

February 2024

Preamble

Toronto City Council passed a resolution giving conditional approval to expanding gaming, including live table games, at Great Canadian Casino Resort Toronto (GCC Toronto) subject to the fulfillment of 21 development, economic, health, social and labour conditions.

Included in these conditions was a set of items related to the City's community benefits objectives, as well as conditions related to Responsible Gambling (RG).

OLG is responsible for the oversight and policy development of RG in Ontario within a framework defined by the provincial regulator, the Alcohol and Gaming Commission of Ontario (AGCO).

Condition #21 establishes a community benefits agreement between the service provider, Great Canadian Entertainment (GCE), and the City of Toronto and creates an oversight committee to report on progress related to the potential risks associated with problem gambling at the GCC Toronto site. This committee is distinct, but complimentary, with the overarching community benefits oversight framework between GCE and the City.

OLG has a statutory, regulatory, and policy mandate to make RG a core business priority.

OLG's RG program has two primary goals:

1. Preventing harm, by providing foundational player education and embedding RG programming, tools and supports into the play experience.
2. Mitigating potential harm and problem gambling, by identifying and reducing problem gambling risk and supporting and referring players for help, professional services, and community-based treatment.

OLG's RG commitment is to promote safe and secure gaming entertainment and to integrate player health and positive play supports into all aspects of the customer journey.

OLG is focused on engaging players and promoting harm prevention and reduction efforts across all its offerings and products – and player health will always be a cornerstone of its business.

OLG spends over \$10 million annually on RG programming, marketing and education, compliance efforts, research, training, and the operations of PlaySmart Centres located in 29 casinos and 37 charitable gaming (cGaming) centres. This level of investment supports OLG's objective to deliver best-in-class RG programming. OLG is constantly expanding its network of RG stakeholder partners, listening to a range of diverse perspectives in order to gain access to new information and expertise, from which we can inform and refine our RG programs. OLG seeks to build knowledge about how to best support players by gathering and using data strategically, and where possible, collaborating with community partners to advance the understanding of problem gambling prevention and mitigation.

Working with GCE and the City of Toronto, this oversight committee provides OLG the opportunity to continue to receive input on our province-wide RG program and strengthen our

data sharing and monitoring framework in order to evolve province-wide RG programming through evidence-based research.

Name

The GCC Toronto 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 RG program as part of the expansion of gaming at GCC Toronto.

Membership

The committee will comprise:

- Ontario Lottery and Gaming Corporation (Chair)
- Great Canadian Entertainment
- 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 GCC Toronto 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:

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 GCC Toronto-specific information, tracking key metrics pertaining to RG on a quarterly basis.
- Commit to supplying context and analysis of the supplied GCC Toronto-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 GCE 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 (virtually or 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.

Committee membership shall consist of two (2) representatives from each founding organization (GCE, 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, GCE, or OLG outside of the normal business of the committee.

Term

This Terms of Reference is effective from (April 1, 2024) 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.