

**Social Services Plan for Casinos
in Switzerland**
**A Prevention Model for the Early
Detection of Problem Gambling**

Joerg Haefeli

**College of Social Work, Lucerne
(Switzerland)**

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Europe/Switzerland

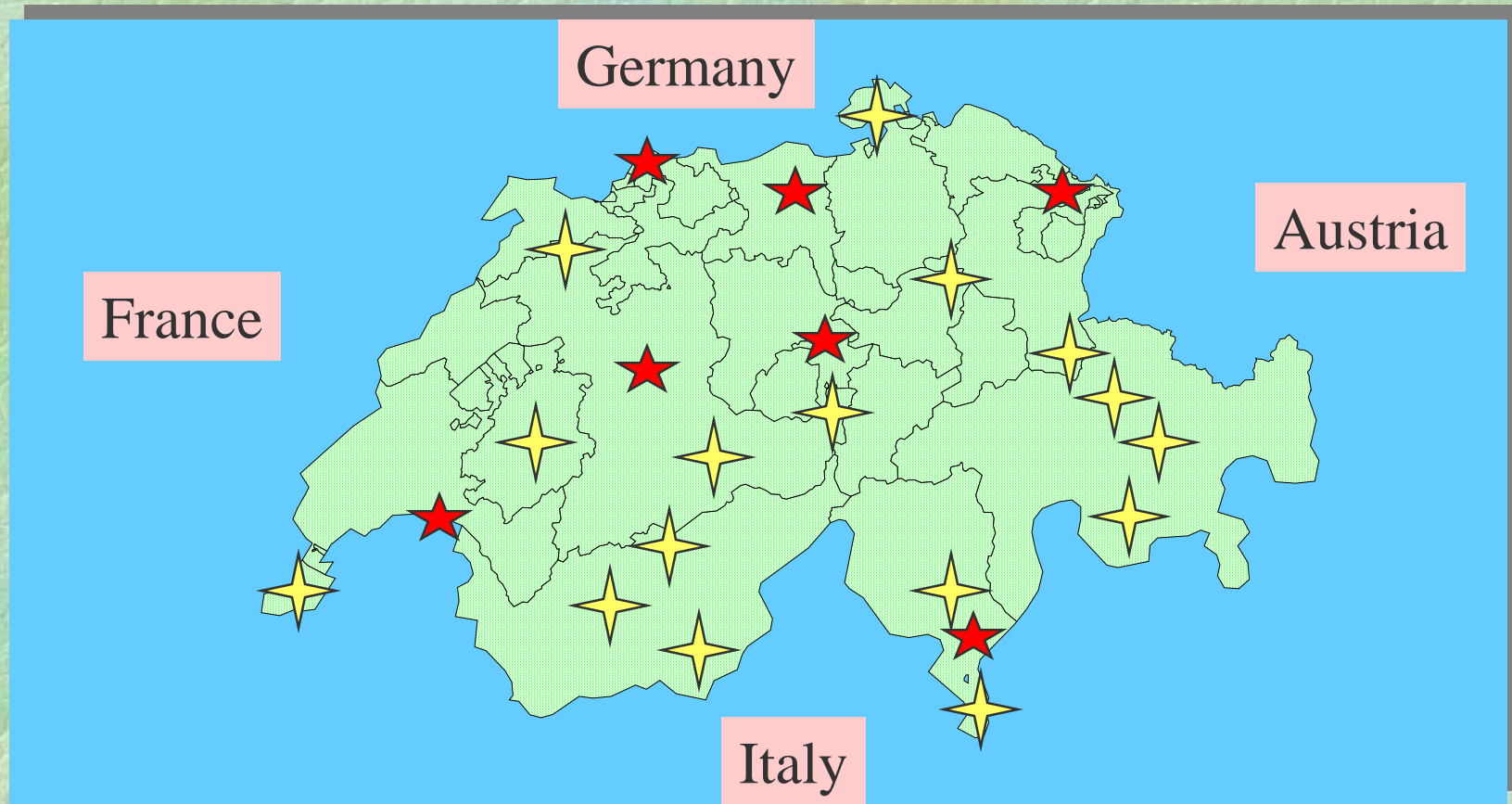
Europe

Switzerland



Switzerland

7 A-Casinos /15 B-Casinos



Comparison of Casino Density in Europe

Rank	Country	Number of casinos	Number of inhabitants in m	Number of inhabitants per casino
1	Switzerland	22	7.1	323,000
2	France	158	58.0	367,000
3	United Kingdom	115	58.5	509,000
4	Austria	12	8.0	667,000
5	Denmark	6	5.1	850,000
6	Belgium	8	9.9	1,238,000
7	Greece	7	10.6	1,514,000
8	Holland	10	15.4	1,540,000
9	Germany	50	81.6	1,632,000
10	Spain	24	39.8	1,646,000
11	Italy	4	57.7	14,425,000

Federal Act on Casinos I (SBG)

The purpose of the Act is:

- To guarantee safe, transparent gambling operations;
- To prevent crime and money laundering in or through gambling establishments
- To prevent the socially harmful repercussions of gambling

Federal Act on Casinos II

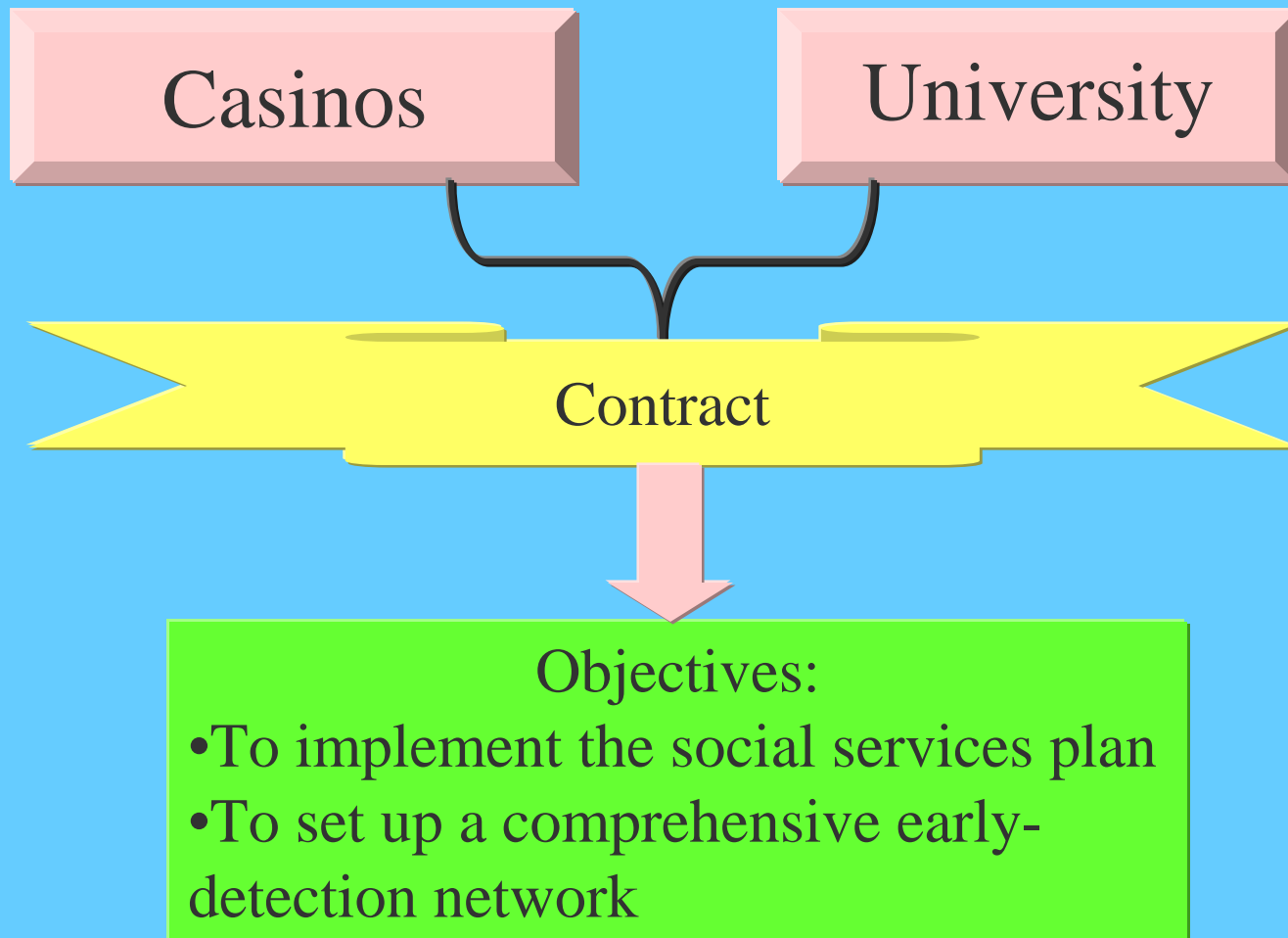
⇒ Section 14 Para. 2, Swiss Gaming Act:

- The Social Services Plan is to specify the measures with which the gambling establishment intends to prevent or remedy the socially harmful repercussions of gambling.
- Sections 35 to 40 of the Ordinance describe the measures in detail.

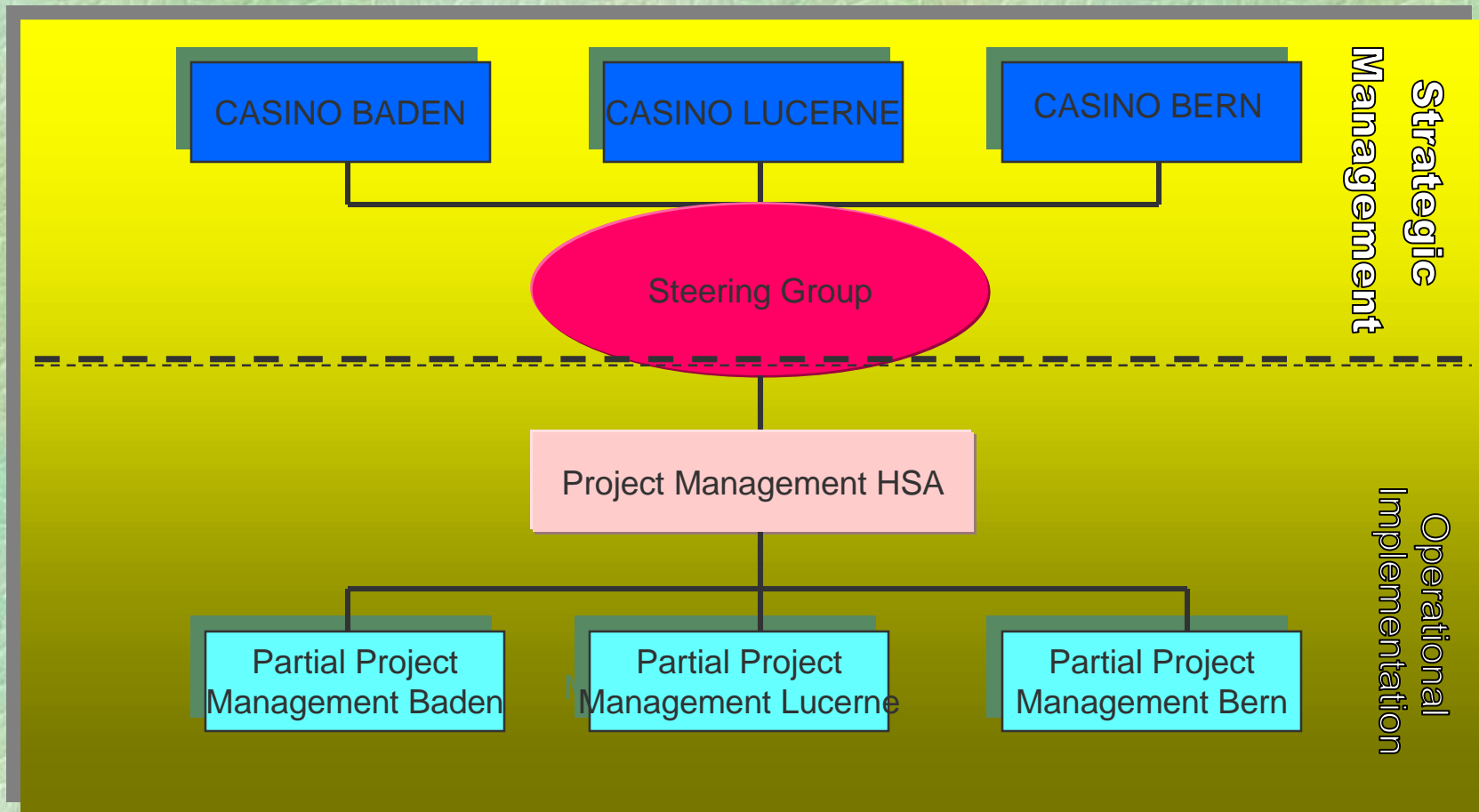
Ordinance to the Federal Act on Casinos

- ➔ **Co-operation with experts on prevention**
- ➔ **Prevention and early detection**
 - Information on the risks of gambling
 - Self-assessment questionnaire
- ➔ **Personnel training and advanced training**
 - Exchange of experience
 - Practical counselling
- ➔ **Gambling bans**

Binding Co-operation Between Casinos and University



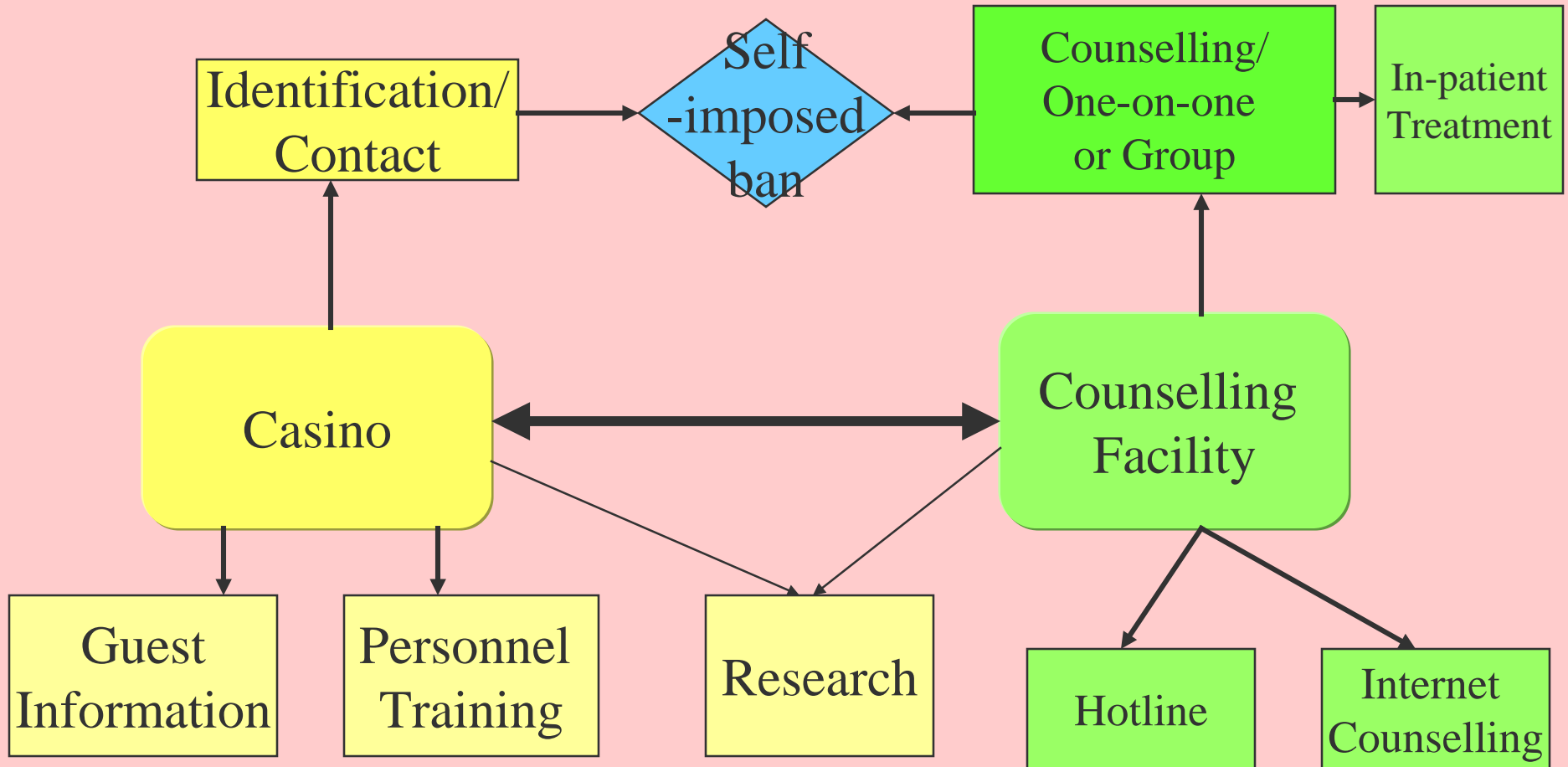
PROJECT ORGANISATION



A Name for the Project

care **PLAY**

Early Detection Network



3 Modules

Personnel
Training

Counselling

Information +
Research

Personnel Training

- Training programme structured according to functions
 - 4 hours for the personnel as a whole
 - 2 days for all staff involved in gaming
 - Raising awareness on how to detect guests at risk from gambling addiction
 - 6-day communication training for shift managers, floor managers and other members of key personnel
 - Approaching and addressing guests
- Support through coaching and supervision
- Yearly refresher courses

Information Brochures

- **Information brochures with information on:**
 - **The casino's policy**
 - **The risks of gambling**
 - **Regional counselling offer**
 - **Hotline**
 - **References to self-help groups**
- **Self-assessment questionnaire with 20 questions drawn up by Gamblers Anonymous (GA)**

Counselling

- Regionally based, specialised counselling agency
 - Counselling on the “right” assistance
 - Counselling on gambling bans and the lifting of bans
- Internet counselling: www.careplay.ch
- Free hotline

Research and Documentation

➤ **Research**

- Participation in national research activities
- Acquisition of all the relevant data, i.e. gambling bans, addressing guests at the casinos, counselling services

➤ **Monitoring**

- Setting-up of a monitoring facility for checking the effectiveness of the measures in the social services plan

➤ **Documentation**

- Six-monthly report on activities and results, for the attention of the commissioning casinos and the Swiss Gaming Board

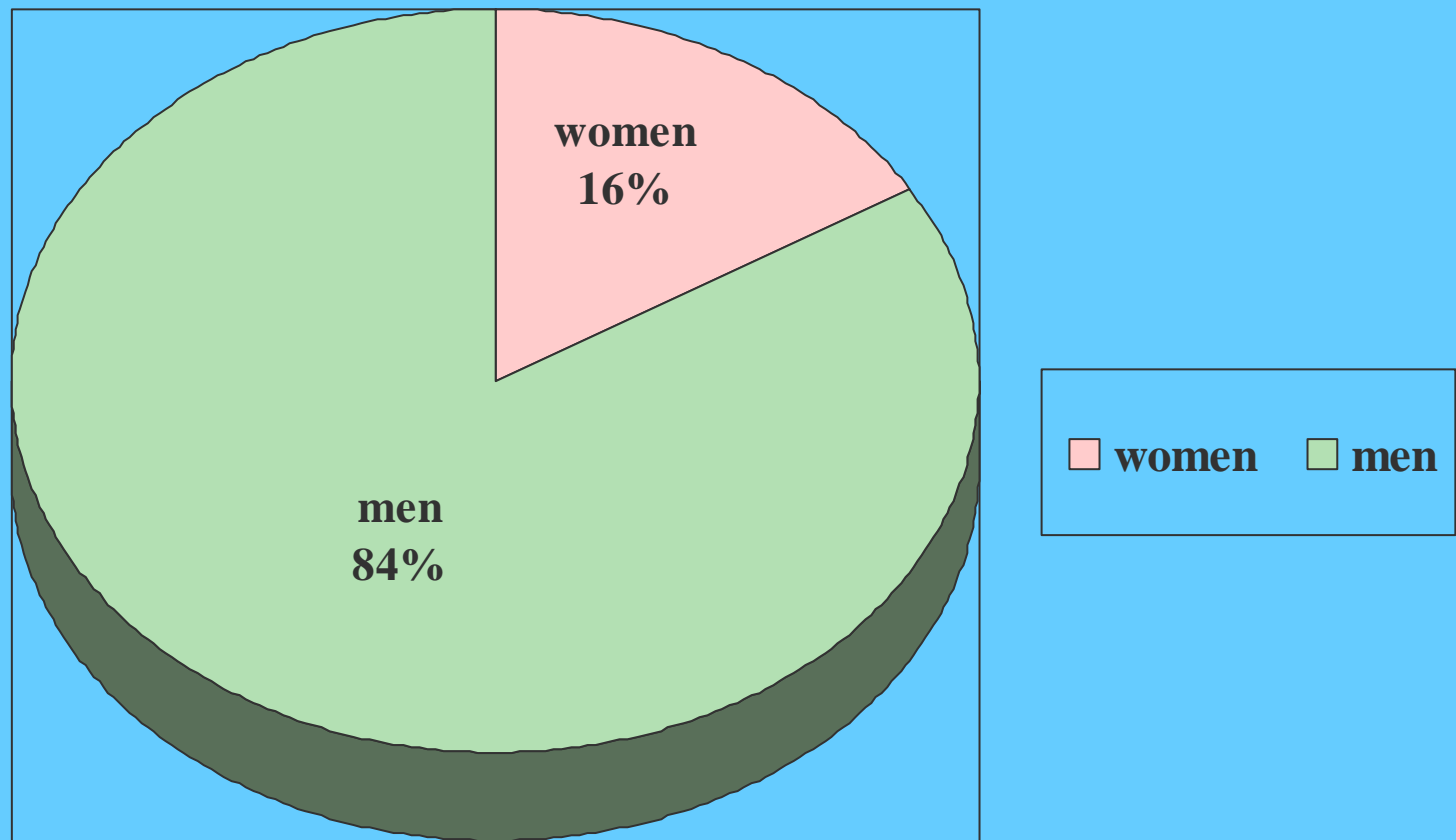
Gambling Ban Procedures

- Procedure for self-imposed bans:
 - Talk with the guest
 - Documenting of the talk
 - Information on available counselling facilities
 - Information on the procedure involved in lifting gambling bans

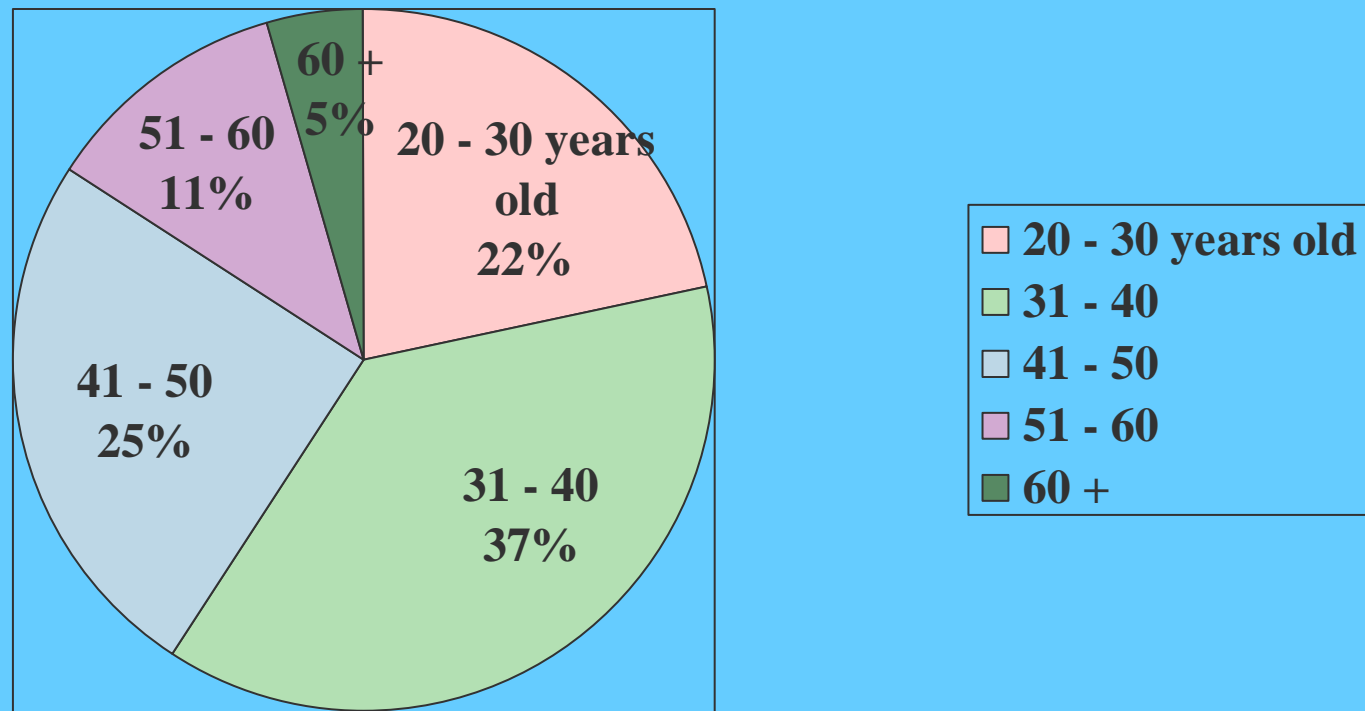
- Procedure for lifting gambling bans
 - Expert opinion from outside counselling body, with proof of financial circumstances, and absence of debts established by conducting authority
 - Written report to the casino
 - Decision by the casino – Information to the applicant
 - Talk by person responsible for social services plan during initial visit

- Procedure for casino-imposed bans
 - Same procedure as for self-imposed bans

Data on Gambling Bans: By Gender (N=382)



Data on Gambling Bans: By Age



Final Considerations

- ✓ Statutory provisions aimed at casino operators and governing responsible gaming
- ✓ Co-operation with prevention experts
- ✓ Training programmes aimed at the early detection of problem gamblers
- ✓ Measures to be established within the casino structures