



Responsible Gaming Certification Fact Sheet

Most people can enjoy gambling for recreation and entertainment. For some, however, gambling can become a problem. With more and more visitors enjoying casino entertainment, the need for responsible gaming programs and policies to provide information and education and support prevention and treatment services is crucial. Developing a comprehensive Responsible Gaming Program that addresses Training, Awareness and Education Materials, Policies and Procedures, Marketing and Advertising, Health and Safety issues for your patrons, your employees, and your community is an important way to demonstrate your organization's commitment as a good corporate citizen.

The Evergreen Council on Problem Gambling has developed programs and services to assist Tribal Leaders to efficiently and effectively address the issues of problem gambling. These programs and services are designed to complement problem gambling awareness efforts currently in place or provide the foundation for new initiatives. This includes the new

Responsible Gaming Staff Training and Resources (RG STAR) online training for frontline casino employees. This hour-long training can be completed anywhere there is internet connection and provides an excellent refresher course of our more in-depth face-to-face training.



The purpose of this certification program is to give Casinos all the tools necessary to implement an effective Responsible Gaming Program. Upon completion, managers and supervisors will have a more detailed knowledge of problem/compulsive/pathological and employee gambling; frontline employees will be trained with an emphasis on awareness of the Washington State Problem Gambling Helpline (1.800.547.6133); problem gambling brochures, posters and ATM Stickers will be supplied and strategically placed; a protocol will be created for front-line employees to report problem incidents; and Responsible Gaming Certification will be sanctioned by the Evergreen Council on Problem Gambling (ECPG). Consultation will also be available to develop voluntary exclusion programs.

The Evergreen Council on Problem Gambling (ECPG) will help Casinos develop policies and procedures regarding responsible gaming, gambler exclusion, underage gambling, and employee gambling. ECPG will provide materials for awareness for placing on the casino website, marketing materials, brochures, stickers, and posters. Training will be provided to front-line employees and manager/supervisors.

ECPG Certification for Responsible Gaming is awarded to those establishments that complete the required policies and continue to practice them as part of a regular Responsible Gaming Program. Once certified, the casino will have use of the ECPG Certification logo and may display it wherever practical for a period of one year.

Contact ECPG at info@evergreencpg.org or 360.352.6133 for additional information and assistance.