

Ministry of Public
Infrastructure Renewal

Minister

6th Floor, Mowat Block
900 Bay Street
Toronto ON M7A 1L2
Tel: 416 325-0424
Fax: 416 325-3013
www.ontario.ca/pir

Ministère du Renouveau
de l'infrastructure publique

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August 31, 2007

Mr. Hassan Fancy
Fancy Barristers
Mississauga Corporate Centre
3660 Hurontario Street, Suite 403
Mississauga, Ontario
L5B 3C4

Dear Mr. Fancy:

Thank you for writing to me about the Ontario Lottery and Gaming (OLG) self-exclusion program. I appreciate you took the time to share your views.

I am aware that enforcement of the self-exclusion program can present certain challenges for security officers and other employees at OLG gaming facilities. It is important to note, however, that the self-exclusion program is one of many programs and initiatives undertaken by both Ontario and OLG to promote responsible gaming and limit harm caused by problem gambling. Also, the province and the agency are committed to continuously assessing the full scope of the problem gambling programs to ensure they are effective in their impact.

OLG's responsible gaming initiatives are a key part of the province's gaming strategy, announced on January 20, 2005, on responsible gaming and problem gambling. OLG seeks to inform the public, its customers and gaming employees by promoting and displaying information about playing lotteries and other OLG games responsibly.

In March 2005, OLG launched its Responsible Gaming Code of Conduct, spearheading the corporation's strong commitment to social responsibility. With its overarching goal to provide information and education to the public to foster a responsible gaming environment, OLG seeks to ensure an appropriate balance between revenue, entertainment and social responsibility.

Other measures implemented by OLG include:

- ongoing responsible gaming advertising
- introduction in commercial casinos of responsible gaming information centres that are operated by the Responsible Gambling Council and staffed by problem gambling prevention specialists

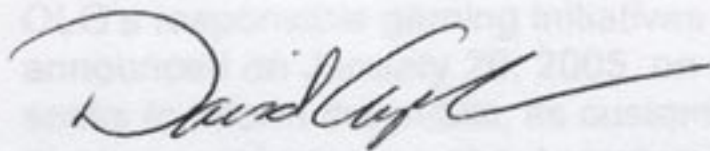
- introduction in 2005 by OLG of mandatory responsible gaming training to ensure all OLG employees are trained in responsible gaming
- public awareness tracking by OLG to monitor the awareness and impact of its responsible gaming programs and initiatives, and
- collaborative research between OLG and the Ontario Problem Gambling Research Centre.

It is also important to note that Ontario has one of the best-funded strategies to address problem gambling and promote responsible gaming in North America. Funding for Ontario's problem gambling strategy is two per cent of the gross slot machine revenue from charity casinos and racetrack slot facilities. This equates to a 2007-2008 allocation of \$37 million. Ontario's problem gambling strategy directs revenue to problem gambling research and related treatment, prevention and awareness programs.

With respect to your request for a review of the self-exclusion program, I am able to advise you that OLG is participating in an expansive national research initiative by the Responsible Gambling Council to review self-exclusion programs in place across Canada. The project will take an in-depth look at self-exclusion programs with a view to increasing their overall effectiveness.

Mr. Fancy, I appreciate your concern for problem gamblers and others who may be at risk. Again, thank you for writing.

Yours sincerely,



David Caplan
Minister

c: Mr. Tom Dalton
Acting Chief Operating Officer
OLG

Other measures implemented by OLG include:

- ongoing responsible gaming advertising
- introduction at racetracks of responsible gaming information centres that are operated by the Responsible Gambling Council and staffed by problem gambling prevention specialists