

Attachment 10: Casino Woodbine Responsible Gambling Oversight Committee Terms of Reference and Activity Overview

Committee Name

The Casino Woodbine Responsible Gambling Oversight Committee

Purpose

The role of the committee is to monitor, identify, and report on potential risks related to problem gambling and provide input on the responsible gambling (RG) program as part of the expansion of gaming at Casino Woodbine.

Membership

The committee will comprise:

- Ontario Lottery and Gaming Corporation (Chair)
- Ontario Gaming GTA Limited Partnership
- the City of Toronto, including designates from Toronto Public Health

The following groups will be invited to participate:

- Ministry of Health and Long-Term Care
- Alcohol and Gaming Commission of Ontario (AGCO)
- The Centre for Addiction and Mental Health (CAMH)
- Responsible Gambling Council
- YMCA
- William Osler Health System
- local addiction and treatment organizations
- local community groups and credit counseling organizations
- Humber College
- Labour representation on behalf of Locals representing Casino Woodbine employees

Roles and Responsibilities

The committee is accountable for:

- Fostering collaboration
- Removing obstacles for the collection and sharing of data, where appropriate, related to RG programming at the site
- Maintaining the focus of the committee on the agreed purpose

The membership of the committee will commit to:

- Share communications and complete, accurate, and meaningful information, where appropriate, amongst committee members.
- Notify members of the committee, as soon as is practical, if any matter arises which may be deemed to affect the mandate of the committee.
- To discuss potential risks and issues related to problem gambling at the site
- Providing input to OLG and dialogue on a range of options should OLG not be able to implement a particular RG measure.
- Provide updates on the work of the Committee to the Community Steering Committee, as required.

OLG will commit to:

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- a) In general:
- Set the agenda for committee meetings, in consultation with members of the Committee.
 - Report detailed provincial RG program metrics and data to the public through its PlaySmart website.
 - Work to evolve its RG program through evidence-based research and to build knowledge on how best to support players through the collection and dissemination of RG data.
 - Make anonymized data sets available through the Gambling Research Exchange of Ontario (GREO) to researchers and universities.
 - Provide reports, studies, and plans related to RG and problem gambling to the Committee for review.
 - Bring facts, information, and context to discussions on RG and problem gambling, and OLG's RG programs.
 - Assist committee members in accessing key perspectives on RG to support dialogue and discussion.
 - Receive all information related to RG from any committee member. If there is an RG measure OLG cannot implement it will provide the committee with an explanation of its approach and rationale, in writing.
- b) Site specific:
- Provide Woodbine-specific information, tracking key metrics pertaining to RG on a quarterly basis.
 - Commit to supplying context and analysis of the supplied Woodbine-specific data.
 - Work to collaboratively evolve its RG program through evidence-based research collected at the site and take input from committee members to factor into policy implementation.
 - Collect, monitor, analyze, and share data metrics to identify any changes to the number of those who seek or access support, in order to establish a benchmark for the effective delivery of RG programs on the site.
 - Work with the City of Toronto and OGGLP to anticipate ongoing RG requirements for the site.
 - Use its experience in Ethno-Cultural Marketing Campaigns to offer culturally relevant RG initiatives and materials for specific groups in the local community.

Meetings

All meetings will be chaired by OLG.

Meetings will be held quarterly (at an agreed location).

Meeting documentation will be provided by OLG, this includes:

- preparing agendas, minutes and supporting papers
- preparing meeting notes and information

A meeting quorum will be a simple majority of members of the committee

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Committee membership shall consist of two (2) representatives from each founding organization (OGGLP, City of Toronto, OLG) and one (1) representative from each invited organization.

Public Reporting

The Committee will review and recommend documents for public reporting prepared by OLG including:

- Meeting agendas and supporting papers
- Reports generated by the Committee
- Annual public reporting on activities of the committee

The committee does not place limitations on any of its members to publicly express opinions on the work of the committee. All members of the committee may provide feedback on RG to the City, OGGLP, or OLG outside of the normal business of the committee.

Term

This Terms of Reference is effective from (start date) and will be ongoing until terminated by agreement between the parties.

Amendment, Modification or Variation

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement by committee members.

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As part of its mandate, the Casino Woodbine Responsible Gambling Oversight Committee suggested that Ontario Lottery and Gaming Corporation proactively work to address risks associated with expanding gaming through preventative measures in the Rexdale community. Therefore, the Ontario Lottery and Gaming Corporation developed and implemented a four-prong strategy, which includes the following:

- Education materials and briefings for front line community staff;
- PlaySmart public education outreach activities in the local community;
- Education materials distribution to local community groups; and
- Specific identification of roles and responsibilities for community group members in tracking and reporting on potential indicators of community level harms.

The following actions were taken towards the four-prong strategy:

- Visited and/or presented to 18 local organizations in the Rexdale community, distributing approximately 1000 Responsible Gambling education pamphlets, which provide key information on how to access help for individuals who may be struggling with gambling-related issues;
- Hosted two PlaySmart public education outreach activities at Centennial Park; and
- Ran a PlaySmart billboard advertising campaign in March 2019 focused on encouraging players to visit www.playsmart.ca.

Earlier this year, Ontario Lottery and Gaming Corporation won the World Lottery Association's 2018 Best Overall Responsible Gambling Program award in recognition of its PlaySmart program, which is delivered on-line and in gaming sites, including Casino Woodbine.