

According to a study conducted at Université Laval, players who have participated in the self-exclusion program report:

- a diminished feeling of urgency to play;
- improved control of gaming habits;
- fewer negative consequences related to gaming.

### A Responsible Decision

The decision to exclude oneself from Québec's casinos must be well thought out and motivated by a genuine desire to change gaming habits.

The SCQ assumes no responsibility in the event that an individual breaks the terms of the self-exclusion agreement subscribed to voluntarily. The self-exclusion agreement is irrevocable and authorizes the SCQ to prohibit the player from gaining access to its establishments for the duration of the agreement.

## Self-Exclusion Program at Québec Casinos

Self-exclusion is a way for individuals to step back and take stock of their gaming habits.

If gaming is no longer a pastime...

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GAMBLING: HELP AND REFERRAL



SOCIÉTÉ DES CASINOS  
DU QUÉBEC INC.

For most people, games of chance are simply a form of entertainment and enjoyment. For certain others, however, the simple pleasure of playing can turn into abuse. That is why the **Société des casinos du Québec (SCQ)** offers its self-exclusion program.

### What is self-exclusion?

Self-exclusion is a preventive measure taken in response to a player's decision to stop frequenting Québec casinos. The program is strictly confidential, bilingual and offered free of charge to anyone requesting to participate.

### What does self-exclusion entail?

By enrolling in the self-exclusion program, players authorize the SCQ to bar them from its casinos, including the gaming areas, bars, snack bars, restaurants, theatres and boutiques, for a period of their choice (three months to five years). Enrolment in the program is irrevocable.

At the end of the self-exclusion period, players will be invited to participate in an evaluation and information meeting in order to enable them to make an enlightened decision about returning to the casino or continuing to refrain from gaming.

Players who wish to can also take advantage of the services of a counsellor for the duration of their self-exclusion.

### What is the self-exclusion counselling service?

The self-exclusion counselling service is an additional means of helping players in the program to respect their commitment. Counsellors are not associated in any way with the SCQ.

### What services can the counsellor offer the player?

- Evaluation of playing habits and needs
- Appropriate assistance during difficult times
- Telephone support or referrals to pertinent resources

All services are confidential, bilingual and offered free of charge.

### Who is the program designed for?

The program is designed for individuals who wish to undertake concrete preventive measures or who are no longer in control of their gaming behaviour. Self-exclusion is an effective means of stepping back and taking stock of their gambling habits.

### Should you be considering self-exclusion?

- Are you playing more often and spending more on gaming?
- Does your gaming sometimes interfere with your work, studies or relations with people around you?

- Do you ever lie to hide your gambling from others?
- Is your financial situation more difficult because of your gambling habits?
- When you lose money gambling, do you continue to play to try to recover your losses?

If you answered yes to one or more of these questions, perhaps it's time to ask yourself some more questions...

### How does self-exclusion work?

In order to join the self-exclusion program, simply follow the steps below:

- Stop by the casino's customer service counter and mention that you are interested in the self-exclusion program.
- In a private room, a specially trained employee will assist you in filling out a self-exclusion request form.
- You will need to present a valid photo ID (Driver's Licence, Health Insurance Card, etc.).
- Your photo will be taken at the same time for identification purposes.

**Players are not obliged to go to one of the casinos in order to enrol in the self-exclusion program. They can do so at certain authorized service locations. For more information, please contact the SCQ's Customer Service Department or consult [mise-sur-toi.loto-quebec.com](http://mise-sur-toi.loto-quebec.com).**



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