

RESPONSE GUIDELINES FOR LOTTERY RETAILERS

PROMOTING PLAYER HEALTH MEANS YOU:

Know your customers and are friendly and responsive

Share information with customers

Pay attention to customers' needs and well-being

Offer resources to customers who ask for information or show the signs below

BEHAVIOURS RELATED TO GAMBLING

(Be aware of these signs as they may be indicators someone might be having difficulties with their play)

PLAY STYLE	SOCIAL BEHAVIOUR	PHYSICAL & EMOTIONAL BEHAVIOUR	HELP REQUESTS
Plays for long time compared to others	Acts rudely to staff or other customers	Visibly agitated, or sad/depressed	Tells you they have issues with gambling
Chooses to buy lottery products over necessary items	Complains or blames other for losses	Angry or aggressive about the games	Asks for help related to gambling for themselves or friend/family member
Replays winnings: impatient to be paid out	Borrow/asks for money from others	Decline in appearance and/or hygiene over time	
Quick intense play; only scratching redemption code rather than playing			

WHEN YOU TALK WITH THESE CUSTOMERS, FOLLOW THESE TIPS:

Try not to judge the person

Have a warm, factual and brief conversation

Remember, you are not a counsellor but you do have helpful information you can share

RESPONSE




In these situations, offer customers the GameSense Info Card or casually provide it to them with their purchase.

RESOURCES

(These are additional resources you or your customers can access for more information)

A Guide to Playing Smarter Brochure Located at the blue table and provides tips to keep gambling fun	GameSense.com Provides information how the games work and finding support	Gamblingsupportbc.ca Provides gambling support resources to access counselling and other services
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Where can you get support?

Your Lottery Territory Manager 	BCLC Customer Support Centre 1-866-815-0222  Can ask to speak with a GameSense Advisor	Lottery Retailer Hub  Check out the Training Resources section for more information on Player Health
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