

The fondation Mise sur toi

FONDATION

MISE SUR TOI



MC

une initiative de Loto-Québec



Since the dawn of time...

Since their earliest beginnings, human beings have always held a fascination for games of chance. When played responsibly without abuse, these games provide a healthy source of pleasure and recreation. Indeed, for the majority of people, gaming is first and foremost an enjoyable form of entertainment.

Unfortunately, there are some individuals for whom gaming progressively stops being a game. Be they players at risk or compulsive gamblers, these people open themselves up to a variety of financial, conjugal or professional difficulties that pose potentially devastating consequences for themselves and their loved ones. Moreover, gambling problems are sometimes further aggravated by other forms of dependency, such as alcoholism or drug addiction.

The Fondation Mise sur toi was established to contribute to the considerable efforts being made in Québec to prevent excessive gaming, combat its effects, and to assist individuals suffering from such problems. This document has been prepared to familiarize you with the Fondation, how it works, and what it has accomplished over the years.

I hope you find it to be informative and valuable!

Nicole Beaulieu
Managing Director
Fondation Mise sur toi



Promotion
Prevention
Protection



The Fondation Mise sur toi's Three “P”'s

The *Fondation Mise sur toi*'s mandate is to **educate** and **raise awareness** among Quebecers so that they can take responsible and well-informed decisions and thus maintain a healthy approach to gaming. The Fondation has three key objectives:

- to **promote** responsible gaming behaviour
- to **prevent** the harmful effects of excessive gambling
- to **protect** people at risk

The Fondation strives to fulfill its mission via the following forms of intervention:

- Familiarization of the general public with the potential hazards of gaming, the pitfalls to avoid, and the appropriate habits to develop
- Implementation of support and prevention tools within Loto-Québec's establishments
- Coordination of training and information programs focused on excessive gaming designed for employees of Loto-Québec and its subsidiaries and partners
- Provision of financial support to community-based initiatives
- Participation in research efforts in collaboration with various national and international organizations



All in a Day's Work

The Fondation Mise sur toi is proud of what it has accomplished since its creation. Following is a brief overview of the Fondation's varied range of activities, services and contributions.



Responsible Gaming Awareness Campaigns

The Fondation is actively involved in the preparation of campaigns aimed at promoting responsible gaming. Using radio, television and newspapers, these campaigns call attention, in particular, to the existence of the 1 866 SOS-JEUX help hotline. Since 2006, the Fondation has been organizing a major annual campaign in conjunction with **The Responsible Gaming Awareness Week**.



A Virtual Storehouse of Information

The *mise-sur-toi.loto-quebec.com* website offers a myriad of valuable information about the phenomenon of gaming dependency, its development mechanisms, effective means of detection, and proven preventive measures. The site also focuses on erroneous perceptions concerning games of chance and offers an extensive list of resources available to excessive gamblers and their loved ones, including free support services in the various regions of the province.

mise-sur-toi.loto-quebec.com



» **Self-Control Manual**

Entitled *Gambling Should Remain a Game*, the self-control manual is designed to serve as a valuable resource and invites readers to take a look at their gaming habits so as to be able to change them if needed and to prevent any problems detected from degenerating into more serious difficulties. The manual examines specific gaming behaviours, proposes preventive actions to be taken, and offers a self-evaluation follow-up questionnaire. The document also includes a special appendix designed for the player's spouse and family members. It is available for consultation on the internet at mise-sur-toi.loto-quebec.com or by contacting the Fondation.

» **Your Player Profile in 8 Questions Pamphlet**

In addition to containing a questionnaire designed to help individuals determine their player profile, this pamphlet prepared by the Fondation provides helpful advice on proper attitudes and behaviours to adopt with respect to gaming. Featuring a practical format, the pamphlet is available at all lottery retailer locations, as well as at bars offering video lotteries, the casinos, gaming centres, and at network bingo halls.

» **8/8 The Winning Combination Interactive Consoles**

Interactive information consoles are installed at Québec casinos, gaming centres and at Loto-Québec's head office. These consoles allow players to determine the specific type of gaming behaviour they exhibit.



*The information centre
at the Casino du Lac-Leamy*

➤ **AU CENTRE DU HASARD Information Centres**

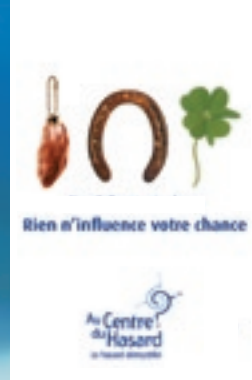
Currently in place at the Casino de Montréal and Casino du Lac-Leamy, and eventually to be established at the gaming centre on the northern fringe of Montréal, AU CENTRE DU HASARD information centres offer players an opportunity to examine their attitudes and habits related to gaming. Operated by specialists in the area of gambling, these centres focus particular attention on making the distinction between games of skill and games of chance.

➤ **AU HASARD DU JEU Traveling Training Sessions**

The Fondation is also actively involved in designing and coordinating traveling training sessions for operators and employees of establishments equipped with video lottery terminals. The training is particularly aimed at sensitizing these individuals to the problems associated with excessive gaming and at enabling them to adopt a personalized approach to patrons displaying signs of vulnerability.

➤ **Information Documents and Preventive Messages**

The Fondation regularly designs, produces and distributes a range of information materials and preventive messages geared toward people who play games of chance. The organization is also responsible for the preventive messages appearing on lottery tickets, video lottery terminals and slot machines. These messages are always accompanied by a reference to the 1 866 SOS-JEUX help hotline, administered by the Information and Referral Centre of Greater Montréal.



➤ **Self-Exclusion Program at Casinos and Gaming Centres**

Since the opening of the province's first casino in 1993, players have had access to a self-exclusion program which was among the first within all of North America. Since its inception, thousands of players participate in this program, and the Fondation is closely involved in assuring its effective operation at the casinos and gaming centres.

Self-exclusion is a preventive measure offered in response to a player's expressed desire to stop frequenting Loto-Québec's gaming houses for a pre-determined period of time. The self-exclusion duration indicated on the contract is irrevocable and can vary from three months to five years based on the player's wish.

The program was enhanced in 2007 with the addition of professional counselling services, and players who so desire may have access to these services for the duration of their self-exclusion. Upon expiry of the contract, the player will be invited to participate in an evaluation and information session so as to be able to make the best decision on this matter.



» **Support Network Within Gaming Establishments**

Serving as the vital links in a chain of support, casino and gaming centre employees who are in direct contact with patrons participate in a sensitization workshop designed to help them detect individuals showing signs of distress in their establishments. As required, a crisis intervention service is also available to look after such individuals and provide them with the assistance they need. This service is offered by expert centres mandated by the Health and Social Services network and located in proximity to the casinos and gaming centres with which timely intervention protocols have been established. Moreover, an adapted version of the sensitization workshop offered to casino and gaming centre personnel is also provided to employees of Loto-Québec and its subsidiaries.

» **Financial Assistance to Organizations**

Upon rigorous analysis of their requests, the Fondation lends financial support to certain non-profit organizations across Québec that submit specific projects aimed at preventing excessive gaming. Since its creation, the Fondation has thus helped numerous organizations dedicated to combating compulsive gambling.



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October 2007



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