



SG OPERATING STANDARDS RESPONSIBLE GAMBLING EFFECTIVE DATE: JANUARY 15, 2023

OVERVIEW

A Lottery Sports Gaming Proprietor (LSGP) shall establish and maintain a Responsible Gambling Program and shall comply with the Time Out Ohio program.

REFERENCE DOCUMENTS

Ohio Administrative Code [3770:2-8-01](#), [02](#), [03](#), [04](#), [05](#) Responsible Gaming Rules

Ohio Administrative Code [3770:3-7-03](#) Advertising

Ohio Administrative Code [3772-12-03](#) Responsibilities of voluntarily excluded individuals

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 (Lottery), the Ohio Casino Control Commission (OCCC), the Ohio State Racing Commission, and the Ohio Department of Mental Health and Addiction Services.

Responsible Gaming Awareness Initiatives – An LSGP must establish a program which complements the ORG program for implementation within their sports gaming system. The responsible gambling program must be approved by the Lottery. At minimum, the program should include the following:

- Signage, both fixed and electronic, with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966 and/or National Problem Gambling Helpline 1-800-GAMBLER.
- Signage, both fixed and electronic, with referral information to the Time Out Ohio website, TimeOutOhio.com.
- 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>)

All signage and advertising messaging, both electronic and in-venue, must be conspicuous and legible at all times.

Voluntary Exclusion Program – In addition to running their own responsible gaming initiatives, the LSGP must meet the Ohio VEP standards.

The State of Ohio maintains a database of individuals who have chosen to ban themselves from participating in gaming. In 2019, the State of Ohio created the Ohio Voluntary Exclusion Program



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(Ohio VEP) that is available at all Ohio casino, and VLSA facilities. A participant can agree to self-exclude for one year, five years or lifetime. In 2022 the Ohio VEP was branded as Time Out Ohio. Time Out Ohio includes all aspects of the Ohio VEP, including all active participant agreements.

The additions to the Time Out Ohio program include an online portal to complete enrollments at TimeOutOhio.com and the ban of all Ohio sports gaming. Visit TimeOutOhio.com to see FAQs for additional information.

The LSGP must meet the following Time Out Ohio standards:

- An LSGP is required to make all reasonable attempts to stop all direct marketing efforts to these individuals.
- The LSGP must implement steps to deter account creation, wagering, and prize payments.
- The LSGP will download the Time Out Ohio data at least once every seven calendar days and add the new data to the LSGP electronic systems as appropriate.
- Any Time Out Ohio participant who mails a prize claim for \$600 or more to the LSGP, shall surrender the prize to the LSGP. The LSGP shall follow the [Financial Processing](#) operating standard for instructions on the remittance to the Lottery.
- If any participant in the Time Out Ohio program submits a reportable prize claim, the LSGP shall:
 - Take possession of any prizes, credits or sports bets/vouchers and follow the financial processing operating standards.
 - Provide a report on the Time Out Ohio database at www.TimeOutOhio.com within 72 hours of the incident:
 - The Time Out Ohio participants name/ ID#
 - The Time Out Ohio participants date of birth
 - The Time Out Ohio participants gambling activity/reportable prize won
- If the LSGP maintains a corporate excluded list, the LSGP shall submit for approval to the Lottery their standard operating procedures for processing these participants.
- LSGP is required to keep participant data confidential.

TECHNICAL COMPONENTS

The LSGP will provide to the Lottery the users accessing the system and will provide direct instruction regarding account set-up.

The data fields provided to the LSGP will be provided separately but include full legal name; address; email; last 4 digits of the social security number; date of birth; and enrollment details. An LSGP is expected to maintain the confidentiality of participant data.

COMPLIANCE



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The LSGP will be expected to annually provide a status on awareness campaigns and training as part of their annual business plan.

CONTACT

Questions regarding the Ohio Responsible Gambling Program may be directed to susan.diamond@lottery.ohio.gov and sportsgaming@lottery.ohio.gov