



## **BACKGROUND: RG CHECK**

- *RG Check* is an accreditation program created by the Responsible Gambling Council (RGC), based on RGC’s **Responsible Gambling Index (RG Index)**, a set of eight standards by which slots venues and casinos are measured
- *RG Check* accredits **individual venues**, acknowledging the importance of examining the actual locations where players experience RG programs
- The final decision to accredit specific venues will be made by Accreditation Boards, with reference to the standards in the *Responsible Gambling Index* and the reports and recommendations of *RG Check* staff. The boards are composed of three members chosen from the five-member Accreditation Panel, a roster of prestigious individuals who have been selected for their integrity and commitment to high standards in social responsibility and public policy
- *RG Check* staff collects information in several ways:
  1. Review of policies, strategic planning and planning documents
  2. Examination of statistical information regarding services and evaluations
  3. Staff surveys
  4. Patron surveys
  5. Interviews with key staff
  6. On-site visits including
    - Self-exclusion demonstration
    - Observation of information and venue operations
- RGC sought the opinions of over 70 experts in determining the weightings for the standards:

<b>Standard</b>	<b>Weighting</b>
Responsible Gambling Policies	20%
Assisting Patrons	20%
Self Exclusion	15%
Employee Training	15%
Informed Decision Making	10%
Access to Money	10%
Advertising and Promotion	5%
Game/Venue Features	5%
<b>Total</b>	<b>100%</b>

- Staff apply the weightings for the standards, to come up with a final rating for the venue which receives a score out of 100
- A venue must achieve an overall score of 70% in order to be accredited
- There are no practices that specifically rule out accreditation, but there are certain practices that would make it extremely difficult to be accredited due to the point system used and the weighting of the standards. (For example, a venue without a self-exclusion program would be forgoing so many accreditation points it is highly unlikely that it could qualify for accreditation unless all other aspects of its programs were nearly perfect)
- RGC has introduced strong measures to ensure the integrity of the Index and accreditation process:
  - The standards were created without gaming or government funds
  - The standards development process consulted with a small number of gaming industry officials for information and advice
  - The standards were reviewed and approved by the RGC Program Quality Committee, composed exclusively of individuals with first hand experience of gambling problems and treatment providers
  - Arms-length Accreditation Boards will make the final decision about accreditation of any venue
  - The Accreditation Boards are composed of individuals with outstanding integrity
  - RGC established the *RG Check* program with its own Board of Directors with exclusive focus on accreditation
- If a venue does not receive accreditation, *RG Check* staff prepares a report of the findings of the accreditation audit, outlining the areas that could be strengthened in order to be accredited. The venue/organization then has the option to make changes and continue the process, to provide additional evidence or to put their case directly to the Accreditation Board
- The organizations applying for accreditation will pay fees covering the cost of the accreditation process, the Accreditation Board review and the ongoing research and analysis required to keep the standards current
- An accreditation will remain in place for three years. This time frame allows adequate time for research and development, but also reflects the dynamic nature of the sector and the rapid changes in responsible gambling

- The Index and Accreditation process will make a significant contribution to the reduction of problem gambling by creating a rigorous standard. It cannot claim, however, to reduce program gambling. Many of the causes of problem gambling including psychological, social history, peer group influences and many other influences lie well beyond the elements in the program
  
- *RG Check* is not able to identify any particular venue/organization which is undergoing the *RG Check* process until accreditation has been granted

**Why RGC?**

As an independent, non-profit organization committed to problem gambling prevention and with a reputation for high-quality research, the Responsible Gambling Council (RGC) is well positioned to develop RG standards and deliver an accreditation program.

RGC has:

- Credibility – it is independent of the gaming industry and can act as an objective observer
- Expertise in developing best practices
- Experience in working with many gaming organizations for almost 30 years; and
- Strong commitment to balanced perspective



## RESPONSIBLE GAMBLING COUNCIL

### **BACKGROUND – RG INDEX**

- The Responsible Gambling Index (*RG Index*) is a set of standards for slots venues and casinos
- The *RG Index* was developed over a seven-year period by the **RGC Centre for the Advancement of Best Practices** after an extensive review of problem gambling literature and consultation with experts, including: regulators, treatment providers, gamblers, people with firsthand experience of a gambling problem and gaming operators
- The eight standards (with more than 40 criteria) define the safety measures and expected elements of a venue's responsible gambling program, with a focus on:
  - The comprehensiveness of corporate policies and how well they are embedded in the organization
  - How self-exclusion programs are communicated and delivered
  - How well safety information is provided to patrons
  - What happens when a player has a gambling problem
  - Other standards covering: access to money, venue and game safety features and employee training
- The *RG Index* will form the basis of RGC's new accreditation program, *RG Check*, which will assess a venue's responsible gambling policies and practices
- The final version of the Index was reviewed and approved by the RGC Program Quality Committee, composed of gamblers with firsthand experience of gambling problems and treatment providers
- Changes to the standards will only take place after extensive analysis and assessment by staff of the RGC Centre for the Advancement of Best Practices. The Board of Directors of the corporation that governs *RG Check* will determine if a standard or criterion should change

.../continued on page 2

- RGC did not receive any government or gaming funding for the development of the Index
- In 2009, the standards were piloted in a gaming venue with the support of the British Columbia Lottery Corporation and Great Canadian Gaming Corporation
- The standards are designed to provide objective and independent benchmarks for the content, quality, and breadth of responsible gambling programs designed and delivered by gaming companies
- The standards represent the RGC's view of significant efforts by gaming providers to reduce the risk of problem gambling among patrons. Through the accreditation process (*RG Check*) and continuous improvement, the standards will inform gaming providers and the public about gaming safety features and promote a high standard of customer protection