

FREQUENTLY ASKED QUESTIONS

Q: Why the Self-Exclusion Program?

A: If gambling doesn't feel like a game anymore, the **Self-Exclusion Program** can be an important first step in helping manage your gambling.

Research shows that when self-exclusion is combined with treatment, it can be one of the most effective ways to stop gambling.

By enrolling, you can choose to self-exclude from all Alberta casinos and racing entertainment centres, regulated iGaming platforms or both for a specified period of time, chosen by you.

Q: Who will know about my self-exclusion?

A: All self-exclusion agreements are confidential. Only AGLC and casino and racing entertainment centre staff involved in the administration of the **Self-Exclusion Program** are granted access to the site's features to help maintain the integrity of the **Self-Exclusion Program**. During the completion of the agreement, you have the option to record an individual as an "Other Contact". This person will only be contacted in the event you violate your agreement.

All personal information is protected under Section 4(c) of the *Alberta Protection of Privacy Act*.

Q: Can I exclude a spouse or family member?

A: It's understandable to want to help a loved one who is struggling with unhealthy gambling behaviours. However, only the person seeking exclusion can sign up; no one else can do it for them.

Family members, friends and other support people can seek information and support themselves through **Mental Health Help Line** at **1-877-303-2642** or by visiting local community resources.

Q: Can I cancel my agreement, or shorten the length of my agreement?

A: The duration of your agreement is selected by you when you sign up; you cannot modify, withdraw from or cancel your agreement before its expiry.

Q: Does self-exclusion apply to online gambling sites?

A: At the time of sign-up, enrollees will have the option to select from Alberta:

- Casinos and racing entertainment centres
- Regulated iGaming platforms
- Casino's and racing entertainment centres and regulated iGaming platforms.

For people who select the second or third options, they will be excluded from all regulated forms of online gambling in Alberta.

SUPPORT IS AVAILABLE.

GameSense Advisors are knowledgeable about responsible gambling and can provide information on problem gambling treatment resources. You can also call the 24-hour, toll-free **Alberta Mental Health Helpline** at **1-877-303-2642**.

Find your way forward.

Take the important first step in helping manage your gambling.

SelfExclusion.ca



When you need to take a longer break from gambling, the Self-Exclusion Program is here for you.

IT'S AN OPTION WORTH EXPLORING.

WHAT IS THE SELF-EXCLUSION PROGRAM?

AGLC's **Self-Exclusion Program** is here to help when it feels like gambling has taken over your life. If gambling no longer feels like a game, the **Self-Exclusion Program** can be an important first step in helping manage your gambling.

Research has shown that when self-exclusion is combined with professional support, it can be one of the most effective ways to stop gambling.

By enrolling in the program, you can choose to self-exclude from Alberta's:

- Casinos and racing entertainment centres
- Regulated iGaming platforms
- Casinos and racing entertainment centres and regulated iGaming platforms.

Participants registered in the Self-Exclusion Program will be ineligible from receiving a prize in a gaming facility.

THE LENGTH OF EXCLUSION IS UP TO YOU.

The length of exclusion is up to you. Choose from:

- Six months
- One year
- Two years
- Three years

To complete your registration, you will need to enter your personal information exactly as it appears on your government issued identification.

HOW DO I SIGN UP TO BE SELF-EXCLUDED?

The **Self-Exclusion Program** is available exclusively online. You can sign-up by visiting: selfexclusion.ca

For more information on the **Self-Exclusion Program** please contact us at se@aglc.ca or call 1-844-468-8034

WHAT HAPPENS AFTER I SELF-EXCLUDE?

Choosing to self-exclude can be difficult. Once you've decided that it's the best thing for you, here's what to expect:

- Self-exclusion begins immediately after submitting your self-exclusion agreement. It lasts for the length of time agreed to and cannot be cancelled or revoked.
- Once you have submitted your agreement, all information that is collected is confidential and will only be used by AGLC for the purpose of the administration of the **Self-Exclusion Program**.
- Depending on how long you choose to self-exclude, participants may opt in to receive follow up contact.

You can choose how we contact you:

- Email
- Phone Call
- Text message

Our follow-ups are intended to provide additional resource information, and check-in on how you are doing on the program.

You are NOT able to withdraw from or cancel your agreement before its expiry date.

Your personal information is protected by the Alberta Protection of Privacy Act (POPA).



Scan the QR code for more information about the program and for access to additional resources