

Casino Terms & Conditions and Operating Guidelines

Self-Exclusion Program Policy Amendments

May 25 2020

This bulletin is to advise all casino facility licensees and registered gaming workers of **IMPORTANT AMENDMENTS** to the Casino Terms & Conditions and Operating Guidelines (CTCOG).

The following CTCOG policies are effective May 25 2020.

Self-Exclusion Program – Section 1.8

- Subsection 1.8.4 was amended to provide more clarity for how Self-Exclusion (SE) program promotional material must be displayed within a licensed facility.
- Amendments to Subsection 1.8.6 clarify the requirement of ensuring a SE program administrator is present during operational hours by expanding the definition of the SE program administrator to include any staff member who is designated in the role.
- The amendment to Subsection 1.8.8.1 will provide clarity as to what applications are allowed to be used.
- Subsection 1.8.12 was combined with 1.8.13 to provide more clarity as to the role of licensed facility staff in confirming and reporting re-entered SE patrons.

Please familiarize yourself with the amended policies, update your CTCOG as required, and ensure all affected staff are notified of the new requirements.

The amended CTCOG may be accessed on AGLC's website at aglc.ca.

If you have any questions or concerns, please contact AGLC's Regulatory Services Division or call the **AGLC Hotline at 1-800-561-4415**.