

A stepwise approach to Duty of Care

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Sustainable Interaction

Regulatory requirements are changing

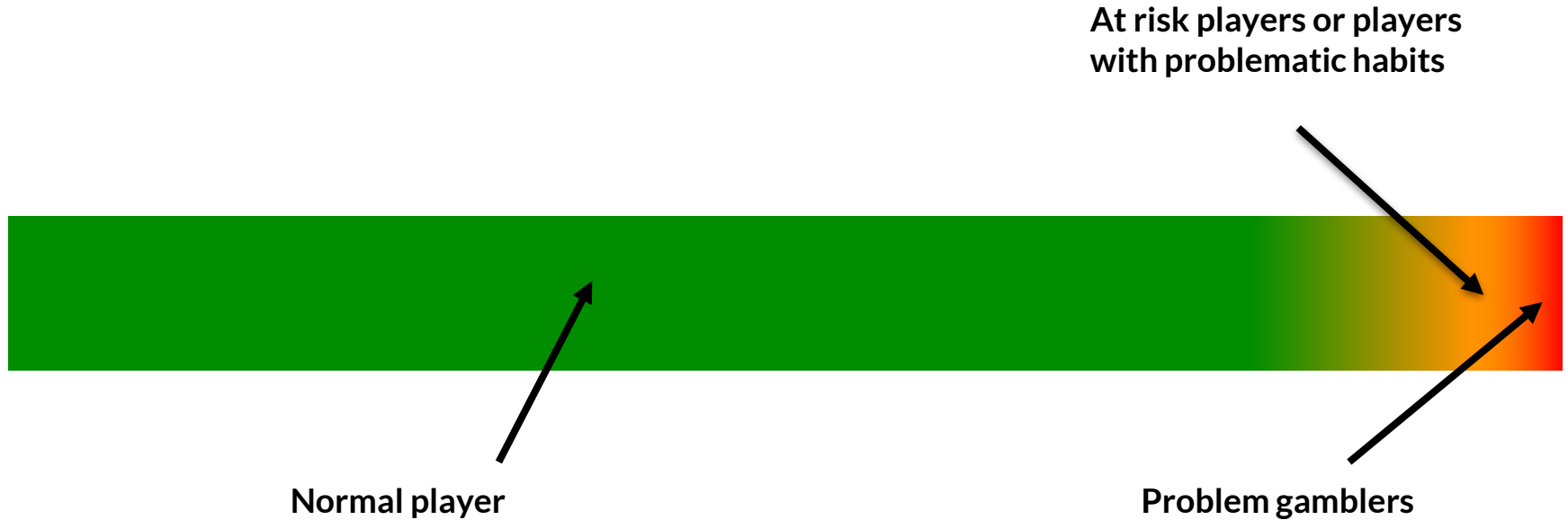
- Duty of care
- Consumer protection
- Gambling problem prevention key element

Duty of Care - what impact does that have?

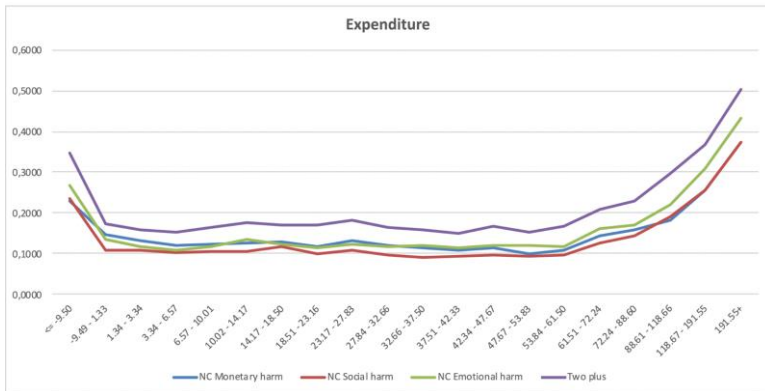
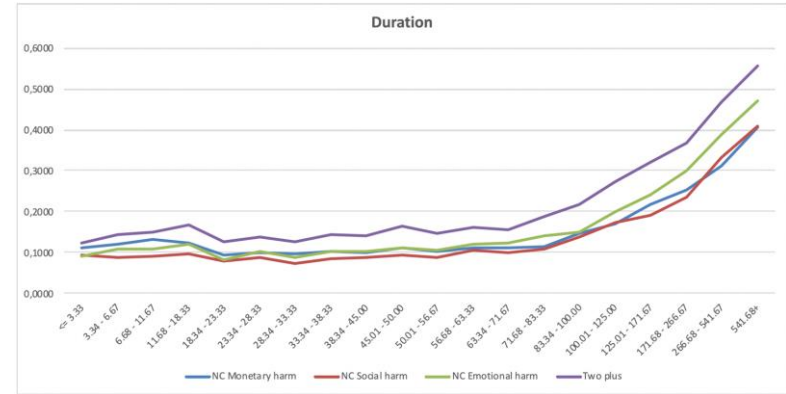
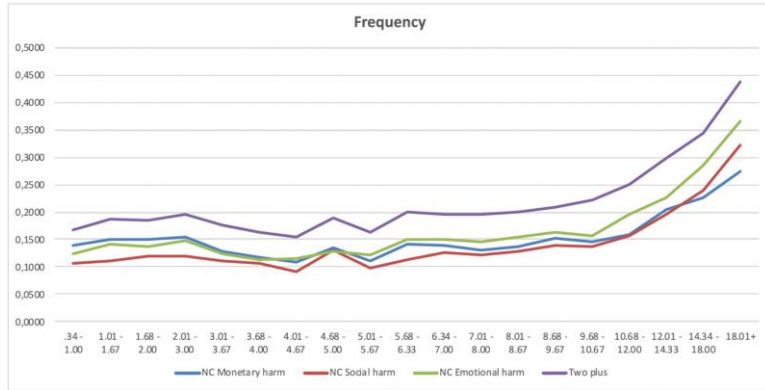
- Gambling operators have mostly been reactive focusing on the players that express problems.
- Preventive measures have in many cases stopped at informed choice, voluntary limits and treatment referral.
- The scientific evidence backing informing and stressing rationality in behaviour as a preventive measure in gambling is weak.

Duty of Care stresses the *active* role of the gambling operator.

PLAYER RISK SPECTRUM

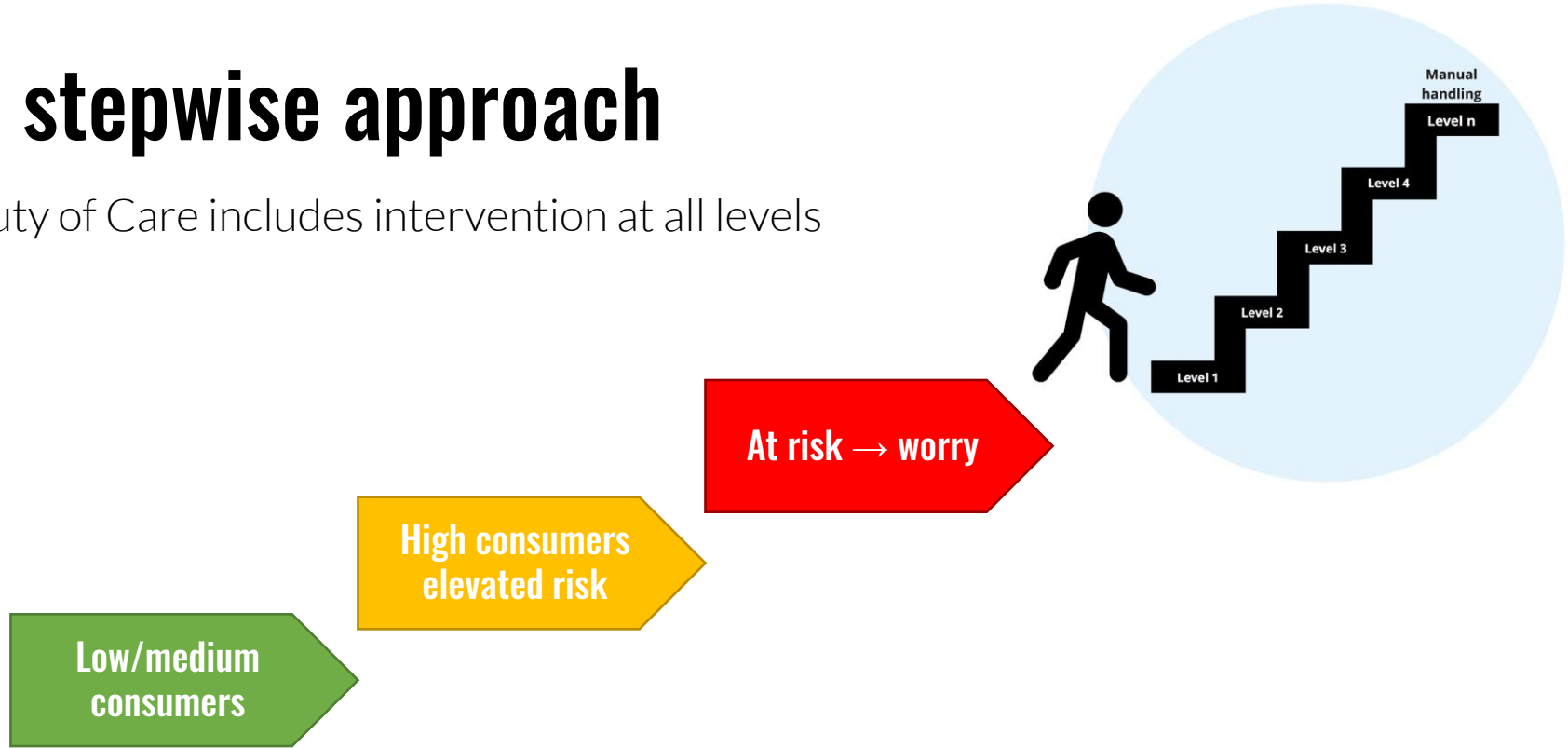


How does this impact which customers we should be monitoring?



A stepwise approach

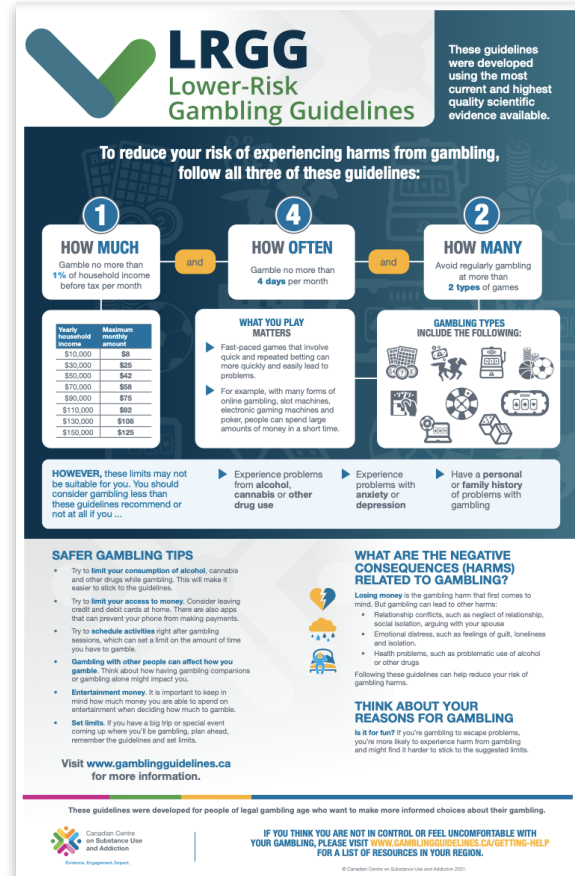
Duty of Care includes intervention at all levels



Example of Primary Preventions "Normal players"

- Lower-risk gambling guidelines
- Mandatory limits
- Cap on losses/spending
- Automated communications
- Player education
- Pop-up reminders
- Self assessment test

Auer & Griffiths, 2015a;2015b; Brosowski et al, 2015; Currie et al, 2008; 2012; 2017; Dowling et al, 2018, Forsström et al 2020; 2021a, 2021b,; Gainsbury et al, 2015; Harris et al, 2016; Ivanova et al, 2019; Jonsson et al, 2017; ; Ladouceur et al 2012; Wohl et al 2010;2013; Young et al., 2022



LRGG
Lower-Risk
Gambling Guidelines

These guidelines were developed using the most current and highest quality scientific evidence available.


To reduce your risk of experiencing harms from gambling, follow all three of these guidelines:

- 1 HOW MUCH**
Gamble no more than 1% of household income before tax per month
- 2 HOW MANY**
Avoid regularly gambling at more than 2 types of games
- 4 HOW OFTEN**
Gamble no more than 4 days per month

WHAT YOU PLAY MATTERS

- ▶ Fast-paced games that involve quick and repeated betting can more quickly and easily lead to problems.
- ▶ For example, with many forms of online gambling, slot machines, electronic gaming machines and poker, people can spend large amounts of money in a short time.

GAMBLING TYPES INCLUDE THE FOLLOWING:



HOWEVER, these limits may not be suitable for you. You should consider gambling less than these guidelines recommend or not at all if you ...

- ▶ Experience problems from alcohol, cannabis or other drug use
- ▶ Experience problems with anxiety or depression
- ▶ Have a personal or family history of problems with gambling

SAFER GAMBLING TIPS

- Try to limit your consumption of alcohol, cannabis and other drugs while gambling. This will make it easier to stick to the guidelines.
- Try to limit your access to money. Consider leaving credit and debit cards at home. There are also apps that can prevent your phone from making payments.
- Try to schedule activities right after gambling sessions, which can set a limit on the amount of time you have to gamble.
- Gambling with other people can affect how you gamble. Think about how having gambling companions or gambling alone might impact you.
- Entertainment money. It is important to keep in mind how much money you are able to spend on entertainment when deciding how much to gamble.
- Set limits. If you have a big trip or special event coming up where you'll be gambling, plan ahead, remember the guidelines and set limits.

Visit www.gamblingguidelines.ca for more information.

WHAT ARE THE NEGATIVE CONSEQUENCES (HARMS) RELATED TO GAMBLING?

- Relationship conflicts, such as neglect of relationship, social isolation, arguing with your spouse
- Emotional distress, such as feelings of guilt, loneliness and isolation.
- Health problems, such as problematic use of alcohol or other drugs

Following these guidelines can help reduce your risk of gambling harms.

THINK ABOUT YOUR REASONS FOR GAMBLING

Is it for fun? If you're gambling to escape problems, you're more likely to experience harm from gambling and might find it harder to stick to the suggested limits.

These guidelines were developed for people of legal gambling age who want to make more informed choices about their gambling.

Canadian Centre on Substance Use and Addiction
Harm Reduction Research

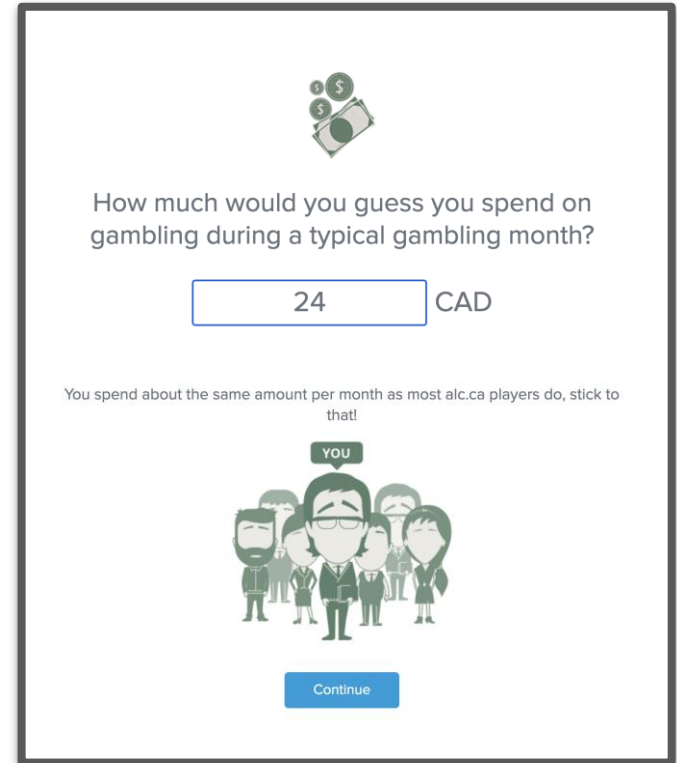
IF YOU THINK YOU ARE NOT IN CONTROL OR FEEL UNCOMFORTABLE WITH YOUR GAMBLING, PLEASE VISIT WWW.GAMBLINGGUIDELINES.CA/GETTING-HELP FOR A LIST OF RESOURCES IN YOUR REGION.

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Example of Secondary Preventions "At-risk players"

- Reality checks
- Automated feedback on gambling habits
- Cool down breaks
- Pop-up reminders
- Payment gateways feedback
- Self assessment test
- Real time interventions

Adami et al; 2013; Auer & Griffiths, 2014; 2016; Bjørseth et al. 2020; Forsström et al 2020; 2021; Gainsbury et al, 2015; Jonsson et al, 2017; ;Ladouceur et al 2012; Lakew, 2021; Monaghan et al. 2009a; 2009b; Wohl et al 2017;



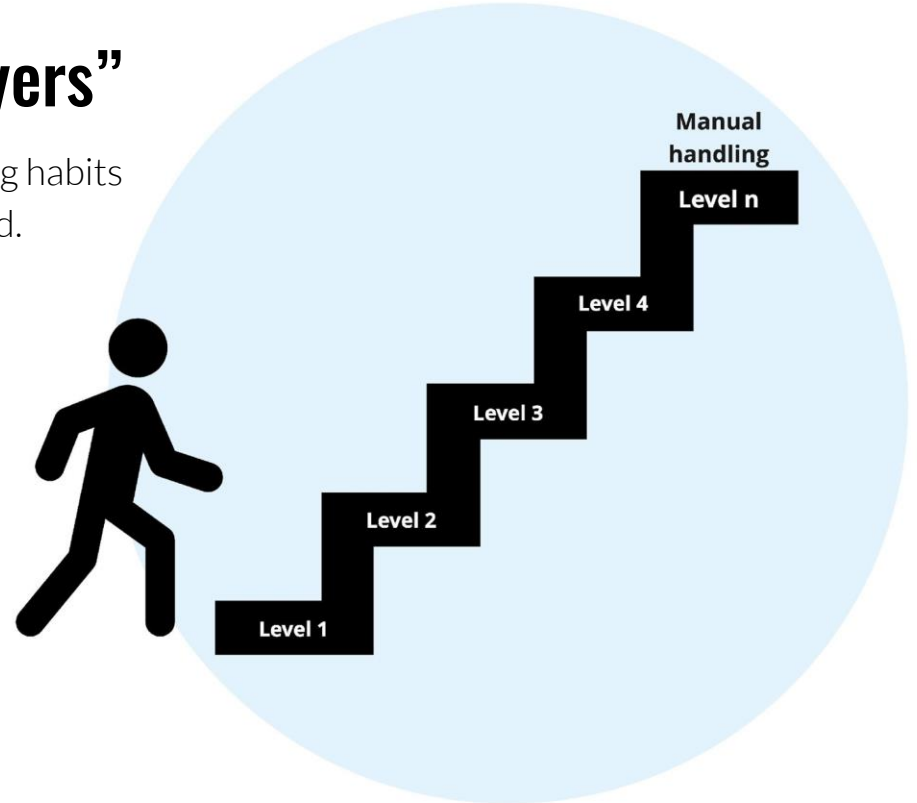
The screenshot shows a mobile application interface for a reality check. At the top, there is an icon of a wallet with coins. Below it, the text asks: "How much would you guess you spend on gambling during a typical gambling month?". A text input field contains the number "24" and is followed by the text "CAD". Below the input field, a message reads: "You spend about the same amount per month as most alc.ca players do, stick to that!". Underneath this message is a cartoon illustration of a group of people, with a speech bubble above the central figure that says "YOU". At the bottom of the screen is a blue button labeled "Continue".

Example from alc.ca self-exclusions
reinstatement process

Stepwise Duty of Care “Red players”

Starting point is concern about the individuals gambling habits and the goal is to confirm if this concern is well founded.

- Escalating level of interactions on each step
 - Adjust limits
 - Reality check
 - Self test
 - Affordability
- Evaluate effect, go to next step?
- Care calls last step
- Restrictions/Self exclusion



Future Directions in Gambling - Duty of Care

- Regulatory improvements is an important part
- Collaboration between research and industry
 - Relevant RG measures + Data + Experimental design
- Publish negative results
- Evaluate!



Thanks for your attention!
Questions?

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