

... TO TAKE STOCK

Self-exclusion is a voluntary program in which a player agrees to stop frequenting Loto-Québec gambling establishments (casinos or gaming halls). Players who self-exclude authorize Loto-Québec to take measures to bar them from relevant establishments.

Self-exclusion is a means to limit the negative consequences of excessive or problem gambling on players themselves and on their loved ones.

Other tools to promote low-risk gambling habits are available.



agameshouldremainagame.com

*Tips, information
and resources*

January 2020



A GAME SHOULD
REMAIN A GAME

SELF-
EXCLUSION

STEP BACK...

Most people play games of chance without experiencing gambling problems. However, if the fun of playing has given way to excess or loss of control, Loto-Québec's self-exclusion program can provide assistance.

A FEW WORDS ABOUT *self-exclusion*

WHO IS THIS PROGRAM FOR

The self-exclusion program is designed for people who wish to stop frequenting Loto-Québec's casinos and gaming halls.

Self-exclusion registration is irrevocable and automatically results in the closing of the person's lotoquebec.com account, if any. A new account cannot be opened.

HOW TO REGISTER IN THE PROGRAM

Registering for the self-exclusion program is **quick** and **easy**:

- Register with the assistance of a qualified employee
- Decide how long your self-exclusion should last
- Have your photo taken so establishment personnel can identify you.

AVAILABLE RESOURCES AND SUPPORT

Once you've registered for the self-exclusion program, you can count on support from *Gambling: Help and Referral* services and get information on where help is available in your region as well as guidance in choosing your best options. Most of the confidential services to help you along this change process are free.

Resources include:

- Professional therapeutic services offered by addiction rehabilitation centres
- TeleCounselling program for problem gamblers
- Mutual help groups for players (GA)
- Budget management help organizations (family economics associations)
- The "Entourage" program, which provides support for family members worried about a loved-one's gambling habits

1-800-461-0140

***Gambling: Help and Referral* services are entirely independent from Loto-Québec.**

"My gambling habits are changing: I bet more money, play more often and over longer periods of time."

"I've had to increase my wagers to experience the same level of excitement"

"My gambling jeopardizes important relationships or my job."

"I lie to cover up for my gambling habit."

"I play to recover my losses."

"I borrow money to gamble or pay gambling debts."

WHERE CAN I REGISTER FOR SELF-EXCLUSION?

At any Loto-Québec casino and gaming hall
1-866-395-9878, ext. 131-4599
(walk-ins)

Montréal and Québec offices

(walk-ins accepted Monday to Friday, from 8:30 a.m. to 4:30 p.m.)
To make an appointment, call 1-866-277-6660 during the same hours)

In designated help centres: (by appointment only)

Montréal

Maison Jean Lapointe,
514-288-2611 or 1-800-567-9543

Gatineau

CISSS de l'Outaouais / Centre de réadaptation en dépendance, 819-776-5584

Ottawa

Sandy Hill Community Health Centre,
613-789-8941

Trois-Rivières

CIUSSS Mauricie-et-du-Centre-du-Québec
819-374-4744

Québec City

Centre CASA, 418-871-8380 or 1-877-871-8380

Charlevoix

Ressource Génésis, 418-665-3912

Mont-Tremblant

CISSS des Laurentides / Installation des sommets,
819-324-4000, ext. 4045 or 1-855-766-6387

Joliette

CISSS de Lanaudière / CRD de Joliette,
450-755-6655 or 1-866-395-6655

Terrebonne

CISSS de Lanaudière / CRD de Terrebonne,
450-492-7444 or 1-800-966-9705