

Can I exclude a spouse or family member?

It's understandable to want to help a loved one who is in trouble. However, only the person seeking exclusion can sign up. No one can do it for them. Family members can seek information and support for themselves through Alberta Health Services (AHS) Addictions and Mental Health (1-866-332-2322). Services are available at no cost.

What happens if I break my commitment?

It is your responsibility to honour the commitment you made to yourself. If you try to enter a casino or REC before your exclusionary period is up, you will be removed from the property.



Support is available.

The GameSense Advisors are knowledgeable about responsible gambling and can provide information on problem gambling treatment resources. You can also call the 24-hour, toll-free Alberta Health Services *Addiction Helpline* at 1-866-332-2322.

Experience has shown that those who participate in counselling along with a self-exclusion program have a much higher likelihood of successfully regaining control of their gambling behaviours.

Do you have a general question about gambling?
Visit the GameSense Info Centre at this location
or GameSenseAB.ca.

engage your **GameSense**

Voluntary Self-Exclusion



If you find yourself gambling too much, or if it no longer feels like a game, the Voluntary Self-Exclusion Program can be an important first step in helping you control your gambling.

It's an option worth exploring.

What is the Voluntary Self-Exclusion Program?

The Program enables you to voluntarily exclude yourself from all Alberta casinos and racing entertainment centres (RECs) and the gambling opportunities these represent.

Research has shown that when voluntary self-exclusion is combined with treatment, it can be one of the most effective ways to stop gambling.

By submitting an application to the Alberta Gaming and Liquor Commission (AGLC), participants voluntarily agree to be excluded from all Alberta casinos and RECs for a specified time period.

Participants choose the length of their exclusion period: between six months and five years. You can't withdraw from or cancel your agreement before its expiry date.

How do I sign up to be voluntarily self-excluded?

To access the program, visit a GameSense Info Centre and speak with a GameSense Advisor, or ask a security staff at any casino or REC. You can also visit the AGLC offices in St. Albert or Calgary, or call AGLC's Social Responsibility Branch at **780-447-7582** or **1-800-272-8876**.

What happens while I sign up?

No matter where you choose to sign up you will meet with a qualified VSE administrator, who has been trained to handle applications for self-exclusion.

You will be asked to show your **government-issued identification** that includes your signature and a photograph. This could be a driver's licence, a passport, citizenship card, or other identification.

Before leaving, you will be given a package with a copy of your VSE agreement, and other community resources.

How long will I be self excluded?

The length of the exclusion is up to you. Choose from:

- 6 months
- 1 year
- 2 years
- 3 years
- 5 years

What happens after I voluntarily self-exclude?

Self-exclusion starts the moment you sign up and lasts for the period of time chosen by you. Voluntary self-exclusion cannot be revoked. It ends when the agreed upon exclusion period ends.

Self-exclusion applies to all casinos and RECs in Alberta, so you can't exclude yourself from just one facility. It also includes the gaming floors, restaurants, lounges and entertainment venues in casinos and RECs.

Once you've signed up, your name and photograph will be given to all security offices in casinos and RECs to help you honour your commitment.

When you fill in your application, you'll be asked if you want to share your information with a GameSense Advisor. If you do, a GameSense Advisor will contact you to follow up.

Who will know about my self-exclusion?

All exclusion files are kept confidential and will only be shared with those staff of the AGLC, casinos and RECs that are responsible for maintaining the self-exclusion program. If you identify someone as your "Other Contact" on the Voluntary Self-Exclusion Agreement form, that person may also be aware of your enrollment in the program. Your personal information is protected by Alberta's Freedom of Information and Protection of Privacy Act (FOIP).