family, group counselling
- Discovery Day Treatment
- Referral to allied professionals
- Feedback informed treatment approach
- VSE re-enrollment

The Numbers:

- 1 Coordinator
- 30 providers
- 7,493 sessions
- 1,474 individuals
- 261 Discovery Participants

Supporting Cultural Programming...

- Multilingual services and translation services
- Language specialists in all three streams of the program
- Currently building our Indigenous Stream

