



Casino Rama Resort's Responsible Gaming Pledge

Casino Rama Resort is committed to delivering service with a personal touch that builds relationships in a socially responsible manner.

Casino Rama Resort aims to reduce the risk of problem gambling by encouraging healthy, balanced and recreational play, and to direct those who have concerns with their own, or someone else's gambling behaviour, to available resources.

As a part of the Ontario Lottery and Gaming's "Code of Conduct Program" on Responsible Gaming, Casino Rama Resort pledges to:

- ❖ strive to dispel myths about odds and outcomes, work to educate players about games of chance and will not encourage excessive play;
- ❖ not cash payroll, welfare or unemployment cheques;
- ❖ have comprehensive training for all employees on responsible gaming and responsible alcohol service;
- ❖ promote the "Play Smart" program, as well as Ontario's Problem Gambling Helpline 1-888-230-3505 by displaying in both public and employee areas;
- ❖ display the Ontario's Problem Gambling Helpline 1-888-230-3505 number on every slot machine;; display Play Smart logo and website link on table game layouts;
- ❖ support local addictions and counselling programs and/or sponsor program scholarships and conference attendance;
- ❖ ensure that persons under nineteen (19) years of age are not permitted to gamble or consume alcohol;
- ❖ restrict placement and content of our advertising and marketing materials to age appropriate venues and messages, as well as include "PlaySmart.ca" URL in all print advertising;
- ❖ work in collaboration with the on-site Responsible Gaming Resource Centre (RGRC) - the RGRC office is operated by the Responsible Gambling Council of Ontario and provides information on safer gambling practices to both patrons and employees; it is here to offer assistance and referrals for help with gambling-related concerns; and
- ❖ have and support the OLG Self-Exclusion Program to enable customers who are concerned about their gambling to voluntarily place themselves on a list of excluded persons.