

My break. My way. myPlay.Break



My PlayBreak emphasizes personal choice as a positive way forward. Players choose the duration and determine the goals they'd like to achieve, along with the support, guidance and encouragement they need to stay on track.



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.

Scan the QR code to learn more about My PlayBreak.



Learn more at playsmart.ca/myplaybreak or by calling the OLG Support Centre at 1-800-387-0098.

Introducing

myPlay.Break

A Self-Exclusion Tool from OLG that helps players take a break from gambling.



@PlaySmartOLG



@PlaySmartOLG

MPB-E3



Play. Smart





myPlay.Break

might be right for you or someone you know, if:

- Gambling has stopped being as enjoyable as it once was
- Finances, health or relationships are being affected
- It's time for a change

How it works

1. Choose the type of break you'd like to take by making a request.

All Ontario Casinos: Call the OLG Support Centre at **1-800-387-0098**, ask a staff member on-site, or speak to a Service Coordinator at a PlaySmart Centre.

All Ontario Charitable Gaming (Bingo) Centres: Call the OLG Support Centre at **1-800-387-0098** or ask a staff member on-site.

OLG Internet Gaming (OLG.ca): If you have a player account on OLG.ca, click the **My PlayBreak** tab under **My Account** on OLG.ca, or call OLG Player Support at **1-855-978-7529**.

All of the above: Call OLG Support Centre at **1-800-387-0098** or email **Self-Exclusion@olg.ca**

2. Choose the duration of the break that's right for you, and make a personal commitment not to gamble for a set period of time.

Casinos and Charitable Gaming Centres

- 3 months
- 6 months
- 1, 2, 3, 4, 5 years

OLG.ca

- 1 day
- 1 week
- 1 month
- 2 months
- 3 months
- 6 months
- 1, 2, 3, 4, 5 years

3. Get a break from gambling promotions.

During breaks from Casinos or Charitable Gaming Centres, players will be removed from OLG marketing lists until they opt back in.

During short breaks of 1 day to 3 months from OLG.ca, all communications and lottery subscriptions will also be paused. For longer breaks, communications and subscriptions will be cancelled until the player opts back in.

4. You will have an option to renew your break.

After some time away from gambling, some people decide they'd like to extend the term of their break, and that's ok.

Casinos or Charitable Gaming Centres: Before the initial My PlayBreak term ends, you will be sent an email or letter with details about the renewal process and a link to an online renewal form. If you choose to renew, you can extend your break for the duration of your choice and the break continues.

OLG.ca: If players would like to renew their break on OLG.ca, all they need to do is call OLG Player Support at **1-855-978-7529**.

Any player who registered with OLG's previous Self-Exclusion program will need to request a renewal form from OLG's Support Centre by calling **1-800-387-0098**.

5. Ongoing support is available.

People taking a break from Casinos or Charitable Gaming Centres can opt-in to receive follow-up calls from the Responsible Gambling Council or contact the OLG Support Centre at **1-800-387-0098** for further information and support.

Those taking a break from gambling online at OLG.ca can call OLG Player Support at **1-855-978-7529**, or chat online.

Many people find My PlayBreak especially helpful when combined with other services. Additional support can be found by contacting the following:

ConnexOntario – offers information and support for mental health, addiction, and problem gambling services, available 24/7 by calling **1-866-531-2600**

www.connexontario.ca

Responsible Gambling Council – offers information and resources for gamblers and their loved ones

www.responsiblegambling.org

Credit Canada Debt Solutions – offers free, confidential credit counselling and education

www.creditcanada.com

GamTalk – features chatrooms and forums for those experiencing problems with gambling to connect to one another

www.gamtalk.org

Learn more at playsmart.ca/myplaybreak

FREQUENTLY ASKED QUESTIONS

Q. How long of a break do players usually need?

A. Stepping away from gambling is always a personal decision. That's why My PlayBreak offers a variety of break options for up to 5 years. How long a player decides on, is up to them.

Q. Can players take a break from online gambling?

A. Absolutely. My PlayBreak is a flexible program that offers breaks from Casinos, Charitable Gaming Centres and on-line gambling at OLG.ca

Q. If need be, can players extend the length of their break?

A. Yes. Players have the flexibility to extend a break for as long as they need.

Q. What happens once a player has completed their term?

A. Once a player has completed their My PlayBreak term, they can return to OLG Casinos, Charitable Gaming Centres and OLG.ca. Or, they can choose to extend their term.

