

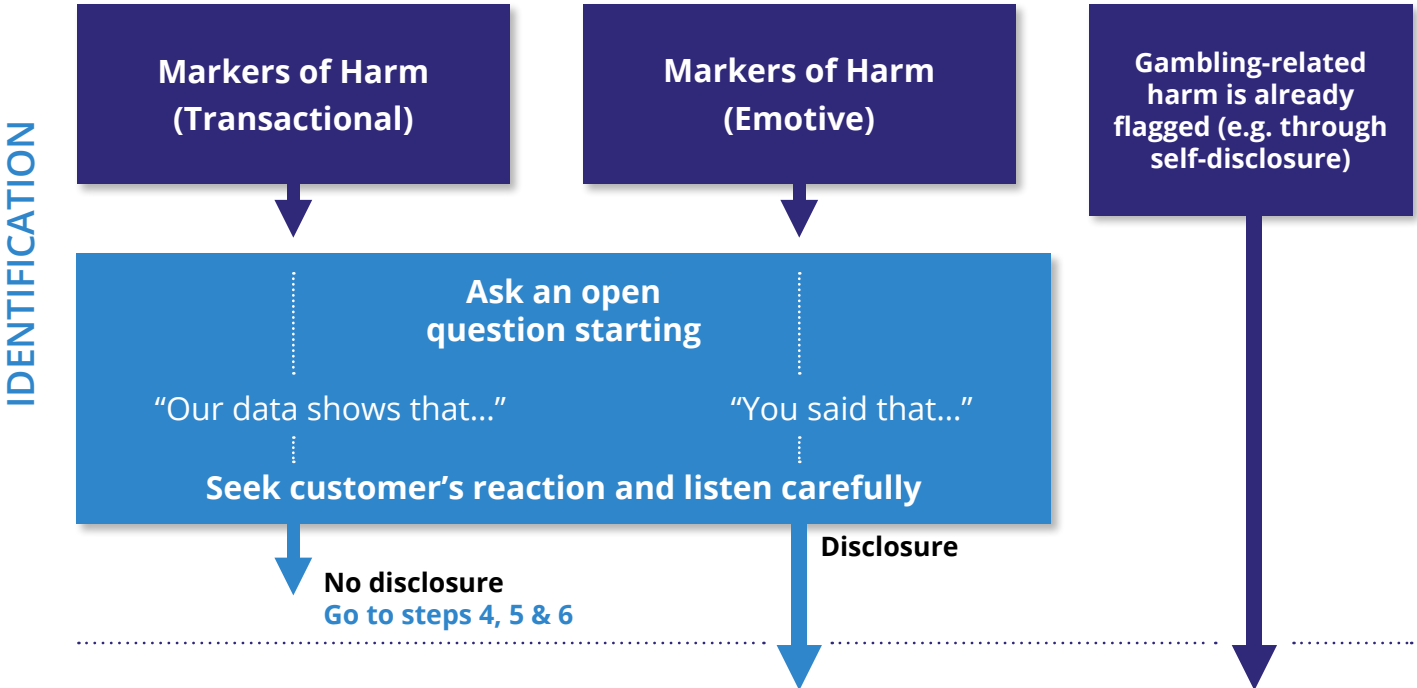
Guide for Staff Working in the Gambling Industry



GamCare and our partners are part of:



Problem gambling can have significant negative impacts, which affect the gambler and others. Gamblers may, at times, be more likely to have suicidal thoughts. Remember that this intervention could save a life.



INTERVENTION AND REFERRAL

Assess your availability of time and capacity to support the customer. Be empathic, respectful and non-judgemental. Convey optimism and encourage positive change.

<p>Initial Intervention (For example, when you only have limited time to spend with the client)</p>	<ol style="list-style-type: none"> 1. Reassure that help and support is available and explain how you can help. This could cover (but is not limited to): <ul style="list-style-type: none"> • Referring the customer to your specialist support/responsible gambling team • Explain safer gambling tools available and encourage their use • Explain how self-exclusion works (click here for more information) • Offer free access to blocking software (where applicable) • Signpost to relevant safer gambling information on your website (online) or provide leaflets (land-based venues) 2. Signpost to gambling treatment and support: <ul style="list-style-type: none"> • The National Gambling Helpline, which is Freephone and open 24 hours a day - 0808 8020133 or via web chat at www.gamcare.org.uk • Facilitate warm transfer to the National Gambling Helpline (if applicable) • Signpost to www.begambleaware.org
<p>Additional Support (For example, when you have more time to help them further)</p>	<ol style="list-style-type: none"> 3. Discuss affordability with the customer and self-help tools: <ul style="list-style-type: none"> • Let them know how you monitor their spend and why it's important to gamble only with the money they can afford • Let them know about gambling blocks offered by banks (click here to see which banks offer this) and some banks might be able to lower daily cash withdrawal limits • Signpost to free debt advice locator tool
<p>When the customer doesn't want to take the conversation any further</p>	<ol style="list-style-type: none"> 4. Reassure that there is help and support available if they would like to discuss anything in the future 5. Discuss ways to continue gambling safely and within their means 6. Provide information they can refer to (signpost to information on your website, GamCare, www.begambleaware.org, provide leaflets)