

HELPFUL CONTACTS

Often, gamblers and those concerned about them have found organizations like these to be helpful:



CONNEXONTARIO (PROBLEM GAMBLING SERVICES IN ONTARIO)

www.connexontario.ca
(FREE WEBCCHAT SERVICE)
1-866-531-2600



CREDIT CANADA (DEBT SOLUTIONS)

www.creditcanada.com
1-800-267-2272



RESPONSIBLE GAMBLING COUNCIL (PROBLEM GAMBLING AWARENESS AND PREVENTION SERVICES)

www.responsiblegambling.org
416-499-9800

VIRTUAL PLAYSMART CENTRE 1-833-888-2306



**THE GO-TO SOURCE FOR FACTS, TOOLS AND ADVICE
ABOUT GAMBLING FOR ALL LEVELS OF PLAYERS.**



WORRIED ABOUT SOMEONE'S GAMBLING?

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TIPS ON HOW TO TALK TO
SOMEONE ABOUT THEIR GAMBLING.

To learn more about your favourite game, take a break from playing or get support should you need it, visit our on-site PlaySmart centres, PlaySmart.ca or call the Virtual PlaySmart Centre at 1-833-888-2306.

PlaySmart Centres are managed by the Responsible Gambling Council - an independent non-profit organization dedicated to problem gambling prevention.

Scan the QR code for more information on Responsible Gambling Programs and Support.



@PlaySmartOLG



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WHAT CAN YOU DO TO HELP?

If you're worried about someone's gambling habits, it might be a good idea to discuss your concerns with the individual.

Keep in mind, they may or may not be ready, or willing to admit that there is a problem. Here are some things to consider before having the conversation:

1. GET INFORMED

Learn as much as you can about problem gambling from reliable sources. Check out websites like:

- [responsiblegambling.org](https://www.responsiblegambling.org)
- [connexontario.ca](https://www.connexontario.ca)
- [PlaySmart.ca](https://www.playsmart.ca)

2. BE PREPARED

If there is even a slight chance of a violent or abusive reaction, have a support system in place. Consider family, friends, counsellor or religious group members who can be supportive during the discussion.

3. CHOOSE THE RIGHT MOMENT

There are times when people are more or less receptive. For a person experiencing problems with gambling, a good time might be when they are talking about their gambling, or expressing regret about gambling.

HOW TO HAVE THE CONVERSATION

Keep these simple tips in mind when initiating the conversation:

USE AN "I" POINT OF VIEW

Expressing your concerns with "I feel" or "I think" makes listeners less defensive.

KEEP CALM

Try not to get upset while discussing the person's gambling or shared finances – it may escalate the situation.

RECOGNIZE THAT GAMBLING IS ONLY ONE ASPECT OF YOUR PARTNER'S LIFE

Acknowledge your partner's good qualities.

NEGOTIATE BOUNDARIES AND COMMITMENTS

Clearly state your expectations about future gambling, finances, and responsibilities.

AFTER THE CONVERSATION

SUPPORT POSITIVE CHANGES

When someone makes a commitment, and takes positive action, give them some credit! Recognizing small steps can be a big motivator.

GET HELP FOR YOURSELF

There are counsellors and self-help groups to support you with practical tools and advice. Please see the **Helpful Contacts** section for your options.

BE PATIENT

Change takes time, and it can take several attempts before someone successfully changes their gambling behaviour.

SIGNS OF A GAMBLING PROBLEM

There are signs that can tell you if gambling is becoming a problem. Typically the more signs you are seeing, the greater the chance of a problem.

- Lies about time or money spent gambling
- Borrows or sells items for money to gamble
- Misses work, family or personal obligations to gamble
- Gambles to escape from boredom, problems, or responsibilities
- Gambles to win money that has been lost
- Spends more money, or longer periods of time to get the same thrill
- Argues with family or friends about money and gambling
- Hides bills, past due notices, winnings or losses from others
- Looks for a "big win" to solve financial problems
- Often gambles till all the money is gone
- Prioritizes gambling over basic needs such as sleep and nutrition
- Constantly thinks or talks about gambling
- Finds it difficult to control, stop, or cut back on gambling

If someone else's gambling is negatively impacting your life in any way, consider talking to someone who can lend some support during the situation.

myPlay.Break



If at some point gambling feels less fun than it used to, My PlayBreak is a tool that can help players take the break they need.

Learn more about OLG's Self-Exclusion Tool at [playsmart.ca/myplaybreak](https://www.playsmart.ca/myplaybreak).

