

FAQs – General Public

Q: Is there government funding to assist problem gamblers who seek counseling?

A: The Department of Alcohol and Drug Programs, Office of Problem Gambling is currently training licensed professional therapists to offer reimbursable counseling to problem gamblers. The estimated start date for the Reimbursement Program is tentatively spring, 2010. For more information, please visit the Office of Problem Gambling website at: <http://www.adp.ca.gov/OPG/index.shtml> under California Gambling Treatment Services Program.

Q: What will happen if a Self-Exclusion/Self-Restriction participant enters a licensed gambling establishment?

A: If a self-exclusion/self-restriction participant attempts to enter a licensed gambling establishment, the establishment is required to remove the patron when discovered. “Incident” reports are then written and sent to the Bureau of Gambling Control. Upon receipt of the report, a formal letter is issued to all local area licensed gambling establishments to alert them that a Self-Exclusion participant has been seen in a local area establishment.

Q: What if a Self-Exclusion/Self-Restriction participant is not recognized or removed, and has winnings or losses as a result of playing in a licensed gambling establishment?

A: If a Self-Exclusion/Self-Restriction participant has winnings or losses, the licensed gambling establishment is required to confiscate the money. Once the money has been confiscated, the establishment is required to send it to the Department of Alcohol and Drug Programs, Office of Problem Gambling. However, if the patron chooses not to forfeit their winnings, gambling establishment staff are not required to forcefully retrieve the money. Also, an establishment can receive a letter of warning from the Bureau of Gambling Control and can jeopardize their license if they knowingly allow a person to violate the provisions of their self exclusion or self restriction agreement.

Q: What can I do for my family member or friend who has a gambling problem?

A: You can contact GAM-ANON at www.gam-anon.org, a self-help organization for close friends and family members of problem gamblers. Also see the “Inpatient Treatment Facilities” and “Outpatient Treatment Facilities” links at the bottom of the Responsible Gambling web page.

Q: If I have a gambling problem, where can I find information on getting help?

A: There are many resources available to help problem gamblers both within and outside of California. Please see the “Resources” link from the Responsible Gambling web page. Also see the “Inpatient Treatment Facilities” and “Outpatient Treatment Facilities” links at the bottom of the Responsible Gambling web page.

Q: Does the Self-Exclusion form have to be both notarized and witnessed by a key employee of licensed gambling establishment?

A: No. Only one or the other is required. This is done as a way to certify the patron’s identity.