



How To Play In 3 Easy Steps  
En 3 étapes faciles

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## Ontario

### Approximately how many gambling games/venues are there in Ontario?

- Ontario has four commercial/resort casinos:
  - Casino Windsor: 2,320 slot machines and 83 table games
  - Casino Rama: 2,427 slot machines and 123 table games
  - Casino Niagara and Fallsview Casino Resort: 4,645 slot machines & 173 table games
  - 4 commercial/resort casinos: total of 9,392 slot machines and 379 table games
- Ontario has six Charity Casinos:
  - OLG Casino Brantford: 539 slot machines and 55 table games
  - Slot operations at Great Blue Heron: 538 slot machines\*
  - OLG Casino Point Edward: 474 slot machines and 26 table games
  - OLG Casino Sault Ste. Marie: 447 slot machines and 13 table games
  - OLG Thousand Islands: 496 slot machines and 23 table games
  - OLG Thunder Bay: 452 slot machines and 14 table games
  - Charity casinos: total of 2,946 slot machines and 131 table games <sup>1</sup>

\* Owned by the Mississaugas of Scugog Island First Nation and operated by Great Blue Heron Gaming Company. Ontario Lottery and Gaming (OLG) is only responsible for the management of the slot facilities.

OLG Slots at Racetracks - as of the fourth quarter of fiscal year 2010-1011 (January to March)	# Slot Machines	OLG Slots at Racetracks - as of the fourth quarter of fiscal year 2010-1011 (January to March)	# Slot Machines
Ajax Downs	800	Kawartha Downs	450
Clinton Raceway	123	Mohawk Racetrack	861
Dresden Raceway	116	Rideau Carleton Raceway	1,275
Flamboro Downs	801	Sudbury Downs	370
Fort Erie Race Track	401	Western Fair Raceway	715
Georgian Downs	1,000	Windsor Raceway	750
Grand River	240	Woodbine Racetrack	2,440
Hanover Raceway	131	Woodstock Raceway	185
Hiawatha Horse Park	452	<b>Total</b>	<b>11,110<sup>1</sup></b>

- In 2009–10, Ontario had 10,152 ticket lottery outlets, 74 bingo facilities and issued 9,031 provincial charitable licences.<sup>2</sup>
- Compared to all other provinces, Ontario has the most bingo facilities, racetracks with slots, total horse racing venues, ticket lottery outlets, total electronic gaming machines (EGMs) and gaming tables.<sup>2</sup>
- Ontario Lottery and Gaming (OLG) is planning to offer [internet gaming](#) in 2012, which will be regulated by the AGCO.

### Who operates and regulates gambling activities?

- Commercial bingo is regulated, managed and operated by the [OLG](#).
- Casinos are regulated by the [Alcohol and Gaming Commission of Ontario](#) (AGCO) and managed and operated by OLG and private corporations.
- Ticket lotteries are regulated by the AGCO and managed and operated by OLG.
- EGMs at racetracks (non-casino) are regulated by AGCO and managed & operated by OLG.
- Horse racing is regulated by the [Canadian Pari-Mutuel Agency](#) and the [Ontario Racing Commission](#) and operated by private operating corporations.<sup>3</sup>



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### What are the most common gambling activities?

- Students, grades 7–12, are mostly involved in playing cards and purchasing lottery tickets.<sup>3</sup>
- Adults (18+) most frequently purchase lottery, raffle and scratch tickets.<sup>4</sup>
- Older adults (60+), buy lottery and raffle tickets, play EGMs in casinos and buy scratch tickets.<sup>6</sup>

### What are the rates of problem gambling?

- Problem gambling was identified among 2.8% of students in grades 7–12 (about 29,000 students).<sup>4</sup>
- 3.4% of adults (18+) are moderately to severely affected by problem gambling.<sup>5</sup>
- 2.1% of older adults (60+) are affected by problem gambling.<sup>6</sup>

### What are the most common activities among those affected by problem gambling?

- It can be assumed that among students in grades 7–12, the most common gambling activities, cards and lottery tickets, are the games that are also associated with problems.<sup>4</sup>
- Adults (18+) have the most problems with games of skill and racetrack slots.<sup>5</sup>
- Older adults (60+) have the most problems playing casino slots and VLTs.<sup>6</sup>

### What are the gambling revenues?

- In 2009-10, horse racing gross revenue (after prizes paid, before expenses deducted) was \$244,029,000.
- In 2009–10, charity-operated gross revenue (after prizes paid, before expenses deducted) was \$416,000,000.<sup>2</sup>

2010 OLG Net Revenue <sup>7</sup>	
Lotteries	\$2,840 billion
Slots	\$2,985 billion
Table games	\$449,190 million
Bingo	\$50,206 million

### Where are the gambling revenues allocated?

- In fiscal 2010, OLG operations generated \$3.6 billion in total economic activity in ON
- \$2.0 billion was contributed to the province; \$18 million was devoted to corporate responsibility (2% of slot machine revenue at OLG casinos is allocated to the province’s problem gambling program and in addition to this amount, OLG contributed \$9.8 million); and \$1.6 billion went to supporting local economies <sup>7</sup>

### Who is involved in reducing the harm associated with gambling and what are they doing?

#### [Problem Gambling Institute of Ontario \(PGIO\)](#), Centre for Addiction and Mental Health

- provides training and support to Ontario’s specialized problem gambling treatment system and allied professionals, including financial counsellors, correctional workers, addiction and mental health specialists, EAP providers, educators and ethno-cultural workers
- provides specialized training and support for all managers at OLG
- develops and distributes resources for people affected by problem gambling, their families and helping professionals including a comprehensive treatment manual, curriculum for teachers, a series of information guides and [ProblemGambling.ca](#), a comprehensive, bilingual website for information and resources
- provides individual & group counseling for those affected by problem gambling and families



- collaborates with CAMH and other researchers in Canada and around the world to influence policy, prevention and problem gambling treatment
- will soon be launching a new web site (available at [ProblemGambling.ca](http://ProblemGambling.ca)) featuring interactive online tools for people affected by problem gambling and their families, including screening, workbooks and monitoring tools for use on web and mobile devices

## [Ontario Lottery and Gaming](#) (OLG)

- Launched a RG [Code of Conduct](#) in 2005
- Implemented Responsible Gaming Training programs in collaboration with the PGIO, CAMH
- Offers voluntary self-exclusion and off-site self exclusion in collaboration with CAMH
- Refrains from extending credit at charity casinos and racetrack slot machine operations
- Implemented advertising and marketing standards
- Since 2005, has periodically sponsored a public awareness advertising campaign to raise awareness of slot machine risk factors
- Supports independent research through the Ontario Problem Gambling Research Centre
- Uses a risk assessment format & GAM-GaRD software tool in designs of new lottery games
- Introduced Responsible Gaming Resource Centres at all gaming sites in Ontario
- Launched a website, [www.knowyourlimit.ca](http://www.knowyourlimit.ca), which provides information about how gambling works, myths and facts, game odds and other [responsible gambling](#) initiatives
- Launched “It Pays to Know” Social Marketing campaign
- Introduced and implemented a fatigue impairment policy, which trains gaming staff to assess patrons for signs of fatigue, and respond according to escalation procedures
- Introduced RG Site teams at each OLG gaming site in Ontario
- Introduced RG Interaction database for gaming employees to record interactions with players, which produces reports used for training reinforcement activities.
- Introduced and implemented facial recognition technology at all gaming sites, for the detection and deterrence of self-excluders
- Introduced clocks on the gaming floor at each OLG gaming site in Ontario
- Completed first-ever second-party assessment of RG program by KPMG
- Reports publicly on a number of RG initiatives/results via RG Policies and Programs document, RG Metrics documents, RG Scorecard, and RG progress report
- Engages in public outreach via presentations to community groups
- Perform annual RG Surveys of OLG players and employees
- Participated in regional treatment provider meetings

## [Ontario Problem Gambling Helpline](#) (OPGH)

- provides a toll-free 24/7 province-wide helpline for those affected by problem gambling and their family and friends, service providers and the general public
- links individuals who contact their service with problem gambling treatment resources
- provides listening and support, information about treatment, credit and debt services, family services, self-help groups and other relevant resources
- provides a website that lists Ministry-funded problem gambling treatment organizations that accept referrals in Ontario and provides a [webchat](#) option to connect to helpline staff

## [Ontario Problem Gambling Research Centre](#) (OPGRC)

- is a funding agency financed by the Ontario Ministry of Health and Long-Term Care



- invests in research on problem gambling, increases the capacity in Ontario to conduct research on problem gambling and disseminates research findings
- hosts the OPGRC website which contains downloadable funded reports

### [Ontario Problem Gambling Treatment Providers](#)

- provide a combination of treatment, education/prevention and/or awareness to Ontarians through over 55 treatment services across Ontario
- provide several treatment options and modalities such as group counselling, individual counselling, phone counselling and home visits
- work with family members and those who are concerned about someone else's gambling

### [Responsible Gambling Council](#) (RGC)

- an independent, non-profit organization committed to problem gambling prevention through research, information and awareness
- Independently operates Responsible Gaming Resources Centres at 27 OLG gaming venues
- produces a weekly subscription-based e-news and information digest ([Newscan](#))
- in conjunction with partner organizations across Ontario, delivers Problem Gambling Prevention Week - a community-based awareness program focusing on adults
- delivers problem gambling awareness programs for youth including high-school drama tours and an interactive on-campus and online program for university and college students
- conducts mass-media social marketing campaigns for a range of demographic groups at risk or affected by problem gambling. Past campaigns have focused on friends of young people ([friends4friends](#)), significant others ([Gambling&You](#)) mature adults ([Know the Risks](#))
- the RGC Centre for The Advancement of Best Practices, a division of RGC, promotes the identification and adoption of best practices to reduce the incidence of problem gambling. In addition, they have researched and published independent standards for responsible gambling initiatives sponsored by governments and gaming providers
- provides a wide variety of information/resources on the RGC website

### [YMCA Youth Gambling Program](#)

- offers free services across Ontario focusing on youth and students ages 8-24 years
- offers curriculum support for a variety of age ranges including 8-10, 11-14, 14-18 and 19-24
- offers harm reduction presentations and activities led by youth outreach workers
- provides teachers with options to choose which presentations are best for their students
- delivers presentations to schools and organizations that work with youth and adults
- delivers workshops for parents, teachers and health care professionals
- provides referrals to gambling treatment services.

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