

## FREQUENTLY ASKED QUESTIONS

### Q: Who will know about my self-exclusion?

A: All self-exclusion files are kept confidential and will only be shared with AGLC and gaming venue staff who are responsible for administering the Self-Exclusion Program.

If you violate your agreement, the person identified as your "Other Contact" on the Self-Exclusion Agreement will be contacted.

### Q: Can I exclude a spouse or family member?

A: It's understandable to want to help a loved one who is struggling with healthy gambling behaviours. However, only the person seeking exclusion can sign-up; no one else can do it for them. Family members can seek information and support for themselves through the Alberta Mental Health Helpline at **1-877-303-2642**.

### Q: What happens if I enter or attempt to enter a casino or REC while on the Self-Exclusion Program?

A: You will be removed from the property by security staff.

### Q: Can I volunteer in a casino while I am in the Self-Exclusion Program?

A: You cannot volunteer in any casino while enrolled in the program.

### Q: Can I access casino or REC restaurants or attend a show while enrolled in the Program?

A: You cannot enter or cross a casino or REC gaming floor while enrolled in the Self-exclusion Program.

### Q: Will I receive promotional items from AGLC and casino loyalty programs?

A: Self-exclusion participants do not receive promotional items or advertisements.

### Q: Does self-exclusion include Play Alberta?

A: Yes, self-exclusion includes Play Alberta. Please Note: If you self-exclude on Play Alberta, you are not excluded from casinos and RECs. You will have to complete a separate agreement to be excluded from casinos and RECs.

### Q: Can I still purchase lottery tickets if I self-exclude?

A: Self-exclusion does not include lottery. Please note that you may not enter a casino or Play Alberta site to purchase lottery tickets.

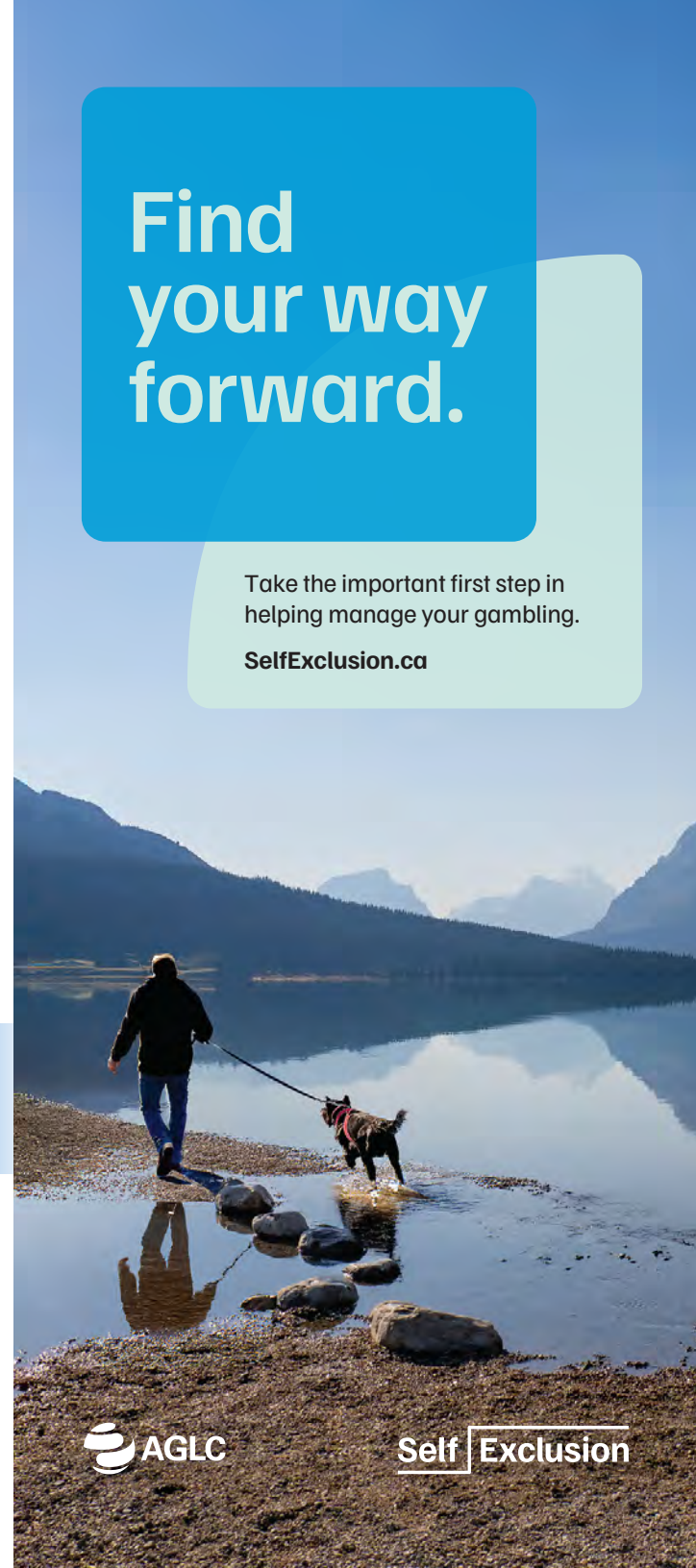
## SUPPORT IS AVAILABLE.

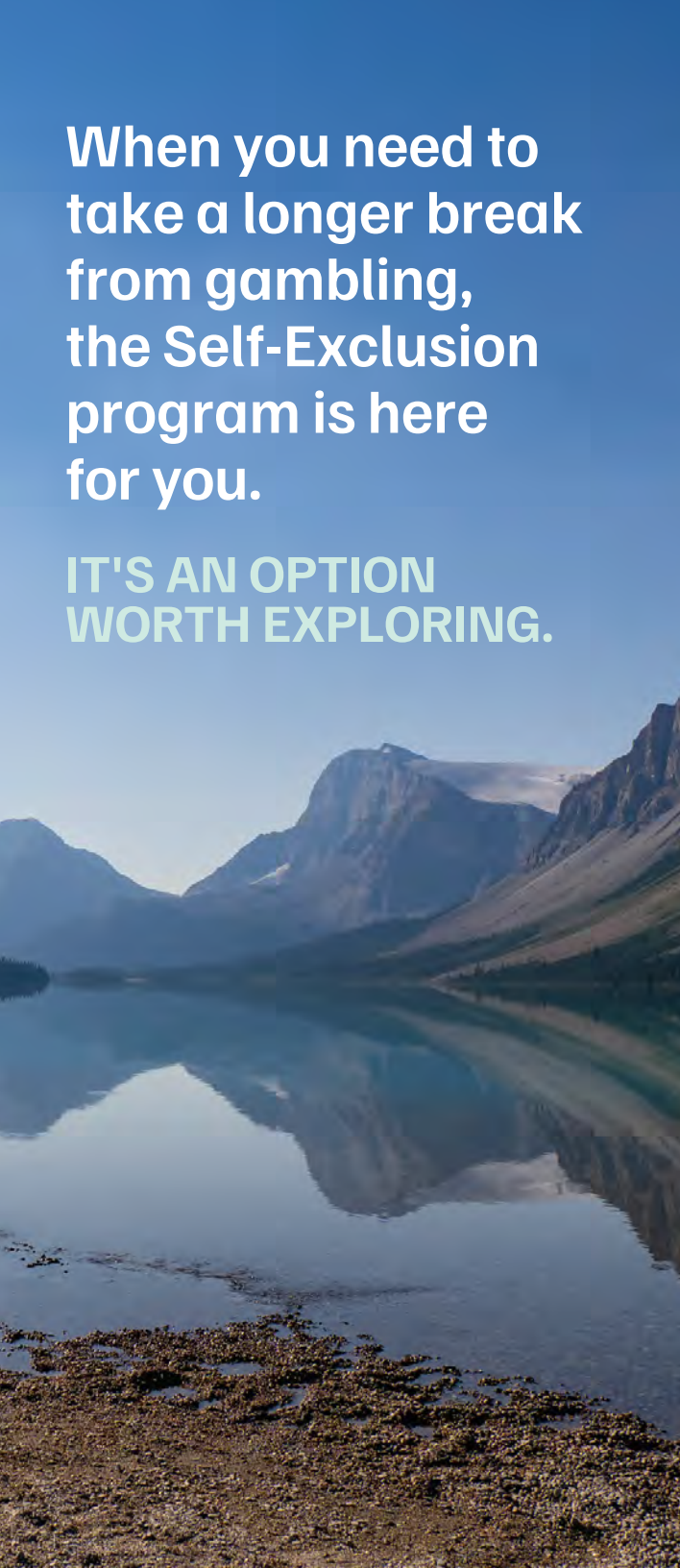
GameSense Advisors are knowledgeable about responsible gambling and can provide information on problem gambling treatment resources. You can also call the 24-hour, toll-free Alberta Mental Health Helpline at **1-877-303-2642**.

# Find your way forward.

Take the important first step in helping manage your gambling.

**SelfExclusion.ca**





When you need to take a longer break from gambling, the Self-Exclusion program is here for you.

IT'S AN OPTION WORTH EXPLORING.

## WHAT IS THE SELF-EXCLUSION PROGRAM?

AGLC's Self-Exclusion Program is here to help when it feels like gambling has taken over your life. If gambling no longer feels like a game, the Self-Exclusion Program can be an important first step in helping manage your gambling.

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

By signing up for the program, you're excluding yourself from all Alberta casinos, racing entertainment centres (RECs) and Play Alberta. for a specified time period chosen by you.

**Participants registered in the Self-Exclusion Program will be ineligible from receiving a prize in a gaming facility.**

## HOW DO I SIGN UP TO BE SELF-EXCLUDED?

To access the program, visit a **GameSense Info Centre** and speak with a GameSense Advisor or security staff at any of Alberta's 28 casinos or gaming entertainment centres.

You can now sign-up at all AGLC offices, or contact AGLC's Self-Exclusion Program Specialist at [se@aglc.ca](mailto:se@aglc.ca) or **1-844-468-8034**.

## THE LENGTH OF EXCLUSION IS UP TO YOU.

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

- Six months
- One year
- Two years
- Three years

You will be asked to show your **government-issued photo identification**. This could be a driver's licence, passport or citizenship card.

## WHAT HAPPENS AFTER I SELF-EXCLUDE?

Choosing to self-exclude can be difficult. Once you've decided that it's the best thing for you, here's what to expect:

- Self-exclusion begins immediately after you've signed the agreement. It lasts for the length of time agreed to and cannot be cancelled or changed in anyway.
- Once you have completed the agreement, your information will be shared confidentially with security offices at casinos and racing entertainment centres throughout the province.

Depending on how long you choose to self-exclude, participants may opt in to receive follow up contact from our team, at the approximate intervals:

- 10 days
- 30 days
- 60 days
- 175 days

**In addition, you'll be contacted within 30 days of the expiry date of your agreement.**

These calls are intended to provide additional resource information, as well as a check-in to see how you are doing on the program. Upon completing the program sign-up, you will be provided a package with a copy of your Self-Exclusion Agreement and local community resources.

**You are NOT able to withdraw from or cancel your agreement before its expiry date.**

**Your personal information is protected by Alberta's Freedom of Information and Protection of Privacy Act (FOIP).**