

**CASINO AT OCEAN DOWNS**  
**RESPONSIBLE GAMBLING AND ALCOHOLIC SERVICES PROGRAM**

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**2011 PROGRAM STATUS REPORT**

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**I. Introduction**

The following report describes the operation of the Casino at Ocean Downs' Responsible Gambling and Alcoholic Services Program during calendar year 2011 as required in our RGASP Plan. (RGASP Plan, XII, pg. 25).

**II. Changes to the Program**

The Casino at Ocean Downs Responsible Gambling and Alcoholic Services Program or (RGASP) was approved on December 7<sup>th</sup> 2010. There have been no changes approved since that date.

Submitted in addition to this annual report is a request to revise our RGASP plan to account for the following changes during our first year of operation.

- General changes to improve the clarity of the program document.
- Changes to promote consistency among other Maryland facility operators.
- Changes to the titles of the management personnel who participate in the Casino's Responsible Gambling Committee.
- Changes in the procedure used to identify revisions to the RGASP when submitted to the Commission for consideration.
- Revisions to the plan to reflect the recently approved COMAR sections 14.01.11, 14.01.14 & 14.01.16.

**III. Voluntary Exclusion List**

During the period of January 4<sup>th</sup> through December 31<sup>st</sup> the Casino at Ocean Downs received 55 "Voluntary Exclusion Program Advisories" from the MSLA Responsible Gambling Program Coordinator. (VEP-00001 – VEP-00055) All advisories were processed in accordance with our RGASP. Each individual was flagged in our player tracking system, added to our "No Mail" list and included in the eviction log books located in Security and Surveillance.

**IV. "Responsible Gambling" training**

Prior to opening, the Casino at Ocean Downs conducted 3 employee orientation sessions in December of 2010. Sessions were conducted by the Pharos Group who was contracted to provide new hire orientation, team building and responsible gambling training to our opening team. This training program contained a half day segment dedicated to responsible gambling.

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After opening the Casino's Human Resources staff has continued to deliver Responsible Gambling training as part of the orientation program for all new hires.

In addition to the responsible gambling training held during pre-opening and new hire orientations, segments of our RGASP document is incorporated into the employee handbook. This handbook is distributed to all employees and is referred to during the new hire orientation program.

During the quarterly period concluding on 12/31/2011 the Casino at Ocean Downs had (14) new employees who received RG training during their new hire orientation. This brings the total of new hires trained to date to (316).

During the fourth quarter of 2011 the Casino at Ocean Downs initiated an annual refresher course in Responsible Gambling Training for all current employees. This training was completed on January 5<sup>th</sup>, 2012.

### **V. "TIPS" training**

The casino at Ocean Downs contracted an outside vendor, Terry Ober, to conduct our pre-opening "TIPS" training class on 12/28/2010. During that initial classes held a total of 32 employees were trained.

Amy Harrison, F&B Shift Manager, attended "TIPS" instructor training on March 28th and 29th 2011. This certification has allowed us to continue training Casino at Ocean Downs employees without the use of external training coordinators.

During the quarterly period concluding 12/31/2011, (8) employees were trained during the four "TIPS" training classes conducted. This brings the total number of Casino at Ocean Downs employees trained to date to (118).

### **VI. Casino at Ocean Downs Committee Meeting**

The Maryland Alliance for Responsible Gambling committee met on the following dates;

- April 27th, 2011 at the Lottery Offices in Baltimore
- June 21st, 2011 at the Casino at Ocean Downs
- September 27th, 2011 at the Lottery Offices in Baltimore
- November 29th, 2011 at the Hollywood Casino in Perryville

The Casino was represented by its General Manager at each meeting.

The Casino at Ocean Downs' Responsible Gambling committee met on the following dates;

- March 29th, 2011
- June 28th, 2011
- September 28th, 2011
- December 20th, 2011

### **VII. Marketing / Required Signage / Brochures**

The Casino at Ocean Downs has incorporated the responsible gaming message into all advertising material as originally outlined in our RGASP. The appropriate signage was posted at all entrances, cashier's cage, ATMs and ticket kiosks. Brochures were available at the security and players club booths.

On or about September 27<sup>th</sup> the Casino received new Responsible Gambling brochures, stickers and posters as designed and produced by the Lottery to promote an increased awareness and consistency

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among all Maryland facilities. These items were placed in service as directed and replaced the information previously produced in-house.

The Casino is in receipt of the new Responsible Gambling Regulations that were adopted by the Commission on December 15<sup>th</sup>, 2011 and is working to implement the changes as quickly as possible. The new message including the website and phone number is being incorporated into all new advertising creative and will be phased in over time on those items already in circulation. As discussed with Lottery staff The Casino anticipates the following time to fully implement the new message requirements;

- Radio & Print Advertising – 1<sup>st</sup> Quarter 2012
- Brochures – 1<sup>st</sup> Quarter 2012, old stock may be in circulation for an extended time depending upon location.
- Billboards – up to 6 months.
- TV – 1<sup>st</sup> Quarter 2012
- Players Club Cards – 1<sup>st</sup> Quarter 2012, old stock may continue to be issued for 4-6 months and be in use by players for an undetermined period.
- Slot Ticket Vouchers - 1<sup>st</sup> Quarter 2012, old stock may be in circulation for 4-6 months.
- F&B custom logoed consumables – 1<sup>st</sup> Quarter 2012, old stock may be in circulation for 6-9 months. This extended duration is related to the seasonal nature of one of our restaurant outlets.

#### **VIII. Security related incidents**

The Casino at Ocean Downs has experienced the following incidents related to our RGASP during the 12 month period ending 12/31/2011.

- Individuals under 21 who were discovered in the casino and or gambling – (3) Three underage individuals were identified in the casino building. Two of the individuals were found in the casino sitting at a VLT but not gambling and escorted out of the facility. A third individual was identified at the bar (was not served) and escorted out of the facility, a later review of surveillance video revealed that the individual had played a VLT.<sup>1</sup>
- Individuals under 21 who were served an alcoholic beverage – There were no reports of an underage person being served alcoholic beverages.
- Maryland (MLC) excluded or voluntarily excluded individuals found on the premises – (1) One individual on the MLC Voluntary Exclusion list was identified in the facility and removed. The individual's actions resulted in charges being filed with the local authorities.<sup>2</sup>

All incidents were brought to the attention of the onsite Lottery Agents at the time of the incident.

#### **IX. Program Review and Audits**

The Casino at Ocean Downs' Responsible Gambling training program was attended by the Lottery's Responsible Gambling Program Coordinator on May 9<sup>th</sup> and found to be satisfactory.

The Casino at Ocean Downs Responsible Gambling and Alcoholic Services Program was audited by the MSLA audit staff in December of 2011 and found to be adequate.

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<sup>1</sup> This does not include underage individuals who were turned away at a Casino entrance.

<sup>2</sup> The detail of this incident and resulting court action has been previously reported to the Commission by Lottery staff.