



## Ohio Administrative Code Rule 3772-12-06 Compulsive and problem gambling plan.

Effective: March 1, 2019

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(A) Each casino operator shall provide to the casino control commission a compulsive and problem gambling plan for approval. Each plan shall, at minimum, include the following:

- (1) The goals of the plan and procedures and timetables to implement the plan;
- (2) The identification of the position responsible for the implementation and maintenance of the plan;
- (3) Policies and procedures, including the following:
  - (a) Procedures for compliance with the Ohio VEP including, at a minimum:
    - (i) Procedures preventing employees from permitting an individual in the Ohio VEP from entering the facility;
    - (ii) Procedures identifying and removing individuals in the Ohio VEP from the facility;
    - (iii) Procedures for preventing dissemination of any advertisement, promotion, or other direct marketing mailing fifteen days after the individual has been placed in the Ohio VEP;
    - (iv) Procedures for preventing an Ohio VEP participant from having access to credit or from receiving complimentary services, check-cashing services, junket participation, and other benefits;
    - (v) Procedures for ensuring the confidentiality of the identity and the information of the Ohio VEP participants; and
    - (vi) Any other procedure required by the commission, executive director, or designee thereof.



- (b) The duties and responsibilities of the employees designated to implement or participate in the plan;
- (c) The responsibility of patrons with respect to responsible gambling;
- (d) Procedures to identify patrons and employees with suspected or known compulsive and problem gambling behavior, including procedures specific to loyalty and other rewards and marketing programs;
- (e) Procedures for providing information to individuals regarding the Ohio VEP and community, public and private treatment services, gamblers anonymous programs, and similar treatment or addiction therapy programs designed to prevent, treat, or monitor compulsive and problem gamblers and to counsel family members, including for providing the information upon the request of a patron or employee;
- (f) The provision of printed material to educate patrons and employees about compulsive and problem gambling and to inform them about the Ohio VEP and treatment services available to compulsive and problem gamblers and their families. The casino operator shall provide casino control commission staff examples of the materials to be used, including, brochures and other printed material and a description of how the material will be disseminated;
- (g) Advertising and other marketing and outreach to educate the general public about the Ohio VEP and compulsive and problem gambling;
- (h) An employee training program, including training materials to be utilized and a plan for periodic reinforcement training and a certification process established by the applicant to verify that each employee has completed the training required by the plan;
- (i) Procedures to prevent underage gambling;
- (j) Procedures to prevent patrons impaired by drugs or alcohol, or both, from gambling; and
- (k) The plan for posting signs within the casino facility, containing information on gambling



treatment and on the Ohio VEP, including examples of the language and graphics to be used on the signs;

(4) A list of community, public, and private treatment services, gamblers anonymous programs, and similar treatment or addiction therapy programs designed to prevent, treat, or monitor compulsive and problem gamblers and to counsel family members; and

(5) Any other information, documents, and policies and procedures that the casino control commission requires.

(B) Each casino operator shall submit quarterly updates and an annual report to the casino control commission of its adherence to the plans and goals submitted under this rule, including any information that the casino operator has received related to bankruptcy, divorce, crime, and attempted suicide related to gambling at a casino facility.