

RESPONSIBLE GAMING TRAINING - RETAILERS

2023

WHAT IS PROBLEM GAMBLING?

Problem gambling can be identified by a loss of control over gambling. Some symptoms include:

- Chasing losses
- Gambling to escape problems
- Developing a preoccupation with gambling
- Concealing the amount of money spent on gambling
- Feeling the need to gamble with increasing amounts of money



EFFECTS

Problem gambling can have a devastating effect on people's lives, leading to bankruptcy, job loss, and other highly negative consequences.



HOW TO KEEP PLAY ENJOYABLE



CUSTOMER SCENARIOS

You may encounter the following scenarios as a retailer from unhappy customers.

Please scroll through the slides to continue.



Frustration Over Losing

"It's unfair, I never win. These games are rigged."

"I talk to a lot of people and they all say the same thing: I can't win anything."



Excessive Gambling

"I've spent so much money playing and haven't won anything."

"I spent my bill money on lottery tickets instead."



Myths/Misconceptions

“I have a system for winning the lottery.”

“I see the lottery as an investment.”

“Playing the lottery will pay off for me.”



HOW CAN YOU RESPOND?

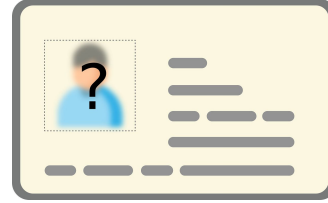
- 1) Remind players that lottery play is meant for entertainment!
- 2) Offer to explain the game rules and odds of winning.
- 3) Feel free to print the responsible gambling message from your terminals and give it to the patron, along with their purchase.



PRINTING THE RG MESSAGE FROM YOUR TERMINAL



REMINDER: BUYERS MUST BE 18+



Everyone who purchases a lottery ticket must be **18+**.

When in doubt, ask for identification!

Remember: The younger one begins to gamble, the more likely one is to develop a gambling problem.



MARYLAND PROBLEM GAMBLING RESOURCES

1-800-GAMBLER - a helpline for those affected by problem gambling

mdgamblinghelp.org and **helpmyproblemgambling.org** - provides resources for those seeking help for addiction

Lottery self-exclusion program - for those who want to exclude themselves from lottery play



RESOURCES

Most importantly: Counseling/treatment for problem gambling is completely **free** to Maryland residents!

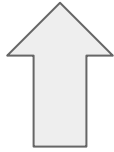


helpmygamblingproblem.org



THANK YOU FOR YOUR PARTICIPATION!

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Contact:

Responsible.Gaming@maryland.gov if you would like more details about the information contained in this webinar.