

New Player Health Training

Available May 2, 2025



What is Player Health Training?

To continue offering the best lottery experiences possible, we have developed new player health training to provide retailers with the skills and knowledge to better serve and support lottery players.

- Designed to provide the tools to handle common situations you encounter with lottery customers.
- Provides the skills to recognize and respond to customers who may show concerning behaviours with gambling.
- Clarifies how and where to direct players to more information and resources for additional help.
- Training is optional but highly recommended.



When will it be available? Where is it accessible?

- 4 online training modules will be available on the Lotto Retailer Hub as of May 2, 2025.
- Each module is approximately 5 mins long
- Accessible by mobile and desktop.



Text or call Lottery Retail Support:
1-800-667-1649



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Support & Resources

The Player Health Training will address the supports and resources available including:

- **GameSense Info Card** – if a customer demonstrates some concerning behaviours, this card can be discreetly given to the customer along with their ticket or receipt of purchase. These cards will be provided through your Territory Manager.
- **Response Guidelines** – These guidelines outline common lottery customer scenarios and helps you understand how you can respond or interact with the customer.
- **GameSense Advisors** – These are responsible gambling specialists available by phone and live chat. They are trained to support customers and retailers with information about how games work, provide tips to balance gambling, and direct people to additional support and resources.
 - They are available 7 days a week, from 7am to midnight
 - **Phone:** 1-866-815-0222 ext 3
 - **Live Chat:** GameSense.com



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Questions & Answers

What is Player Health Training? Why is this being introduced?

Player Health Training has been developed to provide lottery retailers with the skills to recognize and respond to customers who may show concerning behaviours with gambling.

We know retailers have encounters with customers that may sometimes cause discomfort or concern. This training aims to help retailers gain the knowledge they need to feel confident when responding to these situations.

It also highlights the support that is available to the retailer should they need someone to talk to directly.

Is this mandatory? Will this create more work?

The training is optional and not a compliance requirement but is highly recommended.

There are four online training modules that are each five minutes long. The training is designed to fit into your busy schedule and the knowledge gained will make it easier to handle common scenarios with your customers.

What if I have more questions and need more help?

The GameSense Advisor program is a support and resource for players and retailers too.

If ever a you have concerns and would like additional guidance and support on how to best handle a gambling-related interaction, the GameSense Advisors are available and capable of helping.

They are available seven days a week, from 7am to midnight. They can be reached by phone at 1-866-815-0222 ext 3, or live chat on GameSense.com.



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