



Problem Gambling Training

In accordance with Connecticut Regulations:

<https://www.cga.ct.gov/2021/rrdata/pr/2021REGE2021-002-RC.PDF>

Each licensee shall train all employees that may have direct contact with patrons, whether in person, by phone, email, electronic chat or other means, on problem gambling and gambling disorder. The training program utilized for this purpose must be approved by the Department of Mental Health and Addiction Services (DMHAS).

Key elements of the training may vary based on the role of the employee but should include at a minimum:

Point of sale/front line staff:

- Customer interaction and support – Do's and Don'ts of player interaction
- Responsible gaming policies and procedures intersections with employee role
- Local resources and how to access supports
- Helpline, Self-exclusion/timeout, In-play tools, online gambling blocking software

Manager/Supervisor training:

- Definitions of key problem gambling terms (prevalence, recreational, gambling disorder)
- Gambling myths and facts
- Signs and symptoms of problem gambling
- What is responsible gambling and examples
- Customer interaction and support – Do's and Don'ts of player interaction
- Responsible gaming policies and procedures intersections with employee role
- Local resources and how to access supports
- Helpline, Self-exclusion/timeout, In-play tools, online gambling blocking software

Proposed staff training content must be submitted to DMHAS for review on an annual basis and/or when there are substantive curricula changes. Operators will receive an approval letter if training submissions meet DMHAS requirements as outlined above. If a training is not approved, operators may appeal the decision by sending a written explanation that addresses deficits that contributed to the denial. Proposed training content and any questions related to Problem Gambling Training requirements should be directed to Jeremy Wampler, LCSW, ICGC II, BACC, LADC, Behavioral Health Clinical Manager, DMHAS Problem Gambling Services, at Jeremy.wampler@ct.gov.