

**“Safety on Gambling” Project:
how we help the gamblers of the
Venice Casinò-Italy**

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Services for Addictions, ULSS
Agency 12 Venice**

WHAT HAS BEEN HAPPENING IN THE LAST 5 YEARS IN ITALY

- Everyone can play more and more, everywhere and all the time.
- You can gamble easily in all the places you go, even at home.
- **Pathological gamblers are increasing more than before.**
- **Individual, familiar and social prices.**

MACRO CATEGORIES	GAMES COLLECTION (MILLIONS OF EUROS)			REVENUES (MILLION OF EUROS)		
	2006	2007	Delta 2007- 2006 value %	2006	2007	Delta 2007- 2006 value %
Lotto	6.588	6.177	-6,20%	1.959	1.747	-10,80%
SuperEnalotto	2.000	1.940	-3,00%	1.013	962	-5,00%
Lotteries	3.970	7.955	100,40%	891	1.526	71,30%
Sport and Horse based games betting	5.495	5.568	1,30%	431	364	-15,50%
Bingo	1.755	1.726	-1,70%	351	345	-1,70%
Entertainment Machines (Slot-Awp)	15.436	18.827	22,00%	2.072	2.251	8,60%
TOTAL	35.243	42.193	19,70%	6.718	7.195*	7,10%

FACTS: ITALY 2007

- **Money spent in the gambling = 42,2 billion euros.**
- **2% of P.I.L.(gross national product): 5° ranking Italian industry.**
- **1,840 euros spent by each family.**
- **736 euros per capita.**

SPENT PER CAPITA

Source: Agicos

2007	736.00
2006	599.13
2005	487.49
2004	428.41
2003	289.60
2002	273.71

VISIBLE OFFERINGS OF GAMBLING AVAILABLE ON THE MARKET PROPOSED IN THE VENICE AREA

In the year 2007

- ◆ **Venice Casino: 2 locations**
- ◆ **Bingo: 3 locations**
- ◆ **Slot: 4575 machines – AWP (447 in the Arcades)**
- ◆ **Horse betting: 7 agencies**
- ◆ **Pool betting: 13 agencies**
- ◆ **Sports betting: 22 shops or booths**
- ◆ **Horse betting: 44 shops or booths**
- ◆ **Lotto: 550 points of sale**
- ◆ **Lottery and scratch card: uncountable number of points of sale**

**AZIENDA ULSS 12 VENEZIANA
SER.T. VENEZIA TERRAFERMA
U.O. AREA CLINICA**

INFORMAGIOCO



Our team
P.G. Nardi
S. Felisati
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**Reception: wednesday 15:00-18:00
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ABOUT “INFORMAGIOCO”

- **Vision**
- **Mission**
- **Best Practises**

OUR POINT OF VIEW

- **Responsible gambling (recreation without damages).**
- **Take responsibility and share the same ethics with all stakeholders.**
- **Pragmatic approach:**
 - *Work together with industry to prevent the risk.*
 - *Reduce consequences when there is already excessive gambling in course or an addiction, a pathological situation, presents in the gambling site.*

BASIC ELEMENTS OF AN ETHICAL SYSTEM

- **To assure the right to free treatment for pathological gamblers and their families.**
- **To create a law preventing Pathological Gambling.**
- **To oblige the industry of legal gambling to adopt a conduct code in order to prevent risks, to train operators, to inform gamblers, to make them aware of the dangers, to ban them from playing.**

INFORMAGIOCO

Counseling and treatment of Addiction by Social & Health Services.

Goals:

- **Care and treatment of gamblers and their families.**
- **Awakening public opinion about the dangers of gambling.**
- **Promoting cooperative agreements between the gambling industry and other stakeholders.**
- **Implementing a network throughout all the community Social & Health Services to manage complex situations.**

WHAT WE CAN TO DO FOR THE GAMBLERS AND THEIR FAMILIES

Counseling and Treatment:

- How to deal with possible emergency situations and crisis (debts, loan sharks, work, home, violence, divorce) also in collaboration with competent area services
- How to stop gambling
- How to continue playing, but in responsible and controlled way

OUTSIDE SUPPORTS

- **Legal counseling to the family of the gambler during intervention in order to limit loss of assets and prevent more serious damages**
- **Financial advice**
- **Anti-wear and tear (abuse) foundation**
- **Free telephone line for loan shark victims**
- **Gamblers Anonymous Groups**
- **Gamblers Anonymous Family Groups**
- **Residential Re-hab Programs**

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promozione della rete di supporto dell'intervento. Abbiamo sviluppato contatti anche per forme di consulenza più appropriata possibile.
gcavallari; 24-6-2008

A FEW OUTCOMES...

- **57% of gamblers continue with further counseling and accept treatment.**
- **37% of the patients accept to take part in a course for gamblers.**
- **Gamblers in treatment:**
 - 9 out of 10 patients achieve their objective (stop gambling or continue playing, but in a responsible and controlled way).**
- **Everybody reduces their gambling time and gradually takes on other interests.**



un bel gioco dura poco...



Il **gioco** è uno svago che ci accompagna per tutta la vita.
Per alcuni, però, può diventare un **problema**.

Quando a causa del gioco:

- trascuri famiglia, lavoro, amici e gli altri interessi
- spendi denaro che non puoi permetterti di perdere
- cominci a giocare e non riesci più a smettere

**... allora è il momento di fermarti un attimo
e pensarci un po' su!**

*Per informazioni chiama
InformaGioco 041 5460500
(il servizio è gratuito
e opera nel rispetto della privacy)*

*Campagna per la promozione
del gioco responsabile a cura di:
Prefettura di Venezia - UTG
Questura
Carabinieri
Guardia di Finanza
AUSL 12 Veneziana
AAMS Ispettorato di Venezia
Comune di Venezia
Camera di Commercio di Venezia
Confcommercio Unione Venezia
Federazione Italiana Tabaccai
Associazione Bingo Terra*

THE MAIN PROJECTS IN COLLABORATION WITH OTHER STAKEHOLDERS

- ***“Un bel gioco dura poco...”*** (*Long jesting was never good*): A campaign to promote a responsible gambling.
- Open a community office to help deal with loan sharks.(in partnership with “Caritas” a religious organization).
- Survey highschoools and increase awareness among young people.
- Venice Casino: “Safety on Gambling”.

g2 risultato finale di un percorso durato anni con vari step
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CASINO
MUNICIPALE

ABOUT THE VENICE CASINO

- **The most important local stakeholder of the gambling industry**
- **Performance**
- **Social Responsibility**

VENICE CASINO: THE MOST IMPORTANT IN ITALY

- **More than 650 employees**
- **More than one milion visitors**
(88% Italians; 7% play more than once month;
0.3% play more than twice a week)
- **More than 200 milion euros in revenue a year**

FIGHT AGAINST P.G.

art.13 of the agreement between the City of Venice and the Venice Casino

- **1. Casinò SpA will allocate a return share in order to finance the institution and provide services open to the public, to look into P.G. and to cure its effects .**
- **2. Procedures and costs of these activities are to be established and communicated to the council by Casino SpA.**

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unico vincolo a cui riferirsi per un 'azione preventiva sul gioco responsabile. Questo è espressione di una sensibilità della comunità, rispetto alla tutela del giocatore e dall'altra del casinò che riconosce il rischio nel gambling e si impegna a prevenire e proteggere il giocatore patologico.

gcavallari; 24-6-2008

Why working with Casino?

- **Be present and work in the most important and visible local gambling industry component**
- **Make an important impact on the ethical dimension (shared ethical agreement – Casino)**
- **Create an internal network at the Venice Casino in order to prevent excessive gambling.**

KNOTS TO BE FACED

- **Lack of precedents in Italy**
- **Suspicion**
- **Lack of governing body**
- **Conflictual and complex relationships inside the Casino**

PROJECTS AND COLLABORATION WITH THE VENICE CASINO

- **Public meetings: instilling public opinion on gambling (2003-2005)**
- **Course: training of city inspectors of the casinos, in collaboration with Venice Casino (2005)**
- **Meeting: “A che gioco giochiamo? (What game are we playing?) Anticipation about the new setting and the defence of gamblers ” (March 2006)**
- **“Safety on Gambling”: triennial project**

“SAFETY ON GAMBLING”

The Venice Casino finances Ulss 12 Venice to:

- create an expert team for the counseling, the formation and the spreading of the knowledge and awareness of responsible gambling at the Casino and in the other game contexts managed by it;**
- produce and implement specific devices dedicated to informing, training and action directed to both the staff and the customers;**
- protect gamblers of the possible risks;**
- ensure free counseling and care for its customers;**
- train the casino staff in conduct specific to contact and approach with gamblers.**

General Scope (I)

- A) Create a leader group (composed of staff from the Casino and Informagioco)**
- B) Communication/Training:**
 - general information (for all employees)**
 - training tailored to management staff dealing with the public (40-50 people)**
 - training specific to “contact staff” (about 20 managers)**

General Scope (II)

- C) Define policies and procedures for flagging and observation**
- D) Implement a consulting service dedicated to gamblers and Casino staff**
- E) Information available to the public on:**
 - gambling risk**
 - publication of protective measures (limited entry, automatic exclusion, etc..)**
 - free service available to gamblers in difficulty and their families (orientation toward Informagioco)**
 - F) Monitoring, research & study**

LEADER GROUP

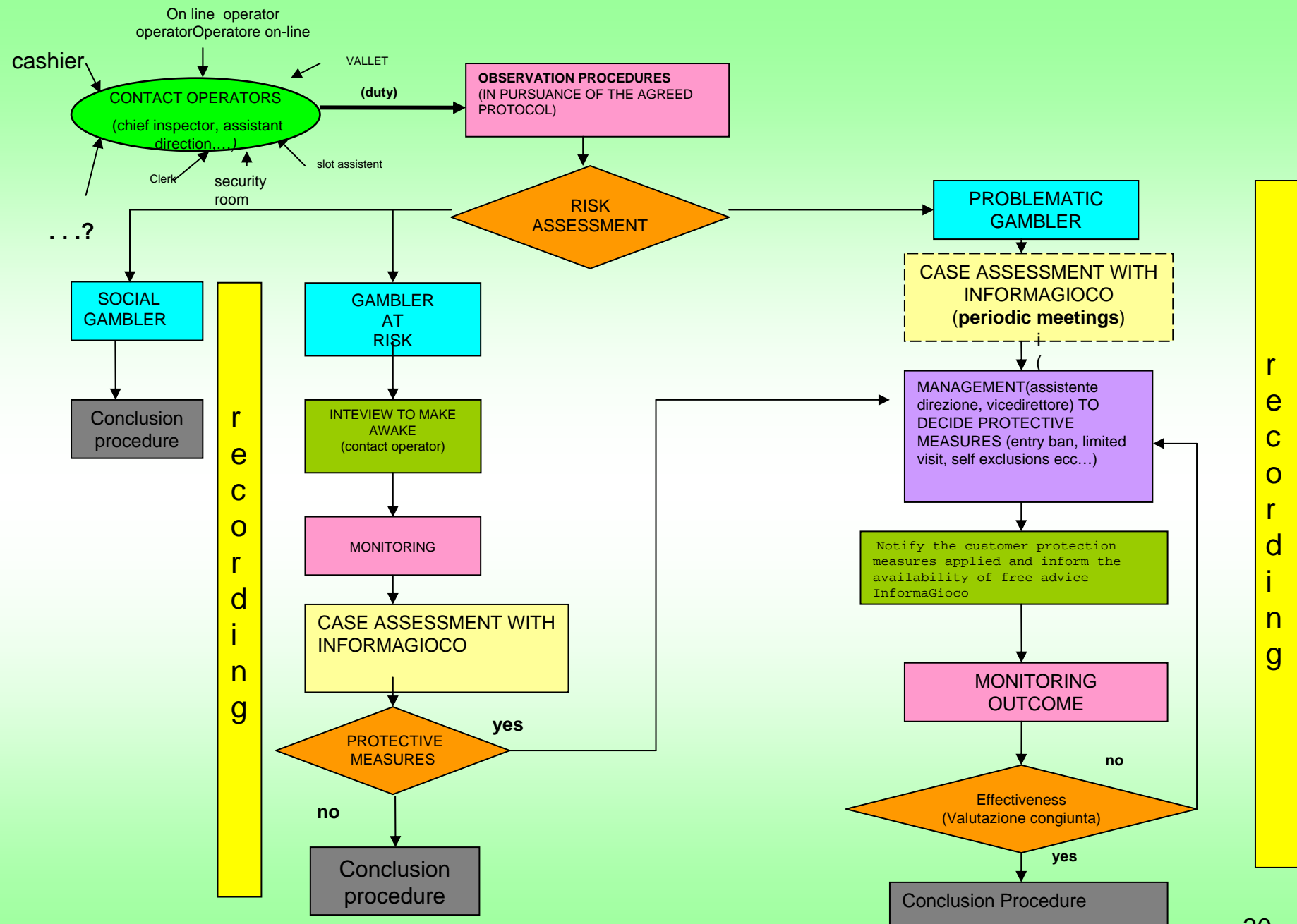
Team formed by Casino operators and the Social & Health Services with the tasks of planning, preparation, development and implementation of the general aims of the project.

Faced Problems

- **Choosing Participants**
- **Obstacles**
- **Results**

STAFF INVOLVED

- **All 650 employees were informed by letter about start the project and its aims.**
- **Basic training course for responsables of the game-room staff and in contact with customers.**
- **Training for “contact operators ”, i.e. the managers present during the open hours of the Casino with the tasks to approach the customer, discuss the risks of the P.G. or to communicate the measures of protection.**



Thank you for your attention

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