IMPROVING STRATEGIES IN RESPONSIBLE GAMING PROGRAMS: ITS COMPLETE IMPLEMENTATION AT NEUQUÉN PROVINCE, ARGENTINA

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The authors of this presentation declare that in the past ten years have worked as consultants and professors on Training Programs of Responsible Gaming in the Entertainment Industry, as well as in National, Provincial and Departmental Institutions of Argentina and various Latino American countries and collaborate with Associations Helping Compulsive Gamblers.
Background

- Harm from gambling isn’t just about losing money. Gambling can affect self-esteem, relationships, physical and mental health, work performance and social life.
- It can harm not only the person who gambles but also family, friends, workplaces and communities. Talking and sharing can help alleviate the stigma that is often associated with seeking support.
- During the last decade, authors have been devoted to the advising and teaching in order to develop and initiate Responsible Gambling Programs in different areas of Argentina and other Latin-American countries.
Province of Neuquen: situated in South America, in the South West region of the Argentine Republic.

Extension: 94.078 Km2
Divided into: 16 departments
Capital: City of Neuquén
IJAN and its services

- Provincial entity aimed to authorize, regulate, organize, administer, exploit and control all the activities related to gambling, within the scope of the province of Neuquen, having as a main goal to finance social assistance and education programs.
- IJAN: Provincial Gambling Institute of Neuquen
An Integrated Responsible Gaming Program at Neuquén Province

- The Responsible Gaming Programs (PJR) have evolved considerably in the last decades, since its origin in the Gaming Industry (1980) incorporating in addition to traditional such as self-exclusion, new resources. through agreements of the IJAN with different areas of the Provincial Executive Power such as Ministries of Health, Education, Justice and Citizen Participation, Primary, Secondary and Tertiary Prevention activities were developed in an integrated pilot plan, in force and including more activities since 2014.
Throughout the last 4 years, the authors developed a multi-stage program consisting in professional training and community psycho-education.

Training was provided to three different targets: an biennial training course to health care professionals (physicians, psychiatrists, psychologists, social workers, nurses, therapists and caregivers) on gambling disorders.
### Types of Courses

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<tr>
<th>Targeting</th>
<th>Denomination</th>
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<tr>
<td><strong>A.</strong> Course for Physicians (general practitioners, psychiatrists,</td>
<td>COMPREHENSIVE TRAINING FOR THE</td>
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<td>psychologists or other specialties (belonging to public or private</td>
<td>DIAGNOSIS, TREATMENT AND PREVENTION OF PATHOLOGICAL</td>
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<td>entities).</td>
<td>GAMBLING</td>
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<td><strong>Interdisciplinary Health Team</strong></td>
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<td><strong>B.</strong> Course for Social Workers, Occupational Therapists, Educational</td>
<td>INTERDISCIPLINARY TRAINING in RESPONSIBLE</td>
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<td>Psychologists, Nurses and Community Operators</td>
<td>GAMBLING AND PROBLEMS ARISING FROM GAMBLING</td>
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<td><strong>C.</strong> Courses for teachers of primary and secondary levels</td>
<td>PSYCHOEDUCATION AND PREVENTING PROBLEMS ARISING</td>
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<td>FROM GAMBLING AND ABUSE OF NEW TECHNOLOGIES</td>
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<td><strong>D.</strong> Courses for security team and Ministry of Justice Officers</td>
<td>LEGAL ISSUES RELATED TO GAMBLING</td>
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Our team and one group of trainees
Professional Training Courses

Training and workforce development for members of the interdisciplinary health team who provide prevention and early intervention initiatives, treatment and support services for people at risk or experiencing harm from gambling.
Training for members of interdisciplinary public health teams

- To offer prevention and free assistance in 5 regions of the province to those affected by gambling problems.
- A theoretical and practical biennial Seminar with on site and online classes, mid-term and final tests.
- Training courses on psychotherapy, sociotherapy, and pharmacotherapy of Gambling Disorders and comorbidities.
- Clinical cases supervision, work groups and role playing.
- Creation of Behavioral Addictions and Problem Gambling Services in the whole province (5 Sanitary Regions).
- Adopting a public health and consumer policy approach.
Role Playing and Family Sociodrama Techniques
Comorbidities (I)

- Less than 10 per cent of people with gambling problems seek formal help. When they do come into contact with services, it is often for other issues such as somatic health, relationship breakdown or drug and alcohol issues which can result in problem gambling being unrecognised and untreated.
Comorbidities (II)

- Research shows people seeking help for gambling problems are often suffering from other problems, such as anxiety or substance use issues. Recent studies show that almost 3 in 4 people receiving help for gambling were experiencing co-occurring or ‘comorbid’ conditions.
El Instituto de Juegos de Azar de la Provincia del Neuquén, junto con el Ministerio de Salud y Desarrollo Social de la Provincia del Neuquén, certifica que VANESA GONZALEZ, DNI____________________, aprobó la “CAPACITACIÓN INTEGRAL INTERDISCIPLINARIA EN LUDOPATÍA Y OTRAS ADICCIONES CONDUCTUALES”, con una duración de 200 hs. cátedra y evaluación final, dictada durante el año 2016.

Neuquén, Diciembre de 2016

Dr. Julio Brizuela
Coordinador del Curso
Conjugar SRL

Cr. Alfredo Mónaco
Presidente IJAN

Lic. Norberto Bruno
Ministro de Economía e Infraestructura

Cr. Omar Gutierrez
Gobernador
Our Integrated Responsible Gaming Program Includes (II):

- Primary and Secondary Prevention, Psychoeducation to the Community and Vulnerable Groups.
- Through conferences, bibliographic material (brochures, flyers, booklets for the public), explanatory videos, talks, presence of mass media, to combat prejudice and stigma still in force on the betting game.

Free pocket book for the community"POSSIBLE PROBLEMS DERIVED FROM THE BETTING GAMES" for its massive distribution. (65 pages) 2017
Dr Julio Brizuela talking to the Community
Preparation of brochures and flyers for gamblers and their families
An agreement between the IJAN and the Ministry of Education of the Province in order to give courses and workshops to primary and high school teachers, including the addiction to new technologies and its management.

Other agreement with Neuquen Ministry of Justice:
Training to legal and forensic psychiatrists of the Justice Branch.
To analize legal issues referred to PG, civil and penal responsability and gambling related harms.
Courses for Security Forces and Policy officers (40 hours)
Courses for IJAN employees and lottery vendors
Other training areas

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  - Training to legal and forensic psychiatrists of the Justice Branch.
  - To analyze legal issues referred to PG, civil and penal responsibility and gambling related harms.

Dr. Julio Brizuela and one of the Courses for Police Officers
DISERTANTES:
- Dr. Alfredo Cia
- Dra. Mabel del Orfano
- ONG Madres en la Red
- Equipo profesional Unidad Coordinadora de RS y Juego
  Responsable de Alea
- Lic. Luis Zanazzi

TEMAS:
• Prevención Infanto-Juvenil.
• Uso problemático de las Tic’s, consecuencias y delitos.
• Foro: Programa de Prevención en las Escuelas.
• Experiencia en Grooming.
• Taller para padres.
Plans for 2019

- Continue education and harm prevention in different vulnerable groups: e.g. underage mobile gambling.
- To develop clinical and population epidemiology researchs.
- Study the increased use of digital/electronic forms of gambling and use of internet based resources for prevention.
- To write a text book or manual for professionals about Gambling Disorders.
Thank you !!!

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