



# OPERATING STANDARDS RESPONSIBLE GAMBLING PROGRAM REVISED DATE: JUNE 1, 2016

## OVERVIEW

A Video Lottery Sales Agent (VLSA) shall establish and maintain a responsible gambling program including a Voluntary Exclusion Program (VEP).

## REFERENCE DOCUMENTS

Ohio Administrative Code [3770:2-8-01](#)  
Video Lottery Sales Agent Terms and Conditions  
Ohio for Responsible Gambling website at [www.org.ohio.gov/](http://www.org.ohio.gov/)

## STANDARDS

In 2012, the State of Ohio created the “Ohio for Responsible Gambling” initiative aimed at promoting responsible gaming in Ohio. Four state agencies are working together in this effort: The Ohio Lottery Commission; the Ohio Casino Control Commission; the Ohio State Racing Commission; and the Ohio Department of Mental Health and Addiction Services.

A VLSA must establish a program which complements the ORG program. The responsible gambling program must be approved by the Lottery. At a minimum, the program must include the following items:

1. In-venue announcements and displays encouraging responsible gambling, some of which utilize the multi-agency ORG logo.
2. Signage, both fixed and electronic, with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966.
3. Train staff upon hiring and on an annual basis to recognize and respond appropriately to problem gambling or compulsive gambling warning signs.
4. Advertising and marketing materials which include a responsible gambling message with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966. In addition on educational messages, reference Ohio for Responsible Gambling website ([org.ohio.gov](http://org.ohio.gov)).

In addition, a VLSA must establish a voluntary exclusion program (VEP). Each Voluntary Exclusion Program must be approved by the Lottery. The VEP must include the following components:

1. The ability for a customer to be placed on a voluntary exclusion list at their request.
2. An explanation of whether a customer excluded at a property outside Ohio will be considered excluded in Ohio as well. If not, please identify the process the customer will be asked to follow if identified at the Ohio facility.
3. Terms and Conditions, approved by the Lottery, which
  - a. Clearly convey that any customer on the Voluntary Exclusion Program listing will be considered an Excluded Patron as described in the Financial Processing Procedures, and all jackpots will be void and credits will be forfeited.
  - b. Describe how a player may be removed from the VEP list.



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**COMPLIANCE**

The VLSA will be expected to annually provide a status on awareness campaigns, training, and provide general demographic information regarding VEP enrollment.

**CONTACT**

Questions regarding the OLC program may be directed to: [VLT@lottery.ohio.gov](mailto:VLT@lottery.ohio.gov)