

The core team – an experience report

Player protection at the Spielbank Berlin



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The core team – an experience report

The beginnings:

- 2000: Development of the prevention and intervention programme „Glücksspielsucht und Spielerschutz“
 (“Gambling addiction and player protection”)
- *Sabine Grüsser-Sinopoli, Dr. Ulrike Albrecht-Sonnenschein in collaboration with Günther Münstermann, Spielbank Berlin*



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The idea:

A team of particularly committed employees supporting the player protection team



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The members:

Any employee deeply interested in player protection

Compensation:

Non other than working time



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The tasks then:

- Statistical work
- Phone duty
- Intervention talks



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The tasks now:

- Prevention talks with guests
- Confidants for guests and staff
- Contact persons for the player protection team-
„our eyes and ears on the floors“



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Use of the different capabilities each and every member has

Support of their and our work

Successful prevention



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Thank you !



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