



OPERATING STANDARDS
RESPONSIBLE GAMBLING PROGRAM/OHIO VEP
EFFECTIVE DATE: JULY 1, 2021

OVERVIEW

A Video Lottery Sales Agent (VLSA) shall establish and maintain a Responsible Gambling Program and shall comply with the Ohio Voluntary Exclusion Program (Ohio VEP).

REFERENCE DOCUMENTS

Ohio Administrative Code 3770:2-8-01 through 3770:2-8-05
Video Lottery Sales Agent Terms and Conditions
Ohio for Responsible Gambling website at <https://org.ohio.gov>

STANDARDS

In 2012, the State of Ohio created the Ohio for Responsible Gambling (ORG) initiative aimed at promoting responsible gambling in Ohio. Four state agencies are working together in this effort: The Ohio Lottery Commission (OLC); 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 for implementation at the VLSA. The responsible gambling program must be approved by the Lottery. At minimum, the program must include the following:

- In-venue announcements and displays encouraging responsible gambling, some of which utilize the multi-agency ORG logo.
- Signage, both fixed and electronic, with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966.
- Training staff upon hiring and on an annual basis to recognize and respond appropriately to problem gambling warning signs.
- 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 the ORG website (<https://org.ohio.gov>).

In 2018, the State of Ohio created the Ohio VEP that is available at all Ohio casino and VLSA facilities. The VLSA must meet the following Ohio VEP standards:



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- A customer can apply to participate in the Ohio VEP at any Ohio VLSA or casino facility. The VLSA is required to provide a safe and secure area with audio and video, for the applicant, in the presence of an Ohio Lottery Investigations and Security representative, to complete the process. The VLSA is required to permanently retain surveillance of the application process in the secure area. A customer can agree to self exclude for: one year; five years; or lifetime.
- The VLSA will download the Ohio VEP data at least every seven calendar days and add the new data to the VLSA's electronic systems as appropriate.
- VLSAs are required to enforce the terms of the VLSA's property voluntary exclusion program for participants who enrolled in Ohio prior to March 1, 2019 and have not been removed from the program. Those participants shall continue their voluntary exclusion pursuant to the terms of each property's program at the time of the original enrollments. VLSA shall follow the financial processing operating standard. <https://www.ohiolottery.com/VLT-Central/VLT-Racetracks>
- Any Ohio VEP participant who is found on the premises regulated by the OLC, shall surrender to the VLSA any money the participant has converted or attempted to convert into a wagering instrument and any prize won, claimed, or attempted to be claimed including, but not limited to jackpots, credits and/or vouchers. VLSA shall follow the financial processing operating standard. <https://www.ohiolottery.com/VLT-Central/VLT-Racetracks>
The VLSA is required to maintain any surveillance of any such breach by the VEP participant permanently.
- If any participant in the Ohio VEP or a property VEP, is found on the premises regulated by the OLC, the VLSA shall:
 - Immediately contact the Ohio Lottery Investigations and Security representative on property for an in person meeting.
 - Assist with the surrender of the types of property described in the section above.
 - Take possession of the jackpot and credits and/or vouchers and follow the financial processing operating standards.
 - Provide a written report to vlt@lottery.ohio.gov and copy the property regulation manager containing the following information within 72 hours of the incident:
 - The Ohio VEP's name
 - The Ohio VEP's date of birth
 - The circumstances of discovery of the Ohio VEP's presence at the facility.
 - The Ohio VEP's gambling activity, if any; and
 - The documentation of the jackpots, VLT credits and/or vouchers in the possession of the individual, or any prize won, claimed, or attempted to be claimed at the VLSA facility.



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- If the VLSA maintains a corporate excluded list, the VLSA shall submit for approval to the OLC their standard operating procedures for processing these participants .
- VLSA is required to keep participant data confidential.

COMPLIANCE

The VLSA will be expected to annually provide a status on awareness campaigns and training.

CONTACT

Questions regarding the OLC program may be directed to Karen.Russo@lottery.ohio.gov.