

TECHNICAL REPORT

2000 Regular VL Players Follow up

A Comparative Analysis of Problem Development & Resolution

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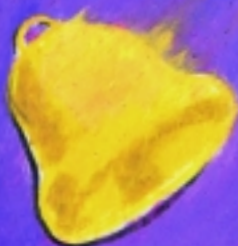
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 **NOVA SCOTIA**

Department of Health
Addiction Services

SPIN



TECHNICAL REPORT

2000 Regular VL Players Follow up

A Comparative Analysis of Problem Development & Resolution

Principal Investigators:

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INTRODUCTION

The Nova Scotia Regular VL Players Follow-up Study represents the second phase of a two part random survey of video lottery players designed and conducted by Focal Research Consultants Ltd. for the Nova Scotia Department of Health (DOH). Phase One: The 1997/98 Nova Scotia Regular VL Players' Survey, was the first large-scale, random survey examining video lottery within the context of all adults in the population. The objective of the first phase of the research was to **"develop an extensive and comprehensive profile of video lottery players in the province of Nova Scotia in terms of play behaviours, attitudes, lifestyles and demographic characteristics."**

Between October 1997 and January 1998, all adults residing in 9,339 randomly selected households in Nova Scotia were screened for general involvement in various gambling activities, including video lottery. There were 18,650 adults successfully screened, of which 927 adults were playing video lottery at least once a month or more on an on-going continuous basis (Regular Video Lottery Players) and 261 had stopped playing the machines on a regular basis (Lapsed Regular Video Lottery Players). In total, 711 Regular Video Lottery Players participated in the first phase survey, of which 482 agreed to join a

confidential panel for future VL research. Of the Lapsed Regular Video Lottery Players contacted, 192 consented to be recontacted for participation in the second phase of the research.

While the 1997/98 Nova Scotia Video Lottery Players' Survey made an important contribution in developing video lottery (VL) player profiles and identifying the risk factors associated with problem VL play, a gap remains in our understanding of the process from VL play introduction to problem development, as well as the use and relative effectiveness of various strategies in stopping or reducing play. It is believed that the Lapsed Regular VL Players and Problem VL Players who agreed to participate in follow-up research represent a unique group of players from which to study the factors contributing to successful cessation or reduction in VL play. **The purpose of the Phase Two NS Regular VL Players Follow-up Study is to compare the play behaviours, attitudes, lifestyles, characteristics, coping strategies and outcomes for Problem and Non-Problem VL Players who were able to stop or reduce regular video lottery play with those for whom VL gambling continues to be a problem.**

STUDY GOALS

- To identify the factors contributing to the development and resolution of problems with video lottery gambling;
- To provide accurate information that can be used in designing prevention and treatment strategies for problem video lottery players.

STUDY OBJECTIVES

The specific objectives of the Follow-up Study are to:

- Profile the demographic characteristics contributing to problem VL development and resolution;
- Examine early play behaviours and the role of significant life events, circumstances or "triggers" that are associated with the development of problem or non-problem VL play;

STUDY OBJECTIVES

- Describe factors and "triggers" influencing problem onset, recognition, admission and resolution;
- Describe the perceived benefits and consequences of VL play, the process of quitting or reducing play, and the perceived benefits and consequences of not playing video lottery;
- Examine the financial consequences of VL play and the implications of borrowing money for VL and debt accumulation;
- Examine the role that family and friends play in either helping the problem player to reduce/quit VL play or enabling problem VL play;
- Describe the use and perceived effectiveness of informal and formal support services and identify opportunities and barriers for service and support improvement.

BACKGROUND

VIDEO LOTTERY TERMINALS IN NOVA SCOTIA – OVERVIEW

In May 1991, Nova Scotia was one of the first jurisdictions in North America to introduce regulated video lottery gambling. Within five years, Nova Scotians (total population 19+ years 679,000) were wagering \$351.7 million per year on the activity. In 1995, VLT's generated approximately \$64 million in revenues and contributed more than half (54%) of total net provincial gaming revenues in Nova Scotia.¹ This was achieved in the absence of any advertising or marketing support typically used to promote other government regulated lotteries.

Initially, the machines were available in a wide variety of locations, including corner stores and convenience stores. In response to growing public awareness and concern, in January 1993 the machines were prohibited outside age-restricted, liquor-licensed establishments such as bars, pubs, clubs, beverage rooms, lounges and cabarets. Restricted access served to reduce participation levels by approximately one-third, with regular play of the machines leveling off

and remaining fairly stable at 5% to 8% of adults.² At the same time, wagering on VLT's steadily increased at a rate of approximately 5% to 10% per year, with provincial revenue contributions having almost doubled from 1995 to 1998.³

In 1997/98, total wagers on VLT's were \$404.7 million and contributed \$121 million in revenues which, after expenses, represented 58% of total net gaming revenues in Nova Scotia. It is noteworthy that, on average, approximately half (55%) of all adults are involved in gaming on a regular, on-going monthly basis (primarily lottery ticket draws and instant scratch 'n wins). However, other regulated gaming in Nova Scotia including lottery tickets, casino gambling (Halifax and Sydney), bingo, sports betting, harness racing, and regulated charitable lotteries collectively only account for approximately 57% of gaming wagers in Nova Scotia and contribute less than half (42%) of provincial gaming revenues.⁴

¹ 1995/96, Nova Scotia Gaming Control Commission, First Annual Report, A Year in Review: Gaming in Nova Scotia.

² Nova Scotia Alcohol & Gaming Authority's Annual Survey on Gaming in Nova Scotia (1995, 96, 97, 98, 99).

³ 1997/98 Nova Scotia Alcohol & Gaming Authority's Annual Report.

⁴ Ibid.



On June 29, 1998, Bill 17, a moratorium on the licensing of any additional VLT machines (exclusive of Native gaming operations) was passed by the Nova Scotia House of Assembly. Currently, the number of non-native VLT's is approximately 3,130 or approximately 4.35 terminals per 1000 adults in Nova Scotia.⁵ In 1998/99, revenues derived from VL gambling continue to grow at approximately \$130 million, with approximately \$90 million directly contributed to general provincial revenues. To place this level of expenditure in perspective, revenues from VLT's in the province fall just behind the total net revenues derived from all regulated alcohol sales reported as \$118 million in 1998 by the Nova Scotia Liquor Commission.⁶

The Problem Gambling Help Line, established in December 1996, reported that, following its first year of operation, 67% of Problem Gamblers seeking information or assistance are doing so exclusively in response to problem VL gambling.⁷ Problems with VL gambling are estimated by DOH Addiction Services to have increased to 80% of gambling related inquiries.

Despite the impact and widespread distribution of VLT's and electronic gaming machines (commonly referred to as egms in many international jurisdictions), there had been no large scale random studies specifically designed to examine the play behaviours, attitudes and risk factors associated with this pervasive form of gambling. Consequently,

much of what was known about video lottery was based on small random samples of players, anecdotal observations, non-random samples, and/or results from clinical or treatment populations. Little information was available on the factors that differentiate problem versus non-problem VL play or effective coping strategies for addressing problem play.

In recognition of the need to manage the consequences of having VLT's available in the province, the Nova Scotia Department of Health, Problem Gambling Services wished to develop a more concise and extensive profile of VL players. Specifically, they wanted to determine the profile of problem and non-problem play to develop an understanding of the factors contributing to problem VL gambling and to develop a list of indicators that can be used for identification, harm minimization/prevention and treatment of Problem Video Lottery Players.

In June 1997, Focal Research Consultants was commissioned by the Department of Health to undertake the first benchmark study of video lottery play in Nova Scotia. Based on extensive literature reviews, secondary research, and pilot testing for the project, a questionnaire and methodology were specifically designed by Focal Research Consultants (Principal Investigators: Dr. T. Schellinck, T. Schrans) to address both the short and long-term research objectives of the study.

PHASE ONE - 1997/98 NS REGULAR VL PLAYERS' SURVEY

The 1997/98 Nova Scotia Regular VL Players' Survey provided extensive information as to the behaviours, attitudes, and characteristics of VL players, thereby making a significant contribution to the understanding of video

lottery gambling. In addition, the study profiled VL gambling within the context of all adults in the province, thus, establishing benchmark measures against which VL play in Nova Scotia could be subsequently

⁵ 1998/99 Nova Scotia Alcohol & Gaming Authority's Annual Report.

⁶ 1998/99 Nova Scotia Liquor Commission – Annual Report.

⁷ CHC Atlantic's Gambling Help Line Annual Statistical Report, 1997.

monitored and tracked. Furthermore, a random panel of players was compiled for which baseline measures are available for longitudinal study and comparison.

During the original study, 9,339 households and 18,650 adults in Nova Scotia were randomly sampled with a response rate of 80%. There were 927 adults identified as Regular VL Players, of which 711 completed in-depth interviews for an overall response rate of 61.3% for the Regular VL Players' Survey.

Based on the results of the Phase One Study, approximately 6% (5.7%; ±.33%) of Nova Scotians were characterized as being involved in regular, on-going monthly play of VLT's, with approximately 1% of adults (.92%; ±.14%) identified as current Problem VL Gamblers. Regular Players in Nova Scotia represent only 25% of all those who played VLT's in the last year, yet collectively contributed 96% of the provincial annual

revenues derived from VL play. Moreover, the 1% of adults engaged in problem VL gambling alone account for approximately half (53%) of annual VLT revenues in Nova Scotia.

In addition to current regular play, approximately 4.5% (±.29%) of adults indicated they had been involved in regular VL Play at some time in the past and, at the time of the original study approximately two years ago, they had stopped or reduced their regular playing patterns. Approximately one-third of these respondents (1.4% of adults; ±.20%) specifically noted they had reduced or stopped playing in response to concerns or problems with video lottery gambling. When all past and present involvement in VL gambling is considered, it can be estimated that approximately 10.2% of adults in Nova Scotia have been involved in regular play of VLT's, with approximately one in five of these individuals (2.3%) identified as having experienced some level of problem or difficulty with their VL gambling.

REGULAR VL PLAYERS (1997/98)

	% of Nova Scotian Adults		Total (n=18,650)
	Present	Past	
Non-Problem Players	4.8%	3.1%	7.9%
Problem Players	0.9%	1.4%	2.3%
Total	5.7%	4.5%	10.2%

At the time of the Phase One Study (Oct. '97 - Jan. '98), it was estimated that approximately 40% of all Non-Problem Regular VL Players and 60% of all Problem VL Players had stopped playing the machines on a regular basis.

Thus, an opportunity existed to revisit these individuals to assess current play status (2 years later) and to identify those factors contributing to resolution, relapse or other changes in behaviour.



DEVELOPMENT PHASE

There has been little research conducted or information available specifically examining the etiology of problem gambling and/or the recovery process outside clinical or treatment populations. While interest in this important field of study is growing, there are few guidelines in place for conducting such research. Typically, Prevalence and Social Impact studies are the primary vehicles for assessing problem gambling within the general population. These approaches focus on estimating the number of individuals in a population meeting diagnostic criteria for the disorder. However, as Dr. Howard Schaffer and his colleagues noted in their Meta-Analysis of Prevalence Studies of Disordered Gambling in Canada and the United States;

"...there exists a proportion of the population who already have met their treatment need through natural recovery; self-help; or professional treatment. To date, no study has examined the extent of 'met need' among those who have experienced disordered gambling."

(Schaffer, Hall, Vander Bilt; 1997; p. 113)

The primary impediment to such a study has been lack of access to research participants, in particular those who fall outside the population of gamblers in treatment. The Nova Scotia Department of Health, through Focal Research's Video Lottery Player Panel, has access to a random, representative sample of Nova Scotians who have stopped and/or reduced their video lottery gambling at some time in the past. However, the paucity of well-defined studies examining the use and effectiveness of coping strategies by players in gaining and maintaining control over their gambling impacted development for the Nova Scotia Regular VL Players Follow-up Study. The Development Phase of the project was conducted from February 8, 1999 to February 15, 2000, prior to fielding the study. As was the case for the 1997/98 NS Regular VL Players' Survey, Focal Research Consultants partnered with the Nova Scotia Department of Health to enhance the quality and value of information obtained.

The Development Phase consisted of the following initiatives

- Literature search and review;
- Background research/analysis;
 - review of 1997/98 NS VL Players' Survey;
 - analysis of the 1997/98 NS VL Players' Survey data;
 - supplementary database analysis;
 - development of Lapsed Regular Player Model for questionnaire design;
- Contracting of independent Social Researcher, Community Health Services (A. Edwardson) and Clinical Psychologist (Dr. R. Winterbotham) to the Focal project team;
 - consulting services;
 - questionnaire design and review;
- Inclusion of exploratory measures and feedback in complementary research studies and information sessions;
- In-depth Discussion Groups (5)
 - Infrequent Regular VL Players (n=10);
 - Frequent Regular VL Players (n=9);
 - Problem VL Players (n=8);
 - Non-Players (n=10);
 - Spouses/Partners of Regular VL Player (n=11);
- DOH Regional Information Sessions/Workshops (5)
 - clinicians, counselors, front-line service providers;
 - interviews with key informants and independent service providers;
- Addictions Services – Northern Regional Health Board Conference, The Transtheoretical Model of Change – Dr. J. Prochaska.
- Questionnaire design & testing (Drafts 1 to 6)
 - exploratory research on "triggers," mitigating factors influencing cessation and/or reduction of problem play;
- Assessment of current play status
 - abstinence versus control;
 - length of time sustaining stopped play;
 - estimates of recidivism/relapse;
- Further delineation of various coping strategies;

- Pilot Testing – In-depth Player Interviews (n=12);

Problem VL Players (n=8);

- Current Problem Players (n=2);
- Past/Lapsed Problem Players (n=3);
- Relapsed Problem Players (n=3);

Non-Problem VL Players (n=4);

- Past/Lapsed Non-Problem Players (n=2);
- Relapsed Non-Problem Players (n=2).

KEY FINDINGS – DEVELOPMENT PHASE

- **The sample of Lapsed Regular VL Players compiled October '97 – January '98 does not represent a homogeneous group.**

During one-on-one interviews with VL Players, including those who have reduced or had stopped playing at some time in the past, it was apparent that player status is dynamic. If participation was restricted only to those who have stopped playing and remained stopped, this would eliminate a significant proportion of the available sample. It also does not accurately reflect players' response to VL gaming in terms of "natural recovery" or control of their play. For example, players may use many options aside from complete cessation of play when modifying problematic gambling behaviour. Furthermore, valuable "relapse" information would also be excluded from the survey design. By comparing the results for those who remain free of play versus those who do not, it is possible to identify factors contributing to relapse, as well as those factors which support a player's commitment to change.

- **To effectively accommodate the different information requirements associated with play status, a minimum of four distinct questionnaires are required to adequately survey the lapsed player sample.**

The 1997/98 Lapsed Regular Player Listing is comprised of both Problem and Non-Problem VL Players who had played VLT's on a regular basis of once a month or more at some time in the past, and had (at the time of the survey) stopped or reduced their play levels. This lapsed regular player group represents approximately 4.5% of adults, of which 1.4%, or approximately 31%, are estimated to have been involved in problem VL gambling.

Based on the in-depth interviews conducted with players during the development phase, it was expected that some of those on the lapsed player sample will have gone back to regular or casual play, with or without problems. There may also be an unknown percentage who did not completely cease playing VLT's, but simply reduced their play to casual non-regular levels.

Different survey questions are required depending upon a respondent's current play status. Yet, at the same time, key core measures surrounding coping strategies, event triggers, motivations, use of support services, attitudes and beliefs must be obtained and compared among the various player segments, in order to determine if there are any differences for those successful versus unsuccessful in managing their VL play.

- **DOH identified a need to further explore and identify the role of events that may trigger the development and/or cessation of problem play.**

This information has specific application in treatment strategy, prevention and harm minimization efforts. However, such information has not been gathered and/or tested for Regular VL Players or Problem VL Players specifically. As a result, such data cannot be used to discriminate among the various player groups. For example, if the information was obtained only for Problem



Players who have managed to control or stop their play, it is not possible to determine with any degree of confidence if there is a relationship between the information (i.e., trigger event) and the outcome, unless we also have obtained similar information for those who did not successfully change their play behaviour. By obtaining the information for only one type of player group (i.e., Lapsed Problem Players), the results will be inconclusive at best, and misleading at worst.

- **The preliminary findings for the Lapsed Player Study are consistent with the Transtheoretical Stages of Change, as identified and defined by Prochaska and Diclemente (1986).**

Essentially, the stages of change model consists of six stages through which an individual can cycle or recycle, when attempting to eliminate or permanently change a behaviour. This stage-based treatment approach has been very effective in changing behaviours such as weight loss, smoking, drinking and other addictive activities. Gambling has never been specifically examined within this context, although Dr. Howard Schaffer, Director – Division on Addictions, Harvard Medical School, among others, has been suggesting such research be undertaken. However, finding the necessary respondents to take part in gambling-related research has been prohibitive. By including measures from the Transtheoretical Model of Change in the current study, it is possible to obtain initial information as to the relationship between the stages and the subsequent success of VL players in changing their gambling behaviour. This will have direct application in treatment strategies. The stages of change questions will only be relevant to those respondents indicating that their VL play is or was problematic. This analysis can be performed once the initial study results have been examined and presented.

- **The more detailed information requirements of the study demand greater resources during data collection.**

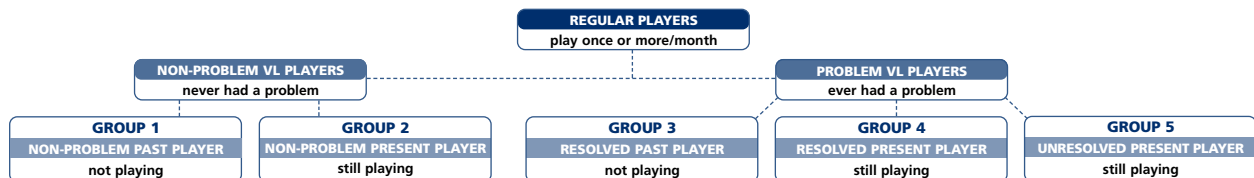
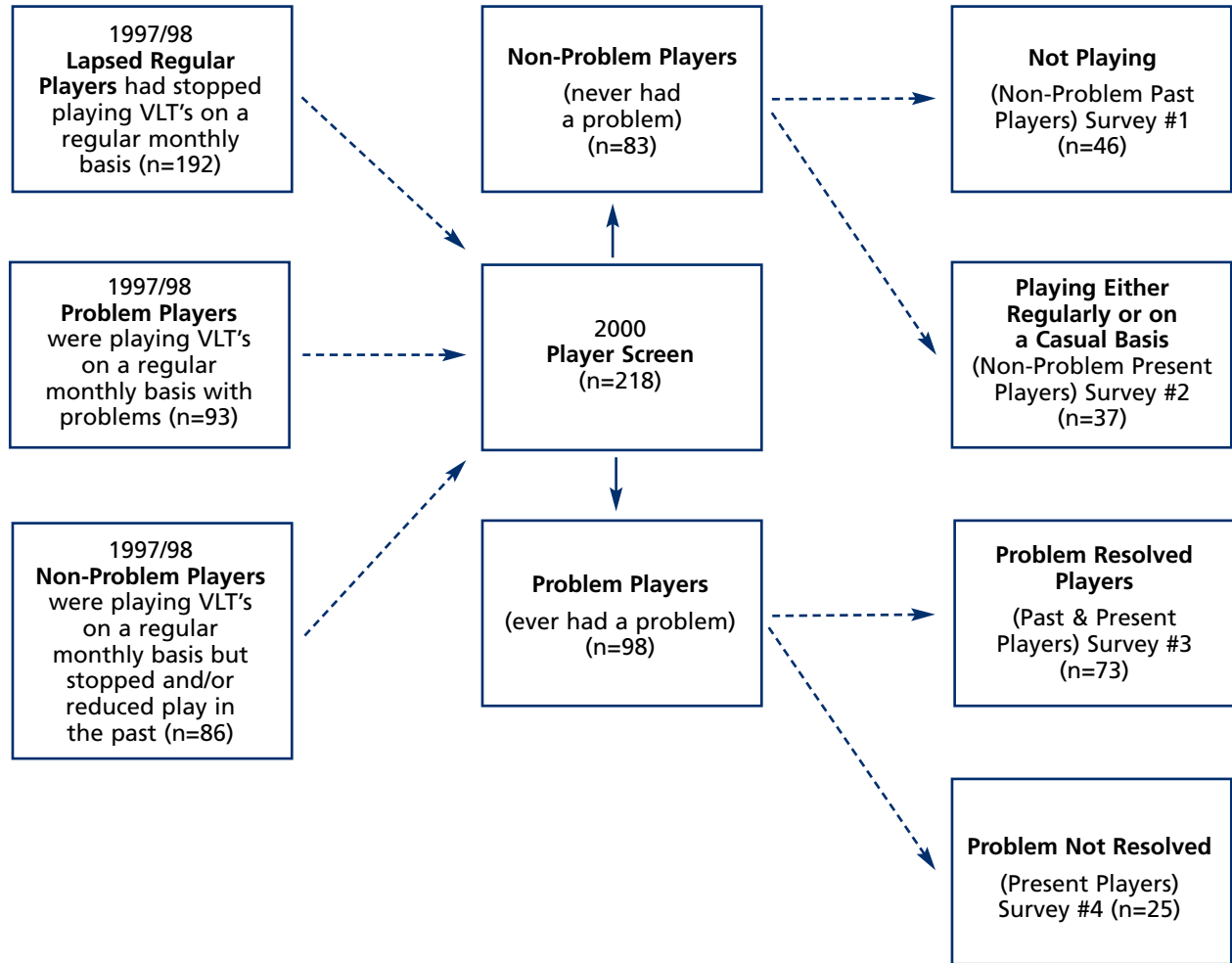
Average survey length has expanded from approximately 15 – 20 minutes to approximately 45 minutes. It is more time and cost efficient to gather the necessary information through a single contact. This is primarily due to the effort required to screen and reach potential participants. Furthermore, given the dynamic nature of VL play (25% to 33% of regular players are moving in and out of regular play on an on-going basis (1997/98 VL Players' Survey)), player status may change between measures. This means that certain assumptions may no longer be relevant and will have to be reassessed incorporating new questions at a later date. Therefore, while the expanded questionnaires cost more to administer and analyze, the long-term costs in addressing the issues will be substantially reduced.

Experience in conducting research with VL players indicates that the respondents are highly interested in the topic and derive value from participating; the greater the involvement in the activity, the greater the interest and participation in the survey. In fact, 89% of Problem VL Players, identified in the Phase One study, joined the on-going research panel versus 66% of Infrequent Non-Problem Players. In the original study, only one refusal in progress occurred. Thus, if players are informed on survey length prior to participation, and the interviews are scheduled to facilitate the player's participation, the depth and breadth of information gathered is enhanced.

Given this design, an overview analysis was undertaken with the option for DOH to revisit the data for more in-depth analysis as required. Thus, the data can continue to be accessed to explore specific relationships and issues.

METHODOLOGY & QUESTIONNAIRE DESIGN

REGULAR VL PLAYERS FOLLOW-UP SURVEY MODEL



PLAYERS SCREEN

All respondents were initially screened in order to quickly identify the appropriate survey for the individual. The screening protocol was based on three measures:

1. Current VL play behaviours (over past 3 to 4 months)

- Present Players;
play on a casual, irregular basis (less than once a month or more);
play on a regular, continuous basis (1+ times a month);
- Past Players;
Have stopped playing VLT's altogether.

2. Self-reported involvement in problem VL gambling

- Problem Players;
have ever experienced problems with VL play, spending more time and/or money than they should.
- Non-Problem Players;
have never experienced problems with VL play, never spending more time and/or money than they should.

3. Self-reported resolution of problem VL gambling

- completely resolved;
- partially resolved;
- unresolved.

Survey 1 - Non-Problem Past Players

Survey 2 - Non-Problem Present Players

Survey 3 - Problem Resolved Players (partially and completely)

Survey 4 - Problem Unresolved Players

In addition to self-reported involvement in problem VL gambling, the DSM IV and the measures for the triangulation method of Problem VL Player identification developed by Focal Research during Phase One were also included in the questionnaire.

These measures were used to verify the Problem/Non-Problem Player segmentation analysis undertaken in the current report.

PLAYER QUESTIONNAIRE

Four questionnaires were developed to address the information requirements of the defined player groups. The length of the questionnaires varied by player group to reflect the number of measures included in the instrument, ranging from Survey 1: Non-Problem Past Players = 118 questions to Survey 3: Resolved Past Players = 195 questions. In total, there were 112 questions common to each questionnaire, with 203 unique questions (175 close-ended; 28 open-ended). This yielded a total of

375 variables for the raw data collected by the surveys. The questionnaires were designed to address the information objectives of the study (see Appendix B).

Given the limited sampling frame of eligible respondents, a pretest was conducted by phone using referral based recruiting (n=12). Supervisory staff and project analysts participated in the pretest to ensure support personnel were familiar with procedures and survey instruments, and to incorporate senior

feedback into final survey revisions. Upon commencement of data collection, the results of the first 30 completed surveys were used to assess sampling assumptions and questionnaire

design. Respondents were recontacted to accommodate changes resulting from respondent feedback.

SENSITIVITY TRAINING

Interviewers at Focal Research must successfully complete a mandatory eighteen-hour training course for social and marketing research data collection. In addition, staff members are experienced in conducting gambling research and receive on-going training on procedures and protocols for conducting both qualitative and quantitative research. While it is emphasized that the interviewers are not trained counselors, it was also recognized that during the course of the study, they may potentially encounter individuals who are in crisis or distress. Staff needed to be adequately prepared, in order to cope emotionally and professionally with respondents without compromising the respondent's trust or the integrity of the data being gathered.

All project interviewers participated in a workshop and training session consisting of:

- sensitivity training provided by John LaRocque, Co-ordinator of NS Problem Gambling Services (NS DOH);
- data collection briefing, including sampling procedures, detailed review of screen and referral to appropriate survey (Surveys 1 through 4), probing and clarification for open-ended questions, role playing and discussion;
- familiarity with problem VL gambling referrals and supplementary services (1-800 Problem Gambling Help Line, Crisis Intervention Programs).

This supplementary training was undertaken to:

- enhance the information gathered by front-line interviewers;
- familiarize interviewers with materials, procedures and measures;
- provide an overview of gambling issues and problems;
- provide interviewers with greater sensitivity and understanding towards respondents;
- ensure appropriate coping mechanisms, if the interviewers encounter someone in crisis or distress.

The Problem Gambling Help Line was available for immediate referral throughout data collection for the project. All Problem Players participating in the study were specifically asked on the survey if taking part in the study had made them want to play the machines and, if so, did they wish to be referred to anyone to assist them in countering the urge to play. In total, two respondents were referred to the Help Line and were recontacted by a principal investigator as a follow-up to their participation in the study. Additional respondents were provided information on available services, but did not desire contact at the time of the survey.



SAMPLE CONSIDERATIONS

The surveys were reviewed and approved by DOH. The inclusion of the new and extended measures had implications for both data collection and analysis. The most significant outstanding methodological consideration surrounded sample sizes for the four player groups.

By necessity, the questionnaires were customized to accommodate the different player groups. While the complex survey structure was required to ensure respondents were only asked questions relevant to their experience, there was concern that the available Lapsed Player sample (n=192) would not yield sufficient sample sizes within each player segment to allow for meaningful comparisons. Therefore, the Regular VL Player Panel, compiled during the 1997/98 NS Regular VL Players' Survey, was accessed to supplement sample sizes.

In the original study, it was found that approximately 25% to 33% of all regular VL players recycle in and out of regular play. In fact, it was estimated that approximately

25% of regular VL players are starting and/or stopping regular play in a given year. As a result, samples could be drawn from the Regular Player Panel to specifically augment data collection as required.

The two player panels (Regular VL Players Panel and Lapsed VL Players Panel) were compiled randomly from the same household screens and, thus, represent the same underlying population. Therefore, there is no methodological conflict in combining the two panels for use in the current design.

The Regular VL Player Panel was only accessed for those respondents identified in the 1997/98 NS VL Players Survey as:

- Problem VL Players (16% of Regular VL Players) (n=90);
- Non-Problem VL Players who report having stopped and/or reduced their regular play levels at some time in the past (26% of Non-Problem Regular VL Players) (n=86).

Sample Results:

CALL DISPOSITION REPORT

A. Total Sample (NIS/wrong #/deceased/unable to locate)	371 (109)	100% (29%)
B. Total Eligible Respondents (no answer/unavailable)	262 (44)	71% (12%)
C. Total Contacted (refusals)	218 (24)	59% (6%)
D. Total Cooperative Contacts (disqualified after screening- non-problem players only)	218 (13)	59% (4%)
E. Completed Interviews	181	49%

Response rate (D/B)= 74%
 Refusal Rate (Refusals/C) = 11%
 Drop-off Rate = 29%

NOTE: Refer to Project Summary - Appendix D for detailed project statistics by sample. In determining response rates, Focal Research does not drop any numbers from the sampling frame. Thus, total eligible numbers/respondents always includes all outstanding non-contacts (no answers, callbacks, answering machines), regardless of how many attempts are made to establish

contact. Focal Research does not set a maximum callback limit. The sample is always managed to maximize response rates including, when necessary, recontacting of "uninformed" refusals by senior supervisory staff. Efforts were made to locate panel participants who had moved or changed numbers between the two measures, and the panel was up-dated.

DATA COLLECTION

Supervised data collection was conducted from Focal Research's centralized facility in Halifax, Nova Scotia, from February 22 to April 6, 2000.

All surveys were 100% edited by supervisory staff concurrent with data collection. Any errors, omissions or required clarifications were referred to senior level interviews for immediate remedial action. Random quality control checks were conducted on 15% of each interviewer's completed surveys, whereby the supervisor recontacted respondents to confirm key measures, verify the interviewer's performance, and to ensure the individual was comfortable participating in the study. Respondents were provided with Focal Research's toll-free number. Further inquiries were followed up by Project Management at Focal Research and referred to appropriate organizations as required, including Addiction Services (NS Department of Health), the Problem Gambling Help Line, Professional Marketing Research Society and/or the Better Business Bureau.

Completed questionnaires were reviewed daily by senior research analysts to monitor the efficacy of the screening process, the survey instruments, as well as the information

gathered. The sampling frame was also reviewed daily to monitor and maximize response rates, and to incorporate scheduled callbacks into daily call schedules. The surveys were conducted at the convenience of the respondent to ensure privacy and minimize distracting influences during the interview. This required the accommodation of interviews conducted outside of the normal hours and days of data collection. Respondents were also able to call in through a toll-free number between 8:30 a.m. and 10:00 p.m. to complete the survey. On average, each survey took approximately 46 minutes to administer, with a range of 23 to 76 minutes.

Coding and data entry for close-ended questions were undertaken concurrently with data collection to ensure updated summary data was available throughout the process. A 15% random quality control check was conducted on all coding assignments and data entry. The data was examined for out-of-range values and underwent cleaning and logic checks before being submitted for analysis.



OPEN-ENDED RESPONSES (QUALITATIVE ANALYSIS)

To gain additional insight as to the motivations and reasons underlying player behaviour, there was a substantive qualitative component to the data gathered. Collectively, there were 28 open-ended questions that varied among the four surveys to reflect different Problem/Non-Problem Player experiences.

Based upon results obtained in the Phase One research, and extensive pretesting during the development phase of the current study, partial pre-coding for specific questions was developed prior to data collection. However, for each open-ended question, the entire verbatim response was recorded by respondent ID and entered into an Excel worksheet for all respondents. Verbatim responses were reviewed daily and 100% edited for comprehension and clarity. A coding mastersheet for each question was developed upon completion of 33% of the sample (n=60). New codes were introduced as required.

Coding of the verbatim responses was performed by fully trained senior level staff using a triangulation methodology. Coding assignments for each verbatim were initially conducted independently by two separate coders. The coding assignments were then verified independently by two different research analysts. The results were compared and any discrepancies or disagreements in assignments among the coders were addressed by a principal investigator to ensure consistency. For many verbatim responses, more than one coding assignment was required. To preserve the contextual integrity and value of the information, all verbatim responses are presented in their entirety with appropriate codes entered for analysis. Throughout the report, verbatim responses by players are included to provide greater insight to the reader. (See Appendix C for complete coding mastersheets and complete player verbatim listings by question.)

ANALYSIS

All analyses were conducted using SPSS v. 9.0. The data for the four surveys were combined into a single file to allow for player segmentation and comparison. Including both raw data and derived measures, there was a total of 535 variables.

Initially, the data were examined to identify Non-Problem and Problem Players. There were three measures included in the questionnaires

to assess problem play; self-assessment by the players, the triangulation method of problem play identification developed and introduced by Focal Research Consultants in Phase One of the study, and a modified version of the DSM IV. Given the return-to-sample methodology, the verification process also included a comparison to benchmark measures obtained for respondents in 1997/98.

PLAYER SEGMENTATION

The triangulation method of problem play identification developed by Focal Research is based on a multi-item measurement, including two self-report measures and one attitudinal statement score. Essentially, as Mark Dickerson and Ellen Baron ostensibly put forth in their paper "Future Research Into Problem Gambling (1999)", the approach does not use the negative or harmful consequences of gambling

as criteria for problem player classification. Players are identified as Problem VL Gamblers if they trigger on two of the three measurement items. The reader is advised to refer to the NS VL Problem Gamblers Analysis – Section 3.0 of the 1997/98 Nova Scotia VL Players' Survey for further details regarding the segmentation methodology.

There were two changes incorporated into Phase Two measurement items to enhance the sensitivity of the segmentation; 1) the attitudinal statements were modified to reflect past as well as current involvement in VL gambling, in order to accommodate the inclusion of past Problem Players; 2) the initial self-assessment question was modified to specify that the play behaviour under question was considered problematic. This also assisted in triaging the respondent to the appropriate survey during the screening process:

"Have you ever (now or in the past) experienced any problems with your VL play, spending more time and/or money than you should?"

Unresolved Problem Players were operationally defined as those individuals who are still engaged in VL play on either a casual or regular basis and who trigger on two or more of the triangulation items for current problem play, or categorically report they are continuing to experience problems with their play.

Resolved Problem Players were operationally defined as those individuals who had previously been involved in problem VL gambling, triggering on two or more items for past problem play, but who are not triggering on current problem play measures. This segmentation was undertaken independently of current play status.

TESTS OF SIGNIFICANCE

Z-tests (two-tailed, unless otherwise specified; adjusted for finite populations) and Chi-square tests (for which expected values exceeded minimum requirements) were conducted to detect between-group differences.

Mann-Whitney U tests of significance were used for testing medians. T-tests and analysis of variance (ANOVA) were used for mean comparisons where appropriate.

Resolved Players were further differentiated based on whether they have stopped playing the machines (**abstinence**) or were continue to play without problems (**controlled play**).

Non-Problem Players were operationally defined as those who report they have never experienced any problems with their VL play and did not trigger on two or more of the items for past or present problem play.

When applicable, the 1997/98 benchmark measures were referred to in confirming previous play status (e.g., those Non-Problem Players qualifying on one of the problem gambling measures).

There were five player segments identified for comparison in the current study (discussed under Study Overview). Frequency tables were produced in order to examine the data distributions and summary measures. Tables were then produced with proportions and means for the total sample as well as each of the five player groups under study (refer to Appendix B). Within the tables, the Total column reports the statistic of the unweighted total sample. Given the stratified sampling procedure which over-represents problem players, the Total Sample results can not be used for making projections to the Nova Scotia total population level.

Pearson correlation analysis was used for interval level data, while Spearman correlations were conducted for rank-ordered data.

Reported significance levels fall into two levels, $p < .05$ and $p < .10$. Due to the sample sizes, and the exploratory nature of the analysis, it was felt that differences found at the 90% confidence level may have important significance and, thus, a need to minimize Type II as well as Type I errors is indicated.



PROBLEM GAMBLING MEASURE

SELF-REPORTED PROBLEM GAMBLING

There is a growing consensus that a new or "complimentary research approach to the mental disorder model" is needed to "sustain research interest and possibly facilitate progress to.... an understanding of the psychological processes that determine pathological gambling." (Dickerson & Baron, 1999). Schaffer et al (1997) has also questioned the value of prevalence studies using the popular diagnostic measures in generating social and public health

policy, and suggested that future research on problem gambling should move towards a more practical assessment of disordered gambling.

The problem gambling measure and research methodologies developed by Focal Research for the 1997/98 Nova Scotia Video Lottery Players Survey address many of the methodological concerns noted in the literature and were included in the current study.

VALIDITY OF SELF-REPORTED VL GAMBLING PROBLEMS

While a modified version of the DSM IV was included in the current study to validate the self-report question, it is not without its own problems. The DSM IV is thought to have several limitations in a survey designed to measure problem video lottery gambling at the general population level (e.g., its use outside of a clinical setting has not been validated, it is not video lottery specific, and it suffers from poor specificity due to the inclusion of both dysfunctional and non-dysfunctional diagnostic criteria (Wakefield, 1997)). As a result of these problems, the DSM IV, and the South Oaks Gambling Screen (SOGS) as well, pick-up (diagnose) a significant proportion of false positives, a problem that is exacerbated in a general population setting (Dickerson & Baron, 1999). Nonetheless, the reliability of the scale was tested in the current study and found to be highly reliable ($\alpha=0.84$).

"heavy" VL gamblers ($n=19$). A pilot study using a stratified sample of 88 individuals was undertaken to confirm the problem player segmentation and found to be highly reliable (Cronbach's Alpha = .869).⁸ It was assumed that the Alpha measurement would drop when calculated using a different sample. However, in the 1997/98 NS VL Players' Survey, Cronbach's Alpha remained constant at .862.

As a result of these limitations, it was first necessary to determine the suitability of the DSM IV by validating it against the triangulation method of identifying problem gamblers designed and used by Focal Research. The measure was designed after conducting primary research with both social non-problem VL players and those involved in heavy or problematic play. In-depth interviews were conducted with 24 casual, regular and self-reported problem players. In addition, the questionnaires were assessed in focus group discussions (4) with "social" ($n=20$) and

Given that Focal Research's problem gambling measure is grounded in the experiences and psychopathology of the players, it is considered to have face and content validity. The convergent validity of the measure was verified in the 1997/98 Nova Scotia Video Lottery Players Survey. Problem VL Gamblers consistently scored significantly higher than Non-Problem VL Gamblers on a number of other related measures such as patronage at video lottery locations, video lottery expenditure, other gaming expenditure, length of time playing video lottery, chasing behaviour, attitudes and outcomes. The reliability of the method, adjusted for past involvement in problem VL play, was measured in the current study and found to be very high ($\alpha=0.79$). According to Dickerson & Baron (1999), the methodology and results of the approach adopted represent "a model for future research in its generation of a unique data base of significance to all aspects of social policy and treatment service development."

⁸ Cronbach's Alpha is a commonly used measure of reliability for a set of two or more construct indicators. Values range from 0 to 1.0, with high values indicating higher reliability among the indicators.

As part of the validation process, the two problem gambling classifications were collapsed to form a single problem gambling category. Subsequently, both the DSM IV and the Focal Research Problem Gambling Measure were dichotomous yes/no measures and the level of agreement between the two could be measured using Cohen's (1960) kappa. Kappa is the "difference between the observed degree of agreement plus the degree of agreement expected to occur by chance, relative to the degree of agreement that would occur by chance alone" (Lilienfeld & Stolley, 1994). The results showed that the classification for 141 of 181 respondents to be in agreement suggesting that there is a moderate level of agreement between the two measures ($k=.50$). Based on these findings, the DSM IV was thought to be reasonably effective in validating the self-report measure of problem gambling.

Among the 181 persons in the current study, 54% reported that, at some time, they had a problem with spending too much time and/or money playing VLT's. Furthermore, approximately half of the problem players ($n=52$) indicated they had resolved their VL problems. Based on the modified DSM IV criteria, there is an 80% level of agreement with players' self-reports ($k=.61$), suggesting that there is substantial agreement between the player's own identification of his or her play as problematic and the DSM IV assessment of problem play.

Of those reporting a problem that was not picked up by the DSM IV ($n=33$), 72% ($n=24$) reported having completely resolved their problem, on average one year ago (based on the median). This is consistent with the Focal Research Measure and the players' perception that they were no longer involved in problem VL play. Of the remaining nine problem

players who did not meet the DSM IV criteria for problem gambling, four had partially resolved their problem (two within the last year), and none scored higher than 2 on the 10 DSM IV items.

Of those not reporting a VL gambling problem who are classified as problematic by the DSM IV ($n=3$), all just meet the minimum criteria for problem player classification (3 out of 10). All three reported that the amount of money they spent playing VL increased over time and that they had borrowed money to either play VL or to solve a financial problem caused by playing VLT's. Two of the three had chased their losses playing VLT's. However, these individuals did not perceive their play as problematic, nor trigger on the Focal Research Measure of Problem VL Gambling.

Of those individuals operationally defined as Unresolved Players in the current analysis, 80% also trigger for problem play on the DSM IV items.

Based on these findings, it appears that the self-report measure has high validity. Furthermore, for provision of treatment prevention and support services, those who self-identify their play as problematic are more likely to seek out information or assistance (see 1997/98 NS VL Regular Players' Study). Thus, self-reported problem VL play may provide a practical assessment in allocating resources and designing treatment and support services.



LIMITATIONS OF THE STUDY

The purpose of this study is to gain knowledge concerning how and why players develop problems with video lottery, and those factors associated with problem resolution outcomes. While the study design used is very helpful in addressing these important questions, there are limitations that must be addressed. Since exposure and effect have been measured at the same time, it is sometimes difficult to determine the temporal sequence of events. Therefore, causality cannot always be determined. In many cases the authors have identified the possibility of spurious relationships, common underlying factors or the uncertainty of the direction of causality when significant relationships are found. Where possible the authors have relied on past research, and theory to eliminate alternative hypotheses. In the end the reader must realize that relationships are identified, but that the causality remains a hypothesis until experiments and field tests can confirm the efficacy of recommended actions that may result from the results of this research.

Apart from causality, there is also the issue of recall bias, which is a form of measurement error common to retrospective study designs. Recall bias is an issue if the various groups under study recall past events differentially (due to knowledge, selective memory, guilt, therapy etc.). Those with a gambling problem, for example, may be more likely to report past events that rationalize the development of their gambling problems. If so, the degree of the relationship between these past events and problem gambling could be exaggerated. Recall bias can also have the opposite effect where the strength of the relationship is underestimated. Non-problem respondents, for example, might underreport certain past events due to non-concern with remembering. Regardless, the authors have attempted to present the players' responses as accurately as possible to stimulate debate and further research in this area.

STUDY OVERVIEW

The following report presents a comparative overview of in-depth interviews conducted with 181 randomly selected Video Lottery Players who participated in the 1997/98 NS Regular VL Players' Study and, at some time in the past, had stopped or reduced their regular VL play. This included both Non-Problem and Problem VL Players.

To determine the factors contributing to the development and resolution of problems with VL gambling, study respondents were segmented into two primary groups and five secondary groups for comparison purposes.

The primary segmentation was based on involvement in problem VL play to distinguish Non-Problem Players (n=83) from Problem VL Players (n=98). Those respondents identified as having ever been involved in problem VL gambling, in the past or presently, were included in the Problem Player segment. Only those who have never experienced

any problems with their video lottery gambling were assigned to the Non-Problem Player group.

The Non-Problem Player versus the Problem Player comparison was used to determine what, if any, differences exist in certain motivations, attitudes or early play behaviours among those who do or do not subsequently develop problems with their VL gambling.

The secondary segmentation was undertaken to gain additional insight as to the factors impacting problem resolution. The players were divided into five segments based on their current play behaviour (i.e., past versus present play) and, in the case of the Problem VL

Players, whether or not their problem VL gambling has been resolved or not (Resolved versus Unresolved).

There are two Non-Problem Player Segments:

- **Non-Problem Past Players (n=46);**
- **Non-Problem Present Players (n=37).**

The comparison between Non-Problem Past and Present Players was undertaken to assess, independently of problem VL gambling, what factors, if any, differentiate those who stop playing VLT's from those who continue to engage in the activity.

There are three Problem Player Segments:

- **Resolved Past Players (n=24);**
- **Resolved Present Players (n=28);**
- **Unresolved Present Players (n=46).**

The Problem Player segmentation was undertaken to assess what factors, if any, comparatively differentiate among those who resolved their problem VL gambling through abstinence/stopping play (Resolved Past Players), those who resolved their problem VL gambling and continue to play (Resolved Present Players) and those who continue to be involved in on-going problem VL gambling (Unresolved Present Players).

For the purposes of the current analysis, only those Problem Players reporting complete resolution of their VL gambling problem are included in the Resolved Player segments. Those reporting only partial or non-resolution of their problem VL play, all of whom are continuing to engage in the activity, are collectively included in the Unresolved Player group.

While the segmentation of Problem Players is based on both current play behaviour and self-reported problem resolution, an operational definition was applied to ensure consistency within the segments. There were two respondents who specifically reported their

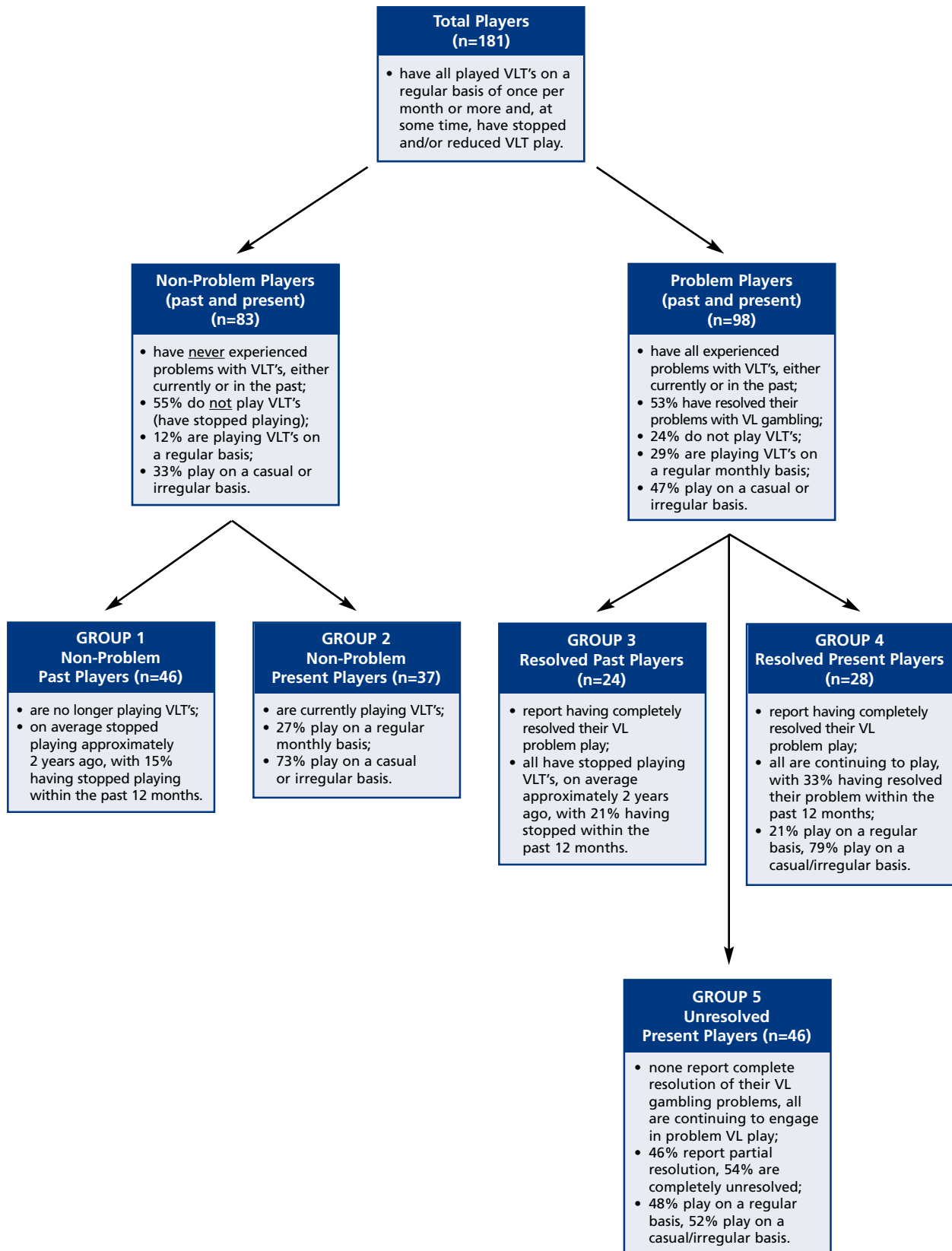
VL gambling problem remains unresolved, although they had not played any VLT's for 24 months and 28 months, respectively. Upon further examination, both respondents had taken part in GA programs and expressed the belief that their VL problem is an on-going condition. These respondents had not taken part in VL gambling for two years or more and, thus, their behaviours, attitudes and other survey responses differed significantly from those Unresolved Players who continue to be involved in problem VL gambling. For the purpose of the current study, and to avoid confounding within-segment results, these two players were classified as Resolved Past Players.

There were also three Non-Problem Players who were subsequently reclassified as Problem Players (1 Resolved Past Player, 1 Resolved Present Player, and 1 Unresolved Player). During the initial survey screen, these individuals had indicated they had never experienced any problems with their play. In two cases, past and current "addiction" was specifically mentioned, with one individual having sought professional assistance. All three individuals triggered on the problem gambling measure developed by Focal Research during the 1997/98 NS VL Players' Survey, with one individual scoring on both the DSM IV and Focal Research's measures for current problem play. Again, to avoid confounding within-segment results, all three players were reassigned to reflect their play behaviour (Past versus Present) and current problem resolution play status (Resolved versus Unresolved).

Throughout the report, **Past Players** refers to those Regular VL Players who have deliberately stopped playing VLT's altogether, while **Present Players** refers to those who continue to play VLT's at any level (on a casual or regular basis).



SEGMENTATION MODEL




DEMOGRAPHIC PROFILES - NON-PROBLEM VERSUS PROBLEM PLAYERS (PAST AND PRESENT)

The following table presents a demographic overview of study participants. The profiles describe and compare those players who have never experienced a problem with their VL play (Non-Problem Players, past and present) with those who have experienced problems with their play of VLT's (in the past, or

presently). It should be kept in mind that, at some time, all study participants were involved in regular play of VLT's (played at least once a month or more on a continuous basis). Furthermore, all study respondents have stopped and/or reduced their VL play at some time in the past.

	Non-Problem (n=83)	Problem Players (n=98)
Gender:		
Male	64%	62%
Female	36%	38%
Age Category:		
19 to 29 years	18%	18%
30 to 39 years	40%	31%
40 to 49 years	19%	26%
50 to 59 years	13%	21%
60+ years	10%	4%
Average Age (years)	40.2	40.6
Marital Status:		
Single	13%	24%
Married/Co-habiting	74%	64%
Divorced/Separated	11%	9%
Widowed	2%	3%
Occupation Category:		
White Collar	16%	20%
Grey Collar	26%	24%
Blue Collar	28%	36%
Income Supported	30%	20%
Work Status:		
Working Full-Time	55%	66%
Working Part-Time	14%	13%
Unemployed	7%	5%
Student	1%	1%
Homemaker	8%	2%
Retired	10%	9%
Disabled	4%	3%

	Non-Problem (n=83)	Problem Players (n=98)
Education Category:		
High School or Less	55%	53%
Trade School/Non-Univ.	26%	32%
Univ. Without Degree	6%	6%
Univ. With Degree	12%	8%
Post Graduate Degree	----	1%
Income Category:		
Less than \$25,000	16%	16%
\$25,001 to \$35,000	25%	21%
\$35,001 to \$45,000	23%	19%
\$45,001 to \$60,000	20%	22%
\$60,001 to \$75,000	6%	12%
More than \$75,000	6%	2%
Refused/Don't Know	4%	6%
Mother Tongue:		
English	93%	92%
French	6%	5%
English/French	1%	----
Other	----	3%
Area of Residence:		
Urban	52%	60%
Rural	48%	40%

 indicates differences between segments significant at the 90%+ confidence level.

Overall, the demographic characteristics of Non-Problem Players who have reduced and/or stopped playing VLT's at some time in the past and Problem VLT Players are highly similar. In fact, the only statistically significant difference ($p < .10$) is that those who have experienced

problems with VL play are nearly twice as likely to be single than Non-Problem Players (24% versus 13%). These results suggest there are few demographic characteristics, which are influencing the between-group differences, observed in the current study.



The demographic profile of study respondents is also comparable to that of Regular VL Players overall (source: 1997/98 NS VL Player's Study, Oct. '98). Problem VL Players are likely to have one or more of the following characteristics:

- Nearly two-thirds are **male** (62%), although it is important to note that once they have taken up regular play, men and women in the study were equally likely to develop problems with their VL play (54% of male and 55% of female participants are classified as Problem Players). However, men and women who have difficulty in controlling or managing their VL play exhibit distinctly different attitudes, motivations and behaviours (e.g., reasons for playing, playing patterns, treatment histories, etc.). These differences will affect strategies for assisting these individuals in managing their VL play.
- Just over half (51%) are **40 years of age or older**, however, Problem Players fall fairly evenly across all age categories.
- Although Problem Players are more inclined than regular players who have never experienced problems with their VL play to be single, the majority (64%) are **married or co-habiting**.
- Most Problem Players are employed **full-time** (66%), and the largest proportion hold **blue collar** jobs (36%).
- There is a slight skew towards lower education levels, with more than half (53%) reporting a **high school** education or less, and another third (32%) indicating **Trade School** training.
- A slight majority (56%) report annual household **income** levels below \$45,000.
- Problem Players in Nova Scotia are more likely to reside in **urban** areas than rural (60%/40% split). As noted in the original 1997/98 NS VL Players' Survey, it appears that accessibility and lifestyle are contributing factors.

In order to gain greater insight and detail in terms of demographic characteristics, the profiles of each of the five sub-segments of VL players were examined and compared.

Again, few demographic distinctions were observed. When comparing the two Non-Problem groups, it was found that Non-Problem Players who continue to play VLT's (Non-Problem Present Players) are more inclined than those who have stopped playing altogether (Non-Problem Past Players) to be:

- separated, widowed or divorced (22% versus 6%);
- employed in Grey Collar occupations (38% versus 17%);
- working on a full-time basis (68% versus 46%);
- educated at a Trade School/Non-University level (35% versus 20%);
- in households with annual income levels between \$45,000 and \$60,000 (31% versus 13%).

There are some demographic differences among the three Problem Player groups. Compared to players (past and/or present) who have resolved their problems with VLT play, Unresolved Players:

- tend to be older with only 13% under 30 years of age;
- are less inclined to be single than Resolved Past Players (17% versus 38%);
- tend to have lower education levels (63% completed high school or less versus 42% of Resolved Past Players);
- are less inclined to be employed on a full-time basis (56% versus 79% of Resolved Present Players);
- are more likely to be Income Supported (28% versus 8% of Resolved Past Players);
- are less likely to live in higher-income households (9% have household income levels over \$60,000 versus 39% of Resolved Past Players).

As noted in previous research, Problem VL Gamblers come from all walks of life and present few demographic characteristics to differentiate them from VL Players in general in Nova Scotia (see 1997/98 NS VL Players' Survey). Consistent with the 1997/98 NS VL Players' Survey, these findings suggest that older adults, those who are not married, those having lower education and/or lower socioeconomic status are not only more likely to develop problems with their VL gambling (once they have taken up regular playing patterns), but also appear to be less successful in resolving their problem play over time. Given the greater tendency for males to frequent locations that offer the machines, and to be Regular VL Players, men also comprise a greater proportion of those developing problems with video lottery. Likewise, accessibility is most likely impacting the higher incidence of problem VL gambling in urban centres throughout the province.

However, despite these skews, women and those living in rural areas of Nova Scotia who also develop VL problems will require treatment and/or assistance that recognizes the unique needs of these particular groups. Communication materials must keep in mind that, similar to the population in general, the majority of those most in need of support will have high school to trade school education levels. In addition, the majority of Problem VL Gamblers are employed and, thus, the service delivery should accommodate the provision of assistance outside of typical work hours. The lack or absence of a spouse or partner is associated with both problem development and on-going involvement in problem play. However, the tendency for most Problem VL Gamblers to be married/co-habiting suggests that problem gambling has a significant impact for spouses and other family members which has implications for support service and treatment.

PROFILE OF VLT PLAY BEHAVIOURS

EARLY VL PLAY BEHAVIOUR

The following section examines early VL play behaviours to determine if there are any differences associated with the development of VL problems among the five player groups. All respondents were questioned on the following:

- length of time since first trying VLT's (trial);
- motivations for trial ("why did they first try the games?");

- "who" initiated trial or introduced play;
- circumstances surrounding the introduction to play ("what was happening/what were they doing at the time of trial?");
- game outcomes at point of trial ("did you win/lose?");
- length of time to adoption of regular play patterns;
- reasons for adopting regular VL play;
- experience of early big wins.

INTRODUCTION TO PLAY

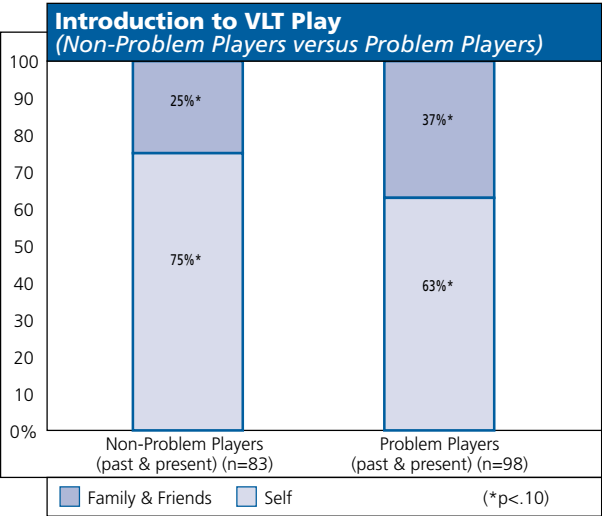
Overall, 81% of players could remember the first time they tried VLT's, of which the median length of time was 8 years ago (during 1992). Collectively, there were no differences between Non-Problem and Problem Players, with respect

to how long ago they first tried the games. However, there were significant differences observed among the three Problem Player segments. On average, Resolved Past Players had first tried VLT's 8.7 years ago (median 8.4



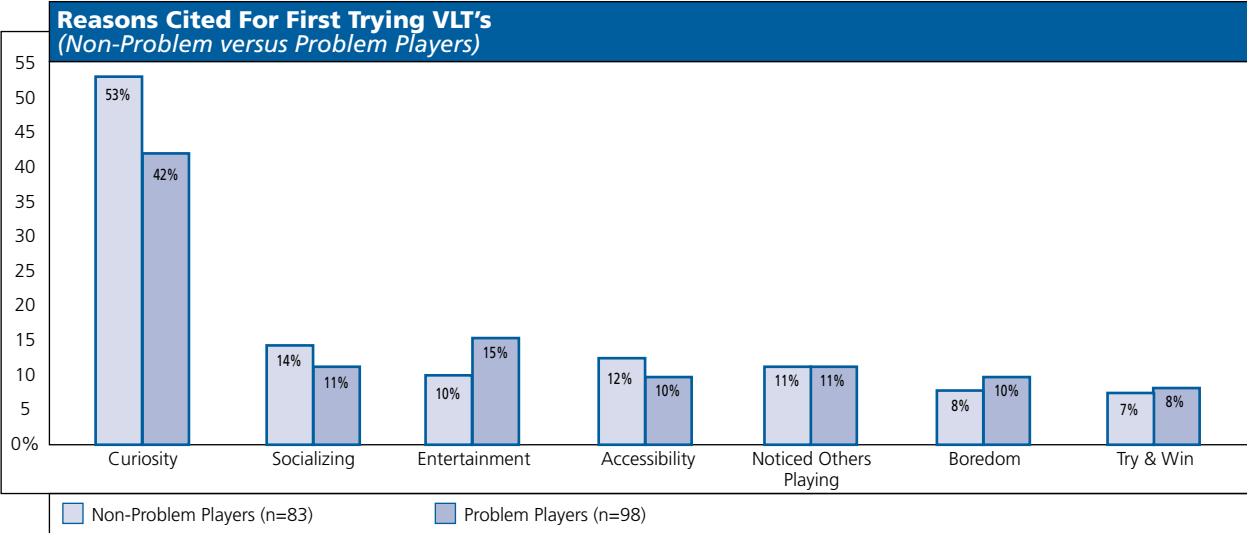
years), which coincides with the introduction of the government regulated machines in Nova Scotia in May 1991. In contrast, the Resolved Present Players (7.0 years) and the Unresolved Players (7.3 years), on average, tended to have first tried the games one year later.

There were some notable differences in terms of "who" introduced players to the machines. Although the majority of players in all segments indicated they had initiated trial on their own, Problem Players were significantly more likely than Non-Problem Players to note the role of friends and family members in introducing play (37% versus 25%; $p < .10$).



Among the three Problem Player segments, those who have stopped playing VLT's (Resolved Past Players) were more inclined to report that friends had introduced play (38%) rather than family members (4%). In contrast, those who continue to be involved in VL gambling, with or without on-going problems (Resolved Present Players and Unresolved Players), more often indicated a spouse or family member had introduced play (15%). For these two Problem Player groups, family member involvement was almost as high as that noted for friends (18% to 20%). Thus, **from the time of initial contact with the games, Problem Players who have stopped playing VLT's altogether report lower VLT involvement levels by direct family members.**

MOTIVATIONS FOR FIRST TRYING VLT'S



In general, there appears to be few differences among the segments in the reasons given for first trying VLT's.

The most often mentioned motivation for first trying the machines was **curiosity**. Approximately half of all players indicated that they "just wanted to see what the machines were like."

"Just to try something different and it was a different game to play."

(Male, 31 years, Non-Problem Past Player)

"I wanted to see what the games were like because they were different."

(Male, 45 years, Non-Problem Present Player)

"I was in a store and finally saw one of those VLT machines. There was a lot of hype about them being fun so I just wanted to see what they were like to play, so I did." (Male, 44 years, Resolved Past Player)

"I was curious to see what they were like, wanted to figure them out."

(Female, 35 years, Resolved Present Player)

"Curiosity and amusement because they were there."

(Male, 23 years, Unresolved Player)

Socializing with friends and family (13%), as well as the **fun and entertainment** aspect (13%) were equally likely to evoke trial from almost all players. The only notable exception among the player segments was that Resolved Present Players were more likely than Resolved Past Players to report having initially responded

to the games for their entertainment value (25% versus 8%, $p < .10$). In fact, Resolved Present Players who are continuing to play VLT's were the only group to note the entertainment appeal of the games (25%) almost as often as curiosity (31%) in motivating trial of the games.

"My friend and I were at a bar having a couple of drinks and put \$10 in for the fun of it." (Male, 32 years, Non-Problem Past Player)

"My husband was playing, I didn't know how to play so I asked him to show me and he did." (Female, 54 years, Resolved Present Player)

"They looked fun to play so why not?" (Male, 35 years, Resolved Past Player)

"Just because they were there, other people were playing and it looked like fun." (Male, 30 years, Unresolved Player)



Simply the fact that the **machines were there and accessible** was specifically mentioned by 11% of all players. **Watching others playing** (11%), **boredom or to fill time** (9%) and

the desire to win money (8%) were also cited as influencing players to try the games, with no notable differences among any of the player segments.

"I watched other people play them and then I threw a couple of quarters in."
(Female, 33 years, Non-Problem Player)

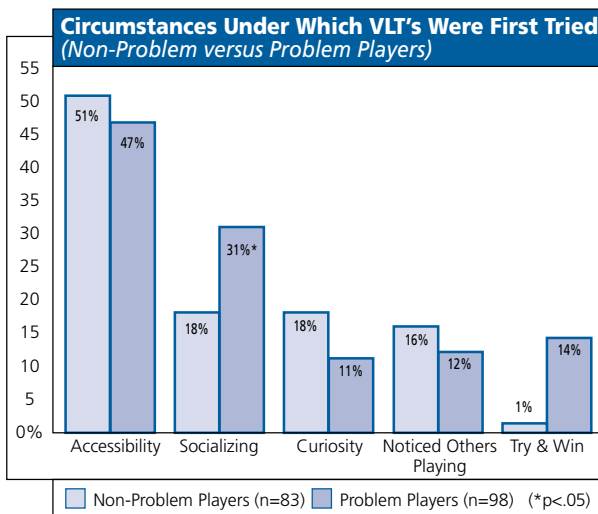
"I was having lunch in a restaurant/lounge and tried [the VLT's] to kill time."
(Male, 55 years, Non-Problem Past Player)

"To see if I was going to win, other people were playing and I wanted to see how they worked." (Female, 59 years, Resolved Past Player)

"Because I got a job at a bowling alley and they were there."
(Male, 25 years, Unresolved Player)

"They were in the legion and I saw them and played."
(Male, 41 years, Unresolved Player)

CIRCUMSTANCES UNDER WHICH INTRODUCTION OCCURRED



The accessibility of VLT's appears to be the most influential factor in how players are first introduced to the machines. For approximately half of all players, the presence of the machines was compelling enough to elicit trial. Curiosity and other motivational factors are very likely augmenting the effects of accessibility. Thus, **the machines provide the stimulus while other factors such as curiosity, encouragement of friends/ family, and watching others play motivates trial of the games.**

"Just in for a few beers at the legion and the machines were there."

(Male, 54 years, Non-Problem Past Player)

"I saw them in the corner store and decided to try them out."

(Male, 52 years, Non-Problem Past Player)

"On the ferry to PEI and there they were." (Male, 37 years, Unresolved Player)

"I saw them in a corner store and I played them. They were different from the scratch ticket games I played all the time." (Male, 53 years, Resolved Present Player)

"Went to the store to get milk and played because they were there and everyone was playing them." (Male, 57 years, Unresolved Player)

"I was at a bar having a drink with the guys." (Male, 32 years, Unresolved Player)

Given that VLT's have always been available in Nova Scotia in facilities or establishments where people typically socialize, it is not surprising that socializing with family or friends also plays an important introductory role. One-quarter (25%) of all respondents indicated that they first tried the machines with family or friends present, and in many cases it was a friend or family member who provided the encouragement or instructions on how to play. **The involvement of friends and family in circumstances surrounding introduction to play was significantly higher for the Problem Player groups than for the Non-Problem Players (31% versus 18%), suggesting that acceptability of the activity and prior involvement of significant others in VL play is more often associated with problem development.**

"I was at a tavern for a while with my son and he was explaining how they worked so I tried them too." (Female, 44 years, Unresolved Player)

"I was at a bar with my friends who were playing so I tried because my friends were playing." (Male, 31 years, Unresolved Player)

"I saw them in the corner store with my husband. He showed me how to play because he was playing them before." (Female, 53 years, Resolved Present Player)

"A friend and I went to the bar and I saw the machines and made the comment that I'd like to try them and my friend showed me how."

(Female, 29 years, Unresolved Player)



"I saw my husband playing, I was sitting beside him and decided I wanted to play too."(Female, 33 years, Unresolved Player)

Although accessibility was the leading response among all player groups for how they were first introduced to VLT play, Resolved Past Players were less likely than Non-Problem Players to cite simple exposure to the machines as a trigger for trial (33% versus

51%; $p < .10$). Instead, Resolved Past Players (25%) and, to a lesser extent, Unresolved Players (13%) were more likely to report they were motivated by "trying to win money" than those who have never developed a problem with their play (1%).

"I tried them because somebody told me they had won some money off them."
(Female, 27 years, Unresolved Player)

"Excitement of perhaps being able to win some money."
(Male, 37 years, Resolved Past Player)

"Sitting in a bar and friends were playing them so I thought I'd try them. It was just a game I wanted to try. It was to see if I was lucky enough to win."
(Male, 48 years, Resolved Past Player)

"I tried them on my own. I saw someone win before I went to work one night and thought maybe I could win too." (Female, 34 years, Unresolved Player)

Accessibility plays an important role in how players are first introduced to video lottery. Players reported seeing the machines frequently while in many different venues or out socializing with friends or family. Once exposed, curiosity is noted most often as the primary motivation for trying the games and this does not differ among the player groups. Although most players introduced themselves to the machines, for the Problem Players, friends and family more often play an important introductory role, in the sense that they were previously involved in the activity or provided encouragement and/or instructions on how to play.

Overall, the player groups are more similar than dissimilar regarding the circumstances under which they were first introduced to video lottery and, for the most part, the differences are inconsequential. For the most part, the accessibility of the machine and

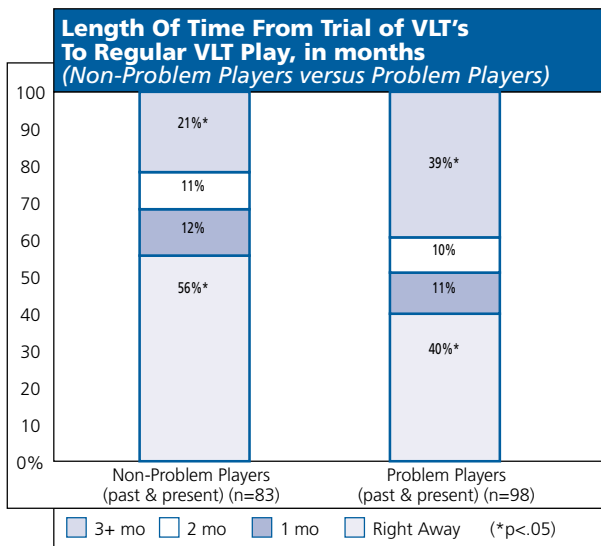
exposure to play are reported as the primary stimulus for approximately half of all those who have ever tried the games. However, those who subsequently get into trouble playing video lottery were more inclined to indicate socializing with friends and family played a role in their introduction to the games. Thus, greater involvement and/or endorsement of VL play by one's peer or reference group also appears to be associated with problem development. The Problem Player groups (14%), especially Resolved Past Players (25%), were also more likely than the Non-Problem Player groups (1%) to describe the chance to win money as a primary reason for trying the games. This suggests that for some Problem VL Gamblers, a desire (or possibly a need) to achieve monetary gain or a preoccupation with "winning" may have preceded the development of their VL gambling problem.

WINNING VERSUS LOSING DURING THE FIRST PLAY SESSION

When asked about whether they had won or lost during their initial encounter with VLT's, study participants were divided in terms of having won (36%) and lost (43%). About one-fifth (20%) could not remember, suggesting the outcome had little lasting significance for them. The player groups were equally likely to

report having experienced a win or loss. Moreover, the outcome during the initial session appears to have had no influence on how quickly regular play of VL was taken up (median=2 months for each outcome) or the likelihood of problem development.

DEVELOPMENT OF REGULAR PLAY PATTERNS

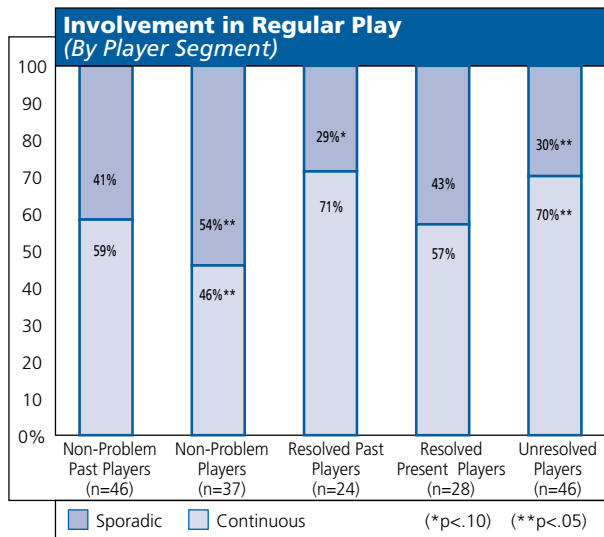


Following the initial play session, the majority of players quickly adopt regular patterns of playing once a month or more frequently. Approximately one-half of the players in the study (47%) indicated they took up regular VL play "right away" and by three months, three-quarters (74%) of those who tried the games were involved in regular VL gambling each month.

Among the player groups, it appears that those who have never had a problem assumed regular playing patterns more quickly than those who subsequently experienced problems with their play. Over half (56%) of Non-Problem Players immediately took up regular play, with 79% involved in regular monthly play of VLT's two months after trying the machines. Comparatively, 40% of Problem Players started playing regularly right after trial, with 61% involved within a two month period. Therefore, the adoption of regular VL playing patterns is fairly immediate after trial for all players, even more so for those who do not develop problems with their play.

Once regular playing patterns are adopted, the activity becomes more persistent for those who experience problems with their play. On average, Problem Players reported involvement in regular monthly VLT play for approximately 4.6 years, as compared to approximately 2.4 years for Non-Problem Players. There is also a greater tendency for the activity to be continuous rather than sporadic "on and off again" in nature for the Problem Players (66% versus Non-Problem Players: 53%; p<.10).





Collectively, Non-Problem Players are differentiated from the Problem Players by being significantly less likely to have reported continuous playing patterns (53% versus 66%). However, there is preliminary evidence that Resolved Problem Players may be more

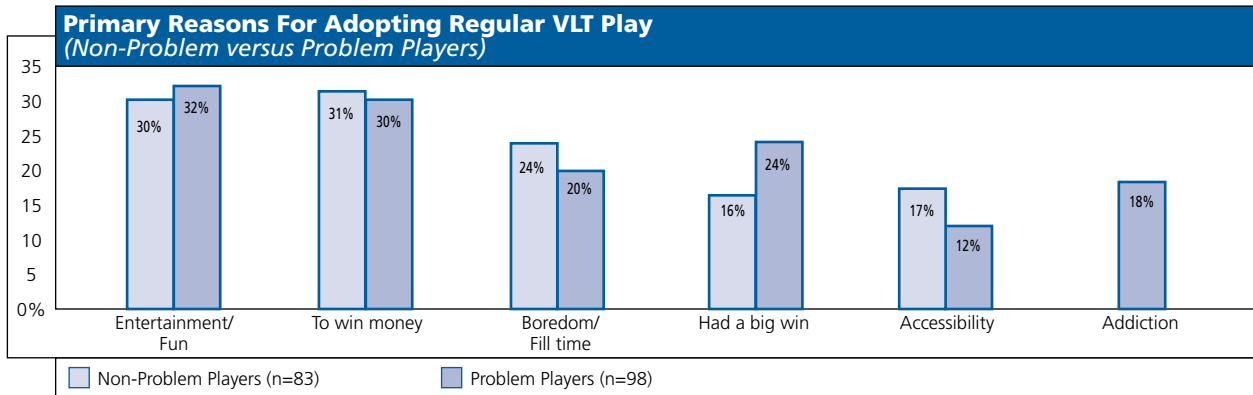
inclined to use and/or benefit from periodic breaks or lapses in their VL play. In fact, the results for the Resolved Present Player group in terms of interrupted versus continuous regular VL play does not differ significantly from that noted for the Non-Problem Players. Play for the Resolved Past Players and Unresolved Players appears to be or to have been more heavily entrenched, with only 29% noting any breaks in regular playing patterns.

The key difference observed is that **Unresolved Players have been involved in regular on-going VL gambling significantly longer than all other player segments (5 years versus 2-3 years). Given that 50% of the Unresolved Problem Players have been involved in regular continuous play of VLT's for five or more years, terminating or reducing and then replacing the activity presents a significant challenge.**

REASONS FOR PLAYING VLT'S MORE REGULARLY

All players, past and present, were queried about the specific reasons for assuming regular play of VLT's. The two leading responses were for **fun and entertainment** and to **try and win money** (31% and 30% respectively). Neither response differs among the player groups suggesting that, **initially, the five player groups are equally likely to be motivated to play more often by the entertainment**

aspect of VLT's and the chance to win money. Therefore, while Problem Players are more likely than Non-Problem Players to note that the chance to win money initiated their trial of VLT's (14% versus 1%), all players are equally likely to report this motivation as a reason for taking up regular play (30%). It may be that as players gain experience with the machines, the high payout percentages for VLT's (95%),



relative to most other regulated games of chance available in the province (46% or less), leads players to play more often in the expectation of winning money. Thus, the chance to win money, as well as the

entertainment value of the games, appears to reinforce on-going play for almost one-third of players, regardless of subsequent involvement in problem play.

"No real reason, just for fun and entertainment. I used to go to the bar to watch the big satellite television. So when I went to watch I always ended up playing."
(Male, 35 years, Resolved Past Player)

"It was fun and something my husband and I did for fun and entertainment when we went out for the evening." (Female, 44 years, Non-Problem Present Player)

"Because my husband and I would play when we went out together for fun and to see if we could win." (Female, 52 years, Resolved Present Player)

"I liked playing them and to win too. Playing VLT's was a fun way to pass time."
(Male, 39 years, Non-Problem Present Player)

"For the excitement of winning money and just for the fun of it."
(Male, 42 years, Resolved Present Player)

"I wanted to win more money and I felt playing more would better my chances."
(Male, 53 years, Partially Resolved Player)

"The chance to win money. Saw someone win a couple hundred and hoped I would be the next to win. Looking for the big win that never comes."
(Male, 51 years, Unresolved Player)



"I was trying to win, trying to beat the machine. I never had enough money, so I wanted to have extra by winning on the VLT's."

(Female, 34 years, Resolved Present Player)

Other reasons mentioned for adopting regular VL play were **boredom or to fill time** (22%), **experiencing a big win** (20%), **accessibility** (14%), and **addiction** (11%). There are some notable differences among the player groups. Resolved Present Players are less likely than Resolved Past Players to have taken up regular play in response to boredom (11% versus 29%; $p < .10$). They were also less likely than the Non-Problem Past Players to report being

influenced by the accessibility of the machines (7% versus 24%). Instead, Resolved Present Players were more inclined to be motivated to play regularly because they had a big win early on and thought that they would continue to win (36% versus 14% of Non-Problem Players; $p < .05$). This early experience of a significant win may lead players to develop unreasonable and persistent expectations about the potential of winning when playing VLT's.

"Because I had a big win and thought I would win every time."

(Female, 27 years, Resolved Present Player)

"Because I had a few big wins at first and that kept me going."

(Male, 49 years, Resolved Present Player)

As expected, only Problem Players, especially Resolved Past Players (25%) and Unresolved Players (20%) attributed their regular playing patterns to addiction. Overall, 18% of all Problem Players reported compulsion or the "urge to play" as being responsible for their

increased play levels. This reason is cited just as often as the influence of a big win, or accessibility, suggesting that the internal drive to play was just as significant for these players as external sources in reinforcing play.

"They were addictive. They were in more places than just the bars. I saw them often." (Male, 38 years, Resolved Past Player)

"I got addicted I guess. It's like a magnet and the excitement of it I suppose - the chance of winning money." (Female, 59 years, Unresolved Player)

"They are addictive. I can't really say, I just started playing a lot and I couldn't stop. I don't even know why. I can't narrow it down, I just wanted to play them all the time, but really I don't know exactly why."

(Male, 31 years, Resolved Present Player)

"I just got hooked on the machines, they draw you in to it I guess. I really don't know anything other than that." (Male, 67 years, Unresolved Player)

"I was addicted to them. I had to play them every time I saw one, it seemed like it was calling my name." (Male, 22 years, Unresolved Player)

"You win some, then you go play some more and get hooked. It was all I thought about. I went home and couldn't sleep some nights if I didn't win."
(Male, 44 years, Unresolved Player)

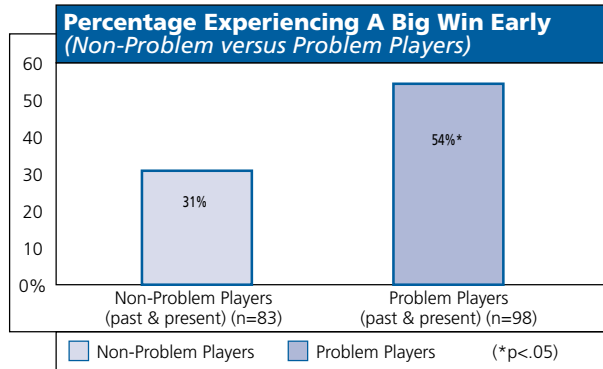
The primary reasons given by all players for taking up regular VL play are for fun and entertainment and the chance to win money. There is some evidence to suggest there may be a difference in the degree of monetary reward anticipated by Problem versus Non-Problem Players, with the former group more likely to be seeking higher returns (i.e., bigger wins) from their play. Regardless, there are few differences in motivations among the player groups, although those that exist appear to have implications for problem development. Aside from the entertainment aspect (32%) and the chance to win money (25%), Resolved Present Players also tend to attribute regular playing patterns to having had a "big win" or frequent wins early on during their VL play history (36%). This early win experience may have led them to have unreasonable expectations about the probability of on-going wins. Given that VLT's in Nova Scotia have a 95% payout, it is highly improbable that a series of "big wins" will be sustained over time, yet, it will occur often enough for players to come to believe that a "big win" is realistic and is "just around the corner."

In addition to the "desire to win money" (38%) and the entertainment value (25%),

Resolved Past Players are also inclined to report taking up regular play due to "addiction" (25%) and "to fill time or due to boredom" (29%). It is noteworthy that playing to fill time or due to boredom was just as likely to be noted by the Non-Problem Player segments. Therefore, while this measure appears to discriminate between those who resolved their problem VL gambling through stopping (Resolved Past Players) versus those using controlled play (Resolved Present Players) (29% versus 11%; $p < .10$), it does not differentiate between Problem and Non-Problem Players in general. The identification of their behaviour as addictive tends to be more predominant for Resolved Past Players who have solved their VL play through abstinence. Thus, an abstinence approach may be adopted in response to perceptions that the player has lost control to the addiction. Resolved Past Players are also significantly more likely to have sought treatment or assistance (see Formal Treatment discussion) to deal with their problem. Consequently, recognition and acceptance of their behaviour as addictive may have precipitated stopping, and/or may be associated directly or indirectly with having been involved in formal treatment programs or services.



EXPERIENCING A BIG WIN EARLY



Overall, 44% of participants had experienced what they considered to be a "big win" when they first started playing VLT's on a regular basis. While the interpretation of a big win varied considerably (the dollar amount ranged from \$5 to \$2,500), the median dollar amount was \$300. Problem Players, past or present, were more likely than Non-Problem Players to have experienced a big win (54% versus 31%).

Furthermore, at this early stage of play, the amounts reported to be won tend to be significantly higher for the Problem Players than the Non-Problem Players (\$542 versus \$249).

Correlation analysis shows the dollar amount won during the "big win" to be associated with a number of VLT play behaviours, in particular the length of time playing regularly ($r=.26$), the frequency of play ($r=.37$), expenditure per session ($r=.30$) and per spin ($r=.34$), and the dollar amount considered to be a win ($r=.39$). While all these correlations are significant, the strength of the association is low to medium, still, the relationships account for upwards of 15% of the variance in these play behaviours. Increased adoption or implementation of these same play behaviours were also found to be risk factors for problem VL play in the 1997/98 Nova Scotia Video Lottery Players' Survey.

Whether players win or lose the first time they played VLT's does not appear to be related to the development of problems. However, experiencing a "big win" during the early stages of play is associated with a number of behaviours linked to problems with video lottery and clearly discriminates the Problem Players from the Non-Problem Players in this study. Given that between 25% and 38% of past or present Problem Players indicate that they were motivated to play more regularly by the chance to win money, a big win early on may reinforce the motivation to not only continue playing but to play with an increased level of intensity. Over half of

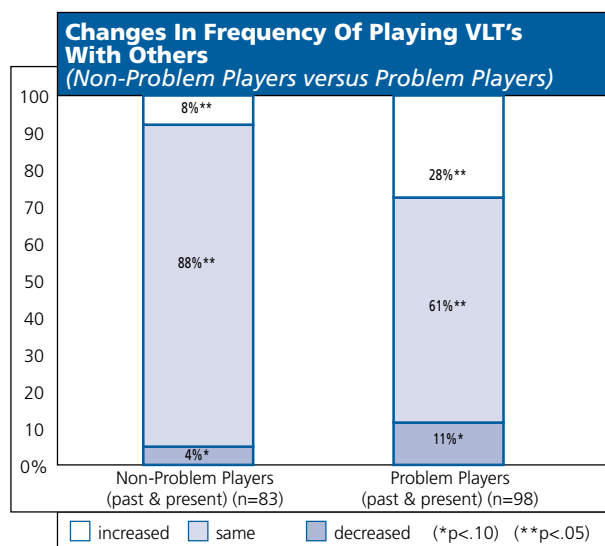
past and present Problem VL Players indicated that they had personally experienced a big win early in their playing history, yet the Resolved Present Players were more inclined than Past Players to attribute this occurrence to their adoption of regular VL playing patterns (36% versus 17%). This suggests that the problem play of Resolved Present Players, in some cases, may be more likely to have evolved in response to their play experience rather than other underlying conditions or circumstances. The etiology of problem VL gambling for the Resolved Past Players and for many Unresolved Players may be more complex.

CHANGES IN EARLY PLAY BEHAVIOUR

PLAY WITH FAMILY AND FRIENDS

Players were asked about how often they played with other friends or family members when they first started playing VLT's regularly and whether their VL participation with these individuals changed in any way over the course of play. Overall, 43% reported that they rarely or never played with friends or family present, 19% did so occasionally (25% to 50% of times played), and 37% did so frequently or almost always (50%+ of times played). There were virtually no differences between the Problem and Non-Problem Player groups in their playing habits with others. However, over

time, over three times as many Problem Players reported a change in their play behaviour with others, as compared to Non-Problem Players (39% versus 12%; $p < .05$). **In fact, 28% of all past and present Problem Players increased the amount of times they played with friends and/or family members on the same or a nearby machine.** It is particularly noteworthy that for only the Resolved Past Players did a similar proportion of players decrease (25%) as increase (21%) their play involvement with others. Interestingly, as will be demonstrated later in the report, Resolved Past Players are the only Problem Player segment likely to have sought out formal or professional treatment and assistance. Thus, the behaviour of these adults is more likely to be seen by service providers and will contribute most strongly to beliefs and perceptions of the clinical field about Problem Players. However, the Resolved Present Players and Unresolved Players are significantly ($p < .05$) less likely to have reduced their involvement levels (7%), with almost one-third (30%) having increased the proportion of time they play with others. **This suggests that VL gambling takes on a much more significant social role over time for approximately one-third of those who continue to engage in on-going play and tends to contradict assumptions that VL problem gambling is always a solitary and/or isolating pursuit.**



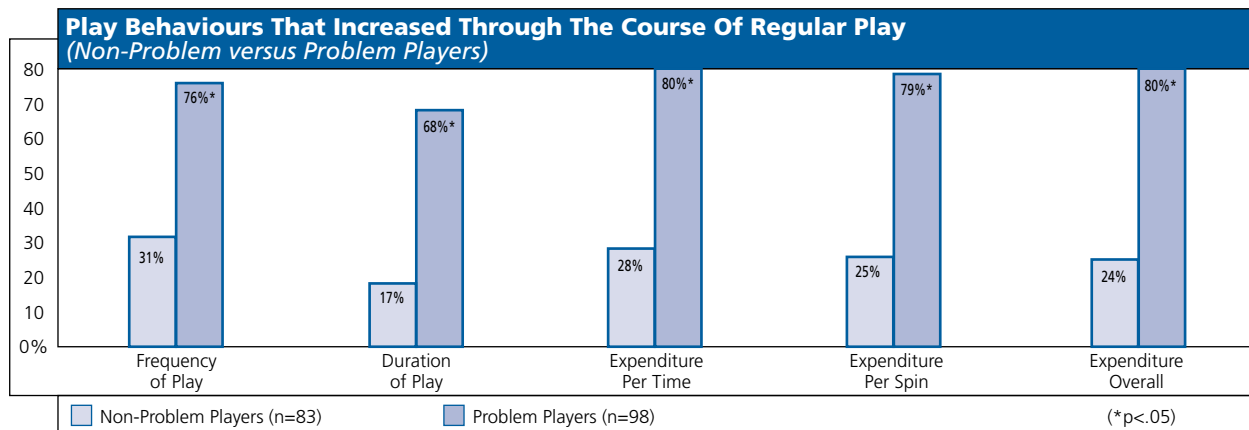
CHANGES IN VL PLAY FREQUENCY, DURATION AND EXPENDITURE

Players were also asked whether the amount of time or money spent playing video lottery increased, decreased or remained the same once they assumed regular VL play patterns. In general, all five of the behaviours related to time and money expenditure (see graph) were more likely to increase or remain the same

than decrease. This pattern of behaviour was consistent among all the player segments.

However, those who have ever had a problem with VL gambling were significantly more likely than those who have never had a problem to consistently report increases in

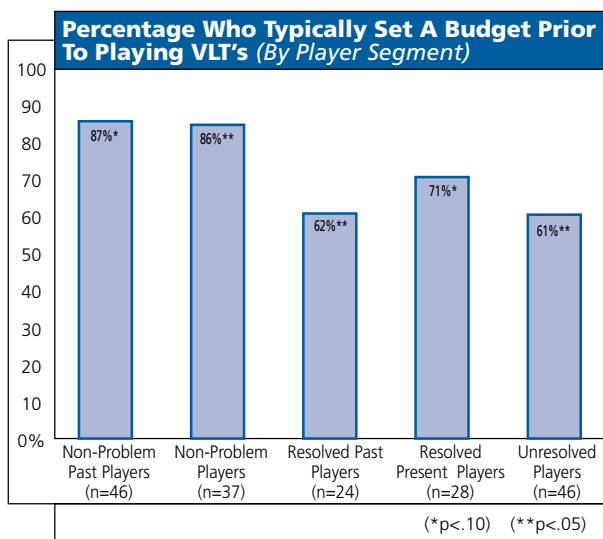




their time/ expenditure related VL play behaviour. Increased expenditure and duration of play are known risk factors for the onset of problem VL play (see 1997/98 NS VL Players' Survey). In this regard, the Problem Player segments are clearly differentiated from the Non-Problem Players, although approximately one-quarter to one-third of all Non-Problem

Players participating in the study noted increases in their play activity. **This suggests that increased involvement over time with the activity can sometimes be a normal consequence of VL play for almost one-third of Non-Problem Players, but is almost always experienced by those who develop problems with their VL gambling.**

SPENDING LIMITS OR BUDGETS

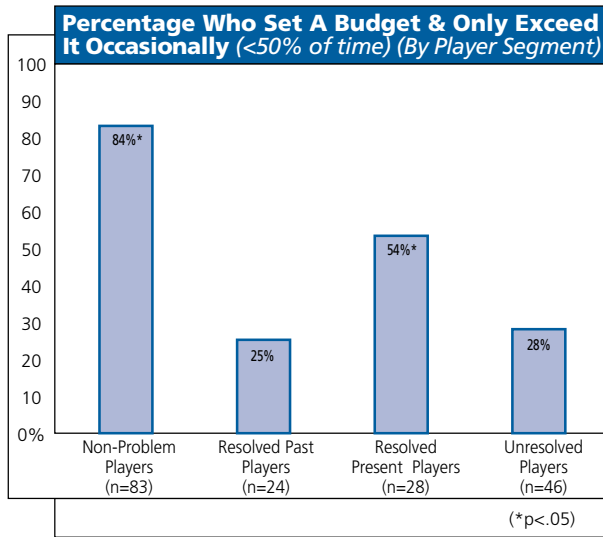


The use of budgeting strongly discriminates the Non-Problem Player groups from the Problem Player groups, and appears to be one of the critical factors in either preventing or avoiding problem development. In general,

nearly all players who have never had a VL problem typically make use of this control strategy (87%), compared with two-thirds (64%) of those who have ever had a problem. Moreover, those who have ever had a problem set a budget per time that is twice as high (\$20), based on the median, as those who have never had a problem (\$10).

Not only are Problem VL Players less likely to set a budget at all, but those who have set a budget are significantly more likely than their Non-Problem counterparts to report that their budget increased over time (56% versus 14%).

Among those who stated that their budget increased over time (n=45), the amount at least doubled for two-thirds, with one-quarter reporting their budget had tripled. When this is considered only for Problem Players (n=35), over time, approximately 60% have increased their self-imposed spending limits by at least \$50.00 each time they play.



While setting a budget is a critical step in maintaining control over VL play, adhering to a budget appears to be even more important. There are 84% of Non-Problem Players, both

past and present, who report that, for the most part, they set a budget for their VL play and never or rarely exceed this self-imposed limit. Conversely, Problem Players, collectively, are significantly less likely to set a budget or to derive any benefit from budgeting if they do attempt to set one.

However, compared to the other Problem Players, twice as many Resolved Present Players (54% versus 25% to 28%; $p<.05$) reported they set and consistently adhered to a budget (at least 50% or more of the times they play). This may be an important determinant in how Resolved Present Players are able to overcome their VL problem and continue playing rather than abstaining. For the Unresolved Players, the majority (72%) either do not set a budget (39%) or will exceed this self-imposed limit half or more of the times they play (38%). This is also true of the Resolved Past Players when they had been playing VLT's.

Changes in early play behaviour provide key insight, notwithstanding the contextual reasons why such behaviour persists, into ways in which interacting with the machines can lead to the development of VL problems.

In the current analysis, increased frequency, duration and expenditure on VL were all found to be associated with those who developed problems with their VL play. Problem Players were also less likely to set budgets than the Non-Problem Players and, when they did so, they set them at levels that were twice as high as the Non-Problem Players. More telling of their heightened participation in VL is that Problem Players (Resolved Past Players and Unresolved Players in particular) are much more likely than Non-Problem Players to report that they frequently or almost always exceed their budget, even though they are also more likely to have increased their budgets over time.

While Resolved Present Players are also more likely than Non-Problem Players to have increased their VL time and money expenditures and to have increased and exceeded their budgets, they have not done so to the extent of the other Problem Player groups. Although the differences between the Problem Player groups do not always approach statistical significance, there is sufficient evidence to suggest that the Resolved Present Players are better able to moderate their VL behaviour than the Resolved Past Players and the Unresolved Players. This degree of moderation might partly explain why Resolved Present Players were able to successfully resolve their problems and continue playing rather than having to abstain altogether. Undoubtedly, the greater ability of the Resolved Present Players to set and stick to a budget is contributing to their ability to exert control over their play.



THE ONSET OF VIDEO LOTTERY PROBLEMS

The following sections examine only those players who have ever had a problem with video lottery, and discusses key differences among the three groups of Problem Players - Resolved Past Players, Resolved Present Players and Unresolved Players.

Those players who have ever had difficulties with their video lottery play were asked about the progression of their VL problem and the

situational factors leading up to problem play. Problem play progression was examined through two questions regarding the suddenness of problem development, while the situational factors included a range of significant life events (e.g., loss of a spouse, loss of a job) and psychological moods/disorders (e.g., depression, loneliness, boredom).

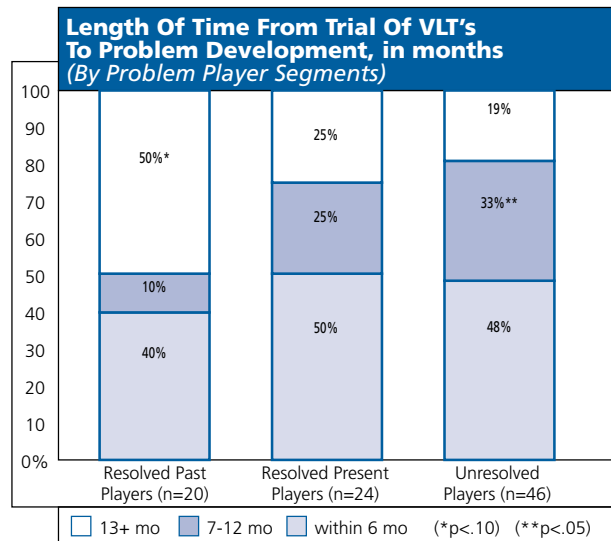
SUDDENNESS OF PROBLEM ONSET

With regards to the onset of problem play, three-quarters of those who have ever had a problem (75%) felt that their VL problem happened gradually, whereas one-quarter (25%) described it as a sudden change.

More revealing of the progression of problem VLT play is that **almost half (47%) indicated that their problem began within 6 months of first trying VLT's**, while for another quarter (26%), problems began within the first year. Seven and a-half months was the median length of time from trial of VLT's to the onset of problems. Among those who experienced a sudden change, the average length of time from trial of VLT's to the development of problems was 5 1/2 months, whereas it was 17 1/2 months for those experiencing a gradual change.

While Resolved Past Players were just as likely to report that their problem with video lottery occurred suddenly (35%) as the Resolved Present Players (20%) and Unresolved Players (22%), fewer Resolved Past Players stated that their problem began within a year of trying VLT's than the other Problem Players (50% versus 80%; $p < .05$).

In fact, half of those Problem Players who have stopped playing VLT's altogether (Resolved Past Players) indicated that their problems with VL gambling occurred more than twelve



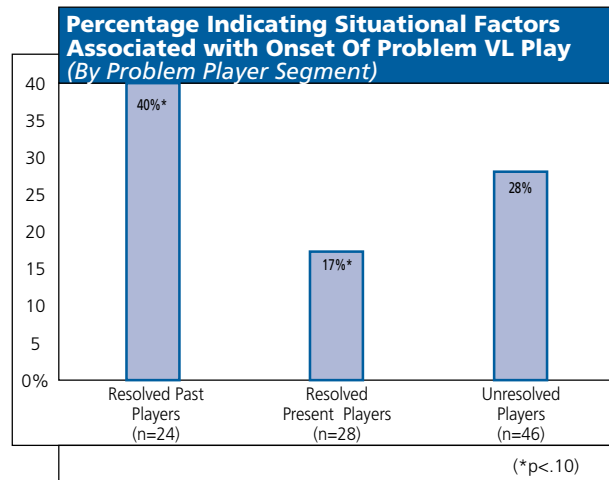
Note: There were four Resolved Past Players and four Resolved Present Players who indicated that they were unsure as to the onset of problem development. For comparative purposes, these individuals were excluded from the analysis.

months after they had first tried the games. In contrast, the majority of Resolved Present Players (75%) and Unresolved Players (81%) who are still engaged in the activity reported that they developed problems within the first year after trial and, in most cases, within six months of having tried the machines (50%). Thus, for the Resolved Past Players, it appears that the development of problem play was more gradual.

SITUATIONAL FACTORS ASSOCIATED WITH THE ONSET OF VIDEO LOTTERY PROBLEMS

All past and present Problem Players were asked if there was anything in particular or different going on in their lives at the time they started developing problems with the time or money they spent on video lottery. Although all respondents were specifically probed on such issues as job loss or changes, relationship problems, financial or money problems, changes in marital status and other mood states including depression, loneliness or boredom, the majority of Problem Players (71%) indicated there was nothing unusual happening in their lives.

Resolved Past Players are more inclined to cite situational factors and/or changes as coinciding with the onset of their VL problems than are Resolved Present Players (40% versus 17%, $p < .10$). At the very least, this suggests that Resolved Past Players are more likely to view their VL problem as being either directly associated with or in response to other (external) events or factors. Conversely, the Resolved Present Players are less likely to



attribute the onset of VL problems to specific events or circumstances outside of VL play. The Unresolved Players who are still engaged in some level of problem VL gambling tend to fall midway between these other two groups, with 28% noting an association between the start of their problems with VL play and other changes or situations occurring in their lives.

Regardless, the majority of those in each Problem Player segment (60%+) state there was nothing particularly significant or unusual precipitating their problem VL gambling.

"I really didn't have an excuse." (Female, 44 years, Resolved Past Player)

"Nothing. I just became hooked right away." (Male, 44 years, Resolved Past Player)

"Nothing. I take responsibility for my VLT play. There are no specific reasons other than I wanted to play." (Male, 58 years, Resolved Present Player)

"I just liked to play for the entertainment, nothing really."
(Female, 32 years, Unresolved Player)

"Nothing whatsoever." (Male, 52 years, Unresolved Player)

"No, nothing, we just enjoyed playing." (Female, 50 years, Unresolved Player)



Of the situational factors mentioned, problems with a spouse or partner, including **divorce or separation** (16%), **financial problems** (7%), loneliness (7%), and **job changes** (7%), were the most common events noted as occurring at the time of problem development. There was a great deal of similarity in responses among the three Problem Player segments. However,

Resolved Past Players differed significantly from the Resolved Present Players in their greater tendency to cite the mitigating role of problems with a spouse or partner (20% versus 4%) and loneliness, depression or boredom (17% versus 0%). Again, Unresolved Players did not differ significantly from either of the two Resolved Player groups.

"Got separated and I was depressed." (Male, 29 years, Resolved Past Player)

"Children left home and I was lonely and bored."
(Female, 59 years, Resolved Past Player)

"I was going through a divorce and having problems with my husband."
(Female, 41 years, Resolved Past Player)

"Personal problems and I was also depressed." (Male, 43 years, Resolved Past Player)

"Nothing, it seems, except problems with my other half."
(Male, 49 years, Resolved Present Player)

"Money problems--lack of work and no money, we thought we could make money playing [VLT's]." (Female, 55 years, Resolved Present Player)

"I lost my job, not due to VLT's, and tried to compensate by winning off the machines." (Male, 34 years, Resolved Present Player)

"I didn't have enough money to get by and tried to compensate by playing VLT's and trying to win." (Male, 31 years, Partially Resolved Player)

"I was forced into early retirement from the plant because it closed down so we lost our jobs." (Female, 64 years, Unresolved Player)

"I was in a bad relationship." (Female, 37 years, Unresolved Player)

"Less hours at work, very stressful." (Male, 53 years, Unresolved Player)

"Break-up four years ago. I was upset, angry and hurt at the time and loneliness played a part in it too." (Female, 28 years, Unresolved Player)

Problem Players (past and present) are more likely to report that their problems with VL gambling occurred gradually rather than occurring as a sudden change. However, problems do appear to have developed fairly quickly following the adoption of regular playing patterns. Nearly three-quarters began having problems with video lottery within a year of trying VLT's. Fewer Resolved Past Players began experiencing problems within a year than the other two Problem Player groups, suggesting that their problem play was perceived as more gradual and was more often associated with outside or intervening circumstances.

Most Problem Players cannot recall any unusual situational factors that were happening at the time that problems began. However, almost one-third indicate that their VL problems coincided with the occurrence of other negative life circumstances or changes. For the most part, there are few significant differences in the events believed to precipitate problem VL play among the Problem Player groups. Resolved Present Players are less inclined to attribute the onset of their difficulties with video lottery to events

outside their actual play behaviour, whereas Resolved Past Players more often associate their problem VL gambling with relationship problems or depression, loneliness and boredom.

While it is plausible that these situational factors precipitated VL problems, it is equally possible that chronic VL play was contributing to the problems to some extent. It is beyond the scope of this study to determine the direction of such causality. Likewise, while situational changes did not necessarily precede the sudden development of problem VL gambling for the majority of players, it is not possible to rule out the role of pre-existing negative circumstances in contributing to problem play. For example, financial stress, relationship problems, etc., may have already been established for some players prior to their trial of VLT's. Regardless, identifying the association of circumstances or life changes with subsequent problem VL gambling will offer treatment providers substantial insight as to the role of VL gambling for the individual, and assist in determining if problem gambling is a cause or a symptom of other problems in the individual's life.

PLAY BEHAVIOUR AT THE TIME VIDEO LOTTERY PROBLEMS BEGAN

TIME AND MONEY EXPENDITURE ON VIDEO LOTTERY

All Problem Players were asked about several aspects of video lottery play behaviour at the time that problems had ensued. More specifically, they were asked about their frequency and duration of play, expenditure per time and spin, the amount considered to be a win, and the frequency of cashing out and continuing to play with winnings. In addition, this information was also obtained from the Non-Problem Players for comparison.

generally playing VLT's approximately twelve times per month, two hours at a time, spending \$0.80 per spin and \$40 per time. On average, \$100 was considered to be a win at which point two-thirds (68%) would frequently or almost always cash out and continue to play with their winnings. There were no notable differences among the three Problem Player segments on any of these measures.

Based on the median at the time problems began, Problem Players in the study were

Moreover, no differences were found among the three Problem Player groups in the



amount considered to be a win or in cashing out behaviour once the "win" was reached. In fact, the amount considered a win is not related to how frequently players cash out. In other words, a player who considers \$20 dollars to be a win is just as likely to cash out when they reach this point and play with their winnings as a player who considers \$200 to be a win.

Given that there were no significant differences among the three Problem Player

segments in terms of time or money expenditures on VLT's at the time of their problem VL play, a general comparison between the Non-Problem Past Players (n=46) and Problem Player groups was undertaken.

NOTE: Non-Problem Present Players were excluded from the comparison, as they were only questioned for their current playing patterns rather than specifically when they were involved in regular play.

TIME & MONEY EXPENDITURES (NON-PROBLEM VERSUS PROBLEM PLAYERS)

	Non-Problem Past Players (n=46)	Problem Players (n=98)
Number of Times Played Per Month		
Average	5.1 times	14.2 times
Median	4.0 times	12.0 times
Length of Time Played Each Session (minutes)		
Average	31.6 min.	138.7 min
Median	20.0 min	120.0 min
Derived Monthly Expenditure (out-of-pocket per time expenditure By# of times played per month)		
Average	\$80.26	\$1,207.21
Median	\$27.50	\$490.00

Consistent with results obtained in the 1997/98 NS VL Players' Survey, those individuals involved in self-declared problem VL gambling are significantly more likely than self-declared Non-Problem Players to be playing more often

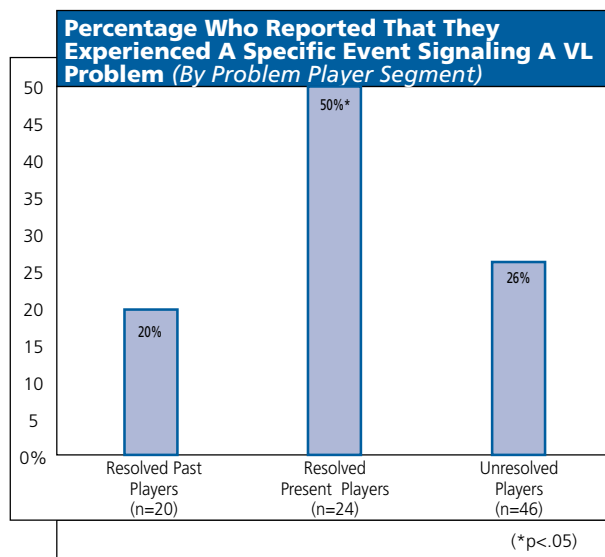
(median: 12 versus 4 times/month), for longer periods of time (median: 2 hours versus 20 minutes), and spending at considerably higher levels (median: \$490.00 versus \$27.50)

<p>The dollar amount considered to be a win ranged from a low of \$10 to a high of \$500. Players who consider comparatively large amounts to be a win (e.g., \$101 to \$500) are cashing out as often as those who consider \$10 to \$50 to be a win, yet the majority do not stop playing and instead continue to play with their winnings. Obviously, having set the acceptable win standard so high, many players will never reach this level and will frequently or almost always play until all of their money is spent. It may be that lowering players'</p>	<p>expectations of win amounts or encouraging the adoption of lower cashout standards offers potential for harm minimization, especially if players can then be encouraged to <u>stop</u> rather than continue playing with the winnings.</p>
	<p>All Problem Player groups reported similar frequency and duration of play at the time their VL problems occurred. On average, players in any of the three Problem Player segments were spending approximately 24</p>

to 28 hours per month playing VLT's when they experienced their VL gambling problems, as compared to only approximately 2 hours per month by the Non-Problem Players when they were involved in regular play. It is particularly compelling that there were no appreciable differences observed in time or money expenditures among the three Problem

Player segments. This suggests that, independent of current problem status (e.g., Resolved versus Unresolved), those who reported ever having difficulties with their VL gambling all exhibited similar playing patterns at the time they were experiencing their VL problems.

PROBLEM RECOGNITION



Among those Problem Players who experienced a specific event (n=26), 42% identified **financial problems** as a precipitating factor, followed by the realization that **time and/or money were being wasted** (31%), **mental health problems** (23%) and **relationship problems** (19%). Among those who described the process as gradual (n=62) there are some noteworthy similarities. Within this group, sizable proportions also mentioned financial problems (47%) and the realization that time and/or money were being wasted (45%) as catalysts. Relationship problems and a sense of diminishing self-control over VL play were also issues for about 10%.

Problem Players were also asked whether there was a specific event or moment that occurred in their life when they recognized and admitted that they had a problem with video lottery. While one third (31%) reported that there was a specific event or "moment-of-truth" precipitating problem recognition or admission, two-thirds (69%) indicated that it was a gradual process. Resolved Present Players were more likely than the other Problem Player groups to report the incidence of a specific event (50% versus 24%).

The Problem Player groups were remarkably similar in the events that led them to believe they had a problem. Unresolved Players, however, were more likely than Resolved Present Players to specifically mention that they were having significant financial problems. For Resolved Present Players, the financial impact of play was more often referred to as a "waste of money" rather than having reached the more drastic levels of financial problems.



"Realized I was playing more often and spending more money and not winning anything. It was a reality check." (Male, 53 Years, Resolved Present Player)

"I just realized that I was going too often and I was spending too much money and that it was a problem." (Female, 39 Years, Resolved Present Player)

"Well, I lost all my money and had to re-mortgage my home to pay bills and I'm in debt again and will have to do it again soon." (Female, 64 Years, Unresolved Player)

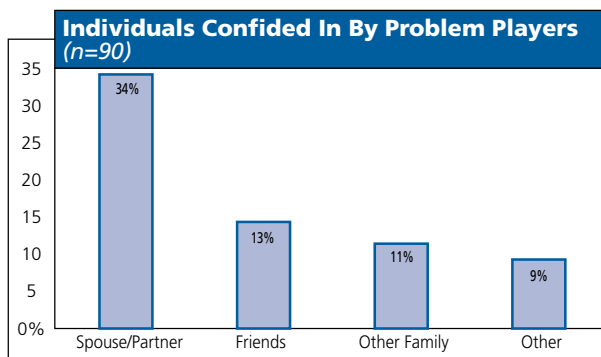
"My financial problems were getting worse. I spent all of my bill money and was borrowing on top of that and getting money illegally too."
(Female, 40 Years, Unresolved Player)

"Because I would get upset when I didn't win. I would get more money through other means to try and win my money back over and over again, and it was like that all the time. I got money through ways I never thought I would and I knew I was in trouble." (Female, 41 Years, Resolved Past Player)

"I started arguing with my girlfriend about where I was for five hours. It got to the point where I physically had to go, even if I didn't have the money to play, I had to go down to look at them." (Male, 52 Years, Unresolved Player)

"I gradually noticed I started to take more money to go play. I'd play longer, I didn't want my wife to know I was playing so I'd go play when she wouldn't be around to know about it. It took me a long time to admit that I had a problem."
(Male, 40 Years, Resolved Past Player)

ADMISSION OF A PROBLEM



Problem Players were also asked about their admission of a VL problem to others. Two-thirds (64%) reported having confided in

someone, whereas one-third (36%) had not. Players in each Problem Player group were equally likely to have discussed their problem with someone else, primarily a family member.

Over half (53%) of those who admitted to a problem told their spouse or partner, representing one-third (34%) of all Problem Players. Resolved Present Players are twice as likely to have admitted their difficulties to a spouse/partner than Resolved Past Players (50% versus 25%; $p < .10$), suggesting that spousal support may be a significant factor in players' ability to continue playing VLT's, but maintain control after experiencing problems.

Approximately 13% of all Problem Players confided their problem play to a friend, and a similar proportion talked to another family

member (child, sibling, parent). Nine percent report telling another source, including GA (2%) and/or a health professional (2%).

Most Problem Players are not triggered by a specific event into realizing a problem exists. However, Resolved Present Players are almost twice as likely to recall a specific moment when they recognized a problem with their video lottery play. It may be that such a "moment of truth" or the self-realization of a problem following an isolated event assists the player in moderating or exerting control over their behaviour. Whether problems are recognized gradually or through a specific event, financial problems and a sense that time and money is being wasted are the two primary "eye openers." Most Problem Players confide in someone once they realize a problem exists,

primarily a spouse or partner. This is especially true of the Resolved Present Players. To a lesser extent, other family and friends are also confided in. It appears that formal sources of help are not used when the Problem Player first wishes to talk about their problem. Thus, at this point, it will often fall upon the spouse, family or friends to seek out additional information and/or assistance in attempts to help the Problem VL Gambler. Ensuring the information is available with initial assistance aimed at targeting or supporting family members or friends will greatly enhance dissemination of the information and subsequent action undertaken.

STOPPING OR REDUCING VLT PLAY

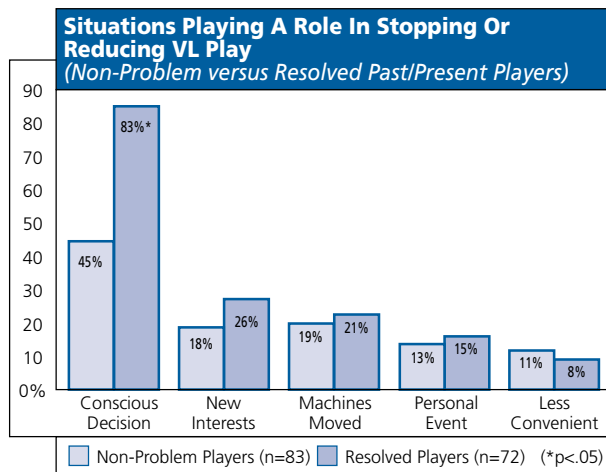
Only Non-Problem Players and those Problem Players who have either successfully stopped or reduced their VL play were questioned as to the factors influencing this behaviour. While several situational factors appear to have an important role in play reduction or cessation, having made a conscious decision to stop or reduce play has twice the effect. **This signifies the importance of internal over external control factors in how Problem Players first come to stop or reduce their play.**

There are few notable differences among Non-Problem or Problem Players in the situations leading to play reductions. The only exception is that **Problem Players were almost twice as likely to make a conscious decision to stop playing than Non-Problem Players**, suggesting that quitting or cutting back requires more of

a deliberate commitment for the Problem Players. While this result is not particularly surprising, what may be somewhat unexpected is that almost half (45%) of the Non-Problem Players also noted making a conscious decision to stop or reduce play. This suggests that even for those who have not developed significant difficulties with their VL play, the reduction of the activity merits deliberate consideration. **Thus, reductions of play and/or stopping by Non-Problem Players are also strategies for controlling behaviour, and potentially avoiding problem development.**

Taking up other or new interests and having the imposition of restricted machine access (i.e., relocation from the corner stores into licensed establishments) were also important in motivating players in general to stop or





control their play. Many players described themselves as "non-bar types" and had no desire to follow the machines into the licensed establishments. Only small minorities of players were triggered into stopping or reducing play for reasons such as the birth of a child or the loss of a job. **It is noteworthy that, in general, Non-Problem and Problem Players were equally likely to cite the role of these external factors in influencing or precipitating the reduction or cessation of VL gambling.**

"I realized it was a waste of time and money so the temptation was not there. Machines were moved from the stores. Out of sight, out of mind."

(Male, 38 years, Resolved Past Player)

"I guess I wasn't winning as often so I decided not to play and I don't go to bars and because the VLT's were taken out of the corner stores, they're not as accessible."(Male, 34 years, Non-Problem Present Player)

"They moved them out of the stores and I'm not a bar person and I got married around the same time and moved to the city." (Female, 29 years, Resolved Past Player)

Among the Problem Players there are several important differences. As expected, the Unresolved Players were less likely to have stopped or reduced their play due to a conscious decision (35% versus 83% to 89%; $p < .05$), the machines being moved into licensed establishments (7% versus 22%; $p < .10$), or because of a significant personal event (7% versus 20%; $p < .10$) than the other Problem Player segments. Undoubtedly, this is an artifact of their unresolved problem play, as only 46% of Unresolved Players have undertaken play reductions with any degree of success. More interesting, Resolved Past Players were more likely than other Problem Players to have quit or cut back VL because they had experienced a significant personal event (26% versus 7%; $p < .10$). When players, excluding the completely unresolved, were

asked to elaborate on how they came to stop or control their VLT play, a clearer picture emerges. Except for the Unresolved Players, about a third of the other player segments expressed concern over **not winning** and **wasting money**. Resolved Past Players, however, were more likely to have **feared the financial consequences of their play** (36%) and were, subsequently, **motivated to get help** (9%), suggesting that the situation may have reached more significant levels for these players. Resolved Present Players, on the other hand, **reduced their VLT expenditure** (36%) instead of stopping or getting help (0%). The Problem Player segments, collectively, were the only players to mention that they stopped or reduced their VL play due to **mental health issues** (7%).

"I realized I was hurting myself and destroying my family."

(Female, 59 years, Resolved Past Player)

"The fear of losing my house, my family." (Male, 29 years, Resolved Past Player)

"My wife and I decided to get help." (Male, 43 years, Resolved Past Player)

"A friend told me he had a problem and we both went to GA. GA really helped me out. I heard sad stories and realized I still had time to help myself."

(Female, 44 years, Resolved Past Player)

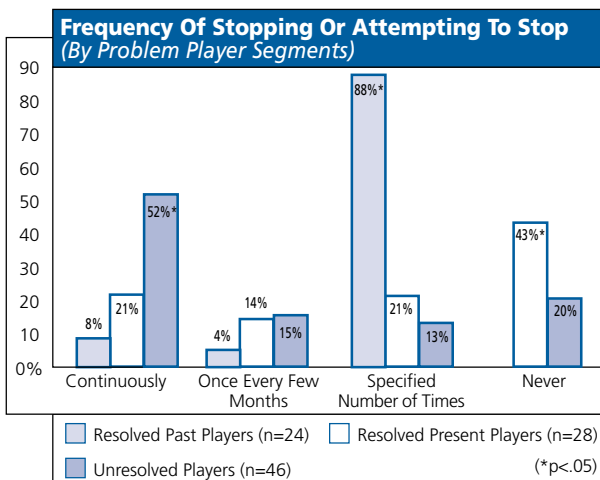
"I reduced play after I decided they weren't paying out like I thought and I was losing."(Male, 43 years, Resolved Present Player)

"I decided enough was enough because I worked hard for that money."

(Male, 35 years, Resolved Present Player)

FREQUENCY OF STOPPING OR REDUCING VLT PLAY

Most Problem Players (73%) reported that they had deliberately stopped or attempted to stop playing VLT's for an extended period of time. This finding supports the results in the Problem Players Analysis from the 1997/98 NS VL Players' Survey, where 70% of Problem Players had reported trying to stop playing in the past year.



It appears that for most Problem Players, stopping or reducing VL play is an ongoing process. One half (49%) of Problem Players state that they are continuously trying to stop or reduce their VLT play, while another 17% attempt to do so every few months. Of those who have attempted to stop or reduce their VL play for any other number of times, 78% have tried on more than one occasion.

There are some important differences among the groups in terms of their efforts to stop playing altogether.

There are also distinct differences among the three Problem Player groups regarding triggers for relapse and successful resolution.



MITIGATING FACTORS FOR STOPPING OR PLAY REDUCTION BY PROBLEM PLAYER SEGMENT

MITIGATING FACTORS - RESOLVED PRESENT PLAYERS

Almost half of the Resolved Present Players (43%) have never made a deliberate attempt to stop playing VLT's. For these Resolved Present Players, their goal was to reduce or change their play, not to terminate the activity. Approximately one-fifth of the Resolved Present Players reported they had stopped or attempted to stop playing VLT's on only one to two occasions before returning to reduced play levels. For the remaining 35%, stopping or attempting to stop was a more

continuous effort. For these individuals, the primary triggers for resuming play after stopping were attributed to exposure to the machines (18%), boredom (11%) and play by friends and family members (7%). **Lifestyle or situational factors appear to impact the success of the Resolved Present Players in completely terminating VLT play. Thus, a reduced or controlled play approach may have offered a more realistic solution for them.**

"My friends always wanted me to go play with them."

(Female, 32 years, Resolved Present Player)

"I just did it for the heck of it, something to do. If you win, great. If you don't that's okay too." (Male, 33 years, Resolved Present Player)

"Just being in places that have them all the time."

(Male, 31 years, Resolved Present Player)

"I'd be in a bar for a drink and end up playing." (Male, 52 years, Resolved Present Player)

"At times when I would go to the bar and my friends were all playing, I just ended up playing too." (Male, 49 years, Resolved Present Player)

"I would be in a location and was bored, looking for something to do."

(Male, 27 years, Resolved Present Player)

The primary reason Resolved Present Players cite for their current success in managing their VL play is the **realization and acceptance that they cannot win playing the machines.** Resolved Present Players are three times more likely than those who have resolved their VL play through abstinence (Resolved Past Players)

to note the role of this realization in changing their play behaviours. **Two-thirds of those Resolved Present Players who have reduced play after previous attempts attributed their current success to adopting a more realistic approach and appreciation of the games' outcomes.**

Other strategies contributing to their current success consist largely of reducing their access to the machines (16%).

"I feel they are useless and you usually don't win. I'm at the point where I don't play as much because of that." (Female, 33 years, Resolved Present Player)

"Now, we realize it was a waste of money. Before, we always might win and get a quick buck. I now realize the machines are designed to make money, not pay it out to you." (Male, 58 years, Resolved Present Player)

"They don't payout as much now so I don't play as often now as I did before." (Female, 39 years, Resolved Present Player)

"I can see I wasn't winning anything back any more and the government payouts are less." (Male, 52 years, Resolved Present Player)

"I can see it was a waste of money and that the payouts now are almost nil." (Male, 49 years, Resolved Present Player)

"I just realized it was a money issue. I wasn't going to waste any more than \$25 each time and that was it." (Male, 36 years, Resolved Present Player)

Comparatively, Resolved Present Players are least likely to have deliberately decided to stop playing ($p < .05$), although 89% made a conscious decision to reduce their play levels. It appears that lifestyle and other situational issues make "reduced play" a more viable resolution option for these players, as opposed to abstinence. Given their ability to exert control over their play behaviour, abstinence is not a necessary condition for problem VL gambling resolution for these Resolved Present Players. The key factor contributing to the success of their resolved play is the recognition that they cannot come out ahead in the long run when playing VLT's.

In many cases, it appears that Resolved Present Players still express inaccurate beliefs about why they win less or, more importantly,

are losing more than when they first started to play. The results suggest that for many Resolved Present Players, their long-term experience of losing is inconsistent with their earlier exposure to wins. They rationalize this as being attributable to changes in payouts or government-initiated reductions in wins ("the machines just don't pay out any more like they used to"). However, as was determined in the 1997/98 NS VL Players' Survey, Section 3.0 - Problem VL Gamblers' Analysis, Problem Players will derive lower "cashout" than Non-Problem Players, due to significant differences in how these two types of players play the games (i.e., reinvestment of winnings, length of play, increased bet levels, etc.). In fact, in a VLT simulation designed by Focal Research Consultants to model the impact of player behaviour on game outcomes it was found,



on average, that Problem Players will only get back 37¢ for every dollar they wager on VLT's versus approximately 70¢ for Non-Problem Players. Thus, as players develop problems with their VL gambling, over time they really will experience a decline in their "cashout" (amount of credits and/or money cashed out as a percentage of the total credits and/or cash put into the machines) and "cashback" (amount of money they walk away with from a session as a result of how much they spent out-of-pocket), although the payout always remains the same (i.e., 95%). While they are aware of the declining return derived from their play, they erroneously attribute it to changes in "payouts" rather than resulting from changes in their play behaviour. Regardless, the outcome is still the same (they realize they are losing and can't win and this leads to reduced play).

The VL gambling problems of the Resolved Present Players appear to be less severe and complex than the Resolved Past Players, yet they undoubtedly have encountered difficulties that strongly differentiate their past problem play from non-problem play. Resolved Present Players had to learn about the games from their experience, essentially recognizing the inconsistency between their beliefs and experiences, and adjusting both their expectations and behaviour to match the game outcomes. This suggests that the problems Resolved Present Players encounter, and the solutions, are largely driven by their interaction and experience with the machine rather than precipitated or exacerbated by pre-existing and/or external conditions or circumstances. Once they recognize they are spending more than they win, and that this outcome will persist, they are less interested in the games. However, due

to their continuing exposure and the involvement of friends and family, they continue to engage in play, but at reduced levels with reduced expectations.

The responses of the Resolved Present Players suggest that there is opportunity for education and interventions from a harm minimization perspective. In particular, communication strategies pointing out inaccurate beliefs and directly relating this information to the experience of players (such as the influence of early wins on subsequent behaviour, the impact of length of play, etc.) can serve to heighten the awareness and sensitivity of players and their peer or reference groups to the risk factors associated with VL gambling. Educating the population on how the games really work and how specific play behaviours contribute to problem development may serve to counter the myths and rationalizations people develop in the absence of any factual information. This may effectively contribute to harm minimization by reducing the time it takes for the players to learn this on their own, often with negative or severe consequences.

These Resolved Present Players are relying on internal control mechanisms to regulate their play. As they are still taking part in the activity, there is risk that they could lapse back again into difficulties, especially if circumstances should change (i.e., loss of job, financial difficulties, relationship problems, etc.) or, for example, if they should experience a big win. Including the intervention at a machine level on the VLT's is also another way of effectively reaching those most in need at a point when an intervention would yield the greatest benefits.

MITIGATING FACTORS - RESOLVED PAST PLAYERS

The Resolved Past Players exhibit a distinctly different pattern of stopping. All of these past problem players at the time of the survey had stopped playing and have been "VLT free," on average, for approximately two years. Almost half (48%) of these Resolved Past Players required only one attempt to successfully give up play. For the remaining Resolved Past Players (52%), more attempts were required, although this tended to consist of approximately two to four efforts as opposed to a continual or on-going

struggle. Similar to the Resolved Present Players, their primary trigger for relapse is also exposure to the machines (17%). However, those adopting an abstinence approach to their problem resolution are also likely to note boredom and loneliness (13%), depression/personal problems (13%) and chasing losses (13%) as key triggers to start playing again. There was also evidence of Resolved Past Players wanting to test their ability to play without problems and concluding it was not possible for them.

"Just to see if I was cured type of thing. To see if I could put in one dollar and walk away." (Male, 29 years, Resolved Past Player)

"An argument with my spouse, to get back at him. Stress from my job or our financial situation. A strong craving to play." (Female, 44 years, Resolved Past Player)

"The financial stress and personal problems." (Male, 38 years, Resolved Past Player)

"Just got depressed or bored with my job and my personal relationships." (Male, 43 years, Resolved Past Player)

"Going to a bar and seeing them and other people playing." (Male, 36 years, Resolved Past Player)

Resolved Past Players also tended to attribute their current success in solving their VL gambling problems to different factors than the Resolved Present Players. They were **significantly less likely to note the realization that they could not win playing the games** (13% versus 38%; $p < .10$) and, essentially, was the only group in which anyone noted **relationship changes** (9%) and **formal support**

services (13%) as being instrumental to their ability to successfully stop play. Only the Resolved Past Players (9%) and Unresolved Players (11%) specifically mentioned **financial constraints** as a critical factor in terminating (or reducing) play. The Resolved Past Players also noted the positive role of restricting their access to the machines by **avoiding VLT locations** (13%).



"I don't frequent the places I used to go. The money situation isn't great. The bills piled up and there is no extra money." (Male, 44 years, Resolved Past Player)

"I feel better emotionally. I know now, I sat and watched people, saw the looks on their faces when they lost and had to go get more money and thought that used to be me." (Male, 47 years, Resolved Past Player)

"I honestly don't know. I was lucky that God listened to my prayers and answered me. I had the discipline to stop through my prayers and the group [GA]. I learned a lot on the Serenity Prayer." (Female, 44 years, Resolved Past Player)

"I've moved since then so my environment is different. I remind myself how broke I was. I don't have the local bars I used to go to since I moved." (Male, 33 years, Resolved Past Player)

"My husband isn't around to make me want to play, he played them all the time and now we have broken up. I can manage on my own, I find it's much better." (Female, 41 years, Resolved Past Player)

"Well, I'm in a different relationship. We don't go to the bars so I'm not tempted to now." (Female, 26 years, Resolved Past Player)

"Well, this time I admitted my problems to myself and made changes in my life. Going to GA helped me face it." (Female, 52 years, Resolved Past Player)

"The money isn't there to play them. We are on a low income and have two kids so the money just isn't there to spend on the machines." (Female, 23 years, Resolved Past Player)

"Out of sight, out of mind. I won't allow myself to go to any of the places that have them and going to GA helped out a lot." (Male, 40 years, Resolved Past Player)

For Resolved Past Players, dysphoric mood states, loneliness and boredom, personal and financial stresses and accessibility are key triggers for relapse. Conversely, external constraints and support services are most likely to provide the greatest benefits in avoiding play, as these individuals appear to lack the internal control (i.e., willpower) to regulate their play in the face of the machines. For some, the ability to abstain from play is wholly dependent upon the external constraints (at least initially) and, thus, in the absence of the constraining situation, they are at risk to play again. For these types of players, programs or assistance which initially

restrict their ability to play may be essential until long-term development of new activities, improved mental health, financial stability and relationship improvements enable the individual to maintain control over their behaviour by removing the need for the activity. Such voluntary, short-term initiatives, which may enhance long-term resolution of their VL problem, could include:

- avoidance strategies, including VLT locations as well as acquaintances, friends and family members who play the games;
- soliciting the cooperation of others in supporting their commitment to abstain,

- including service personnel at VL locations;
- restricting financial access to play and borrowing of funds (i.e., having spouse/partner or another individual control finances, direct deposit of pay cheques, dual signature bank accounts or other funds, instructing friends, etc., to not lend even insignificant amounts);
- programs or assistance which allow individuals to self-restrict participation in the VL activity;
- introduction of alternative activities to fill in the time previously dedicated to VL play;
- acceptance of a more holistic approach to treatment whereby the individual is treated rather than just the problem gambling.

Short-term or temporary options for eliminating the activity may allow these types of Problem Players to start to regain control and focus on resolving other issues that may be contributing to the need for VL gambling. In some cases, individuals may never be able to free themselves of the mitigating factors and, thus, redirecting their attention to less damaging pursuits will be contingent upon their complete abstinence from VL gambling. For others, however, the problem VL gambling may only be a symptom of other problems, internalized as part of a coping strategy that in and of itself becomes problematic (possibly due, in part, to the short-term effectiveness of the activity in countering other negative situations in an individual's life).

MITIGATING FACTORS - UNRESOLVED PLAYERS

Two-thirds of Unresolved Players are trying to stop playing VLT's on either a continuous (52%) or periodic basis of once every few months (15%). Only 20% report they have never made any attempts to completely abstain from play, with their efforts largely focused on play reductions. It will be recalled that Unresolved Players are not a homogeneous group; just under half (46%) report partial resolution of their VL problem gambling, although they continue to play the games with varying degrees of difficulty. Additional analysis can profile and compare the Partially Resolved versus the Unresolved Players to further assess differences among current Problem Players and the relative effectiveness of the various coping strategies used by those currently experiencing problems. Regardless, those who have not completely resolved their problem VL gambling appear to be trying to address the issue, with limited success at best.

Undoubtedly, the most significant trigger impacting the ability of Unresolved Players to stop or even reduce play is exposure to the machines. Approximately one-third of Unresolved Players note that accessibility or simply "seeing the machines" is sufficient to induce a relapse. Some cite the "urge to play" as a trigger (13%); and "giving in" to the temptation of testing their ability "to play and walk away" (11%). While boredom and loneliness are just as likely to induce relapse for all past and present Problem Players (11%), the Unresolved Players typically are not citing depression and personal problems as primary triggers (2%). Thus, it appears that for the Unresolved Players, **response towards the machines themselves most often interferes with their ability to sustain abstinence or controlled play. They report lacking the internal capability or "willpower" to counter both the internal drive to play and the powerful external stimulus presented by the machines.**



"Just in a place where they are and every time I play, every single time."

(Male, 58 Years, Unresolved Player)

"I always end up playing and can't stop, I don't know why."

(Male, 28 Years, Unresolved Player)

"The addiction. I never really got away from it. If I had a loonie in my pocket, I had to put it in." (Female, 59 Years, Partially Resolved Player)

"It was a spur of the moment thing. I would be somewhere where they had the machines and I would just have to go play them again."

(Male, 30 Years, Unresolved Player)

"The thought is always in the back of my mind to go and play and eventually I do. No real reason." (Male, 54 Years, Unresolved Player)

"I went to see if I could play without any more problems, but that wasn't so."

(Male, 37 Years, Unresolved Player)

"Boredom. The thrill of beating the machine. I stopped for 8 months and went to the casino with no problems. When I got home, within two weeks I was back in the bars playing again. Thought it wouldn't be a problem 'cause the casino went so well." (Male, 51 Years, Unresolved Player)

"Friends are playing and say, 'here's fifty dollars, go play.' They gave me money to play with and they never encouraged me to stop, instead they were encouraging me to play." (Female, 28 Years, Unresolved Player)

"I think probably I thought I could play again without any problems at all, but that wasn't true." (Female, 30 Years, Unresolved Player)

"I always knew it was possible to win, that's what gets and keeps me playing."

(Male, 41 Years, Partially Resolved Player)

"Boredom, nothing else." (Female, 49 Years, Unresolved Player)

Those Unresolved Players who had achieved at least partial success in addressing their problem VL gambling (46%; n=21) were questioned as to the reasons underlying their success. Similar to responses obtained by Resolved Players, over one-third (37%) of these Partially Resolved Problem Players noted the **realization and acceptance that they cannot**

win and the **financial extent of their losses**, as playing key roles in their struggle towards problem play resolution. It is noteworthy that there is very little overlap among those citing specific reasons for partial resolution of problem VL play, which again emphasizes that the Unresolved Player group is not homogeneous in nature.

"I think because the payouts aren't as big as what they used to be and I don't get any of my money back like I used to." (Female, 52 Years, Partially Resolved Player)

"I'm done giving them large amounts, you don't win anyway. I can limit myself to a certain extent." (Male, 31 Years, Partially Resolved Player)

"Because I'm mean with my money now after I watched the balance of my bank account disappear." (Female, 34 Years, Partially Resolved Player)

"Because I finally realized how much money I was actually spending and losing." (Male, 22 Years, Partially Resolved Player)

Another group of Partially Resolved Players cited the role of external constraints in assisting them exert some control over play. Almost one-quarter specifically mentioned

reduced financial circumstances as a mitigating factor (23%), with a similar proportion attributing their partial success to lifestyle changes.

"I just can't afford it now." (Male, 53 Years, Partially Resolved Player)

"I don't have any extra money to play. I know in my mind I can't go and play. If I had the money I know I would be playing." (Male, 52 Years, Partially Resolved Player)

"I haven't stopped now, but I've cut down a lot. I spend a lot more time with my son and don't have time to play as much." (Male, 22 Years, Partially Resolved Player)

"I think, for me, I had a family and now I have different priorities (a child) and I feel more responsible now than then." (Female, 30 Years, Partially Resolved Player)

"I realized I couldn't keep living like I was, I spent my bill money, rent money and it made me sick. I want a better life for me and my son." (Female, 44 Years, Partially Resolved Player)



Those Unresolved Players who haven't been able to achieve any level of resolution of their problem VL gambling were asked to identify what they believe are the most important factors interfering with their ability to stop play. Almost half of these individuals attributed their problem in stopping either to a **lack of willpower** (47%) or the **appeal of the**

activity (40%). There is almost no overlap among those citing either of these two reasons, suggesting that the responses reflect two fairly distinct groups of Unresolved Players; those who feel they are "compelled" to play versus those who "want" to play. For the former group especially, accessibility also plays a role.

"I don't know, I just need to play them. It's weird. I used to be addicted to cocaine and I stopped that no problem, but the machines are a different story for some reason." (Male, 28 Years, Unresolved Player)

"I just always have the urge to play whenever I'm in a place where they are." (Male, 58 Years, Unresolved Player)

"You just kind of crave it. The addiction, we just have to play." (Female, 50 Years, Unresolved Player)

"I see them, I can't stop. I'm addicted to them. I can't stop." (Male, 47 Years, Unresolved Player)

"It seems like the machines are everywhere and I always want to play, all of the time and I can't stop." (Male, 29 Years, Unresolved Player)

For those who "want" to play and enjoy the activity, boredom, the involvement of other friends and family members, and chasing of losses are also mentioned. These Unresolved Players are still continuing to derive some benefit or value from their involvement in VL

gambling. Despite their recognition of their play as having negative consequences, or as being problematic, they still enjoy the activity and are less inclined to report they have no control over their behaviour.

"I'm not doing anything and I'm bored. I live in the country with nothing to do so I play the machines all the time." (Female, 64 Years, Unresolved Player)

"I don't want to stop, I like playing them." (Female, 46 Years, Unresolved Player)

"It's that they are fun and I don't really want to stop playing them at this time even though I know it's a waste of money ." (Male, 30 Years, Unresolved Player)

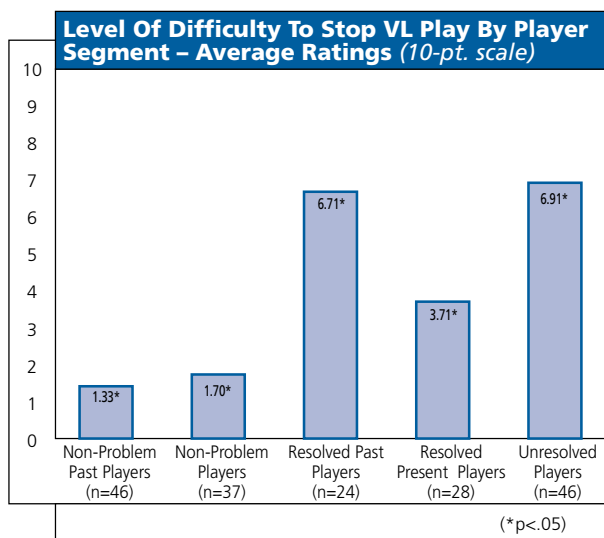
"I would like to get my money back. I enjoy playing, it's relaxing and something for me to do. I like playing at the quiet places not the noisy ones." (Female, 53 Years, Unresolved Player)

Those Problem VL Players who have been unable to completely resolve their VL gambling problems are not a homogeneous group. They tend to exhibit similarities to both the Resolved Past Players and Resolved Present Players, with the majority trying to stop and/or control their play on a fairly continuous basis with little to no success. The primary catalyst for relapse is almost exclusively attributed to exposure to the machines, often compounded by the internal "urge" to actually seek out the activity. A distinctive group of those still engaged in problem VL gambling are characterized by an overwhelming lack of internal control over the activity that is most often attributed to "addiction" or compulsion. There is a reported lack of understanding as to "what" is motivating their play behaviour and they appear to be resigned to the fact that they are not able to exert control at this time. For these individuals, external constraints such as lack of financial resources and lifestyle changes are most likely to be reported as key

interventions in interrupting or stopping play, but there is often little confidence as to the long-term cessation of play. Unlike the Resolved Past Players, these Unresolved VL Players are not seeking out professional assistance, thus, a proactive approach will be required specifically targeting those most in need.

Conversely, there is another group of Unresolved Players who are playing because "they want to" rather than because "they have to." These Unresolved Players are still deriving entertainment value from the games, despite the fact that they recognize their involvement in VL gambling as being problematic. Different strategies will be required to assist these Unresolved Players, some of whom may be candidates for controlled play as opposed to abstinence. The results obtained for the two Resolved Player groups offer considerable insight as to potential options for assisting those involved in problem VL gambling.

STOPPING BEHAVIOUR & OUTCOMES



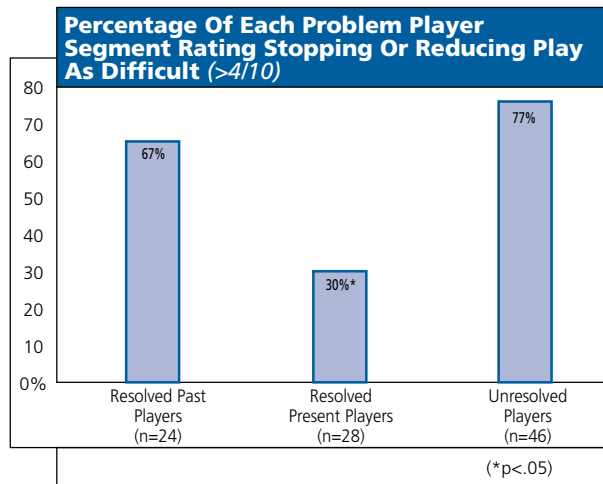
To assess the relative challenge represented by stopping VL play among the various player segments, all respondents were asked to rate the level of difficulty they either experienced or would experience in trying to stop playing video lottery machines. A 10-point scale was used whereby 1 means stopping was/is not at all difficult and 10 means it was/is extremely difficult.

For the Non-Problem Player segments, cessation of VL play poses little to no challenge. Overall, approximately 79% of Non-Problem Players, past and present, attributed the lowest rating possible (1/10) to the level of difficulty they encountered (or might



encounter) in stopping play. In contrast, only 4%, or 1 individual, in both the Resolved Past Players and Unresolved Players segments reported a rating of 1 out of 10. It is noteworthy that 25% of Resolved Present Players, who have undertaken a controlled

play strategy, indicated it is not at all difficult for them to stop (1/10). Only 30% of these Resolved Present Players reported a difficulty rating of 5 or higher, as compared to 77% for the Unresolved Players and 67% of Resolved Past Players.



Obviously, the majority of Unresolved Players acknowledge that cessation of play is difficult for them. However, this is also the case for Resolved Past Players, who have successfully given up VL play. **Therefore, the coping strategies and methods used by the Resolved Past Players to stop playing likely offer the greatest insight for assisting those still involved in the most problematic VL gambling.**

POSITIVE CHANGES FROM STOPPING/REDUCING VL PLAY

For all past and present Problem Players, the primary positive change resulting from stopping or reducing VL play was **"more money:"**

"I could put my money to better use. Buy things for myself and the house instead of wasting it on the machines." (Female, 54 years, Resolved Present Player)

"Had more money to spend on things that my family needs."
(Male, 27 years, Resolved Present Player)

"The bills are getting paid." (Male, 40 years, Partially Resolved Player)

"Less stress - financial and emotional." (Female, 30 years, Resolved Past Player)

"I have more money, my Visa bill is finally going down, I have more time for other people, especially my family and friends."
(Female, 28 years, Partially Resolved Player)

"I have more money. There's a big change in my standard of living now. Have money in my account all the time. Mentally I feel better about myself."

(Male, 47 years, Resolved Past Player)

"Had money in my pocket again." (Male, 29 years, Non-Problem Past Player)

Approximately two-thirds of those in any of the three Problem Player segments indicated that **having more money was a notable positive change**. Even Non-Problem Past Players (28%) were inclined to note this as the principal positive consequence of stopping VL play.

Additional time for family and friends, and improvements in relationships were noted as positive benefits by approximately one-quarter

of Problem Players, especially those who had successfully resolved their problem VL gambling through abstinence (25%). Resolved Past Players were also most inclined to note improvements in **self-esteem, self-confidence and general mental health (46%)**. In fact, Resolved Past Players were five times more likely than Unresolved Players to note self-esteem improvements as a positive change (46% versus 9%).

"More money and I felt better about myself because my family said they were proud of me." (Female, 44 years, Partially Resolved Player)

"I had more money, better quality time with my friends and family and increased self esteem." (Female, 30 years, Resolved Present Player)

"I had more money and I felt better about myself. I have more self respect now." (Female, 41 years, Resolved Past Player)

"More money, not fighting at home, less likely to go to bars." (Male, 52 years, Partially Resolved Player)

"I began to like myself again and could look at myself in the mirror and could sleep better at night." (Female, 59 years, Resolved Past Player)

"I was more sociable with friends and family, had money in my pocket. It didn't control my life anymore. I would plan my schedule around playing and I don't do that now." (Male, 33 years, Resolved Past Player)

"Self esteem, not hurting yourself, no headaches anymore." (Male, 38 years, Resolved Past Player)



"Everything is so much better now. I'm not as nervous and uptight anymore. I get along with my wife better now; the bills are paid off. I get along better at work." (Male, 40 years, Resolved Past Player)

Greater involvement in other activities was noted by a similar percentage of past and present players (7% to 11%) as a positive consequence of reduced or terminated play, and likely will contribute to the player's ability to sustain their change in play.

"More money, more time for friends/family, more involvement in other things. All these things were better in my life because I cut down VL play."
(Male, 41 years, Resolved Present Player)

"More involved in other activities." (Female, 32 years, Resolved Present Player)

"Have more spending money. Using my time better for exercise and personal fulfillment. Building relationships." (Female, 27 years, Resolved Past Player)

"I had more money and more time to enjoy different activities with my friends and family." (Male, 31 years, Resolved Present Player)

"I have a little more money. I started watching TV a lot more and going to hockey games." (Male, 57 years, Partially Resolved Player)

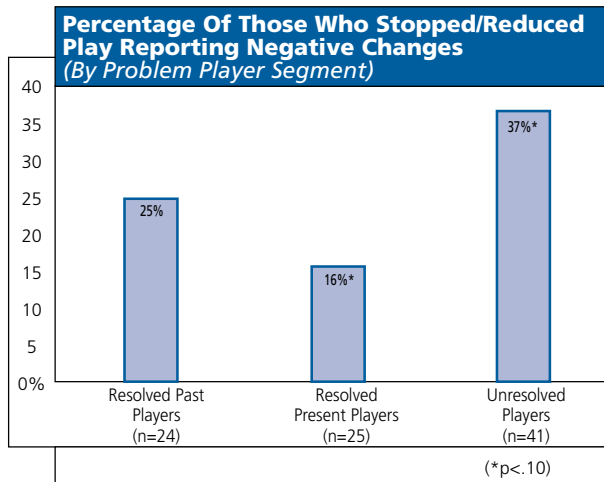
It is noteworthy that 17% of Unresolved Players reported that they experienced no positive changes when they reduced or stopped playing. This suggests that for a small proportion of those continuing to engage in problem VL gambling, the act of stopping or reducing their involvement offered few positive reinforcements. These adults may require external "rewards" to assist them in eliminating their problem VL behaviour. If they are to be supportive, family, friends, counselors and clinicians will have to assess and recognize those individuals who may require assistance in replacing VL behaviour with something else that will be equally or more rewarding and less problematic.

Undoubtedly, "more cash," less financial difficulty, greater time and involvement with friends and family, improved mental health and self esteem are the benefits typically reported by players. These changes in and

of themselves can serve to act as positive reinforcements over time. The key challenge is to provide support to the individual until such time as the benefits begin to come into effect. This will be particularly difficult if escape from financial problems, family situations (i.e., abusive relationships, mental problems) or other stresses were originally motivating the individual to seek solace or respite in VL play. It will be recalled that for 40% of Resolved Past Players and 30% of the Unresolved Players, the onset of problem VL play coincided with significant negative life events such as marital problems, divorce/separation, depression, loneliness/boredom/money problems.

For these individuals, it will be necessary to address the precipitating or mitigating factors, as well as their VL play if there is to be successful resolution of their gambling problem.

NEGATIVE CHANGES RESULTING FROM STOPPING/REDUCING PLAY OF VLT'S



Those still engaged in problem VL gambling who have tried to stop are more likely to have experienced some negative change when they stopped or reduced their VL play, especially when compared to the Resolved Present Players (37% versus 16%; $p < .10$). The primary barrier for players in sustaining any change in their behaviour is **fighting the "constant urge to play."** Avoiding VLT locations means that those trying to reduce or stop playing are required to make **significant changes to their lifestyle** (9%). In some cases, this will entail avoiding friends and family members. Players also report experiencing feelings of **nervousness** and **irritability** or **"crankiness"** (9%). **Depression** was specifically mentioned as a negative consequence faced by 8% of Problem Resolved Players who have stopped playing altogether.

It is also noted as difficult to fill in the time previously taken up by video lottery. Thus, some players report **boredom** in response to stopping or reducing play (8%).

"I got bored and missed playing the VLT's. I had to find different things to do."
(Male, 31 years, Partially Resolved Player)

"I was bored, too much time to fill. Made me irritable and anxious."
(Male, 58 years, Resolved Present Player)

"I couldn't socialize at the bars. It was impossible." (Male, 38 years, Unresolved Player)

"I can't go to the bars, nervous, irritable, experienced physical symptoms."
(Male, 52 years, Unresolved Player)

"I experienced physical symptoms; a constant urge to play and depression."
(Female, 44 years, Resolved Past Player)

"I always have a constant urge to play, even though I have reduced play."
(Male, 41 years, Partially Resolved Player)

"I still wanted to play. I still feel the need even now." (Male, 31 years, Resolved Present Player)

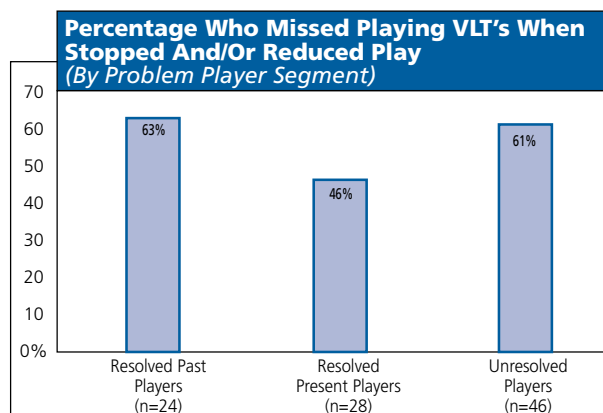
"I couldn't see friends or family. I became irritable, frustrated and depressed."
(Female, 59 years, Resolved Past Player)



Preparing Problem Players to deal with these potentially negative side effects will be critical to sustaining their commitment to abstain from or reduce play. In extreme cases, treatment to offset depression or anxiety may be warranted. For the most part, identifying alternative pastimes that are reasonable substitutes for the VL activity will be necessary and an essential part of successful strategies to reduce or stop play. Acknowledging the role of lifestyle and family and friends in perpetuating the problem play will also be important in providing the

Problem VL Gambler with viable strategies to maintain their conviction to change. It will also be important to identify those aspects that may be beyond the control of the individual such as a spouse or other close family member who is continuing to engage in VL play, the location of VLT's on or near work premises, or the pressure of friends and/or family to keep playing. Regardless, individuals and their family members must be prepared in advance to cope with potentially negative side effects associated with play cessation and reduction.

"MISSED" ASPECT OF REDUCED OR STOPPED VLT PLAY



Not surprisingly, the majority (63%) of those Problem Players who stopped playing VLT's, indicated that they "missed" their involvement in the activity. In fact, many noted that "missing" was an understated representation of their response, as the on-going "urge to play" is extremely compelling. All three

Problem Player groups are equally likely to miss playing VLT's. The allure of VLT's is particularly compelling among Resolved Present Players where almost half reported that even reductions in play had a noticeable impact.

For all three Problem Player segments, the most often mentioned aspect players missed about playing VLT's was the "thrill or rush of playing" (29% to 33%) and the "chance it offers to win money" (25% to 30%).

The Problem Player segments are also equally likely to specifically refer to the allure of the "physical aspects of play" such as hitting the stop button; the flashing lights and sounds (15%). It appears that the machines themselves, as well as interaction with the game, are particularly stimulating, exciting and pleasurable for Problem Players.

"The adrenaline rush in playing them, I don't know how to describe it. It was just a rush that made me feel alive." (Female, 59 years, Resolved Past Player)

"To describe it, I would say the excitement. I was attracted to the colours and the chance of winning. It always seems so close but you can never win."
(Male, 47 years, Resolved Past Player)

"The fun of playing them. The thrill of seeing all fruit or the 7's. A good payout. The suspense." (Female, 53 years, Resolved Present Player)

"The adrenaline rush when your credits would get high or the rush of the thought of winning." (Female, 27 years, Resolved Past Player)

"The entertainment, the sounds of the bells and the excitement of winning." (Male, 35 years, Resolved Past Player)

"Just the act of playing, if that makes any sense. It's relaxing and exciting." (Male, 22 years, Unresolved Player)

"The flashing lights, the chance of winning my money back. I think that I just put a couple hundred bucks in the machine and now someone else is winning my money." (Male, 47 years, Unresolved Player)

"The lights, the bells, looking at that little screen; bragging about wins. When you win, everyone jumps up and you are the centre of attention. They are excited for you." (Male, 38 years, Resolved Past Player)

"The bells ringing and the pinkish colours of the machine when you get the four corners and all the fruit. It was hypnotizing." (Female, 44 years, Resolved Past Player)

"The sounds of the machine itself just playing, the colour of the bells and fruit baskets. I liked the colours. I was in awe of the machines." (Female, 60 years, Partially Resolved Player)

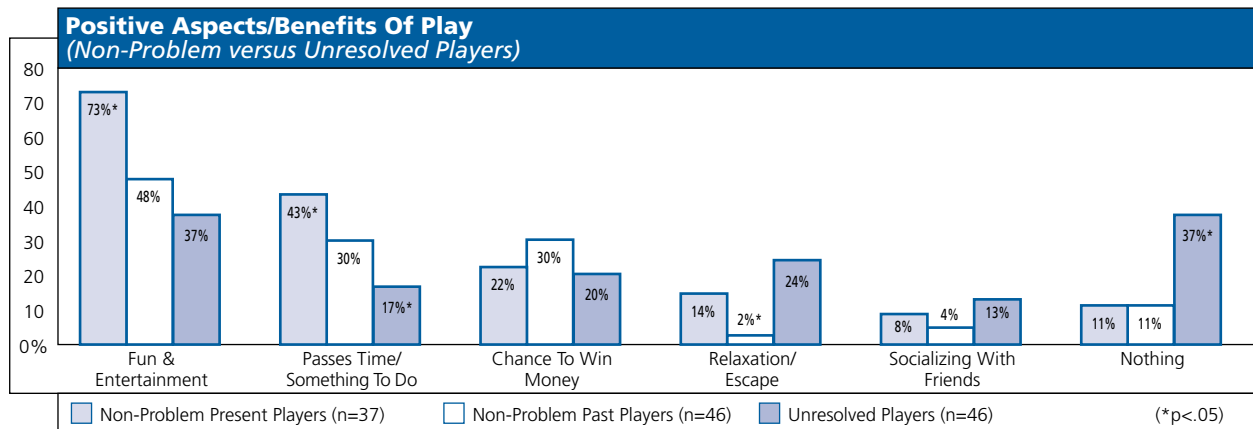
Almost half or more of all past or present Problem Players note that when stopping or reducing VL play, the activity is greatly missed, at best, or creates a significant void, at worse. While the chance to win money is compelling in and of itself, the truly engaging aspects of play are related to the actual interaction with the machine and the physical and emotional effects of that interaction. The machine itself appears to be satisfying or stimulating the individual in a way that may be lacking or diminished in other parts of their life. In some cases, if not for the accumulating negative consequences of both extreme money and time expenditure, the experience of playing is providing a "pleasurable distraction from an everyday life" (Female, 38 years, Unresolved

Player) that is not always exciting or stimulating. Given the appeal of the machines and the physical response of players towards play, it is reasonable to anticipate a withdrawal period. For 30% of Unresolved Players, mere exposure to the machines is the primary trigger for relapsed play and 20% succumb to the internal "urge or craving" to play. Thus, for these Problem Players, external control options (e.g., voluntary exclusion) and avoidance coping strategies (e.g., avoiding VL locations and players, replacing VL with other activities) may be of assistance until the individual has developed alternate or improved skill sets for countering such "urges" or impulsive behaviour on their own.



MOTIVATIONS FOR PLAY

PERCEIVED BENEFITS OF PLAY



Only the Non-Problem Players and current Unresolved Players were questioned on the perceived benefits of playing VLT's. This was undertaken to gain additional insight as to any differences in the motivations between problem versus non-problem play.

Approximately twice as many Non-Problem Present Players (73%) report they derive **fun and entertainment value** from their VL play, as compared to the Unresolved Players (37%) and, to a lesser extent, Non-Problem Past Players who have stopped playing at sometime in the past (48%). In the case of the latter group of Non-Problem Past Players, this result is consistent with their behaviour. However, just over one-third of Unresolved Players, who are all continuing to play the machines, cite **fun and entertainment** as a benefit of their play. A similar proportion indicate that they receive **no benefits** from their play (37%).

Relaxation or escape (24%), chance to win money (20%) passing or filling time (17%) and socializing with friends (13%) are the other most notable benefits Unresolved Players derive from play.

There are no differences between the Unresolved and Non-Problem groups in terms of the perceived benefit of winning money. Surprisingly, **using VL play as a way to pass time is considered to be a benefit by more Non-Problem Players than Unresolved Players (43% versus 17%)**. This is significant given that past research has tended to find "playing to fill time" is often associated with problem play. It may be that initially playing for this reason places individuals at greater risk for subsequently developing problems, or there may be interpretive differences between playing to "fill short periods of time" between other activities versus playing for "something to do" in the absence of other activities. However, once it becomes a problem, players have a greater tendency to plan their play, deliberately scheduling or allotting time for the activity. Therefore, "playing to fill time" is not as relevant since the activity itself has now become part of the individual's repertoire. (Section 3.0 - Problem VL Gamblers' Analysis; 1997/98 NS Video Lottery Players' Survey, Focal Research, 1998)

Perceived Benefits From Non-Problem Players

"To pass the time and for entertainment to see if you can win some money."

(Male, 35 years, Non-Problem Present Player)

"Cheap entertainment. It passes the time away." (Male, 23 years, Non-Problem Present Player)

"A fun part of socializing with friends." (Male, 38 years, Non-Problem Past Player)

"It filled in some time while I was waiting for my bowling team."

(Male, 77 years, Non-Problem Past Player)

"Good for a few minutes of entertainment, maybe win a few bucks."

(Male, 32 years, Non-Problem Past Player)

Perceived Benefits From Unresolved Players

"I get relaxation and fun, it calms me down and helps me to forget my troubles."

(Male, 40 years, Unresolved Player)

"Basically, to be lost (quiet time), to be by myself not socializing with other people." (Female, 46 years, Unresolved Player)

"Absolutely nothing except I enjoy it. It's exciting, I like the noises from the machines." (Female, 61 years, Unresolved Player)

"It was an escape to get out, relaxation and solitude."

(Female, 37 years, Unresolved Player)

"There are no positive things, the government is the only winner."

(Male, 39 years, Unresolved Player)

Despite the fact that only one-third of Unresolved Players indicate they derive entertainment value from VL games, and a further 37% report gaining no benefits from their play, these adults are continuing to play. The primary benefits for remaining players tend to centre on the impact of the machines on players' arousal levels. In some cases, the

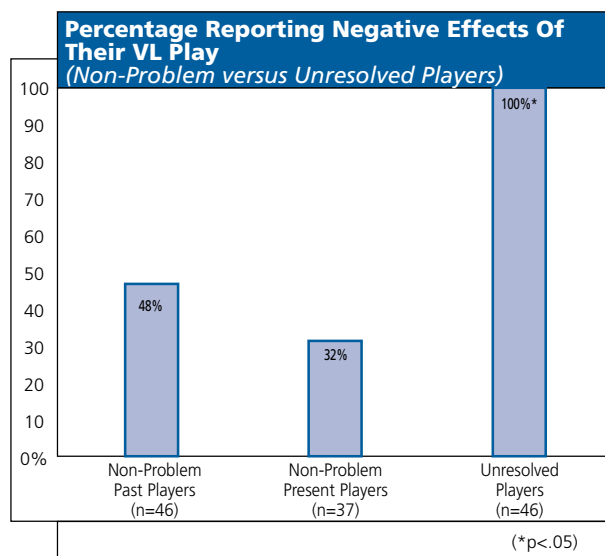
games stimulate and heighten players' arousal levels. For others, interaction with the machines is calming and relaxing and provides an opportunity for players to escape from their problems or worries. For these adults, VL play may offer temporary respite. Any assistance, communications materials or interventions must take into consideration



the principal benefits a Problem Player is currently deriving from play in order to customize a strategy that will meet the needs of the Problem Player. For example, entertainment players will require alternative options for satisfying this drive; those

benefiting from the calming "escapism" will require new and different means of achieving this effect outside of VLT's or require resolution of the situations from which they are trying to "escape."

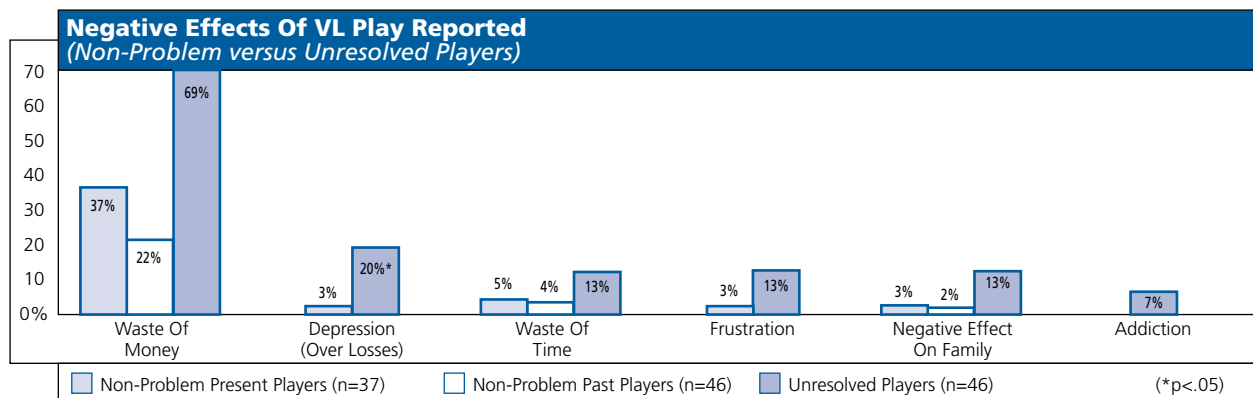
PERCEIVED NEGATIVE EFFECTS OF PLAY



As expected, 100% of those Unresolved Players asked to report on the negative effects of play described at least one negative outcome, as compared to approximately one-half (48%) of Non-Problem Past Players and only 30% of Non-Problem Present Players.

Again, the financial impact of play has a more profound negative effect on the Unresolved Players, to the extent that 1 out of 5 note experiencing depression over their play, primarily in response to losses. To a lesser

extent frustration (13%), negative effects on family (13%) and "waste of time" (13%) are also noted primarily among Unresolved Players as a consequence of play.



REPORTED NEGATIVE EFFECTS FROM NON-PROBLEM PLAYERS

"Sometimes I would get bored because I was used to playing, also the money I wasted had a negative effect on me." (Male, 32 years, Non-Problem Past Player)

"I felt I was throwing money away." (Male, 54 years, Non-Problem Past Player)

"I saw enough negative things other players were going through that it made me want to stop. For example, people in debt, money problems."

(Male, 51 years, Non-Problem Past Player)

"Seeing people spending too much money. Too much cigarette smoke."

(Female, 38 years, Non-Problem Past Player)

"Nothing really. I don't think it's good for the family. It makes you stay longer at the bar and drink and spend more." (Male, 34 years, Non-Problem Past Player)

REPORTED NEGATIVE EFFECTS FROM UNRESOLVED PLAYERS

"Physically - lack of sleep, tired, stress. Financially - loss of large amounts of money. Emotionally - depression, anger, almost broke up my marriage."

(Male, 67 years, Unresolved Player)

"I became depressed if I didn't win, more irritable. Compulsion to keep playing and trying to win." (Male, 54 years, Unresolved Player)

"I don't win so I get mad at myself for playing and losing money. I'm diabetic and it is stressful when I don't win. The 'machine won,' you didn't beat it. Really nothing to do with the money, it's about me against the machine."

(Male, 51 years, Unresolved Player)

"Loss of money, loss of time with family and hard on my nerves."

(Male, 39 years, Unresolved Player)

"The money, the lack of. I spend a lot of money and have regrets when I don't cash out. I regret spending the time and money there."

(Female, 61 years, Unresolved Player)

"Losing money. Guilt!!" (Female, 39 years, Unresolved Player)



Not surprisingly, those Problem Players who have been unable to resolve their VL gambling report significantly greater negative effects from play than the Non-Problem Players. Clearly, any support or efforts to assist these players will have to consist, in part, of addressing these specific and diverse negative impacts. While financial stress or difficulty will likely be the common problem across all players, there will be distinct differences in other specific negative impacts experienced. For example, those who have developed depression will require markedly different interventions and support strategies than those who are manifesting anger and frustration over their play. Likewise, for

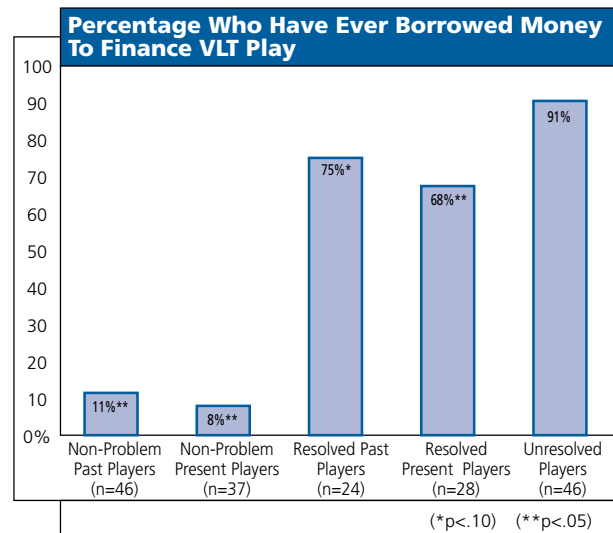
those reporting negative effects on family, treatment and/or service provision may be more effective if remedial action is targeted towards and includes family members. As noted earlier, by determining both the benefits problem players derive from VL gambling and the negative effects or consequences experienced as a result of play, it will be possible to ensure programs or support services incorporate these factors in customizing the most effective approach on a per "client" basis. In terms of harm minimization and preventative measures, identifying and communicating high-risk motivations for play may forewarn potential Problem Players.

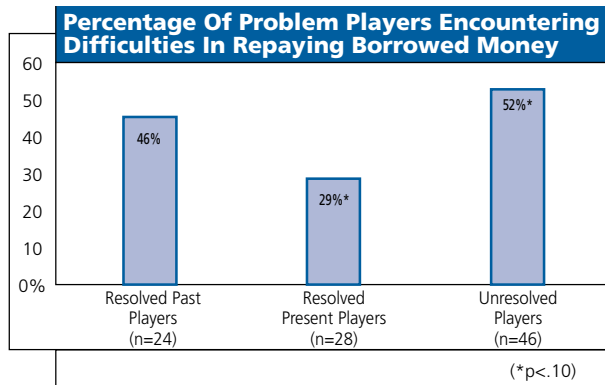
FINANCIAL CONSEQUENCES OF PLAY

DEBT ACCUMULATION/REPAYMENT

The majority (90%) of Non-Problem Players (past and present) have never accessed any sources beyond "cash in-pocket" entertainment funds in order to finance their VLT play. When they have done so, they have primarily borrowed insignificant amounts from friends or family members (5%) or household money (2%). Virtually none of these individuals reported any difficulties in repaying borrowed money.

Conversely, the majority (68% to 91%) of those identified as past or present Problem VL Players have accumulated debt playing the machines.

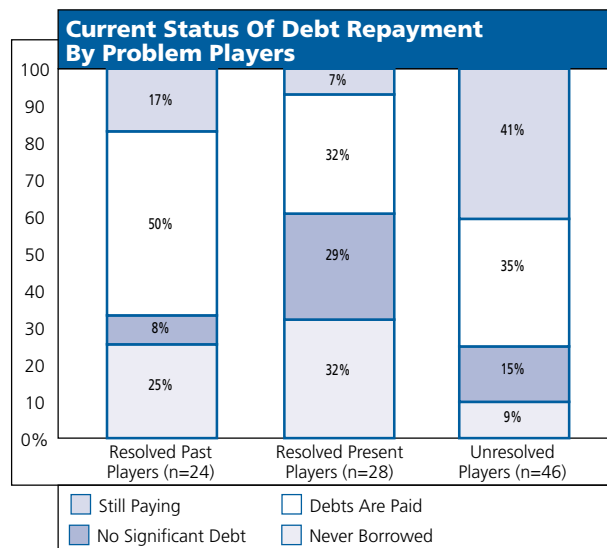




Compared to Resolved Past Players (29%), Unresolved Players (52%) report higher levels of difficulty in repaying accrued debts. Furthermore, 41% of Unresolved Players are still in the process of paying off VLT debts versus only 7% of Resolved Present Players.

For the most part, it appears that those Problem Players who report they have been able to manage their VL gambling (Resolved Present Players) are more inclined to have avoided financing their play by borrowing money (61%), or to have encountered any difficulties in repaying any borrowed funds (29%). In fact, 90% of Resolved Present Players who have borrowed money have now cleared all debts associated with their VL play. Only 7% are still paying off any borrowed or owed money.

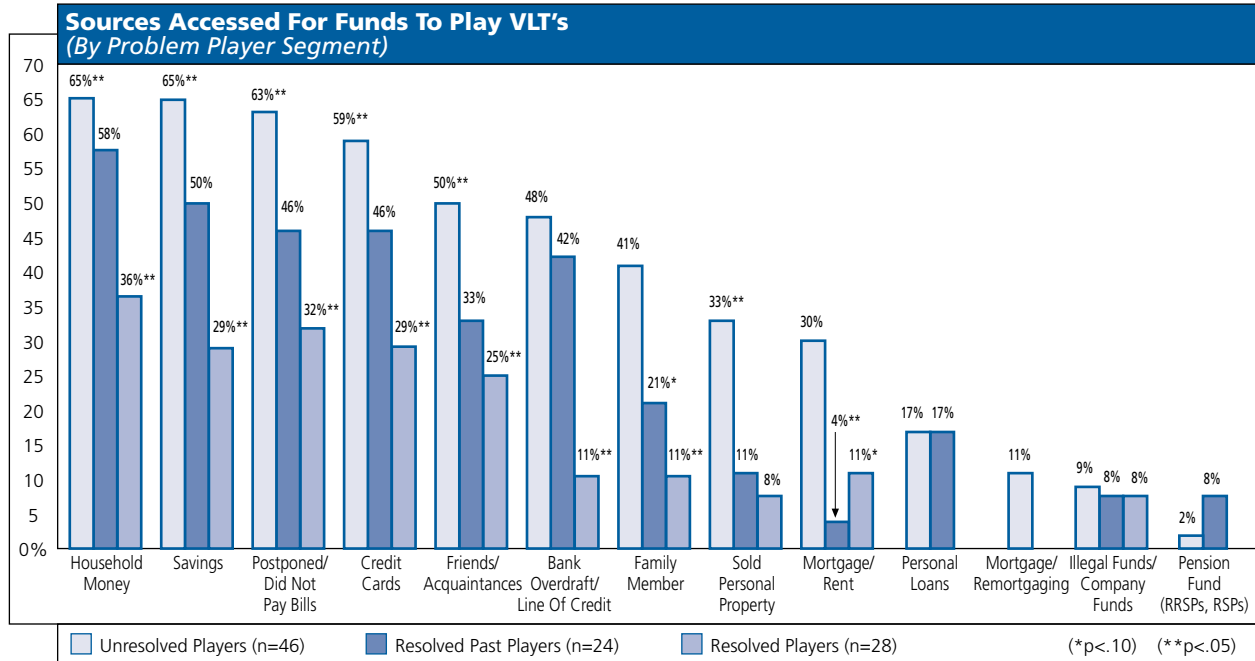
In contrast, 67% of those who resolved their VL problems through abstinence rather than controlled play (Resolved Past Players), indicate that they had accrued significant debt from their VL play, with approximately two-thirds of these individuals (46% of all Resolved Past Players) having encountered difficulties in repaying borrowed funds. **Thus, it appears that the level of financial strain caused by the VL gambling is associated with the adoption of an abstinence versus controlled play**



approach to problem resolution. Currently, only 17% (n=4) of Resolved Past Players are still paying off any VLT debts. Two of these four Resolved Past Players have only stopped playing within the last three months.



SOURCES FOR VLT FUNDS

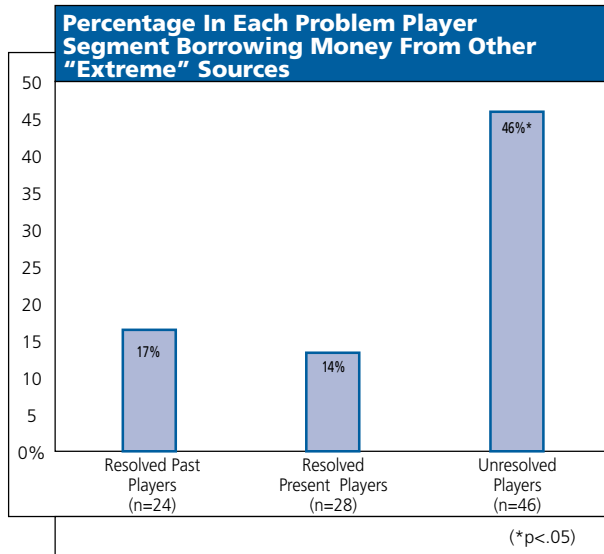


On average, Unresolved Players (4.9) and Resolved Past Players (3.5) have accessed significantly more sources to finance their VL play than Resolved Present Players (2.0).

Comparatively, those who have resolved their VL problem and are continuing to play the machines (Resolved Present Players) are less likely than Unresolved Players to have used almost all of the sources measured. When they have borrowed, household money (36%), savings (29%), credit cards (29%), postponement of bills (32%) and friends or acquaintances (25%) were the principal sources of additional funds. Resolved Present Players were also least likely to have used "bank" sources such as loans (0%), overdrafts or lines of credit (11%).

It is the Unresolved Problem Player who is most inclined to have accessed the majority of sources measured. Similar to Resolved Past Players, those who are continuing to play with problems (Unresolved Players) are about twice

as likely as those playing without problems (Resolved Present Players) to have used household money (65%) and savings (65%) to finance their play. The vast majority of Unresolved Players have postponed or missed bill payments (63%) and ran up credit card debt (59%) to service their play. For approximately 61% of those playing with problems, friends and acquaintances (50%) and family (41%) are also key resources for VL gambling funds. **The use of these personal, informal loans are significantly higher for those who are continuing to play with a problem versus those who have resolved their problem, suggesting "bail-outs" or loans by friends or family may be facilitating the individual's on-going involvement in problem VL gambling.**



Unresolved Players are also approximately three times more likely than those who have resolved their problem VL play to have accessed more extreme sources to offset VLT debts. These sources consist of selling off personal property (33% versus (8% to 11%), using mortgage or rent payments (30% versus (4% to 11%), mortgaging or remortgaging their homes (11% versus 0%) and getting personal bank loans (17%). It should be noted that the Resolved Past Players were just as likely as Unresolved Problem Players to use bank loans (17%). In fact, almost half of all Resolved Past Players who got personal loans from the bank also report selling off personal property.

Undoubtedly, one of the most distinguishing factors between problem and non-problem play is the degree of debt or financial strain experienced as a consequence of the player's involvement with video lottery. In fact, as noted earlier, financial difficulty is the primary trigger for players in both problem recognition and resolution. It appears that the degree of financial debt incurred is also related to adoption of an abstinence versus controlled play strategy. Comparatively, those Problem Players who are able to successfully manage their VL play report having accessed fewer sources for VL money, are less inclined to have incurred significant debts associated with their VL play or to have had difficulty in repaying borrowed funds. These Resolved Present Players are more likely to have juggled household funds, savings and available credit than to have had to undertake more extreme actions to raise money. They are also least likely to be indebted to friends or family.

Conversely, Resolved Past Players adopting an abstinence strategy have, on average,

accessed more sources for funds, accrued more significant amounts of debt and are more likely to report having encountered difficulties in repaying borrowed money.

The primary differences between the Resolved Past Players and those who have not yet resolved their problem play (Unresolved Players) is the greater tendency for the Unresolved Players to use informal sources such as friends and family for borrowing and to resort to more extreme measures such as mortgaging/remortgaging, use of rent payments and selling of personal property. It appears that friends' and families' financial support may be facilitating continued or ongoing play by the Unresolved Players. It is unclear as to whether the Resolved Present Players had less access to informal sources for borrowing or were less inclined to use these resources. Regardless, those who report resolution of their problem VL gambling were significantly less likely to have ever accessed friends or family for financial assistance or borrowing related to VLT play.



Not only are the Unresolved Players continuing to engage in VL play at substantially higher expenditure levels than other players, 41% are still in the process of trying to pay off accumulated VL debt. Interestingly, a similar proportion (39%) report they have had no difficulties (as yet) in repaying borrowed funds. This suggests that there may be a group of Problem Players for whom a controlled play approach may be viable, whereas an abstinence strategy may be necessary for those with less control in response to VLT's and the highest accrued VL debt.

In general, it appears that those past and present players reporting the most severe problems with their VL gambling, also had greater access to and/or use of a wider variety of financial resources to fund their play. Thus, the degree of a VL problem may also be related, to some extent, to the *ability of a player* to acquire additional money for play.

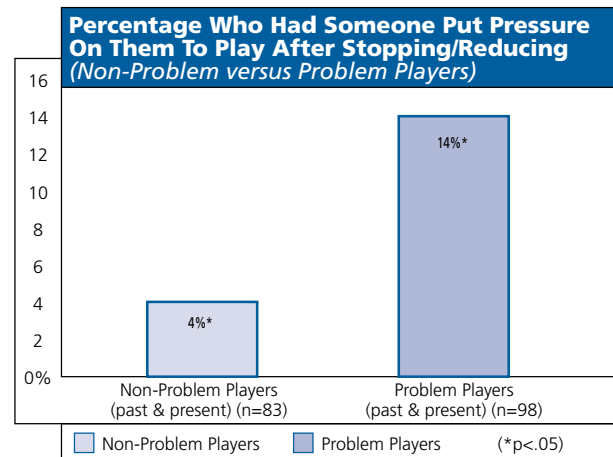
ROLE OF OTHERS (FRIENDS & FAMILY)

PRESSURE TO CONTINUE/RESUME PLAY

There were no significant differences in responses regarding pressure or encouragement to play VL games within the Non-Problem Players segments or Problem Players segments. Therefore, the Non-Problem Players (past and present) were combined for comparison to Problem Players (past and present).

Problem Players, regardless of whether they have successfully resolved their problem or not, are more inclined than Non-Problem Players to report having experienced pressure by others to resume play after they have stopped and/or reduced play ($p < .05$). Pressure to play is almost exclusively attributed to friends by Problem Players (12%), whereas Non-Problem Players are most inclined to be encouraged to play by family members (4%).

Pressure from a spouse or partner is only noted by 2% of all Problem Players, however,



in those cases, the reported influence exerted by the spouse is extremely difficult for players to resist.

Pressure by friends to resume previous play levels is not as persuasive as spousal influence,

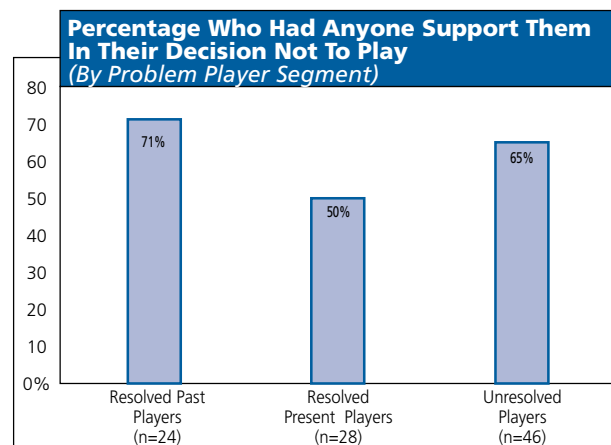
yet two-thirds of those reporting any pressure by friends indicate it is at least somewhat influential. **Problem Players need to be forewarned and prepared to resist or avoid pressure to play by friends or family.** Although

only a minority of Problem Players is affected, family and other support personnel should be advised to acknowledge and recognize the mitigating effects of peer pressure and identify ways of countering such influence.

SUPPORT TO STOP/REDUCE VL PLAY

Essentially, none of the Non-Problem Players reported that anyone specifically assisted them in their decision to reduce or stop playing VLT's. This likely reflects the lack of negative impact engendered by their play and the fact that they did not require any support to stop and/or reduce their VL gambling. Conversely, approximately half to three-quarters of past and present Problem Players indicated that at least one other person was supportive of their decision to reduce or stop playing VLT's. **Therefore, it appears that the Unresolved Players are just as likely as the Resolved Present Players to have access to support. However, there are some distinctive differences in the nature and perceived effectiveness of the support received among the Resolved Present Players and the Unresolved Players.**

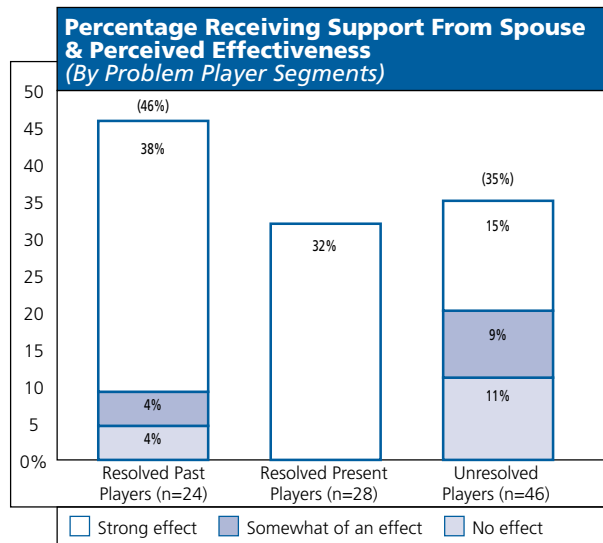
Although the differences are only significant at the 85% confidence level, preliminary evidence suggests that the Resolved Present Players (who continue to play) were less likely to require and/or receive support than the Resolved Past Players (who stopped playing) (50% versus 71%; $p < .15$). Resolved Present Players receiving help or encouragement



(n=14), 64% noted it was received exclusively from a spouse or partner. This represents almost one-third (32%) of all Resolved Present Players. In contrast, almost half of the Resolved Past Players mentioned one or more sources of support beyond their spouse or partner. This result is certainly consistent with other findings which profile the Resolved Present Players as being less severely impacted by problem VL gambling and better able to manage their play. Thus, Resolved Present Players are less needy of external/outside support or constraints on play.



SPOUSAL SUPPORT



It is particularly compelling that Resolved Past Players, who tend to rate their problem VL play similarly to the Unresolved Players, are more likely to cite their spouse or partner as playing an important support role in terminating their play. **Of the Resolved Past Players in a significant relationship (n=12), 92% indicate that their spouse or partner supported them in their decision to abstain from video lottery. In the majority of these cases (82%), the spouse exerted a strong positive effect throughout the process.**

This was also true for the Resolved Present Players. Although only half (47%) of those Resolved Present Players in a significant relationship reported specifically receiving support from their spouse, all (100%) considered this encouragement to have had a strong impact on their efforts to reduce play.

For Unresolved Players in a significant relationship, the spouse or partner is less likely to be playing a supportive role ($p < .10$). This may be due to many intervening factors such as Unresolved Players being more inclined to conceal the extent of their VL gambling from their spouse; the spousal relationship may be unstable; or the spouse may be involved in VL play as well.

Currently, 70% of Unresolved Players are involved in a spousal relationship (n=32), of which two-thirds indicate that their spouse or partner is offering them encouragement and support in resolving their VL gambling problem. When they do provide support, less than half of these Unresolved Players (22%) note their spouse's contribution as having a strong positive effect. This means that, overall, only one-third (34%) of Unresolved VL Players (n=32) who are involved in a significant relationship are benefiting from spousal support, as compared to 84% of those Resolved Past Players who have successfully overcome their VL problem. Thus, there appears to be an opportunity to support and assist the spouses and/or partners of Problem Players.

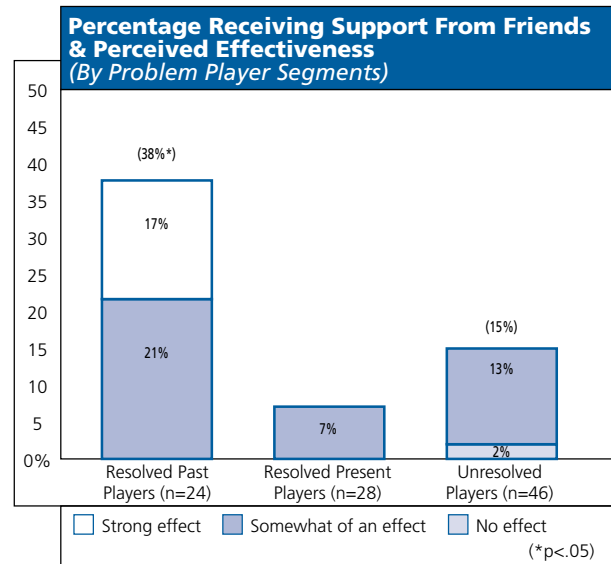
The contributing role of this spousal relationship to problem resolution should be explored in greater detail to identify those impediments to spousal support and encouragement and to enhance the effectiveness of spousal interventions and help.

SUPPORT OF FRIENDS

Friends are the other most significant source of support when attempting to resolve more serious problem VL gambling. Specifically, **those adults who were able to successfully resolve their VL gambling through abstinence (Resolved Past Players) were over twice as likely to cite the support and encouragement of friends.** In all of these cases, friends were considered to be at least somewhat helpful in their support, with 17% noting friends had a strong effect on their success.

As noted previously, the Resolved Present Players relied almost exclusively on spousal (32%) or family support (14%) for getting their play under control. It appears they had less need for a more extensive support network and did not require additional reinforcement beyond the encouragement of their immediate families.

Surprisingly, **the Unresolved Players appear to be under-utilizing the potential for friends to assist them in stopping or reducing play.** This may be partially due to the fact that 63% of Problem Players report having friends that currently play VL games on a regular basis, and 65% have friends who they believe are either past or present Problem VL Gamblers. On average, Unresolved Players report knowing approximately four friends who fall into the Problem Player category. While these findings



do not differ significantly among any of the Problem Player segments, it should be kept in mind that, on average, the Unresolved Players are spending at least 6 times as much time playing VLT's each month, as compared to Resolved Present Players (828 minutes versus 140 minutes) and 35 times more time than the Non-Problem Players (828 minutes versus 34 minutes). As a result, Unresolved VL Players will be exposed to other players significantly more often. This will be particularly true for the one-third of Unresolved Players who typically play with friends or family members 50% or more of the time they spend playing the machines.

It appears that the support of friends and family differs significantly among the player segments. Not surprisingly, Non-Problem Players report little to no encouragement or pressure in regard to the reduction or cessation of their VL play. This is consistent with the non-problematic nature of their VL gambling, and the fact they require no assistance nor encounter difficulties in altering their play behaviours as necessary.

In contrast, Problem Players, in general, are more likely than Non-Problem Players to report significantly higher levels of peer pressure, in particular from friends, to resume their problem play levels.

Although only a small proportion indicate they have experienced pressure to resume play levels (14%), it may be helpful for such players to be provided with useful

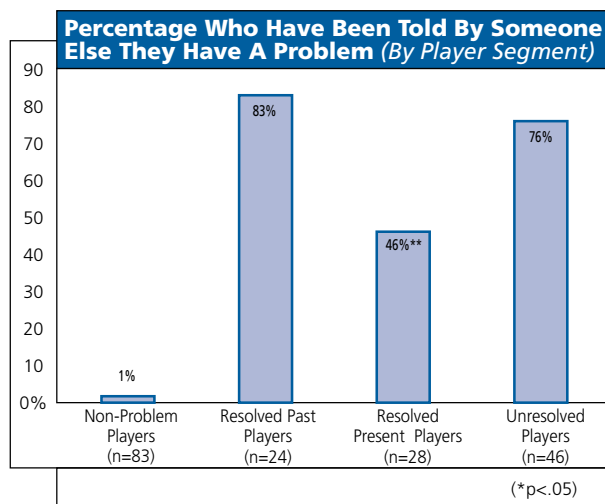


information and/or strategies for countering the negative influence of friends or family. While more than half of the past and present Problem Players are receiving support and encouragement from at least one individual, the Unresolved Players are less likely to find the assistance very effective. The key difference appears to be related to the use and effectiveness of spousal support; Unresolved Players are less likely to report moral support or encouragement from a spouse or partner and when they do, they tend to rate their contribution as less effective. The support of friends is also relied upon or referred to less often by the Unresolved Players, suggesting there is substantial room to enhance the support network of these players. For those who do not have the advantage of supportive friends and family, the provision of alternative networking may be advised (e.g., GA, self-

help groups) or other sources that can be accessed to strengthen their resolve.

Compared to the other Problem Players, Resolved Past Players who have solved their problems with VL gambling through abstinence tended to receive support from more sources and were more inclined to consider the support of both friends and family as playing an important role in their recovery. In many cases, friends may be directly undermining the support of the spouse or partner, as these individuals are most likely to be putting pressure on the Problem Players to resume their VL activity. An avoidance strategy (of other players, VLT venues, etc.) will be advisable until the player is able to successfully resist giving in to the tempting combination of the machines' allure and peer pressure from those potentially experiencing similar VL problems.

RECOGNITION OF PROBLEM PLAY BY OTHERS (FRIENDS & FAMILY)



All respondents participating in the study were asked if anyone had ever told them that they were spending too much time or money on VL gambling. Only 1 out of the 83 Non-Problem Players taking part in the study indicated that someone else had expressed concerns over their play.

The vast majority of Resolved Past Players (83%) and Unresolved Players (76%) not only self identified their VL gambling as problematic, but also have had at least one other individual express the same concern. However, simply having someone else point out or confirm a player's involvement in problem VL play is not related to a player's ultimate success in stopping the behaviour. As noted earlier, it is the subsequent support and encouragement provided by other individuals that differentiates between those Problem Players who were able to stop playing VLT's versus those who continue to play with problems.

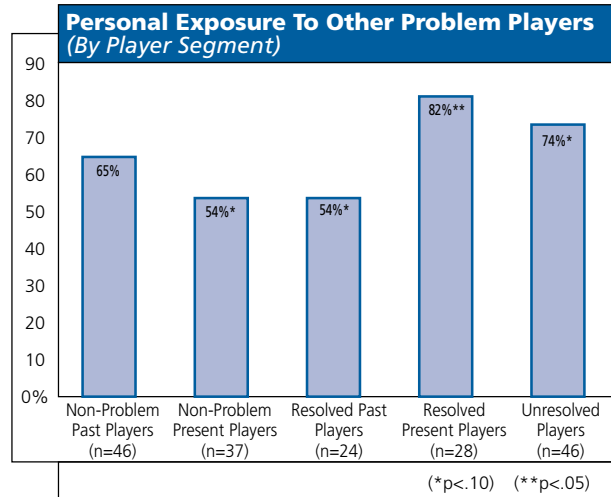
It is noteworthy that just under half (46%) of those players who resolved their VL problem through controlled play (Resolved Present Players) reported that someone else recognized their play as problematic. This suggests that the problems the Resolved Present Players were experiencing with their VL gambling were less obvious and/or had less impact on others.

AWARENESS OF OTHERS' INVOLVEMENT IN PROBLEM VL PLAY

There were no significant differences among any of the Non-Problem or Problem Player segments in terms of their awareness of other Problem VL Gamblers. In general, 72% to 86% of all players taking part in the study know of at least one other individual who has experienced a problem with their video lottery play. Consistent with results from the 1997/98 NS VL Players' Survey, Regular Players are almost twice as likely to be aware of and exposed to Problem Players, simply by virtue of their heightened sensitivity to play and greater involvement in the activity. Only the Resolved Present Players and the Unresolved Players reported any problem play by others living in their households (9% to 11%). For Unresolved Players who are still engaged in problem play, 7% specifically mentioned a spouse or partner's involvement in the activity as well.

For all respondents, the reported incidence of problem play by family members living outside of their households is almost identical (13% to 18%). Friends are the most often mentioned source of exposure to problem gambling by those in all player segments, with Resolved Present Players (75%) reporting significantly higher levels than Resolved Past Players (50%; $p < .10$). In general, it appears that those Past and Present Problem Players who continue to engage in VL play (Resolved Present Players and Unresolved Players) are more likely than other players to be aware of and exposed to problem gambling through household members or friends.

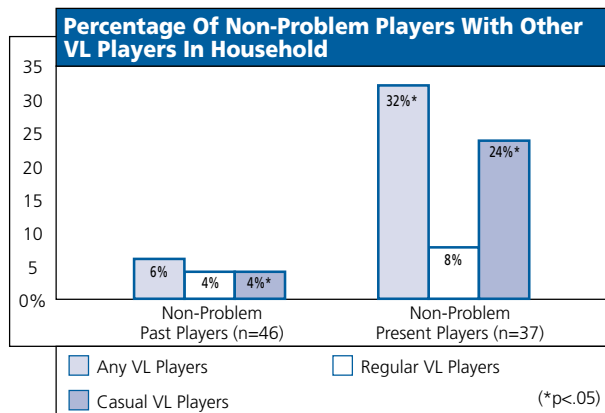
Both Resolved Present Players (82%; $p < .05$) and Unresolved Players (74%; $p < .10$) are significantly more likely than the Resolved Past Players to report personal knowledge of at least one other problem VL gambler.



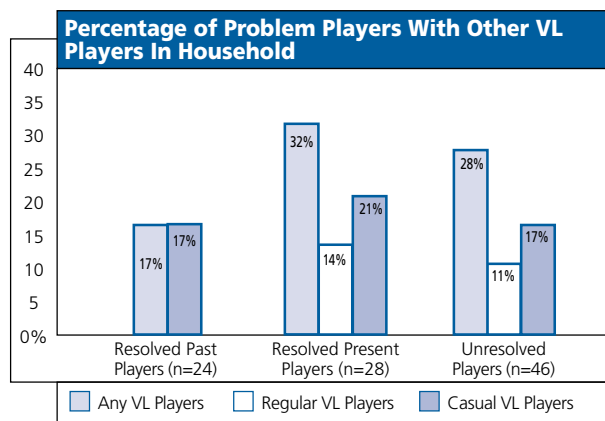
On average, players in both these groups are exposed to approximately four to five problem VL gamblers, either through family relationships (1) or friends (4). **Thus, exposure to other Problem Players, at both a household and personal level, tends to be greater for the two Problem Player segments still engaged in play.** In the case of those who have managed to adopt controlled play (Resolved Present Players), the increased exposure may serve as a reminder to be diligent in the management of their VL gambling, whereas for the Unresolved Players, the exposure may be facilitating their on-going problem play. During the survey, information was not gathered surrounding whether or not the problem play by others had been resolved. Therefore, it is not possible to determine if the Problem Players that Resolved Present Players are exposed to are more likely to have also overcome their difficulties with VL gambling. Future research should assess this relationship further.



EXPOSURE TO HOUSEHOLD VL PLAY



Those Non-Problem Players who have continued to play video lottery games after reducing or stopping play, are significantly more likely to have other players in their households, especially Casual Players. Almost three-quarters (73%) of the Non-Problem Players themselves are also playing VLT's on a casual basis of less than once a month.



It appears that the video lottery play of significant others has an impact on the behaviour of those who develop problems with their VL gambling. Much of this association is likely a function of the lifestyle and attitudinal factors of the significant others. The level of household VL play is significantly higher within those player

Similar to the Non-Problem Players, approximately one-third of those Problem Players who are continuing to play VLT's (Resolved Present and Unresolved Players) also have other individuals in their households who play the games either regularly or casually.

Virtually none of the Resolved Past Players report living with someone else who plays VLT's on a regular monthly basis, although 17% note household members who play periodically on a casual basis.

In comparison, 11% to 14% of the Resolved and Unresolved playing segments report Regular Players living in their households. The percentage exposed to casual play is similar across all the Problem Players segments, with approximately one-fifth of both past and present Problem Players living with Casual VL Players.

It will be recalled that approximately 9% to 11% of the Resolved Present and Unresolved Players reported that someone in their household has also experienced difficulties with their VL gambling. Therefore, the two Problem Player groups continuing to engage in play appear to have greater exposure to both regular and problem play at a household level.

The fact that the Resolved Past Players report no exposure to regular VL play by others living in their households most likely contributes to their ability to refrain from playing the machines.

segments still engaged in playing the games. Thus, there is greater tolerance and involvement in video lottery gambling among the household members. There is also a higher incidence of other household members having also developed problems. As was found in the 1997/98 NS VL Players' Survey, if a Problem VL Gambler is living with another Regular VL

Player, in approximately half of the cases, both individuals will be involved in problem play. Thus, to be effective, any intervention or treatment strategy may have to be directed at both Problem Players. In screening Problem VL Gamblers, service providers would be advised to determine the play behaviours of other household members. This not only provides greater direction in assessing the availability and potential for support, it also offers insight as to the factors impacting successful resolution of their problem VL gambling.

Those adults who have successfully stopped playing VLT's, regardless of whether they have experienced problems or not, tend to report there are no other Regular VL Players in their households. In some cases, it may be

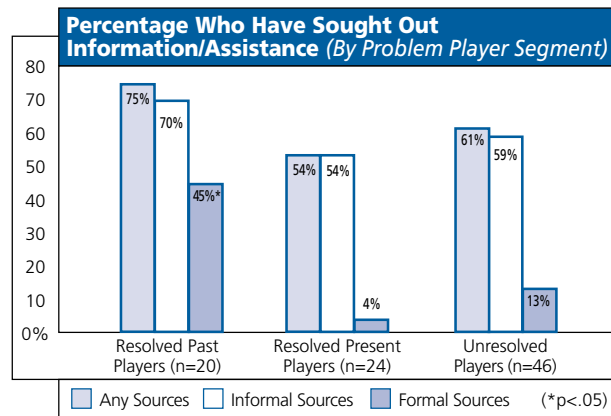
advantageous to enlist the aid of other family or household members in assisting Problem Players by also terminating or reducing their VL play. By counseling clients on a household basis, there may also be greater likelihood of significant others "buying in" to the changes most likely to result in positive outcomes.

Certainly, simple recognition and acknowledgement of the problem by others is found to be insufficient to motivate or support player change. In the absence of internal controls over their behaviour, it appears to be the effectiveness of on-going support and encouragement by friends and family which more strongly differentiates between those who are able to successfully resolve their problem VL gambling and those who are not.

USE OF FORMAL & INFORMAL SERVICES FOR ASSISTANCE AND/OR INFORMATION

All respondents were asked if they had ever sought out any information and/or assistance to help either themselves or someone else with a gambling problem. Similar to previous results obtained both in General Population and Regular VL Players' surveys in the 1997/98 NS VL Players' Survey, approximately 4% to 5% of those who have never had a problem with their VL play have sought out information to assist someone else with a gambling problem. Given the low incidence of Non-Problem Players accessing problem gambling services or support, sample sizes were insufficient to allow for profiling of such activity. Therefore, only Problem Players were further questioned as to the use and effectiveness of the various formal and informal sources of assistance available to Problem VL Gamblers in Nova Scotia.

Over half to three-quarters of any of the Problem VL Players have sought out



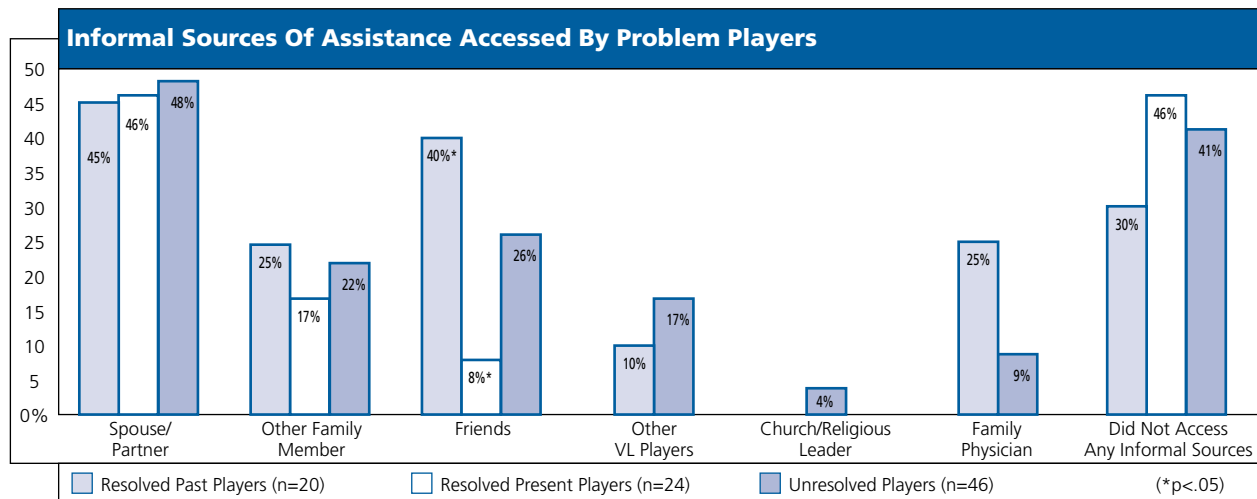
information or assistance to help them deal with their VL gambling. This suggests that, for the most part, Problem VL Players are motivated to seek out information or assistance. Within all segments, the use of informal sources for assistance exceeds the use of formal gambling service by at least a factor



of 2. In the case of Resolved Present Players, this discrepancy is even more pronounced, with only 4%, or 1 individual, noting they

had contacted an agency, organization or service specifically designed to assist problem gamblers.

USE OF INFORMAL SUPPORT/ASSISTANCE



Due to small sample sizes for the Resolved Player segments, only a single statistically significant difference emerges among the three player groups in terms of the informal sources of assistance accessed. However, for practical purposes, there appears to be

different patterns of behaviour that are consistent with other findings. Furthermore, the **perceived effectiveness of the various sources used does vary significantly among the groups.**

USE OF SPOUSE OR PARTNER

While all past and present Problem VL Players are equally likely to have gone to a spouse or partner for help, those who resolved their problem play are significantly more likely to rate spousal assistance as "extremely helpful" (rating of 5/5), as compared to the Unresolved Players. In fact, 42% of Resolved Present

Players and 30% of Resolved Past Players attribute a top rating to their spouses' contribution, as opposed to only 13% of Unresolved Players ($p<.05$). **As noted for encouragement and support, the Unresolved Players derive significantly less benefit and assistance from a spouse or partner.**

USE OF OTHER FAMILY MEMBERS

Again, a similar proportion of all three Problem Player groups have gone to other family members for assistance (17% to 25%). While a greater proportion of Resolved Past Players rate the contribution of family members as extremely helpful (20% versus 8%), the differences are not statistically significant. Outside of their spouses (46%), family (17%) is the only other source Resolved

Present Players typically turned to for assistance with their VL gambling. **Given the successful resolution of their problem play, it appears that the more private support of close family was sufficient for approximately half of the Resolved Present Players, with the remaining 46% able to resume control over their VL play on their own.**

USE OF FRIENDS

Resolved Past Players, who no longer are playing VLT's, derive greater benefit from the help of friends than either of the other two playing segments (p<.05). Thirty percent of Resolved Past Players noted friends were

somewhat (10%) and extremely (20%) helpful. Only 11% of Unresolved Players and none of the Resolved Present Players reported any effective assistance from friends.

USE OF OTHER VL PLAYERS

In total, approximately 10% of all past and present Problem VL Players have gone to other players for help, primarily the Unresolved and Resolved Past Players. There is no difference in

the perceived helpfulness of other players, with approximately 5% of those involved in problem VL gambling or having stopped play attributing a top rating to such assistance.

USE OF CHURCH/RELIGIOUS LEADER

Out of all Problem Players, only two Unresolved Players report having sought assistance from their church or religious leader. One individual

noted the provided support was extremely helpful, whereas the other rated the helpfulness as relatively ineffective (2/5).

USE OF FAMILY PHYSICIAN

The family physician was accessed by one-quarter of Resolved Past Players and 9% of the Unresolved Players. The Resolved Past Players who went to their family doctor rated their helpfulness highly (20%). Response from those who have not yet solved their VL problem was

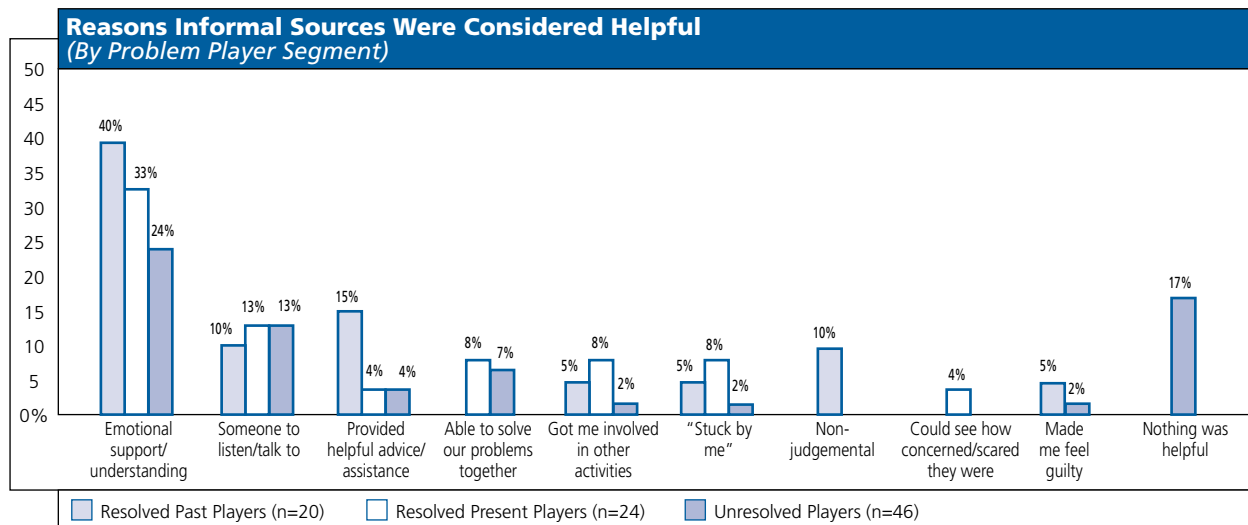
more mixed, although none of the Unresolved Players attributed a rating below 3/5 to the assistance received from their physician. This suggests that the family doctor can play an important and effective role in directing players for assistance.

REASONS INFORMAL SOURCES WERE CONSIDERED HELPFUL

For all Problem Players, past and present, emotional **support and understanding** is ranked as the most valuable and helpful service provided by informal sources of assistance, especially coming from family and loved ones. Resolved Past Players were essentially the only player group to cite that the assistance received from others was **non-judgmental** (10%) and that the **advice, suggestions and assistance provided were helpful** (15%).

All Problem Players were equally likely to mention the helpfulness of simply **having someone to talk to and to listen to them** (13%). They were able to draw on the conviction of their friends and family that they could overcome the problem.





"Just the emotional support, they encouraged me not to play and told me I was a good person." (Female, 41 years, Partially Resolved Player)

"My wife. She supported me and understood I had a problem, but stuck with me through it all." (Male, 31 years, Resolved Present Player)

"My husband and family were supportive, encouraging and listened. My minister was the same, supportive spiritually." (Female, 60 years, Partially Resolved Player)

"Encouragement, they knew I could stop if I really tried. They were there to talk to when I felt down. They supported me one hundred and ten percent."
(Female, 59 years, Resolved Past Player)

"My wife and friends; they are understanding, able to realize the position I was in and became part of the solution." (Male, 38 years, Resolved Past Player)

In some cases, the spouse/partner provided practical support in terms of **financial management**. Friends and family were also instrumental in distracting the Problem Player from VLT's and getting them **involved in other activities**.

"My husband talked to me and supported me when my problem was bad. My kids were there for me and helped me do other things to keep me from playing so much." (Female, 34 years, Resolved Present Player)

"My wife was helpful because she got the finances under control when I was unable to do so." (Male, 41 years, Unresolved Player)

"Just the support I received, financial planning to get back on track and they helped me in coping with my problems that came after my addiction."
(Male, 36 years, Resolved Past Player)

"My friends would encourage me to go with them to do other things and take my mind off VLT's." (Male, 33 years, Resolved Past Player)

Approximately 8% of both Resolved Present Players and Unresolved Players noted that the **commitment of their spouse or partner to also stop or reduce their VL play** was very helpful. This appears to be particularly relevant for women.

"My husband had the same problem as me so we did it together."
(Female, 27 years, Resolved Present Player)

"He played too so it was good to talk to him so we both could see that we had a problem and could work it out together." (Female, 52 years, Resolved Present Player)

"We were both going through it so we were there for each other."
(Female, 50 years, Partially Resolved Present Player)

It was only Unresolved Players (17%) who reported that nothing anyone did for them was helpful.

"Nothing really. Told me to stay out of places that had machines, but I knew that." (Male, 41 years, Unresolved Player)

"Nothing. I just still want to play even though I want to stop. She tries to help but can't." (Male, 29 years, Unresolved Player)

The most helpful and valued assistance provided by informal sources consists of both practical and emotional support provided over the "long run" of players trying to break free of their VL problem. While the spouse and family play the primary support role, an extended support network involving friends and, in some cases, the family physician was considered particularly helpful for those attempting to solve more severe gambling problems. In fact, the effectiveness of the informal support received by the players appears to be directly related to the success of their long-term resolution of the problem. The moral support and understanding of others contributes strongly to strengthening the resolve of the player. However, it appears that the more practical aspects of the support are likely what makes the involvement of others so critical to overcoming the problem. By

being there to listen and to talk to, including them in other activities, and offering positive reinforcements, this informal support network is helping the individual fill in time previously dedicated to VLT's, with something that is still personally and intrinsically rewarding. The resulting improvement in self-esteem, finances, and family and friend relationships likely helps to offset and replace the benefits previously derived from VL play.

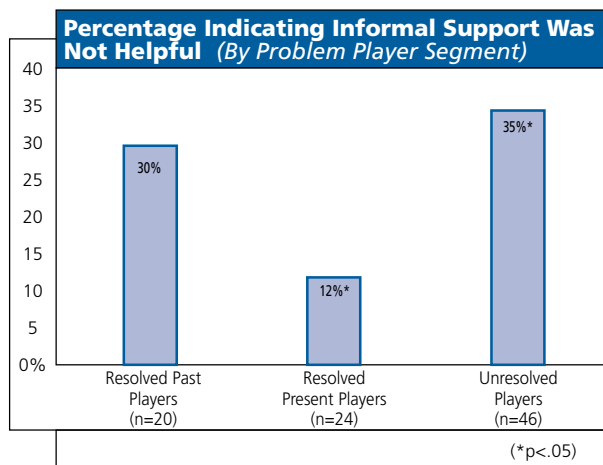
Unfortunately, not all individuals will have ready access to an informal support network. In many cases, the family unit has been damaged (or possibly destroyed) and may require attention, if the parties are still willing to move forward together. Alternative options for providing informal support may have to be identified to provide the Problem Player with resources to access in the absence of play, and



in between counseling or treatment sessions. Without this environmental support, it appears that positive outcomes are unlikely to be achieved.

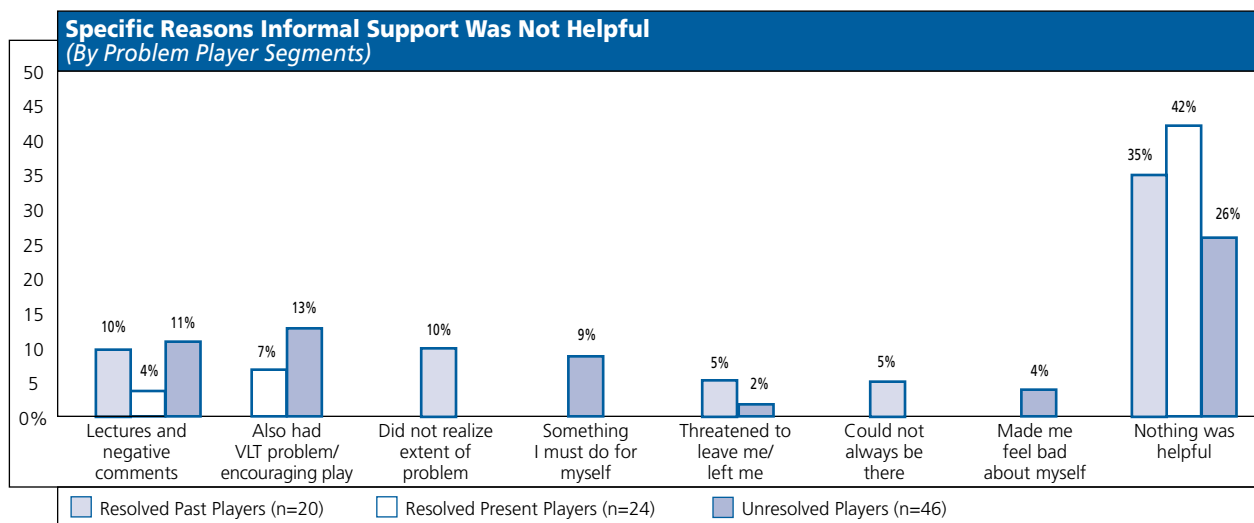
Again, the cooperation of family and friends should be enlisted and these individuals need to be provided with the necessary information and support to be an effective partner in the resolution process.

REASONS INFORMAL SOURCES WERE NOT CONSIDERED HELPFUL



informal support sources was not helpful. This is likely due, in part, to the fact that the Resolved Present Players have not accrued as much financial and relationship damage as the other players prior to getting their VL gambling back under control. As a result, the gambling may have been a less contentious issue for the spouse and family. It may also be that the act of sharing their resolve to reduce and manage their VL play with their families assisted them in maintaining and strengthening their commitment to change. The Unresolved Players (35%) and, to a slightly lesser extent, Resolved Past Players (30%) were most inclined to note specific examples of responses and behaviours by others that were not helpful in dealing with their VL gambling problem.

The Resolved Present Players were least likely to indicate that assistance provided by



Negative comments, lectures and negative reinforcement from friends and family were perceived to be very unhelpful and counter-productive by the players (10%). **Nagging** did little to offer the player advice or

assistance and tended to further erode self-esteem. It also, in some cases, drove players to the machines and in others precipitated fights and arguments.

"Lectures and negative comments from my family and friends such as 'why did you do that?' or 'I can't believe you are addicted [to VLT's].' Those comments didn't make me feel good at all." (Female, 30 years, Partially Resolved Player)

"At one point, people were telling me not to do it and it just made me want to play even more." (Male, 44 years, Unresolved Player)

"Repeating it all the time would irritate me and then I would go play more." (Female, 54 years, Resolved Present Player)

"They nagged me everyday about it and that annoys me and I don't want to keep hearing I have a problem." (Male, 54 years, Unresolved Player)

"She just yelled at me a lot and instead of helping me, she made me angry." (Male, 53 years, Unresolved Player)

"She said, 'I don't believe you can stop'." (Male, 29 years, Resolved Past Player)

The continuing involvement of one's spouse, partner, family or close friends in VL play was considered to be a distinct drawback by approximately 13% of the Unresolved Players and 7% of Resolved Players. This was also noted as a potential problem if both partners were trying to quit playing together, as the outcome for one is dependent upon the other's success.

"My husband was still playing at the time and sometimes made me want to play more." (Female, 33 years, Resolved Present Player)

"Well, the other people who were still playing never helped. It only encourages VL play, it doesn't stop it." (Female, 60 years, Partially Resolved Player)

"Too much nagging from my brothers, 'When are we going to play again?' They had a problem too so they didn't know what they were talking about. No help. One brother had to mortgage his house." (Male, 52 years, Unresolved Player)

"They [other players] weren't helpful because they really didn't care how much I played or if I lost money." (Male, 41 years, Unresolved Player)

"It wasn't helpful, we both had problems. My husband - if [either of us] relapsed, we would both have gone down." (Female, 27 years, Resolved Present Player)



A few Resolved Past Players (10%) noted that friends and family **did not fully appreciate the extent of the problem, nor appreciate the effort required to get it under control.** Threats to leave were also considered ineffective since the player was not purposely trying to hurt the other person.

"My husband always said I was wasting my time and then he said, 'Why are you pretending this is a problem?' when it was a real problem for me."

(Female, 41 years, Resolved Past Player)

"The advice offered wasn't reasonable, they suggested I play in moderation. Ya right." (Female, 30 years, Resolved Past Player)

"My husband threatening to leave me wasn't helpful. Made me feel bad about myself." (Female, 26 years, Resolved Past Player)

Only Unresolved Players mentioned the fact that stopping play is something that they had to do on their own and, therefore, no assistance from others would be helpful.

"Everything they said wasn't helpful. I needed to want to reduce play on my own." (Male, 31 years, Unresolved Player)

"They all tried their best, but were not helpful. It was something I had to do for myself." (Male, 41 years, Partially Resolved Player)

Approximately half of all those Problem Players who have ever accessed assistance from friends, family and others report that this informal support was helpful, with no negative aspects noted. This was especially true for the Resolved Present Players who have been able to manage and control their VL play. Only 12% noted support provided by friends and family that was unhelpful and this was largely attributed to the involvement of the support person in either regular or problem VL play. However, about one-third of the Unresolved and Resolved Past Players reported negative effects in response to efforts by friends and family.

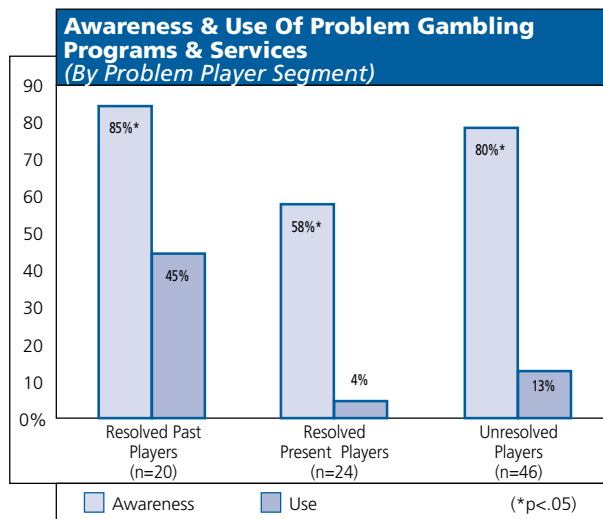
Clearly, negative feedback, threats, lectures, nagging and denigrating comments uniformly had a negative impact on players and were seen to offer no help to the player in trying to change their behaviour. If anything, such tactics were counterproductive and were sometimes seen to drive the player back to VL gambling, both in terms of self-fulfilling

prophecy ("*they are right, I can't stop so why bother to try*") and in attempts to escape from diminished self-esteem problems, fighting and arguments at home ("*I just had to get away and I'd end up where I always do*"). The heavy involvement of friends and family, especially the spouse or partner, in VL gambling was also considered a mitigating factor for the player in trying to stop or reduce their play.

Again, the critical role of the informal support network in facilitating recovery from problem VL gambling suggests that friends and family are as in need of information, advice and support as the Problem VL Player, if they are to be of any assistance.

From a treatment perspective, assessment of the nature of the informal support available and provided to the Problem Player will be an important component in determining the situational factors impacting recovery and relapse. Addressing deficiencies in this area should enhance long-term outcomes.

USE OF FORMAL SERVICES/PROGRAMS AVAILABLE TO HELP PROBLEM GAMBLERS IN NOVA SCOTIA



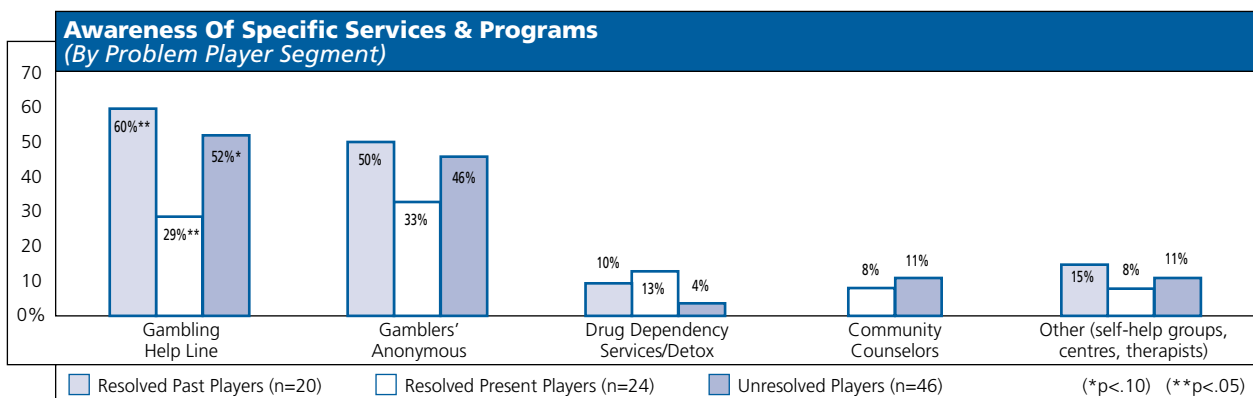
Over half of all past and present Problem VL Players are aware of at least one formal program or service available to help Problem Gamblers in Nova Scotia. In particular, those reporting the most negative effects associated with their VL play tend to also have significantly higher awareness levels for formal programs or services (80% to 85%). Therefore, **it appears that the majority of those adults most likely to need and/or benefit from formalized problem gambling services are**

aware of at least one program or service available in the province.

Resolved Present Players are comprised of those least likely to seek out assistance beyond the support of their immediate families, and, not surprisingly, are least likely to have heard of any formal programs or services for problem gamblers. Moreover, awareness has little to no impact on usage for these players, as approximately 94% of Resolved Present Players who know of specific services did not undertake contact or use of such a service.

Resolved Past Players, who have all currently stopped playing VLT's, are at least three times as likely as Unresolved Players to have sought out assistance from any formal problem gambling services or programs (45% versus 13%; p<.05). **Thus, it appears that almost half of the Resolved Past Players accessed professional, or more formalized assistance in resolving their video lottery problem.**

In contrast, only 13% of the Unresolved Players, comprised of those still engaged in problem VL gambling, have sought out formalized help with obviously more limited success.



The **Problem Gambling Help Line and Gamblers' Anonymous (GA)** elicit the highest awareness levels. **Drug Dependency/Addiction Services** is only noted by 4% to 13% of Past and Present Problem Players. In fact, those who have not yet resolved their VL problem are more inclined to mention **community counselors** than to be aware of problem gambling services through the Department of Health's Drug Dependency/ Addiction Services (4% versus 11%). However, due to the ambiguity of the label, "community counselors" may very well include community health workers and others associated with

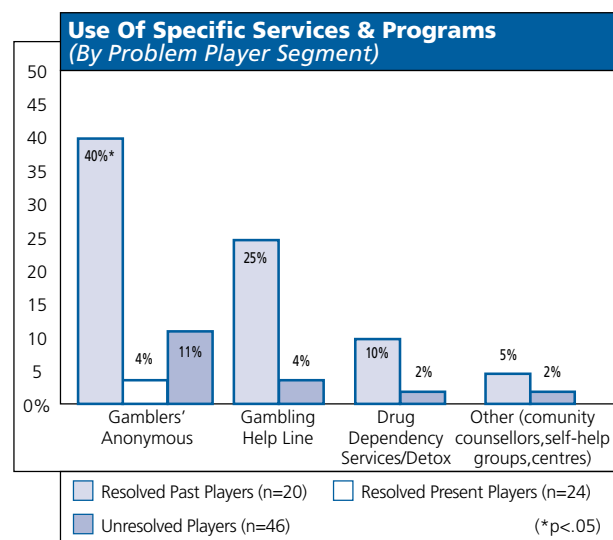
the Department of Health's Drug Dependency/Addiction Services.

The findings suggest that beyond the Help Line and GA, Problem VL Gamblers have fairly low awareness of specific programs to assist Problem Gamblers. **Thus, those who are rejecting or dismissing the use of formalized assistance may be doing so in response to the only specific services they are aware of; the Gambling Help Line and GA. If the players are unaware that other counseling and support services are available, they will not seek out such alternatives.**

GAMBLERS' ANONYMOUS

Almost all (89%) of the Resolved Past Players who have accessed any formal problem gambling services contacted Gamblers' Anonymous (GA). A full 40% of Resolved Past Players, all of whom have stopped playing at this time, report that they had sought out assistance from GA versus only 4% of the Resolved Present Players and 11% of Unresolved Players.

In terms of helpfulness, 35% of the Resolved Past Players rated GA a 4 (20%) or 5 (15%) on a 5-point scale, where 1 means not at all helpful and 5 means very helpful. Only one Resolved Past Player was ambivalent towards GA and attributed the group a helpfulness rating of 3.



"They were encouraging. I didn't like the group setting, but they were helpful in my thinking and knowing I could stop. I didn't like talking to a group [though]."
(Female, 41 years, Resolved Past Player)

"They were helpful and encouraged me. They gave me lots of information to read." (Female, 60 years, Partially Resolved Player)

"Because it helps you realize you are not the only one with this problem. These people understand your problem. The biggest part was the Serenity Prayer. I changed the things I could and accepted what I could not change."
(Female, 44 years, Resolved Past Player)

"You have to speak out loud in front of everybody and it makes you realize how bad it is." (Male, 29 years, Resolved Past Player)

"I find without their help, I wouldn't survive this. Everyone is supportive and listened without judging and it was nice to know of other people who had been through it and survived." (Female, 59 years, Resolved Past Player)

"They helped me feel better about myself, helped me realize I had a problem and told me I wasn't alone." (Female, 26 years, Resolved Past Player)

"They made me admit I had a problem, had me face my problems and own up to being a gambling addict. They made me talk about my gambling and eventually made me feel better about myself and my life." (Male, 40 years, Resolved Past Player)

It appears that the Resolved Past Players valued the moral support and non-judgmental encouragement provided by the group. Admitting and disclosing their problem in this supportive environment was also viewed positively as a way of acknowledging the extent of their gambling problem and reaffirming their commitment to change.

less favorable from the Resolved Present Players and Unresolved Players accessing the service. Reservations about the style and group approach were expressed. In some cases, it was felt that "just talking" was not effective for the individual and that their problem was not serious enough to warrant this service. The primary complaint centered on the lack of comfort individuals felt in attending and participating.

While GA is reported to be extremely helpful by the Resolved Past Players, response was

"I felt really depressed when I left the meeting. Also they were all smokers and I didn't smoke so it made it hard to sit with them." (Male, 36 years, Resolved Past Player)

"I felt like it was a joke. I felt uncomfortable and didn't fit in." (Female, 34 years, Resolved Present Player)

"It wasn't convenient. I have to drive an hour away and it is too far away. Everybody knew each other already. I felt uncomfortable." (Female, 44 years, Unresolved Player)

"Because I already knew I had a problem. Didn't offer much else. I read up on the information GA sent me, but I still had to help myself." (Female, 44 years, Unresolved Player)



"I don't know, it's a lot of talking and it's just talking, so it wasn't that great for me." (Female, 59 years, Unresolved Player)

"I felt bad about calling them in the first place. It was hard for me because I have to help myself. It's my problem and no one can help me, I have to help myself." (Male, 44 years, Unresolved Player)

PROBLEM GAMBLING HELP LINE

Although awareness levels are similar for both the Help Line and GA, for the most part, **Problem Players are only about half as likely to have contacted the Gambling Help Line than to have accessed Gamblers' Anonymous.** There is a fair amount of overlap in use of the two services, with 86% of those who have called the Help Line also having been in contact with GA.

While respondents tended to be less enthusiastic in evaluating the help provided

by the Gambling Help Line, no one stated that the service was ineffective. In total, 25% of Resolved Past Players (n=6) and 4% of Unresolved Players (n=2) report having contacted the Help Line, with most (n=6) attributing an average rating of 3 out of 5. This rating appears to be largely in response to the limitations inherent in assistance provided over the telephone, and the fact that the Problem Gambling Help Line is sometimes viewed as a referral service by the players.

"They gave me the contacts that I need to get in touch with GA and where I could find a meeting." (Male, 40 years, Resolved Past Player)

"They were helpful, but couldn't really help me how I needed it. They couldn't support me like my family could." (Male, 36 years, Resolved Past Player)

"Again, I have to help myself, it's a trapped feeling, but no one can help until I help myself, no one else can." (Female, 44 years, Unresolved Player)

"They are somewhat effective, it's hard for me to say. I only called them once, but they gave me names and numbers to call." (Male, 43 years, Resolved Past Player)

"They only referred me to someone else so not very helpful at all." (Male, 29 years, Resolved Past Player)

There were also a couple of references to the impersonal nature of the contact. While these may be isolated incidences, **the evidence thus far suggests that Problem VL Gamblers are very reluctant and hesitant in seeking help. When they do finally call, they will often experience embarrassment, shame and varying degrees of family and financial stress. Empathy, sensitivity and understanding are essential requirements if a Problem VL Gambler is going to pursue "help" any further.**

"They didn't seem to have any help. There wasn't enough information and I found they were lacking when it came to helping me. It was very cold and I didn't find it a personal thing. It was just someone answering a phone and giving me another number to call." (Female, 59 years, Resolved Past Player)

DRUG DEPENDENCY/ADDICTION SERVICES

The reported use of Drug Dependency services was low, with only 3% (n=3) of all Problem Players having accessed the services. There were two of the Resolved Past Players and only one Unresolved Problem Player indicating that they had used the service. In two of the cases, the individual also had used and rated GA

favorably. For the other individual, both GA and Drug Dependency were rated less helpful. While this evidence is anecdotal and exploratory, it appears that there may be overlap in the type of services being offered to Problem Players.

"The counselor told me I could help myself. She was understanding and she listened and passed no judgement, that meant a lot. I found the one-on-one more effective [than GA] because she was only listening and talking to me. GA was also helpful and encouraged me." (Female, 60 years, Unresolved Player)

"Friendliness, open arms to help, talking with other people who had gone through it and people listening to your cry for help." (Female, 59 years, Resolved Past Player)

"My wife was the most helpful. I only went to the Department of Health to appease her, but it was her support that did the most." (Male, 43 years, Resolved Past Player)



In general, awareness of any problem gambling services and programs by all Problem VL Players participating in the study is fairly high with three-quarters able to cite at least one formal program available in Nova Scotia.

The Problem Gambling Help Line (48%) and Gamblers' Anonymous (43%) are driving the majority of this awareness. In fact, 88% of those able to cite any problem gambling services note one or both of these sources of assistance. Only 8% respectively mentioned awareness for Drug Dependency/ Addiction Services, community counselors and/or any other sources.

Overall, 16% of all Problem VL Players accessed any of these sources for assistance. Resolved Past Players are more inclined than either of the other two Problem Player groups to have sought help from formalized service providers and to have found these services helpful.

Gamblers' Anonymous is the most widely accessed service. Overall, 88% of those who used any formalized problem gambling support specifically accessed this program, as compared to 44% having contacted the Problem Gambling Help Line. Not surprisingly, there is considerable overlap in usage among the more formal problem gambling services. In fact, 56% of Problem Players who sought out formal services or programs went to more than one source for assistance. Thus, once a Problem VL Gambler undertakes to get assistance, they are more inclined to access a wider range of the available services, most likely in response to referrals by the treatment or service providers. For the remaining 44% who used only one resource, Gamblers' Anonymous was the sole service provider mentioned in all cases.

Resolved Past Players, who have stopped playing VLT's altogether, tend to have derived the greatest benefit from existing problem gambling services in Nova Scotia. The group setting of GA was viewed as supportive and encouraging. Recognition, acknowledgement and disclosure of their problem was seen to have therapeutic value by allowing individuals to come to terms with their VL gambling in a safe and non-judgmental environment. Similar to comments for Drug Dependency Services, the

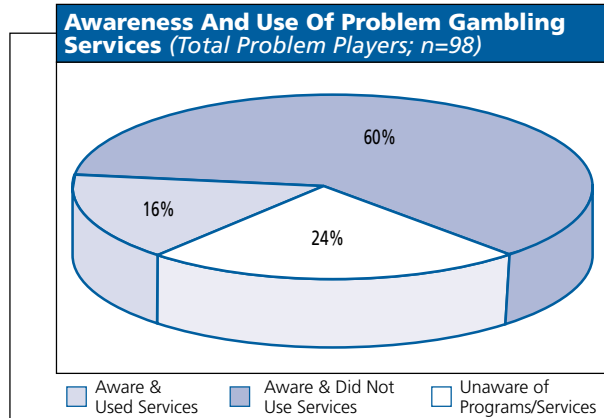
opportunity to talk with and listen to others who have shared similar experiences was viewed as particularly helpful and supportive.

However, the same type of forum and treatment approach was perceived to be more threatening and uncomfortable by other Problem VL Gamblers. In particular, the Unresolved Players who have sought out assistance were more inclined to find the GA type of program less relevant to them personally and, thus, of little or no help in dealing with their gambling problem. This is an important finding, given that awareness of other alternatives is extremely low. Thus, it appears that a single approach for all problem gambling will only result in assisting a distinct yet limited group of Problem VL Players. The tendency for these Problem Players to be the primary group that seeks assistance from formal service providers will cause the services to reflect the needs of this particular type of "client." Services such as the Help Line, as well as family physicians, will need to assess the individual's personal predisposition before offering referrals for assistance. This will be extremely important at the outset of the contact to ensure presented options are relevant to the particular Problem Player, and to ensure they will be encouraged to continue to seek further assistance in resolving their problem.

Given the dependence of most Problem Players on the support of friends and family in resolving their problem, a more integrated approach may be required whereby the informal support network is targeted for assistance by the formal service providers. Enhancing the skill set, understanding and available tools that the friends and family can use in helping support the Problem Gambler in their commitment to change will be an essential service. This will also offer assistance to the majority of those who are actively seeking out information and help primarily in response to the involvement of a loved one in Problem VL Gambling.

For those without an informal support network, or those who respond positively to sharing their experience with others, GA and other forms of group counseling, peer counseling, internet chat rooms, and other self-help initiatives continue to offer a valuable and necessary service.

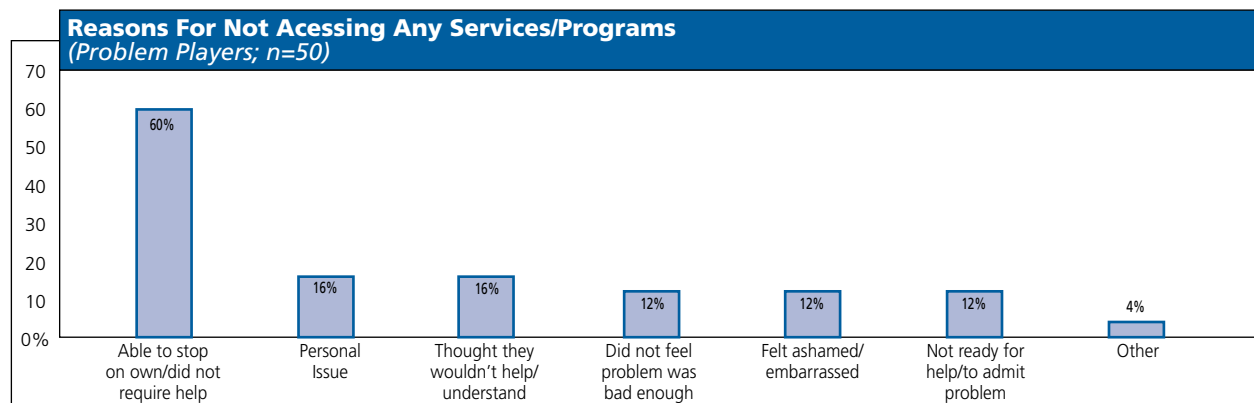
REASONS FOR NOT ACCESSING ANY FORMAL SERVICES/PROGRAMS FOR HELP



them with their problem VL gambling. An additional 24% reported they were unaware of any such services available to help Problem Gamblers in Nova Scotia. This means that 60% of all those who are, or were, involved in problem VL play were aware of the existence of problem gambling services, but did not access such services or programs to assist them in dealing with their VL gambling problem.

Overall, 16% of all past and present Problem Players taking part in the study indicated they had accessed any formalized services to assist

To gain insight as to the barriers impacting the use of problem gambling services and programs in Nova Scotia, all respondents electing not to use any forms of formal assistance were queried as to the reasons underlying their decision. In total, 51% of past and present Problem Players responded to the question (n=50).



The primary barrier, cited by 60% of all Problem Players who did not access any formal services, is attributed to their ability or belief that they can resolve their VL gambling problem on their own. Given that almost half of those holding this opinion indicate they have resolved their problems, there appears to

be some validity in this assumption. Overall, this translates into approximately one-quarter of all Resolved Players (past and present) who specifically note that they did not contact formal sources due to their own internal ability to stop or manage their VL play.



"I didn't need to, I just managed to do it on my own."

(Male, 38 years, Resolved Past Player)

"I just didn't. I guess it was something I wanted to do on my own."

(Male, 27 years, Resolved Present Player)

"I can do it myself. I don't need a service like that."

(Male, 40 years, Resolved Present Player)

"I did it on my own and didn't feel I needed to go to any of those places."

(Male, 52 years, Resolved Present Player)

"Didn't have a problem I couldn't solve myself."

(Male, 57 years, Partially Resolved Present Player)

"I have to help myself and no one can do that for me. That's how I feel anyway."

(Male, 67 years, Partially Resolved Player)

Unresolved Players are just as likely as the Resolved Present Players to believe they can address the problem by themselves. Part of this conviction stems from **the need for them to personally re-establish control rather than**

admit they are incapable of managing their behaviour. This appears to be an important driver for those who experience VL gambling problems.

"My pride gets in the way. That and I would like to think that I can do it on my own, quit playing." (Female, 61 years, Unresolved Player)

"Because I don't feel I need to go, I can do it on my own."

(Female, 46 years, Unresolved Player)

Other reasons cited by Problem Players for not seeking out formalized sources of assistance centre on concerns that their **problem is/was not serious enough to justify outside intervention** (12%). For some Problem Players, this position seems warranted. For others, it is preventing them from seeking out assistance prior to the problem escalating to more serious levels. **Embarrassment and shame** are also accompanying factors that discourage an individual from pursuing professional help. The need for help is considered a weakness,

with players often determined to resolve the problem by themselves. The problem itself is viewed as a **personal, private matter that players are reluctant to share**, with concerns expressed surrounding confidentiality (16%). For these individuals, group settings or disclosures may be particularly intimidating or uncomfortable and, thus, they are not likely to access such services or programs.

"I thought I didn't have a problem. I have slowed down myself so I think I can handle it myself. I think I might be embarrassed to go to one of those places." (Male, 58 years, Resolved Present Player)

"I guess because I never thought it had gone that far. I knew I had a problem and I wanted to fix it on my own." (Female, 30 years, Partially Resolved Player)

"I never thought I was bad enough to go and I feel I can do it on my own and I have so far." (Female, 52 years, Partially Resolved Player)

"I'm mortified, I'm embarrassed of who I might meet there. Also had a feeling in my heart that if I really wanted to stop I can do it myself." (Female, 61 years, Unresolved Player)

"I was ashamed and didn't want to admit to others I have a problem. It's personal." (Female, 27 years, Resolved Present Player)

"I never thought I was far enough in trouble to call." (Male, 35 years, Resolved Past Player)

"Embarrassment, I haven't gotten to the point yet where I absolutely can't stop." (Female, 49 years, Unresolved Player)

"Did not need the help. I was not addicted to the machines. I had to do it myself, on my own." (Male, 35 years, Resolved Past Player)

"I think the final decision should be up to yourself. I had a friend helping. I don't like telling my problems to strangers." (Male, 38 years, Resolved Past Player)



There are also perceptions that **such services and programs will not provide any help** to the individual (16%). For these individuals, both **lack of information** and a feeling the programs

or services **aren't relevant** for them are contributing to their reluctance to contact formal problem gambling services.

"Because I don't think they would work for me for some reason."

(Male, 50 years, Resolved Present Player)

"I guess I never thought it would help me." (Male, 58 years, Unresolved Player)

"I didn't bother. I really didn't want to and I didn't think it would help me any."

(Male, 22 years, Unresolved Player)

"I didn't think they would be able to help. I didn't feel strangers could do anything my friends couldn't do." (Male, 33 years, Resolved Past Player)

"Well, I really didn't believe there was much help in that I never knew anyone who called the [Help Line] number. I heard the government was supposed to start up programs to help problem players, but never heard if they did or not."

(Male, 47 years, Resolved Past Player)

"I don't want to go. I don't want to get help. They can't help me, it would just end up in an argument and I don't need that now. I don't want to get help and I don't want anyone calling me to offer help." (Male, 47 years, Unresolved Player)

"I guess I just never thought it would help me." (Male, 58 years, Unresolved Player)

The vast majority of those who develop problems with their VL gambling in Nova Scotia do not go to formal service providers for help. While approximately one-quarter are not aware of any specific services or programs, the remainder (60%) do not elect to use the available resources. It should be kept in mind that 87% of those past and present Problem VL Players who have not sought formal assistance are exclusively aware of only Gamblers' Anonymous (43%) and/or the Gambling Help Line (60%) as available options. Therefore, the majority of the reasons given for not accessing problem gambling programs or services will be in reference to these two specific services.

There is a significant proportion of Problem Players who opt to solve their problems on their own or with the help of friends and family. The fact that almost half (43%) of these individuals have successfully resolved their VL gambling problems suggests such assumptions have some validity. However, for the Unresolved Players the struggle is on-going. Regardless, there is a common theme that the players themselves need to be empowered and in control of the resolution process, which in many cases is viewed as a private and personal endeavour.

There is a fair amount of skepticism on the part of some Problem VL Players regarding the

ability of existing problem gambling programs and services to be of any help to them personally. Players also report reluctance to seek out assistance due to embarrassment, shame, and concerns that their problem is not serious enough to warrant intervention. Perceptions are expressed that professional treatment or formal support services will not be sought out until the player has "hit rock bottom," exhausting all financial and emotional resources. Given these attitudes, there will be limited opportunity for service providers to assist players in harm minimization and preventative efforts unless the service providers adopt a proactive stance. At the present time, many Problem Players are invisible to treatment providers because they

do not seek out professional assistance. It may be that such players are unaware of the full array of programs and services available or that they do not perceive the programs as matching their specific needs.

It may be advisable to examine methods of enhancing communications and the delivery of problem gambling information and services to a broader range of individuals experiencing difficulty with their play. Additional insight will be required to identify the key factors facilitating and supporting natural recovery by Problem VL Gamblers.



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APPENDIX A

SURVEY INSTRUMENTS

- Survey # 1: Non-Problem Non-Players (Pages 1-21)**
- Survey # 2: Non-Problem Players (Pages 22-41)**
- Survey # 3: Problem Non-Players (Pages 42-68)**
- Survey # 4: Problem Players (Pages 69-90)**



Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report

20-0060

**SURVEY # 1
NON-PROBLEM NON-PLAYERS SURVEY**

PLAYER 1

I.D. _____

T.I.D. _____

HH. I.D. _____

INT _____

1. When was the last time you played a video lottery machine? **(CONVERT TO NUMBER OF MONTHS SINCE LAST PLAYED—MUST BE MORE THAN 1 MONTH AGO –ELSE TO TO SURVEY # 2)**

_____ - **IF MORE THAN 12 MONTHS – GO TO Q # 3a** _____

2a. Which of the following best describes approximately how often you play VLT’s during the last year? **(READ LIST)**

Weekly (once a week or more)	5	– ASK Q # 2b(1)	_____
Monthly (once a month or more)	4	– ASK Q # 2b(2)	_____
Occasionally (sporadic, less often than once per month)	3	– ASK Q # 2b(3)	_____
Rarely (only once or twice)	2	– ASK Q # 2b(3)	_____
Periods of regular/frequent play with breaks/gaps in between	1	– ASK Q # 2b(3)	_____

2b. (On average) Approximately how many times (per week, per month, or in the last year) did you play VLT’s?

(1) Per Week _____

(2) Per Month _____

(3) Per Year _____

2c. On average, how much did you spend out-of-pocket (excluding any winnings) each time you played? **(ROUND TO NEAREST DOLLAR)**

2d. On average, how much time did you spend playing VLT’s each time you played? **(ROUND TO NEAREST MINUTES)**

3a. As you know, video gambling machines (VLT’s) can be found in a wide variety of locations such as legion halls, sporting establishments, private clubs, bars, licensed restaurants. In the last month, approximately how many times were you in a location which had video lottery machines?

4a. How often do you tend to play the following games of chance for which you can win money: **(READ LIST) (RECORD CODE BELOW)**



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Weekly (Once a week or more)	6	
Monthly (At least once a month or more)	5	
Occasionally (Sporadic, less than once per month)	4	_____
Rarely (Once or twice a year)	3	
Seasonal (Varies due to time of year)	2	
Less often than once a year	1	
Never Played	0	

4b. **IF >0:** Approximately how much did you spend in the last month on this type of gaming? (**ROUND TO NEAREST DOLALR**)

	a) Frequency of Play	b) Amount Spent Last Month
1) Lottery Draws, including 6/49	1) _____	_____
2) \$1.00 Scratch ‘n Win tickets	2) _____	_____
3) \$2.00 Scratch ‘n Win tickets	3) _____	_____
4) Breakopen/Pull-tab tickets (50¢)	4) _____	_____
5) Charity Raffles/Draw	5) _____	_____
6) Bingo for money (excluding Lotto Bingo)	6) _____	_____
7) Horse Races	7) _____	_____
8) Sport Select Pro Line – sports lottery	8) _____	_____
9) Other Sports Bets/Pools	9) _____	_____
10) Cards/Card Games for money outside of a casino	10) _____	_____
11) Slot Machines at a Casino	11) _____	_____
12) Any other games at casino excluding slot machines (e.g., roulette, blackjack, etc.)	12) _____	_____
13) Any other types of betting/gambling excluding VLT’s (e.g., dog races, off-track betting)	13) _____	_____

5. Compared to other games of chance you can play for money, how much do you like video lottery games on a scale of 1 to 5, where 1 means you like them much less than other games of chance and 5 means you like them much more than other games of chance?

Like Less Than Other Games					Like Much More Than Other Games	
1	2	3	4	5		_____



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6a. Do you remember the first time you played VLT’s?

YES 1 – CONTINUE
NO 0 – GO TO Q # 6c

6b. IF YES: When did you first try playing VLT’s? (RECORD APPROXIMATE MONTH & YEAR & CONVERT TO MONTHS)



6c. Why did you first try them?

PROBE:

6d. Under what circumstances/How were you introduced?

6e. Who introduced you to VLT’s? (READ LIST)

Self 1
Spouse/Partner 2
Family Member 3
Friend 4
Co-worker 5
Other _____ 6

6f. Did you win/lose?

Won 1
Lost 2
Can’t recall 9

7a. Approximately how long after you first tried VLT’s did you start playing on a regular basis (e.g., approximately once a month or more)? (CONVERT TO NUMBER OF MONTHS)



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7b. Why did you start playing more often?

Three horizontal lines for text entry, with a vertical line on the right side.

PROBE:

1) Under what circumstances?

Three horizontal lines for text entry, with a vertical line on the right side.

8. When you first started playing VLT’s on a regular basis, did you experience what you would consider a big win?

YES 1
NO 0

(IF YES: SPECIFY AMOUNT:
ROUND TO NEAREST DOLLAR)

9a. When you were first playing VLT’s on a fairly regular basis, of the times you played, how often did you play with other friends or family members, either together on the same machine or on nearby machines? Would that be... (READ LIST)

Never (0% of the times you played) 0
Rarely (<25% of the times played) 1
Occasionally (25% to 49%) 2
Frequently (50% to 74%) 3
Almost Always (75% to 100%) 4

9b. Over the course of playing regularly, did you find the proportion of times you played the games with others increased, decreased or remained the same?

Increased 1
Same 2
Decreased 3

10a. Approximately how long did you play VLT’s at least once a month or more? (ENTER LENGTH OF TIME AND CONVERT TO MONTHS)

Horizontal line for text entry, with a vertical line on the right side.



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10b. Was this over a continuous time period of play or did you play regularly on a sporadic (i.e., on again, off again) basis?

Continuous	1	_____
Sporadic	2	_____

10c. Once you started playing VLT’s on a fairly regular basis, did you find over time the following behaviour increased, decreased or remained the same?

	Increased	Same	Decreased	D/K	
Frequency of going to play	3	2	1	0	_____
The length of time you spent each time you played	3	2	1	0	_____
The amount of money you spent each time you played	3	2	1	0	_____
The amount of money or number of credits bet each spin	3	2	1	0	_____
In general, the amount of money you spent playing VLT’s	3	2	1	0	_____

11a. When you played video lottery games, did you tend to set a spending limit or budget for play where you decided how much you planned to spend out-of-pocket before sitting down to play?

YES	1 - CONTINUE	_____
NO	2 – GO TO Q # 13a	_____

11b. **IF YES:** Did you set your budget on a weekly basis, monthly basis, or on a per time basis? What was your budget?

Per Month: _____

Per Week: _____

Per Time: _____

11c. Over time, has your budget increased, decreased or remained the same?

Increased	3 – CONTINUE	_____
Same	2 – GO TO Q # 11e	_____
Decreased	1 – CONTINUE	_____

11d. How much did it increase/decrease by? (**ROUND TO NEAREST DOLLAR**)

11e. (When you were playing VLT’s) how often did you exceed your budget? (**READ LIST**)

Never (0% of the time)	0	_____
Rarely (<25% of the time)	1	_____
Occasionally (25% to 49%)	2	_____



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Frequently (50% to 74%) 3
 Almost Always (75% to 100%) 4

13a. When you were playing on a regular basis, approximately how often were you playing VLT’s each month?

13b. Approximately how much, on average, were you spending each time you played?

13c. On average, how long did you tend to play video lottery games each time?

Minutes: _____

13d. What was your usual bet or credit level per spin?
(Convert to \$ - enter amount in cents)

of credits _____ value of credits _____

13e. What dollar amount did you consider to be a win at this time when you were playing?

13f. When you reached this dollar amount, how often would you usually cash out and then continue playing with your winnings?

Never (0% of the time) 0
 Rarely (<25% of the time) 1
 Occasionally (25% to 49%) 2
 Frequently (50% to 74%) 3
 Almost Always (75% to 100%) 4

13i. Over the long run when playing video lottery games, do you think you won a lot, won a little, broke even, lost a little or lost a lot playing VLT’s?

Won a lot 5
 Won a little 4
 Broke even 3
 Lost a little 2
 Lost a lot 1
 Don’t Know 9

15a. Which of the following best describes how you came to stop playing video lottery games? **(READ LIST)**
(SPECIFY ANSWER BELOW Q # 15b; PROBE: WHAT WAS IT AND WHY?)

	YES	NO	
Made a conscious decision to stop playing	1	2	_____
Machines were moved out of corner stores/restricted to bar locations	1	2	_____
Experienced a significant personal event (e.g., marriage, pregnancy,	1	2	_____



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16c. In the past, what triggered or led you to start playing again after you had stopped?

Three horizontal lines for text entry, each followed by a short horizontal line on the right side.

16d. Did you stop or try to stop playing altogether immediately (cold turkey) or did you gradually reduce or taper off your play?

- Cold Turkey 1 – GO TO Q # 16f
- Reduced 2 – GO TO Q # 16f
- Both 3 – CONTINUE

16e. IF BOTH: Which of these two ways of stopping did you find most effective for you in stopping play?

- Cold Turkey 1
- Reduced 2
- Both 3
- Neither 0

PROBE: Why?

Three horizontal lines for text entry, each followed by a short horizontal line on the right side.

16f. In your opinion, why have you been able to successfully stop playing VLT’s this time. What is different between now and your earlier attempts?

Three horizontal lines for text entry, each followed by a short horizontal line on the right side.

17. On a scale of 1 to 10, where 1 means not at all difficult and 10 means extremely difficult, how difficult did you find it to stop playing VLT’s?

- | | | | | | | | | | | | |
|---------------------------------|---|---|---|---|---|---|---|---|----|--------------------------------|-------|
| Not At All
Difficult | | | | | | | | | | Extremely
Difficult | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | _____ |



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18a. What positive changes, if any, did you notice when you stopped playing VLT’s? (SPECIFY ANSWER BELOW)

- More money 01
- More time for friends/family 02
- More involvement in other activities 03
- Less likely to go to bars/VLT locations 04

P18b. What negative changes, if any, did you notice when you stopped playing? (SPECIFY BELOW)

- None 00
- Bored/Too much time to fill 01
- Couldn’t go out to bars/VLT locations 02
- Couldn’t see friends and/or family 03
- Nervous/irritable/cranky 04
- Physical symptom (insomnia, headaches) 05
- Constant urge to play 06
- Depressed 07
- Specify: _____

19a. Did you miss playing VLT’s at all when you first stopped playing?

- YES 1 – CONTINUE
- NO 2 – GO TO Q # 20a
- Don’t Know 9 – GO TO Q # 20a

19b. IF YES: What did you miss about playing VLT’s?



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20a. What, if any, were the benefits or positive things you got out of your VLT play?

20b. What, if any, were the negative effects of VL play for you?

21a. After you stopped playing VLT’s, did anyone ever encourage or put any pressure on you to start playing again?

YES 1 – CONTINUE

NO 0 – GO TO Q # 22a

21b. **IF YES:** Who was encouraging you to play?

Spouse/Partner	1	_____
Child/Children	2	_____
Other Household Member	3	_____
Other Family (not in household)	4	_____
Friend	5	_____
Other _____	6	_____

21c. How much effect does/do this/these individual(s) have on you?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) _____
Somewhat of an effect	2	2	2	2) _____
Strong effect	3	3	3	3) _____

22a. Did anyone encourage and/or support you in your decision not to play VLT’s?

YES 1 - CONTINUE

NO 0 – GO TO Q # 23a

22b. **IF YES:** Who was encouraging you not to play?

Spouse/Partner	1	_____
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Child/Children	2	_____
Other Household Member	3	_____
Other Family (not in household)	4	_____
Friend	5	_____
Other _____	6	_____

22c. How much effect did this/these individuals have on you not playing VLT’s?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) _____
Somewhat of an effect	2	2	2	2) _____
Strong effect	3	3	3	3) _____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s? (**ROTATE ORDER**)

23b. (**IF EVER USED**) How effective was this in managing your VL play? (Very, Somewhat, Not At All Effective)

		23a)	23b) Effectiveness				
		Ever	Very	Somewhat	Not At All		
()	1. Avoiding places that have the machines	1	_____	3	2	1	_____
()	2. Avoiding friends/family who play VLTs	2	_____	3	2	1	_____
()	3. Reducing the amount of <u>money</u> spent each time you played	3	_____	3	2	1	_____
()	4. Reducing amount of <u>time</u> spent each time you played, playing for shorter periods of time	4	_____	3	2	1	_____
()	5. Reducing how often you play; that is the frequency of going to play	5	_____	3	2	1	_____
()	6. Setting a budget each time you played	6	_____	3	2	1	_____
()	7. Reducing the bet level per spin/play	7	_____	3	2	1	_____
()	8. Seeking assistance of spouse or family/friends in not playing	8	_____	3	2	1	_____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s? (**ROTATE ORDER**) **CONTINUED**

23b. (**IF EVER USED**) How effective was this in managing your VL play? (Very, Somewhat, Not At All Effective) **CONTINUED**

23a) **23b) Effectiveness**





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	Ever		Very	Somewhat	Not At All	
() 9. Restricting access to additional cash (i.e., leaving bank cards at home)	9	___	3	2	1	___
() 10. Only bringing budgeted amount of money to the location to play	10	___	3	2	1	___
() 11. Only playing with friends and/or family present, not alone	11	___	3	2	1	___
() 12. Seeking advice from other players	12	___	3	2	1	___
() 13. Having spouse or someone else control your finances	13	___	3	2	1	___
() 14. Getting involved in other activities at a VLT location such as darts/pool/ dancing/cards	14	___	3	2	1	___
() 15. Getting involved in other activities outside of VLT locations	15	___	3	2	1	___
() 16. Rewarding yourself for staying on budget or not playing VL games	16	___	3	2	1	___
() 17. Cashing out and continuing to play with winnings	17	___	3	2	1	___
() 18. Cashing out when you reach a certain amount of winnings and stopping play	18	___	3	2	1	___
24a. Are there any other things we have <u>not</u> talked about that you personally have found helpful in managing your VL play? (Would you have any Advice to Other Players who want to change the way they play?)						
		_____				_____
		_____				_____
24b. Of all the strategies or things you did, which ones did you find were the most effective in managing your play? (Use coding from Q # 23a)						
		_____				_____
		_____				_____
		_____				_____
25. Would you say the chances of winning money on VLT’s depend on any of the following? (ROTATE ORDER)						



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	YES	NO	D/K	
() a) The make of the machine such as Spielo or VLC?	1	0	9	___
() b) The particular type of VL game such as Swinging Bells or Aces Fever?	1	0	9	___
() c) The time of day?	1	0	9	___
() d) The day of the week?	1	0	9	___
() e) How recently someone won at that machine?	1	0	9	___
() f) The size of the bonus if there is one?	1	0	9	___
() g) Where you play, that is, some places have machines that are more likely to win?	1	0	9	___
() h) The machine, that is, specific machines are more likely to provide wins?	1	0	9	___
() i) The size of the bet?	1	0	9	___
() j) Your ability to hit the stop button at the right place if the stop button feature is available?	1	0	9	___
() k) The skill of the player?	1	0	9	___



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Survey # 1 – Non-Problem Non-Players Survey

26. Using a scale of 1 to 5 where 1 means you Strongly Disagree and 5 means you Strongly Agree, how much do you agree or disagree with each of the following statements: **(ROTATE ORDER)**

	<u>Strongly Disagree</u>					<u>Strongly Agree</u>	
() a) I find gambling/games of chance are fun and entertaining	1	2	3	4	5		_____
b) I sometimes felt guilty about how much money I have spent playing VLT’s	1	2	3	4	5		_____
c) After losing money playing VLT’s, I have tried to win my money back playing again	1	2	3	4	5		_____
d) After a string of losses while playing VLT’s, I feel you are more likely to win	1	2	3	4	5		_____
() e) I considered playing video lottery games to be a form of entertainment for me	1	2	3	4	5		_____
f) Playing VLT’s was an enjoyable part of socializing with friends or family	1	2	3	4	5		_____
g) I sometimes played VLT’s in the hopes of paying off debts or bills	1	2	3	4	5		_____
h) I consider myself to be knowledgeable about how to play video lottery games and win	1	2	3	4	5		_____
i) I played video lottery games to forget my troubles or worries or when I felt bad about myself	1	2	3	4	5		_____
() j) I have friends or family who have worried or complained about me playing VLT’s	1	2	3	4	5		_____
k) I have lied about my VLT gambling	1	2	3	4	5		_____
l) I think VL games are challenging and involve some level of skill	1	2	3	4	5		_____
m) I sometimes felt guilty about how much time I spent on VL gambling	1	2	3	4	5		_____
n) I often found myself thinking about playing VLT’s or ways to find money to play	1	2	3	4	5		_____

Q # 26 continued

Strongly
Disagree

Strongly
Agree



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o) I could stop playing VL games any time I wanted	1	2	3	4	5	_____
p) Whenever I’m in a location with VLT’s, I want to play	1	2	3	4	5	_____
q) Playing VLT’s has negatively affected a significant relationship	1	2	3	4	5	_____
r) After losing money playing other games of chance, I have tried to win my money back playing VLT’s	1	2	3	4	5	_____
s) Playing VLT’s has negatively affected my job, education or career opportunities	1	2	3	4	5	_____
t) I would prefer it if VLT machines were only available in 3 or 4 locations within NS	1	2	3	4	5	_____
27a. Have you <u>ever</u> used money from any of the following sources in order to play VL machines or to solve a financial problem caused by playing VLT’s? (READ LIST)						
Family Members					1	_____
Friends, Acquaintances					2	_____
Bank Overdraft/Line of Credit					3	_____
Credit Cards					4	_____
Personal Loans					15	_____
Pension Fund (RSP)					5	_____
Mortgage Payment/Rent					6	_____
Mortgage or Remortgaging					7	_____
Savings					8	_____
Household Money (e.g., groceries, incidentals)					9	_____
Postponed or Did Not Pay Bills (e.g., telephone, other utilities, credit card payments)					10	_____
Sold Personal Property					11	_____
Used company or business money					12	_____
Used money that was not strictly legally obtained					13	_____
Other _____					14	_____
None of the above – GO TO Q # 28					16	_____
27c. Have you sometimes had difficulties paying back or replacing money you have used from any of these sources?						
YES		1				_____
NO		0				_____
27e. Currently, have you paid off all of the debts you accumulated as a consequence of your VL play or are you still in the process of paying off any debts?						



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Debts are paid	1	_____
Still paying	2	_____
Had no significant debts	3	_____

☞ 28. Has anyone ever told you they were concerned with how much time or money you were spending on VL gaming?

YES	1	_____
NO	0	_____

29a. Do you personally know of anyone who has experienced any problems with their video lottery play?

YES	1 - CONTINUE	_____
NO	0 – GO TO Q # 41	_____

29b. **IF YES:** How many people do you know and what is your relationship to this/these individuals?

Spouse/Partner _____

Child (son/daughter) _____

Other household member _____

Family member not in household _____

Friend _____

Other _____

30a. Have you ever sought out any information and/or assistance to help someone with a gambling problem?

YES	1 - CONTINUE	_____
NO	0 – GO TO Q # 41	_____



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30b. IF YES: Where did you go for information and/or assistance and how helpful was this source in addressing your needs?

Source 1:

Four horizontal lines for text entry.

Source 2:

Four horizontal lines for text entry.

LIFESTYLE QUESTIONS

41. Do you have (close) friends who currently play or used to play video lottery games regularly? YES – Currently 3 YES – In the Past Only 2 YES - Both Currently and in Past 1 NO 0

42. Do you have other members of your family or close relatives (household) who currently play or used to play video lottery games regularly? YES – Currently 3 YES – In the Past Only 2 YES - Both Currently and in Past 1 NO 0

43. Do you have any co-workers or fellow students who play video lottery games on a regular basis? YES 1 NO 0 Don't Know 9

44. How much time do you spend watching TV (not including video tapes) in an average week? hours : minutes Hours Minutes

45. Excluding video lottery games and other games of chance played for money, approximately how much money do you spend each month on entertainment activities (i.e., movies, video rentals, eating out at restaurants, etc.)?



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Survey # 1 – Non-Problem Non-Players Survey

46. On average, how often would you say you go to a bar, club, pub or lounge? **(READ LIST)**

- More than once a week 5
- Once a week 4
- Every two weeks 3
- About once a month 2
- Less than once a month 1
- Do not go 0

47. In general, on a scale of 1 to 10 where 1 means your VL play is not at all a problem and 10 means your VL play is a serious problem, how would you rate your VL play right now?

Not at all a problem 1 2 3 4 5 6 7 8 9 10 Serious problem

48. How likely are you to play VLT games again, using a scale of not at all likely, somewhat likely or very likely? First of all...**(READ LIST)**

	Very Likely	Somewhat Likely	Not At All Likely	D/K	
Within the next year	3	2	1	0	_____
Within the next six months	3	2	1	0	_____
Within the next month	3	2	1	0	_____

DEMOGRAPHICS

50. In what year were you born?

Specify: _____

51a. Including yourself, how many people live in your household?

_____ **(IF ONE - GO TO Q # 52)**

51b. How many people in your household are under 19 years of age?



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51c. Excluding yourself, is there anyone else in your household who plays video lottery games? First of all on a regular basis of once a month or more? Does anyone play on a casual or occasional basis? **(SPECIFY # OF PEOPLE)**

Regular Players _____

Casual Players _____

52. What is your current marital status? **(READ LIST)**

- Single 1
- Married/Cohabiting/Living with a partner 2 _____
- Divorced/Separated 3
- Widowed 4

53. Which of the following best describes your current work status?

- Working Full-time 1 - **CONTINUE**
- Working Part-time 2 - **CONTINUE** _____
- Unemployed 3 - **GO TO Q # 55**
- Student 4 - **GO TO Q # 55**
- Homemaker 5 - **GO TO Q # 55**
- Retired 6 - **GO TO Q # 55**
- Disabled 7 - **GO TO Q # 55**

54. What is your current occupation (i.e. the type of work you do)?

55. Which of the following best describes the highest level of education you have completed?

- Less than Grade 9 1
- Grade 9 - 13 2
- Trade School/Non-University 3
- University without degree 4 _____
- University with degree 5
- University post-graduate degree 6
- Refused 7



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56a. Which of the following broad income categories best describes your total annual household income (that is, everyone combined, before taxes)?

- Less than \$10,000 1
- \$10,000 - \$25,000 2
- \$25,001 - \$35,000 3
- \$35,001 - \$45,000 4
- \$45,001 - \$60,000 5
- \$60,001 - \$75,000 6
- Over \$75,000 7
- Refused 8 - GO TO Q # 57
- Don't Know 9 - GO TO Q # 57

56b. How many individuals contributed to this income?

57. What language is your mother tongue?

- English 1
- French 2
- English/French 3
- Other _____ 4

58. What are the first three digits of your postal code?

59. If brochures or flyers to identify those play behaviours associated with problem VL gambling were available at VLT locations, do you think this would be helpful or not?

- YES 1
- NO 0
- Don't Know 9

60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play?

62. **INTERVIEWER ONLY:**

- Male 1
- Female 2

CLOSING STATEMENT

This completes your participation in our study, however, we would like to ask if you are interested in still being part of an ongoing confidential research panel. You may be contacted in order to get your opinions on various issues or concepts concerning video lottery gaming. This would give you an opportunity to have direct input on



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something which affects you and/or someone you know. Your participation is voluntary and completely confidential. As members of the Professional Marketing Research Society and the Better Business Bureau, we guarantee that any information you provide will be used for research purposes only. Is this something you could help us with?

- YES 1
- NO 2

IF YES: May I ask for your first name to keep in our panel?

You may receive a quality control check. My supervisor calls back 10% to 15% of all my completed surveys to ensure you were comfortable participating in our study and that I was doing my job properly. May I please confirm your telephone number? **IF “NO” TO PANEL:** May I ask your first name so my supervisor would know who to ask for?

TELEPHONE #: _____ DATE: _____

INTERVIEWER: _____ SUPERVISOR: _____

DATA ENTRY: _____ QCC: _____

On behalf of Focal Research, I would like to thank you for your participation. Your contribution to our research is greatly appreciated.



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20-0060

SURVEY # 2
NON-PROBLEM PLAYERS SURVEY

PLAYER 2

I.D. _____

T.I.D. _____

HH. I.D. _____

INT _____

1. When was the last time you played a video lottery machine? (CONVERT TO NUMBER OF MONTHS SINCE LAST PLAYED)

2a. Which of the following best describes approximately how often you played VLT’s during the last year? (READ LIST)

Weekly (once a week or more)	5	– ASK Q # 2b(1)	_____
Monthly (once a month or more)	4	– ASK Q # 2b(2)	_____
Occasionally (sporadic, less often than once per month)	3	– ASK Q # 2b(3)	_____
Rarely (only once or twice)	2	– ASK Q # 2b(3)	_____
Periods of regular/frequent play with breaks/gaps in between	1	– ASK Q # 2b(3)	_____

2b. (On average) Approximately how many times (per week, per month, or in the last year) did you play VLT’s?

- (1) Per Week _____
- (2) Per Month _____
- (3) Per Year _____

2c. On average, how much do you spend out-of-pocket (excluding any winnings) each time you played? (ROUND TO NEAREST DOLLAR)

2d. On average, how much time do you spend playing VLT’s each time you played? (ROUND TO NEAREST MINUTES)

3a. As you know, video gambling machines (VLT’s) can be found in a wide variety of locations such as legion halls, sporting establishments, private clubs, bars, licensed restaurants. In the last month, approximately how many times were you in a location which had video lottery machines?

3b. Of these _____ times you were in a location with video lottery games, how many times were you there to specifically play the games?

3c. Of these _____ times, how many times did you go to the location for another reason, but ended up playing video lottery games while you were there?



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Survey # 2 – Non-Problem Players Survey



4a. How often do you tend to play the following games of chance for which you can win money: **(READ LIST) (RECORD CODE BELOW)**

- | | | |
|---|---|-------|
| Weekly (Once a week or more) | 6 | |
| Monthly (At least once a month or more) | 5 | |
| Occasionally (Sporadic, less than once per month) | 4 | _____ |
| Rarely (Once or twice a year) | 3 | |
| Seasonal (Varies due to time of year) | 2 | |
| Less often than once a year | 1 | |
| Never Played | 0 | |

4b. **IF >0:** Approximately how much did you spend in the last month on this type of gaming? **(ROUND TO NEAREST DOLALR)**

	a) Frequency of Play	b) Amount Spent Last Month
1) Lottery Draws, including 6/49	1) _____	_____
2) \$1.00 Scratch ‘n Win tickets	2) _____	_____
3) \$2.00 Scratch ‘n Win tickets	3) _____	_____
4) Breakopen/Pull-tab tickets (50¢)	4) _____	_____
5) Charity Raffles/Draw	5) _____	_____
6) Bingo for money (excluding Lotto Bingo)	6) _____	_____
7) Horse Races	7) _____	_____
8) Sport Select Pro Line – sports lottery	8) _____	_____
9) Other Sports Bets/Pools	9) _____	_____
10) Cards/Card Games for money outside of a casino	10) _____	_____
11) Slot Machines at a Casino	11) _____	_____
12) Any other games at casino excluding slot machines (e.g., roulette, blackjack, etc.)	12) _____	_____
13) Any other types of betting/gambling excluding VLT’s (e.g., dog races, off-track betting)	13) _____	_____
14) VLT’s	14) _____	_____



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6. Compared to other games of chance you can play for money, how much do you like video lottery games on a scale of 1 to 5, where 1 means you like them much less than other games of chance and 5 means you like them much more than other games of chance?

	Like Less Than Other Games				Like Much More Than Other Games	
	1	2	3	4	5	_____

6a. Do you remember the first time you played VLT’s?

YES	1 – CONTINUE	
NO	0 – GO TO Q # 6c	_____

6b. **IF YES:** When did you first try playing VLT’s? (**RECORD APPROXIMATE MONTH & YEAR & CONVERT TO MONTHS**)



6c. Why did you first try them?

PROBE:

6d. Under what circumstances/How were you introduced?

6e. Who introduced you to VLT’s? (**READ LIST**)

Self	1	
Spouse/Partner	2	
Family Member	3	
Friend	4	_____
Co-worker	5	
Other _____	6	

6f. Did you win/lose?

Won	1	
Lost	2	_____
Can’t recall	9	

7a. Approximately how long after you first tried VLT’s did you start playing on a regular basis (e.g., approximately once a month or more)? (**CONVERT TO NUMBER OF MONTHS**)



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7b. Why did you start playing more often?

PROBE:

2) Under what circumstances?

9. When you first started playing VLT’s on a regular basis, did you experience what you would consider a big win?

YES	1	
NO	0	_____

**(IF YES: SPECIFY AMOUNT: _____
ROUND TO NEAREST DOLLAR)**

9a. When you were first playing VLT’s on a fairly regular basis, of the times you played, how often did you play with other friends or family members, either together on the same machine or on nearby machines? Would that be... **(READ LIST)**

Never (0% of the times you played)	0	
Rarely (<25% of the times played)	1	
Occasionally (25% to 49%)	2	_____
Frequently (50% to 74%)	3	
Almost Always (75% to 100%)	4	

9b. Over the course of playing regularly, did you find the proportion of time you played the games with others increased, decreased or remained the same?

Increased	1	
Same	2	_____
Decreased	3	

10a. Approximately how long did you or have you played VLT’s at least once a month or more? **(ENTER LENGTH OF TIME AND CONVERT TO MONTHS)**

10b. Was this over a continuous time period of play or did you play regularly on a sporadic on again, off again basis?

Continuous	1	
Sporadic/ On & Off	2	_____

10c. Once you started playing VLT’s on a fairly regular basis, did you find over time the following behaviour increased, decreased or remained the same?



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	Increased	Same	Decreased	D/K	
Frequency of going to play	3	2	1	0	_____
The length of time you spent each time you played	3	2	1	0	_____
The amount of money you spent each time you played	3	2	1	0	_____
The amount of money or number of credits bet each spin	3	2	1	0	_____
In general, the amount of money you spent playing VLT’s	3	2	1	0	_____

11a. When you play video lottery games, do you tend to set a spending limit or budget for play where you decided how much you planned to spend out-of-pocket before sitting down to play?

YES 1 - CONTINUE
 NO 2 - GO TO Q # 13d _____

11b. **IF YES:** Do you set your budget on a weekly basis, monthly basis, or on a per time basis? What is your budget?

Per Month: _____
 Per Week: _____
 Per Time: _____

11c. Over time, has your budget increased, decreased or remained the same?

Increased 3 - CONTINUE
 Same 2 - GO TO Q # 11e _____
 Decreased 1 - CONTINUE

11d. How much did it increase/decrease by? (**ROUND TO NEAREST DOLLAR**)



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11e. (When playing VLT’s, how often do you exceed your budget? **(READ LIST)**)

Never (0% of the time)	0	
Rarely (<25% of the time)	1	
Occasionally (25% to 49%)	2	_____
Frequently (50% to 74%)	3	
Almost Always (75% to 100%)	4	

13d. What is your usual bet or credit level per spin?
(Convert to \$ - enter amount in cents)

of credits _____ value of credits _____

13e. What dollar amount do you consider to be a win when you are playing?

13f. When you reached this dollar amount, how often do you usually cash out and then continue playing with your winnings?

Never (0% of the time)	0	
Rarely (<25% of the time)	1	
Occasionally (25% to 49%)	2	_____
Frequently (50% to 74%)	3	
Almost Always (75% to 100%)	4	

13i. Over the long run when playing video lottery games, do you think you won a lot, won a little, broke even, lost a little or lost a lot playing VLT’s?

Won a lot	5	
Won a little	4	
Broke even	3	
Lost a little	2	_____
Lost a lot	1	
Don’t Know	9	

NP13j Compared to how much you have played VLTs’ in the past are you now playing more, less or about the same as you always have?

More	3	
Same	2	_____
Less	1	



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15a Have any of the following situations played a role in either stopping or reducing your play of VLT’s? **(READ LIST) (IF YES: SPECIFY ANSWER BELOW Q # 15b; PROBE: WHAT WAS IT AND WHY?)**

	YES	NO	
Made a conscious decision to stop playing	1	2	_____
Machines were moved out of corner stores/restricted to bar locations	1	2	_____
Experienced a significant personal event (e.g., marriage, pregnancy, birth of a child)	1	2	_____
Something else made it less convenient (more inconvenient) to play	1	2	_____
Gradually started playing less often due to other or new interests, lifestyle, no special reason)	1	2	_____
Other _____	1	2	_____

15b. Specify:

16a. Have you ever deliberately stopped or tried to stop playing VLT’s for an extended period of time?

- YES – Stopped 1
- YES – Tried to stop 2
- YES – Both 3
- NO 0 – **GO TO Q # 17 (Pg. 8)**

16b. **IF YES:** How many times have you stopped or tried to stop playing?

- Continuously 1
- Once every few months 2
- Other # of times 3
- Specify number of times: _____



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16c. In the past, what has triggered or led you to start playing again after you had stopped?

Four horizontal lines for text entry, with a vertical line on the right side.

16d. Did you stop or try to stop playing altogether immediately (cold turkey) or did you gradually reduce or taper off your play?

- Cold Turkey 1 – GO TO Q # 18a
- Reduced 2 – GO TO Q # 18a
- Both 3 – CONTINUE

16e. IF BOTH: Which of these two ways of stopping did you find most effective for you in stopping play?

- Cold Turkey 1
- Reduced 2
- Both 3
- Neither 0

PROBE: Why?

Three horizontal lines for text entry, with a vertical line on the right side.

18a. What positive changes, if any, did you notice when you stopped playing VLT’s? (SPECIFY ANSWER BELOW)

- More money 01
- More time for friends/family 02
- More involvement in other activities 03
- Less likely to go to bars/VLT locations 04

Three horizontal lines for text entry, with a vertical line on the right side.



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P18b. What negative changes, if any, did you notice when you stopped playing? **(SPECIFY BELOW)**

- Bored/Too much time to fill 01
- Couldn't go out to bars/VLT locations 02
- Couldn't see friends and/or family 03
- Nervous/irritable/cranky 04
- Physical symptom (insomnia, headaches) 05
- Constant urge to play 06
- Depressed 07

Specify: _____

19a. Do you miss playing VLT's whenever you aren't playing?

- YES 1 – CONTINUE
- NO 2 – GO TO Q # 17
- Don't Know 9 – GO TO Q # 17

19b. **IF YES:** What did you miss about playing VLT's?

17. On a scale of 1 to 10, where 1 means not at all difficult and 10 means extremely difficult, how difficult did you or would you find it to stop playing VLT's?

Not At All Difficult 1 2 3 4 5 6 7 8 **Extremely Difficult** 9 10 _____

20a. What, if any, are the benefits or positive things you get out of your VLT play?

20b. What, if any, are the negative effects of VL play for you?

21a. Does anyone ever encourage or put any pressure on you to play VLT's?

- YES 1 – CONTINUE
- NO 0 – GO TO Q # 22a



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21b. **IF YES:** Who is encouraging you to play?

Spouse/Partner	1	_____
Child/Children	2	_____
Other Household Member	3	_____
Other Family (not in household)	4	_____
Friend	5	_____
Other _____	6	_____
_____		_____

21c. How much effect does/do this/these individual(s) have on you?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) _____
Somewhat of an effect	2	2	2	2) _____
Strong effect	3	3	3	3) _____



22a. Is anyone encouraging you to stop playing VLT’s?

YES	1 - CONTINUE	
NO	0 – GO TO Q # 23a	_____

22b. **IF YES:** Who is encouraging you not to play?

Spouse/Partner	1	_____
Child/Children	2	_____
Other Household Member	3	_____
Other Family (not in household)	4	_____
Friend	5	_____
Other _____	6	_____
_____		_____



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22c. How much effect does/do this/these individual(s) have on you not playing VLT’s?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) ____
Somewhat of an effect	2	2	2	2) ____
Strong effect	3	3	3	3) ____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s?? **(ROTATE ORDER)**

23b. **(IF EVER USED)** How effective is this in managing your VL play? (Very, Somewhat, Not At All Effective)

		23a)		23b) Effectiveness			
		Ever		Very	Somewhat	Not At All	
()	1. Avoiding places that have the machines	1	____	3	2	1	____
()	2. Avoiding friends/family who play VLTs	2	____	3	2	1	____
()	3. Reducing the amount of <u>money</u> spent each time you played	3	____	3	2	1	____
()	4. Reducing amount of <u>time</u> spent each time you played, playing for shorter periods of time	4	____	3	2	1	____
()	5. Reducing how often you play; that is the frequency of going to play	5	____	3	2	1	____
()	6. Setting a budget each time you played	6	____	3	2	1	____
()	7. Reducing the bet level per spin/play	7	____	3	2	1	____
()	8. Seeking assistance of spouse or family/friends in not playing	8	____	3	2	1	____
()	9. Restricting access to additional cash (i.e., leaving bank cards at home)	9	____	3	2	1	____
()	10. Only bringing budgeted amount of money to the location to play	10	____	3	2	1	____
()	11. Only playing with friends and/or family present, not alone	11	____	3	2	1	____
()	12. Seeking advice from other players	12	____	3	2	1	____
()	13. Having spouse or someone else control your finances	13	____	3	2	1	____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s?? **(ROTATE ORDER) CONTINUED**



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23b. **(IF EVER USED)** How effective is this in managing your VL play? (Very, Somewhat, Not At All Effective) **CONTINUED**

		23a)	23b) Effectiveness				
		Ever	Very	Somewhat	Not At All		
()	14. Getting involved in other activities at a VLT location such as darts/pool/ dancing/cards	14	___	3	2	1	___
()	15. Getting involved in other activities outside of VLT locations	15	___	3	2	1	___
()	16. Rewarding yourself for staying on budget or not playing VL games	16	___	3	2	1	___
()	17. Cashing out and continuing to play with winnings	17	___	3	2	1	___
()	18. Cashing out when you reach a certain amount of winnings and stopping play	18	___	3	2	1	___

24a. Are there any other things we have not talked about that you personally have found helpful in managing your VL play? **(Would you have any Advice to Other Players who want to change the way they play?)**

24b. Of all the strategies or things you did, which ones do you find were the most effective in managing your play? **(Use coding # from Q # 23a)**



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25. Would you say the **chances** of winning money on VLT’s depend on any of the following? (**ROTATE ORDER**)

	YES	NO	D/K	
() a) The make of the machine such as Spielo or VLC?	1	0	9	___
() b) The particular type of VL game such as Swinging Bells or Aces Fever?	1	0	9	___
() c) The time of day?	1	0	9	___
() d) The day of the week?	1	0	9	___
() e) How recently someone won at that machine?	1	0	9	___
() f) The size of the bonus if there is one?	1	0	9	___
() g) Where you play, that is, some places have machines that are more likely to win?	1	0	9	___
() h) The machine, that is, specific machines are more likely to provide wins?	1	0	9	___
() i) The size of the bet?	1	0	9	___
() j) Your ability to hit the stop button at the right place if the stop button feature is available?	1	0	9	___
() k) The skill of the player?	1	0	9	___

26. Using a scale of 1 to 5 where 1 means you Strongly Disagree and 5 means you Strongly Agree, how much do you agree or disagree with each of the following statements: (**ROTATE ORDER**)

	<u>Strongly Disagree</u>				<u>Strongly Agree</u>	
() a) I find gambling/games of chance are fun and entertaining	1	2	3	4	5	___
b) I sometimes felt guilty about how much money I have spent playing VLT’s	1	2	3	4	5	___
c) After losing money playing VLT’s, I have tried to win my money back playing again	1	2	3	4	5	___
d) After a string of losses while playing VLT’s, I feel you are more likely to win	1	2	3	4	5	___
() e) I considered playing video lottery games to be a form of entertainment for me	1	2	3	4	5	___
f) Playing VLT’s was an enjoyable part of socializing with friends or family	1	2	3	4	5	___

Q # 26 Continued

	<u>Strongly Disagree</u>				<u>Strongly Agree</u>	
g) I sometimes played VLT’s in the	1	2	3	4	5	___



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hopes of paying off debts or bills

h) I consider myself to be knowledgeable about how to play video lottery games and win	1	2	3	4	5	_____
i) I played video lottery games to forget my troubles or worries or when I felt bad about myself	1	2	3	4	5	_____
() j) I have friends or family who have worried or complained about me playing VLT’s	1	2	3	4	5	_____
k) I have lied about my VLT gambling	1	2	3	4	5	_____
l) I think VL games are challenging and involve some level of skill	1	2	3	4	5	_____
m) I sometimes felt guilty about how much time I spent on VL gambling	1	2	3	4	5	_____
n) I often found myself thinking about playing VLT’s or ways to find money to play	1	2	3	4	5	_____
o) I could stop playing VL games any time I wanted	1	2	3	4	5	_____
p) Whenever I’m in a location with VLT’s, I want to play	1	2	3	4	5	_____
q) Playing VLT’s has negatively affected a significant relationship	1	2	3	4	5	_____
r) After losing money playing other games of chance, I have tried to win my money back playing VLT’s	1	2	3	4	5	_____
s) Playing VLT’s has negatively affected my job, education or career opportunities	1	2	3	4	5	_____
t) I would prefer it if VLT machines were only available in 3 or 4 locations within NS	1	2	3	4	5	_____


27a. Have you ever used money from any of the following sources in order to play VL machines or to solve a financial problem caused by playing VLT’s? **(READ LIST)**

Family Members	1	_____
Friends, Acquaintances	2	_____
Bank Overdraft/Line of Credit	3	_____



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Credit Cards	4	_____
Personal Loans	15	_____
Pension Fund (RSP)	5	_____
Mortgage Payment/Rent	6	_____
Mortgage or Remortgaging	7	_____
Savings	8	_____
Household Money (e.g., groceries, incidentals)	9	_____
Postponed or Did Not Pay Bills (e.g., telephone, other utilities, credit card payments)	10	_____
Sold Personal Property	11	_____
Used company or business money	12	_____
Used money that was not strictly legally obtained	13	_____
Other _____	14	_____
None of the above – GO TO Q # 28	16	_____
27c. Have you sometimes had difficulties paying back or replacing money you have used from any of these sources?		
YES	1	
NO	0	_____
27e. Currently, have you paid off all of the debts you accumulated as a consequence of your VL play or are you still in the process of paying off any debts?		
Debts are paid	1	
Still paying	2	
Had no significant debts	3	_____
28.  Has anyone ever told you they were concerned with how much time or money you were spending on VL gaming?		
YES	1	
NO	0	_____



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29a. Do you personally know of anyone who has experienced any problems with their video lottery play?

YES 1 - CONTINUE
NO 0 – GO TO Q # 30a

29b. IF YES: How many people do you know and what is your relationship to this/these individuals?

- Spouse/Partner
Child (son/daughter)
Other household member
Family member not in household
Friend
Other

30a. Have you ever sought out any information and/or assistance to help someone with a gambling problem?

YES 1 - CONTINUE
NO 0 – GO TO Q # 41

30b. IF YES: Where did you go for information and/or assistance and how helpful was this source in addressing your needs?

Source 1:
[Blank lines for source 1]

Source 2:
[Blank lines for source 2]



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LIFESTYLE QUESTIONS

41. Do you have (close) friends who currently play or used to play video lottery games regularly?

YES – Currently	3	
YES – In the Past Only	2	_____
YES - Both Currently and in Past	1	
NO	0	

42. Do you have other members of your family or close relatives (household) who currently play or used to play video lottery games regularly?

YES – Currently	3	
YES – In the Past Only	2	_____
YES - Both Currently and in Past	1	
NO	0	

43. Do you have any co-workers or fellow students who play video lottery games on a regular basis?

YES	1	
NO	0	_____
Don't Know	9	

44. How much time do you spend watching TV (not including video tapes) in an average week?
 _____ : _____ **hours : minutes** Hours _____
 Minutes _____

45. Excluding video lottery games and other games of chance played for money, approximately how much money do you spend each month on entertainment activities (i.e., movies, video rentals, eating out at restaurants, etc.)?

46. On average, how often would you say you go to a bar, club, pub or lounge? **(READ LIST)**

More than once a week	5	
Once a week	4	
Every two weeks	3	_____
About once a month	2	
Less than once a month	1	
Do not go	0	

47. In general, on a scale of 1 to 10 where 1 means your VL play is not at all a problem and 10 means your VL play is a serious problem, how would you rate your VL play right now?

Not at all a problem 1 2 3 4 5 6 7 8 9 10 Serious problem _____

48. How likely are you to play VLT games, using a scale of not at all likely, somewhat likely or very likely? First of all...**(READ LIST)**

Very Likely Somewhat Likely Not At All Likely D/K



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Within the next year	3	2	1	0	_____
Within the next six months	3	2	1	0	_____
Within the next month	3	2	1	0	_____

DEMOGRAPHICS

50. In what year were you born?
Specify: _____
- 51a. Including yourself, how many people live in your household?

(IF ONE - GO TO Q # 52)
- 51b. How many people in your household are under 19 years of age?

- 51c. Is there anyone else in your household who plays video lottery games? First of all on a regular basis of once a month or more? Does anyone play on a casual or occasional basis? **(SPECIFY # OF PEOPLE)**
- Regular Players _____
- Casual Players _____
52. What is your current marital status? **(READ LIST)**
- Single 1
Married/Cohabiting/Living with a partner 2
Divorced/Separated 3
Widowed 4
53. Which of the following best describes your current work status?
- Working Full-time 1 - **CONTINUE**
Working Part-time 2 - **CONTINUE**
Unemployed 3 - **GO TO Q # 55**
Student 4 - **GO TO Q # 55**
Homemaker 5 - **GO TO Q # 55**
Retired 6 - **GO TO Q # 55**
Disabled 7 - **GO TO Q # 55**
54. What is your current occupation (i.e. the type of work you do)?

55. Which of the following best describes the highest level of education you have completed?
- Less than Grade 9 1
Grade 9 - 13 2
Trade School/Non-University 3
University without degree 4



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University with degree	5
University post-graduate degree	6
Refused	7

56a. Which of the following broad income categories best describes your total annual household income (that is, everyone combined, before taxes)?

Less than \$10,000	1	
\$10,000 - \$25,000	2	
\$25,001 - \$35,000	3	
\$35,001 - \$45,000	4	
\$45,001 - \$60,000	5	_____
\$60,001 - \$75,000	6	
Over \$75,000	7	
Refused	8 - GO TO Q # 57	
Don't Know	9 - GO TO Q # 57	

56b. How many individuals contributed to this income?

57. What language is your mother tongue?

English	1	
French	2	
English/French	3	
Other _____	4	_____

58. What are the first three digits of your postal code?

59. If brochures or flyers to identify those play behaviours associated with problem VL gambling were available at VLT locations, do you think this would be helpful or not?

YES	1	
NO	0	
Don't Know	9	_____

60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play?

62. **INTERVIEWER ONLY:**

Male	1	
Female	2	_____

CLOSING STATEMENT



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Survey # 2 – Non-Problem Players Survey

This completes your participation in our study, however, we would like to ask if you are interested in still being part of an ongoing confidential research panel. You may be contacted in order to get your opinions on various issues or concepts concerning video lottery gaming. This would give you an opportunity to have direct input on something which affects you and/or someone you know. Your participation is voluntary and completely confidential. As members of the Professional Marketing Research Society and the Better Business Bureau, we guarantee that any information you provide will be used for research purposes only. Is this something you could help us with?

YES 1 _____
NO 2 _____

IF YES: May I ask for your first name to keep in our panel?

You may receive a quality control check. My supervisor calls back 10% to 15% of all my completed surveys to ensure you were comfortable participating in our study and that I was doing my job properly. May I please confirm your telephone number? **IF “NO” TO PANEL:** May I ask your first name so my supervisor would know who to ask for?

TELEPHONE #: _____ DATE: _____

INTERVIEWER: _____ SUPERVISOR: _____

DATA ENTRY: _____ QCC: _____

On behalf of Focal Research, I would like to thank you for your participation. Your contribution to our research is greatly appreciated.



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20-0060

SURVEY # 3
PROBLEM NON-PLAYERS SURVEY

PLAYER 3

I.D. _____

T.I.D. _____

HH. I.D. _____

INT _____

1. When was the last time you played a video lottery machine? (CONVERT TO NUMBER OF MONTHS SINCE LAST PLAYED)

IF MORE THAN 12 MONTHS AGO - GO TO Q # 3a

2a. Which of the following best describes approximately how often you played VLT’s during the last year? (READ LIST)

Weekly (once a week or more)	5	- ASK Q # 2b(1)	_____
Monthly (once a month or more)	4	- ASK Q # 2b(2)	
Occasionally (sporadic, less often than once per month)	3	- ASK Q # 2b(3)	
Rarely (only once or twice)	2	- ASK Q # 2b(3)	
Periods of regular/frequent play with breaks/gaps in between	1	- ASK Q # 2b(3)	

2b. (On average) Approximately how many times (per week, per month, or in the last year) did you play VLT’s?

(1) Per Week _____

(2) Per Month _____

(3) Per Year _____

2c. On average, how much did you spend out-of-pocket (excluding any winnings) each time you played? (ROUND TO NEAREST DOLLAR)

2d. On average, how much time did you spend playing VLT’s each time you played? (ROUND TO NEAREST MINUTES)



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Survey # 3 – Problem Non-Players Survey

3a. As you know, video gambling machines (VLT’s) can be found in a wide variety of locations such as legion halls, sporting establishments, private clubs, bars, licensed restaurants. In the last month, approximately how many times were you in a location which had video lottery machines?

4a. How often do you tend to play the following games of chance for which you can win money: **(READ LIST) (RECORD CODE BELOW)**

- | | |
|---|---|
| Weekly (Once a week or more) | 6 |
| Monthly (At least once a month or more) | 5 |
| Occasionally (Sporadic, less than once per month) | 4 |
| Rarely (Once or twice a year) | 3 |
| Seasonal (Varies due to time of year) | 2 |
| Less often than once a year | 1 |
| Never Played | 0 |

4b. **IF >0:** Approximately how much did you spend in the last month on this type of gaming? **(ROUND TO NEAREST DOLALR)**

	a) Frequency of Play	b) Amount Spent Last Month
1) Lottery Draws, including 6/49	1) _____	_____
2) \$1.00 Scratch ‘n Win tickets	2) _____	_____
3) \$2.00 Scratch ‘n Win tickets	3) _____	_____
4) Breakopen/Pull-tab tickets (50¢)	4) _____	_____
5) Charity Raffles/Draw	5) _____	_____
6) Bingo for money (excluding Lotto Bingo)	6) _____	_____
7) Horse Races	7) _____	_____
8) Sport Select Pro Line – sports lottery	8) _____	_____
9) Other Sports Bets/ Pools	9) _____	_____
10) Cards/Card Games for money outside of a casino	10) _____	_____
11) Slot Machines at a Casino	11) _____	_____
12) Any other games at casino excluding slot machines (e.g., roulette, blackjack, etc.)	12) _____	_____
13) Any other types of betting/gambling excluding VLT’s (e.g., dog races, off-track betting)	13) _____	_____



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Survey # 3 – Problem Non-Players Survey

7. Compared to other games of chance you can play for money, how much do you like video lottery games on a scale of 1 to 5, where 1 means you like them much less than other games of chance and 5 means you like them much more than other games of chance?

Like Less Than Other Games					Like Much More Than Other Games	
1	2	3	4	5		_____

6a. Do you remember the first time you played VLT’s?
 YES 1 – CONTINUE
 NO 0 – GO TO Q # 6c _____

6b. **IF YES:** When did you first try playing VLT’s? **(RECORD APPROXIMATE MONTH & YEAR AND CONVERT TO MONTHS)**

6c. Why did you first try them?

PROBE:

6d. Under what circumstances/How were you introduced?

6e. Who introduced you to VLT’s? **(READ LIST)**

Self	1	
Spouse/Partner	2	
Family Member	3	
Friend	4	
Co-worker	5	
Other _____	6	_____

6f. Did you win/lose?
 Won 1
 Lost 2
 Can’t recall 9 _____

7a. Approximately how long after you first tried VLT’s did you start playing on a regular basis (e.g., approximately once a month or more)? **(CONVERT TO NUMBER OF MONTHS)**



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Survey # 3 – Problem Non-Players Survey

7b. Why did you start playing more often?

_____	_____
_____	_____
_____	_____

PROBE:

3) Under what circumstances?

_____	_____
_____	_____
_____	_____

10. When you first started playing VLT’s on a regular basis, did you experience what you would consider a big win?

YES	1	_____
NO	0	_____

**(IF YES: SPECIFY AMOUNT: _____
ROUND TO NEAREST DOLLAR)**

9a. When you were first playing VLT’s on a fairly regular basis, of the times you played, how often did you play with other friends or family members, either together on the same machine or on nearby machines? Would that be... **(READ LIST)**

Never (0% of the times you played)	0	_____
Rarely (<25% of the times played)	1	_____
Occasionally (25% to 49%)	2	_____
Frequently (50% to 74%)	3	_____
Almost Always (75% to 100%)	4	_____

9b. Over the course of playing regularly, did you find the proportion of time you played the games with others increased, decreased or remained the same?

Increased	1	_____
Same	2	_____
Decreased	3	_____

10a. Approximately how long did you play VLT’s at least once a month or more? **(ENTER LENGTH OF TIME AND CONVERT TO MONTHS)**

10b. Was this over a continuous time period of play or did you play regularly on a sporadic on again, off again basis?

Continuous	1	_____
Sporadic/ On & Off	2	_____

10c. Once you started playing VLT’s on a fairly regular basis, did you find over time the following behaviour increased, decreased or remained the same?

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Survey # 3 – Problem Non-Players Survey

	Increased	Same	Decreased	D/K	
Frequency of going to play	3	2	1	0	____
The length of time you spent each time you played	3	2	1	0	____
The amount of money you spent each time you played	3	2	1	0	____
The amount of money or number of credits bet each spin	3	2	1	0	____
In general, the amount of money you spent playing VLT’s	3	2	1	0	____

11a. When you played video lottery games, did you tend to set a spending limit or budget for play where you decided how much you planned to spend out-of-pocket before sitting down to play?

YES 1 - CONTINUE
 NO 2 – GO TO Q # P12a

11b. **IF YES:** Did you set your budget on a weekly basis, monthly basis, or on a per time basis? What was your budget?

Per Month: _____

Per Week: _____

Per Time: _____

11c. Over time, did your budget increase, decrease or remain the same?

Increased 3 – CONTINUE
 Same 2 – GO TO Q # 11e
 Decreased 1 – CONTINUE

11d. How much did it increase/decrease by? (**ROUND TO NEAREST DOLLAR**)



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Survey # 3 – Problem Non-Players Survey

11e. (When you were playing VLT’s) how often did you exceed your budget? **(READ LIST)**

- | | | |
|-----------------------------|---|-------|
| Never (0% of the time) | 0 | |
| Rarely (<25% of the time) | 1 | |
| Occasionally (25% to 49%) | 2 | _____ |
| Frequently (50% to 74%) | 3 | |
| Almost Always (75% to 100%) | 4 | |

P12a. Approximately how long after you first tried VLT’s did you start having a problem with the amount of time and/or money you were spending? **(PROBE FOR TIME PERIOD)**

P12b. Did your problem with VL play start gradually, building slowly over time, or was it a fairly abrupt or sudden change in your play?

- | | | |
|---------------|---|-------|
| Gradual start | 1 | |
| Sudden change | 2 | |
| Don’t Know | 9 | _____ |

P12c. At the time you started developing problems with the time and/or money you spent on video lottery, was there anything in particular or different going on in your life? **(SPECIFY BELOW – USE PROBES LISTED)**

- | | | |
|------------------------------------|----|-------|
| Nothing | 00 | |
| Change in job | 01 | |
| Loss of job | 02 | _____ |
| Retired from job | 03 | |
| Problems with spouse/partner | 04 | _____ |
| Loss of spouse/partner | 05 | _____ |
| Divorce/separation | 06 | _____ |
| Spouse/partner absent/away working | 07 | |
| Children leaving home | 08 | |
| Illness | 09 | |
| Lonely | 10 | |
| Bored | 11 | |
| Depressed | 12 | |
| Money problems | 13 | |

Specify: _____

13a. Approximately how often were you playing VLT’s each month?

13b. Approximately how much, on average, were you spending each time you played?

13c. On average, how long did you tend to play video lottery games each time?

Minutes: _____



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Survey # 3 – Problem Non-Players Survey

13d. What was your usual bet or credit level per spin?
(Convert to \$ - enter amount in cents)

of credits _____ value of credits _____ . _____

13e. What dollar amount did you consider to be a win at this time when you were playing?

13f. When you reached this dollar amount, how often would you cash out and then continue playing with your winnings?

Never (0% of the time)	0	
Rarely (<25% of the time)	1	
Occasionally (25% to 49%)	2	_____
Frequently (50% to 74%)	3	
Almost Always (75% to 100%)	4	

P13h. How did you get your VL spending under control? **(SPECIFY BELOW)**

Stopped playing altogether	01	
Gradually reduced play	02	
Sought informal assistance/help	03	
Sought out formal assistance/help	04	
Restricted access to cash	05	
Avoided VL locations	06	
Avoided friends who played	07	
Specify: _____		_____
_____		_____
_____		_____

13i. Over the long run when playing video lottery games, do you think you won a lot, won a little, broke even, lost a little or lost a lot playing VLT’s?

Won a lot	5	
Won a little	4	
Broke even	3	
Lost a little	2	_____
Lost a lot	1	
Don’t Know	9	



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Survey # 3 – Problem Non-Players Survey

P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem with your VLT gambling or was it a gradual process?

Gradual process	1	
Specific event	2	_____

PROBE:

What happened?

_____	_____
_____	_____
_____	_____
_____	_____

P14b. Did you admit you had a problem to someone else?

YES	1	
NO	2	_____

IF YES: Who did you tell you had a problem?

Specify: _____

☞ 15a. Did any of the following situations play a role in how you came to stop or reduce your problem play of VLT's? **(READ LIST) (IF YES: SPECIFY ANSWER BELOW Q # 15b; PROBE: WHAT WAS IT AND WHY?)**

	YES	NO	
Made a conscious decision to stop playing/reduce playing	1	2	_____
Machines were moved out of corner stores/restricted to bar locations	1	2	_____
Experienced a significant personal event (e.g., marriage, pregnancy, birth of a child)	1	2	_____
Something else made it less convenient (more inconvenient) to play	1	2	_____
Gradually started playing less often due to other or new interests, lifestyle, no special reason)	1	2	_____
Other _____	1	2	_____



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Survey # 3 – Problem Non-Players Survey

15b. Specify:

Three horizontal lines for text entry, with a vertical line on the right side.

16b. How many times have you deliberately stopped or tried to stop playing VLT’s?

- Never 0 – GO TO Q # 17
 - Continuously 1
 - Once every few months 2
 - Other # of times 3
- Specify number of times: _____

16c. In the past, what triggered or led you to start playing again after you had stopped?

Three horizontal lines for text entry, with a vertical line on the right side.

16d. Did you stop or try to stop playing altogether immediately (cold turkey) or did you gradually reduce or taper off your play?

- Cold Turkey 1 – GO TO Q # 16f
- Reduced 2 – GO TO Q # 16f
- Both 3 – CONTINUE

16e. IF BOTH: Which of these two ways of stopping did you find most effective for you in stopping play?

- Cold Turkey 1
- Reduced 2
- Both 3
- Neither 0

PROBE: Why?

Three horizontal lines for text entry, with a vertical line on the right side.



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Survey # 3 – Problem Non-Players Survey

16f. In your opinion, why have you been able to successfully stop or reduce playing VLT’s this time. What is different between now and your earlier attempts?

17. On a scale of 1 to 10, where 1 means not at all difficult and 10 means extremely difficult, how difficult did you find it or would you find it to stop playing VLT’s?

Not At All Difficult **Extremely Difficult**

1 2 3 4 5 6 7 8 9 10 _____

18a. What positive changes, if any, did you notice when you stopped or reduced playing VLT’s? **(SPECIFY BELOW) (READ LIST)**

- More money 01
- More time for friends/family 02
- More involvement in other activities 03
- Less likely to go to bars/VLT locations 04
- Others

P18b. What negative changes, if any, did you notice when you stopped or reduced playing? **(SPECIFY BELOW) (READ LIST)**

- Nothing 00
- Bored/Too much time to fill 01
- Couldn’t go out to bars/VLT locations 02
- Couldn’t see friends and/or family 03
- Nervous/irritable/cranky 04
- Physical symptom (insomnia, headaches) 05
- Constant urge to play 06
- Depressed 07
- Others: _____



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Survey # 3 – Problem Non-Players Survey

19a. Did you miss playing VLT’s when you first stopped or reduced your play?

- YES 1 – CONTINUE
- NO 2 – GO TO Q # 21a
- Don’t Know 9 – GO TO Q # 21a

19b. **IF YES:** What did you miss about playing VLT’s?

21a. After you stopped playing VLT’s or reduced your play, did anyone ever encourage or put any pressure on you to start playing again?

- YES 1 – CONTINUE
- NO 0 – GO TO Q # 22a

21b. **IF YES:** Who was encouraging you to play?

- Spouse/Partner 1
- Child/Children 2
- Other Household Member 3
- Other Family (not in household) 4
- Friend 5
- Other _____ 6

21c. How much effect does/do this/these individual(s) have on you?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) _____
Somewhat of an effect	2	2	2	2) _____
Strong effect	3	3	3	3) _____

22a. Did anyone encourage and/or support you in your decision not to play VLT’s?

- YES 1 - CONTINUE
- NO 0 – GO TO Q # 23a

22b. **IF YES:** Who was encouraging you not to play?

- Spouse/Partner 1
- Child/Children 2



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Other Household Member	3	_____
Other Family (not in household)	4	_____
Friend	5	_____
Other _____	6	_____

22c. How much effect did or do this/these individuals have on you not playing VLT’s?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) _____
Somewhat of an effect	2	2	2	2) _____
Strong effect	3	3	3	3) _____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s? **(ROTATE ORDER)**

23b. **(IF EVER USED)** How effective was this in managing your VL play? (Very, Somewhat, Not At All Effective)

		23a)		23b) Effectiveness			
		Ever		Very	Somewhat	Not At All	
()	1. Avoiding places that have the machines	1	_____	3	2	1	_____
()	2. Avoiding friends/family who play VLTs	2	_____	3	2	1	_____
()	3. Reducing the amount of <u>money</u> spent each time you played	3	_____	3	2	1	_____
()	4. Reducing amount of <u>time</u> spent each time you played, playing for shorter periods of time	4	_____	3	2	1	_____
()	5. Reducing how often you play; that is the frequency of going to play	5	_____	3	2	1	_____
()	6. Setting a budget each time you played	6	_____	3	2	1	_____
()	7. Reducing the bet level per spin/play	7	_____	3	2	1	_____
()	8. Seeking assistance of spouse or family/friends in not playing	8	_____	3	2	1	_____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s? **(ROTATE ORDER) CONTINUED**

23b. **(IF EVER USED)** How effective was this in managing your VL play? (Very, Somewhat, Not At All Effective) **CONTINUED**

		23a)		23b) Effectiveness			
		Ever		Very	Somewhat	Not At All	
()	9. Restricting access to additional cash (i.e., leaving bank cards at home)	9	_____	3	2	1	_____



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Survey # 3 – Problem Non-Players Survey

()	10. Only bringing budgeted amount of money to the location to play	10	___	3	2	1	___
()	11. Only playing with friends and/or family present, not alone	11	___	3	2	1	___
()	12. Seeking advice from other players	12	___	3	2	1	___
()	13. Having spouse or someone else control your finances	13	___	3	2	1	___
()	14. Getting involved in other activities at a VLT location such as darts/pool/ dancing/cards	14	___	3	2	1	___
()	15. Getting involved in other activities outside of VLT locations	15	___	3	2	1	___
()	16. Rewarding yourself for staying on budget or not playing VL games	16	___	3	2	1	___
()	17. Cashing out and continuing to play with winnings	17	___	3	2	1	___
()	18. Cashing out when you reach a certain amount of winnings and stopping play	18	___	3	2	1	___

24a. Are there any other things we have not talked about that you personally have found helpful in managing your VL play? **(Would you have any Advice to Other Players who want to change the way they play?)**

24b. Of all the strategies or things you did, which ones do you find were the most effective in controlling or managing your play? **(Use coding # from Q # 23a)**

☞ 25. Would you say the **chances** of winning money on VLT’s depend on any of the following? **(ROTATE ORDER)**

	YES	NO	D/K	___
() a) The make of the machine such as Spielo or VLC?	1	0	9	___
() b) The particular type of VL game such as Swinging Bells or Aces Fever?	1	0	9	___
() c) The time of day?	1	0	9	___
() d) The day of the week?	1	0	9	___
() e) How recently someone won at that machine?	1	0	9	___



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Survey # 3 – Problem Non-Players Survey

- | | | | | |
|--|---|---|---|-------|
| () f) The size of the bonus if there is one? | 1 | 0 | 9 | _____ |
| () g) Where you play, that is, some places have machines that are more likely to win? | 1 | 0 | 9 | _____ |
| () h) The machine, that is, specific machines are more likely to provide wins? | 1 | 0 | 9 | _____ |
| () i) The size of the bet? | 1 | 0 | 9 | _____ |
| () j) Your ability to hit the stop button at the right place if the stop button feature is available? | 1 | 0 | 9 | _____ |
| () k) The skill of the player? | 1 | 0 | 9 | _____ |

26. Using a scale of 1 to 5 where 1 means you Strongly Disagree and 5 means you Strongly Agree, how much do you agree or disagree with each of the following statements: **(ROTATE ORDER)**

- | | <u>Strongly Disagree</u> | | | | | <u>Strongly Agree</u> | |
|--|--------------------------|---|---|---|---|-----------------------|-------|
| () a) I find gambling/games of chance are fun and entertaining | 1 | 2 | 3 | 4 | 5 | | _____ |
| b) I sometimes felt guilty about how much money I have spent playing VLT’s | 1 | 2 | 3 | 4 | 5 | | _____ |
| c) After losing money playing VLT’s, I have tried to win my money back playing again | 1 | 2 | 3 | 4 | 5 | | _____ |
| d) After a string of losses while playing VLT’s, I feel you are more likely to win | 1 | 2 | 3 | 4 | 5 | | _____ |
| () e) I considered playing video lottery games to be a form of entertainment for me | 1 | 2 | 3 | 4 | 5 | | _____ |
| f) Playing VLT’s was an enjoyable part of socializing with friends or family | 1 | 2 | 3 | 4 | 5 | | _____ |
| g) I sometimes played VLT’s in the hopes of paying off debts or bills | 1 | 2 | 3 | 4 | 5 | | _____ |

Q # 26 continued

- | | <u>Strongly Disagree</u> | | | | | <u>Strongly Agree</u> | |
|--|--------------------------|---|---|---|---|-----------------------|-------|
| h) I consider myself to be knowledgeable about how to play video lottery games and win | 1 | 2 | 3 | 4 | 5 | | _____ |
| i) I played video lottery games to forget my troubles or worries or when I felt bad about myself | 1 | 2 | 3 | 4 | 5 | | _____ |
| () j) I have friends or family who have worried or complained about me playing VLT’s | 1 | 2 | 3 | 4 | 5 | | _____ |
| k) I have lied about my VLT gambling | 1 | 2 | 3 | 4 | 5 | | _____ |



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l) I think VL games are challenging and involve some level of skill	1	2	3	4	5	_____
m) I sometimes felt guilty about how much time I spent on VL gambling	1	2	3	4	5	_____
n) I often found myself thinking about playing VLT’s or ways to find money to play	1	2	3	4	5	_____
o) I could stop playing VL games any time I wanted	1	2	3	4	5	_____
p) Whenever I’m in a location with VLT’s, I want to play	1	2	3	4	5	_____
q) Playing VLT’s has negatively affected a significant relationship	1	2	3	4	5	_____
r) After losing money playing other games of chance, I have tried to win my money back playing VLT’s	1	2	3	4	5	_____
s) Playing VLT’s has negatively affected my job, education or career opportunities	1	2	3	4	5	_____
t) I would prefer it if VLT machines were only available in 3 or 4 locations within NS	1	2	3	4	5	_____



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Survey # 3 – Problem Non-Players Survey

- 27a. Have you ever used money from any of the following sources in order to play VL machines or to solve a financial problem caused by playing VLT’s? (**READ LIST**)
- | | | |
|---|----|-------|
| Family Members | 1 | _____ |
| Friends, Acquaintances | 2 | _____ |
| Bank Overdraft/Line of Credit | 3 | _____ |
| Credit Cards | 4 | _____ |
| Personal Loans | 15 | _____ |
| Pension Fund (RSP) | 5 | _____ |
| Mortgage Payment/Rent | 6 | _____ |
| Mortgage or Remortgaging | 7 | _____ |
| Savings | 8 | _____ |
| Household Money (e.g., groceries, incidentals) | 9 | _____ |
| Postponed or Did Not Pay Bills (e.g., telephone, other utilities, credit card payments) | 10 | _____ |
| Sold Personal Property | 11 | _____ |
| Used company or business money | 12 | _____ |
| Used money that was not strictly legally obtained | 13 | _____ |
| Other _____ | 14 | _____ |
| None of the above – GO TO Q # 28 | 16 | _____ |
- 27c. Have you sometimes had difficulties paying back or replacing money you have used from any of these sources?
- | | | |
|-----|---|-------|
| YES | 1 | |
| NO | 0 | _____ |
- 27e. Currently, have you paid off all of the debts you accumulated as a consequence of your VL play or are you still in the process of paying off any debts?
- | | | |
|--------------------------|---|-------|
| Debts are paid | 1 | |
| Still paying | 2 | _____ |
| Had no significant debts | 3 | |
28. Has anyone ever told you they were concerned with how much time or money you were spending on VL gaming?
- | | | |
|-----|---|-------|
| YES | 1 | |
| NO | 0 | _____ |
- 29a. Do you personally know of anyone who has experienced any problems with their video lottery play?
- | | | |
|-----|---------------------------|-------|
| YES | 1 - CONTINUE | |
| NO | 0 – GO TO Q # P31a | _____ |
- 29b. **IF YES:** How many people do you know and what is your relationship to this/these individuals?
- Spouse/Partner _____



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Survey # 3 – Problem Non-Players Survey

- Child (son/daughter) _____
- Other Household member _____
- Family member not in household _____
- Friend _____
- Other _____

P31a. Have you gone to any of the following sources for help or assistance or to talk about your problems with your VL play? **(READ LIST)**

P31b. **IF YES:** On a scale of 1 to 5 where 1 means not at all helpful and 5 means extremely helpful, how helpful was the assistance you received? **(SPECIFY COMMENTS BELOW)**

	a) Used	Not At All Helpful	b) Helpfulness				Extremely Helpful	
			1	2	3	4	5	
1. Spouse/Partner	1 _____	1	2	3	4	5	_____	
2. Other family members	2 _____	1	2	3	4	5	_____	
3. Friends	3 _____	1	2	3	4	5	_____	
4. Other players	4 _____	1	2	3	4	5	_____	
5. Employer	5 _____	1	2	3	4	5	_____	
6. Church/religious leader	6 _____	1	2	3	4	5	_____	
7. Family physician	7 _____	1	2	3	4	5	_____	
8. None of the above	8 _____	- GO TO Q # P32						

P31c. What was particularly helpful from these sources?

P31d. What was not particularly helpful from these sources?

GO TO Q # P33a

P32. **IF NO FORMAL SOURCES USED:** Why did you not go to any of these sources for help or to talk about your VL play?



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P33a. Are you aware of any services/programs available to help Problem Gamblers in Nova Scotia?

YES 1 - CONTINUE
 NO 0 – GO TO Q # 37

P33b. What service or programs are you aware of? **(RECORD BELOW)**

P33c. Have you ever been in contact with any of these sources to assist you or someone else with a problem with your gambling? **(READ LIST IF NECESSARY)**

YES 1 – SPECIFY BELOW & CONTINUE
 NO 0 – GO TO Q # 35

P33d. On a scale of 1 to 5, where 1 means not at all helpful and 5 means very helpful, how helpful was the assistance you received from. _____? **(RECORD BELOW UNDER RATING)**

	Aware	Used	Rating (1-5)
Gamblers Anonymous	1 _____	1 _____	_____
Other gambling self-help groups or centres	2 _____	2 _____	_____
Drug Dependency/Addiction Services	3 _____	3 _____	_____
Gambling Helpline (1-800 #)	4 _____	4 _____	_____
Community Counselors	5 _____	5 _____	_____
Other _____	6 _____	6 _____	_____



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34. **FOR EACH USED:** Why did you give them this rating?

a) Source 1:

_____	_____
_____	_____
_____	_____
_____	_____

b) Source 2:

_____	_____
_____	_____
_____	_____
_____	_____

c) Source 3:

_____	_____
_____	_____
_____	_____
_____	_____

GO TO Q # 37

35. Why is that you have not gone to any of these services or programs for assistance or help?

_____	_____
_____	_____
_____	_____
_____	_____



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Survey # 3 – Problem Non-Players Survey

☞ Since you have stopped or reduced your play of VLT’s, how often have you used the following methods to help you not play VLT’s? Please use a scale of Never (1), Seldom (2), Occasionally (3), Often (4) or Repeatedly (5). First of all...

		Never	Seldom	Occasionally	Often	Repeatedly	
	(Countering)						
37a.	Engaging in some physical activity when you are tempted to play video lottery	1	2	3	4	5	_____
37b.	Trying to relax when you get the urge to play video lottery	1	2	3	4	5	_____
37c.	Finding other activities that are a good substitute for video lottery	1	2	3	4	5	_____
37d.	Trying to think about other things when you begin to think about video lottery	1	2	3	4	5	_____
37e.	Doing something else instead of playing video lottery when you are tense	1	2	3	4	5	_____
	(Environment Control)						
38a.	Removing things from your home that remind you of video lottery	1	2	3	4	5	_____
38b.	Leaving places where other people are playing video lottery	1	2	3	4	5	_____
38c.	Using reminders to help not play video lottery	1	2	3	4	5	_____
38d.	Changing your relationships with people who contribute to your video lottery play	1	2	3	4	5	_____
38e.	Avoiding people who encourage video lottery play	1	2	3	4	5	_____
38f.	Avoiding situations that encourage you to play video lottery	1	2	3	4	5	_____
38g.	Avoiding people who have a problem with video lottery	1	2	3	4	5	_____
38h.	Staying away from places generally associated with your video lottery play	1	2	3	4	5	_____
	(Reward)						
39a.	Doing something nice for yourself in return for not playing video lottery	1	2	3	4	5	_____
	(Countering)						
39b.	Countering the temptation to punish yourself for feeling weak or tempted to play by giving yourself encouragement	1	2	3	4	5	_____



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or pats on the back (e.g., good work, you didn’t give in –alright)

39c. Rewarding yourself for small self-changing steps (e.g., every day I don’t play, I put \$5.00 in a special account) 1 2 3 4 5 _____

39d. Other people in your daily life try to make you feel good about having changed 1 2 3 4 5 _____

40. I am going to read to you a number of situations that might lead people to play video lottery. Considering how you feel right now, how tempted would you be to play video lottery in this situation and how confident are you that you could refrain or not play video lottery if this situation arose? Please use a scale of Not At All (1), Not Very (2), Moderately (3), Very (4) or Extremely (5).

Not At All	Not Very	Moderately	Very	Extremely
1	2	3	4	5

TEMPTATION

CONFIDENCE

40a. When you are feeling angry inside _____

40b. When you are feeling depressed _____

40c. When you see others playing video lottery _____

40d. When you feel the urge to play video lottery _____

40e. When you are feeling really good _____

40f. When you have the urge to have just one spin _____

40g. When you are bored _____

40h. When you are worried about something _____

40i. When you think you have overcome your problems with video lottery _____

40j. When you want to test your willpower _____

40k. When you are celebrating a special occasion _____

TEMPTATION

CONFIDENCE

40l. When you are lonely _____

40m. When you feel a physical need for video lottery _____

40n. When things are going really well _____



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- | | | | |
|-------|---|-------|-------|
| 40o. | When other people encourage you to play video lottery | _____ | _____ |
| 40p. | When you seen an ad about gambling | _____ | _____ |
| 40q. | When you become overconfident about your abstinence | _____ | _____ |
| 40r. | When you are passing a video lottery establishment | _____ | _____ |
| 40s. | When you are with friends you used to play video lottery with | _____ | _____ |
| 40t. | When you are feeling really positive about the way things are going for you | _____ | _____ |
| 40u. | When you are nervous | _____ | _____ |
| 40v. | When you feel like having a good time | _____ | _____ |
| 40w. | When you have a strong urge to play video lottery | _____ | _____ |
| 40x. | When you think you can play video lottery without any problems again | _____ | _____ |
| 40y. | When you are in a situation where you used to play video lottery | _____ | _____ |
| 40z. | When you are really happy | _____ | _____ |
| 40aa. | When you want to see how far you can push yourself | _____ | _____ |



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- PS37. Which of the following statements best describes your current situation with video lottery? (READ LIST)
I have solved my video lottery problem more than six months ago 1
I have taken action on my video lottery problem within the last six months 2
I am intending to take action on my video lottery problem in the next month 3
I am intending to take action on my video lottery problem in the next six months 4
I am not intending to take action on my video lottery problem 5

LIFESTYLE QUESTIONS

- 41. Do you have (close) friends who currently play or used to play video lottery games regularly?
YES – Currently 3
YES – In the Past Only 2
YES - Both Currently and in Past 1
NO 0
42. Do you have other members of your family or close relatives (household) who currently play or used to play video lottery games regularly?
YES – Currently 3
YES – In the Past Only 2
YES - Both Currently and in Past 1
NO 0
43. Do you have any co-workers or fellow students who play video lottery games on a regular basis?
YES 1
NO 0
Don't Know 9
44. How much time do you spend watching TV (not including video tapes) in an average week?
_____ : _____ hours : minutes Hours _____
Minutes _____
45. Excluding video lottery games and other games of chance played for money, approximately how much money do you spend each month on entertainment activities (i.e., movies, video rentals, eating out at restaurants, etc.)?

46. On average, how often would you say you go to a bar, club, pub or lounge? (READ LIST)
More than once a week 5



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Once a week	4	_____
Every two weeks	3	_____
About once a month	2	_____
Less than once a month	1	_____
Do not go	0	_____

47. In general, on a scale of 1 to 10 where 1 means your VL play is not at all a problem and 10 means your VL play is a serious problem, how would you rate your VL play right now?

Not at all a problem											_____
	1	2	3	4	5	6	7	8	9	10	_____
										_____	_____

48. How likely are you to play VLT games again, using a scale of not at all likely, somewhat likely or very likely? First of all...**(READ LIST)**

	Very Likely	Somewhat Likely	Not At All Likely	D/K	_____
Within the next year	3	2	1	0	_____
Within the next six months	3	2	1	0	_____
Within the next month	3	2	1	0	_____

DEMOGRAPHICS

50. In what year were you born?
Specify: _____

51a. Including yourself, how many people live in your household?

(IF ONE - GO TO Q # 52)

51b. How many people in your household are under 19 years of age?

51c. Excluding yourself, is there anyone else in your household who plays video lottery games? First of all on a regular basis of once a month or more? Does anyone play on a casual or occasional basis? **(SPECIFY # OF PEOPLE)**

Regular Players	_____	_____
Casual Players	_____	_____



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52. What is your current marital status? **(READ LIST)**

- | | | |
|--|---|-------|
| Single | 1 | |
| Married/Cohabiting/Living with a partner | 2 | _____ |
| Divorced/Separated | 3 | |
| Widowed | 4 | |

53. Which of the following best describes your current work status?

- | | | |
|-------------------|------------------|-------|
| Working Full-time | 1 - CONTINUE | |
| Working Part-time | 2 - CONTINUE | _____ |
| Unemployed | 3 - GO TO Q # 55 | |
| Student | 4 - GO TO Q # 55 | |
| Homemaker | 5 - GO TO Q # 55 | |
| Retired | 6 - GO TO Q # 55 | |
| Disabled | 7 - GO TO Q # 55 | |

54. What is your current occupation (i.e. the type of work you do)?

55. Which of the following best describes the highest level of education you have completed?

- | | | |
|---------------------------------|---|-------|
| Less than Grade 9 | 1 | |
| Grade 9 - 13 | 2 | |
| Trade School/Non-University | 3 | |
| University without degree | 4 | _____ |
| University with degree | 5 | |
| University post-graduate degree | 6 | |
| Refused | 7 | |

56a. Which of the following broad income categories best describes your total annual household income (that is, everyone combined, before taxes)?

- | | | |
|---------------------|------------------|-------|
| Less than \$10,000 | 1 | |
| \$10,000 - \$25,000 | 2 | |
| \$25,001 - \$35,000 | 3 | |
| \$35,001 - \$45,000 | 4 | |
| \$45,001 - \$60,000 | 5 | _____ |
| \$60,001 - \$75,000 | 6 | |
| Over \$75,000 | 7 | |
| Refused | 8 - GO TO Q # 57 | |
| Don't Know | 9 - GO TO Q # 57 | |

56b. How many individuals contributed to this income?



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57. What language is your mother tongue?

- English 1
- French 2
- English/French 3
- Other _____ 4

58. What are the first three digits of your postal code?

59. If brochures or flyers to identify those play behaviours associated with problem VL gambling were available at VLT locations, do you think this would be helpful or not?

- YES 1
- NO 0
- Don't Know 9

60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play?

**CHECK SCREENER – IF Q # 1 >0 GO TO Q # 62
(ENTER NUMBER FROM Q #1)**

P61a. Do you feel that participating in this survey has made you want to play video lottery games?

- YES 1 - CONTINUE
- NO 0 – GO TO Q # 62

P61b. Are you confident that you will be able to resist the temptation to play?

- YES 1
- NO 0

P61c. Would you like to speak to anyone to help you overcome the urge to play?

- YES 1
- NO 0

(EITHER PROVIDE HELPLINE NUMBER 1-888-347-8888 OR DIRECTLY LINK CALL TO THE HELPLINE) (1-888-347-3331 FOR HEARING IMPAIRED)



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Survey # 3 – Problem Non-Players Survey

62. INTERVIEWER ONLY:

Male 1
Female 2

CLOSING STATEMENT

This completes your participation in our study, however, we would like to ask if you are interested in still being part of an ongoing confidential research panel. You may be contacted in order to get your opinions on various issues or concepts concerning video lottery gaming. This would give you an opportunity to have direct input on something which affects you and/or someone you know. Your participation is voluntary and completely confidential. As members of the Professional Marketing Research Society and the Better Business Bureau, we guarantee that any information you provide will be used for research purposes only. Is this something you could help us with?

YES 1
NO 2

IF YES: May I ask for your first name to keep in our panel?

You may receive a quality control check. My supervisor calls back 10% to 15% of all my completed surveys to ensure you were comfortable participating in our study and that I was doing my job properly. May I please confirm your telephone number? **IF “NO” TO PANEL:** May I ask your first name so my supervisor would know who to ask for?

TELEPHONE #: _____ DATE: _____

INTERVIEWER: _____ SUPERVISOR: _____

DATA ENTRY: _____ QCC: _____

On behalf of Focal Research, I would like to thank you for your participation. Your contribution to our research is greatly appreciated.



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SURVEY # 4
PROBLEM PLAYERS SURVEY

PLAYER 4

I.D. _____

T.I.D. _____

HH. I.D. _____

INT _____

1. When was the last time you played a video lottery machine? (CONVERT TO NUMBER OF MONTHS SINCE LAST PLAYED)

2a. Which of the following best describes approximately how often you played VLT’s during the last year? (READ LIST)

Weekly (once a week or more)	5	– ASK Q # 2b(1)	_____
Monthly (once a month or more)	4	– ASK Q # 2b(2)	
Occasionally (sporadic, less often than once per month)	3	– ASK Q # 2b(3)	
Rarely (only once or twice)	2	– ASK Q # 2b(3)	
Periods of regular/frequent play with breaks/gaps in between	1	– ASK Q # 2b(3)	

2b. (On average) Approximately how many times (per week, per month, or in the last year) did you play VLT’s?

- (1) Per Week _____
- (2) Per Month _____
- (3) Per Year _____

2c. On average, how much do you spend out-of-pocket (excluding any winnings) each time you played? (ROUND TO NEAREST DOLLAR)

2d. On average, how much time do you spend playing VLT’s each time you played? (ROUND TO NEAREST MINUTES)

3a. As you know, video gambling machines (VLT’s) can be found in a wide variety of locations such as legion halls, sporting establishments, private clubs, bars, licensed restaurants. In the last month, approximately how many times were you in a location which had video lottery machines?

3b. Of these _____ times you were in a location with video lottery games, how many times were you there to specifically play the games?



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3c. Of these _____ times, how many times did you go to the location for another reason, but ended up playing video lottery games while you were there?



4a. How often do you tend to play the following games of chance for which you can win money: **(READ LIST) (RECORD CODE BELOW)**

- Weekly (Once a week or more) 6 _____
- Monthly (At least once a month or more) 5 _____
- Occasionally (Sporadic, less than once per month) 4 _____
- Rarely (Once or twice a year) 3 _____
- Seasonal (Varies due to time of year) 2 _____
- Less often than once a year 1 _____
- Never Played 0 _____

4b. **IF >0:** Approximately how much did you spend in the last month on this type of gaming? **(ROUND TO NEAREST DOLALR)**

	a) Frequency of Play	b) Amount Spent Last Month
1) Lottery Draws, including 6/49	1) _____	_____
2) \$1.00 Scratch ‘n Win tickets	2) _____	_____
3) \$2.00 Scratch ‘n Win tickets	3) _____	_____
4) Breakopen/Pull-tab tickets (50¢)	4) _____	_____
5) Charity Raffles/Draw	5) _____	_____
6) Bingo for money (excluding Lotto Bingo)	6) _____	_____
7) Horse Races	7) _____	_____
8) Sport Select Pro Line – sports lottery	8) _____	_____
9) Other Sports Bets/Pool	9) _____	_____
10) Cards/Card Games for money outside of a casino	10) _____	_____
11) Slot Machines at a Casino	11) _____	_____
12) Any other games at casino excluding slot machines (e.g., roulette, blackjack, etc.)	12) _____	_____
13) Any other types of betting/gambling excluding VLT’s (e.g., dog races, off-track betting)	13) _____	_____
14) VLT’s	14) _____	_____

8. Compared to other games of chance you can play for money, how much do you like video lottery games on a scale of 1 to 5, where 1 means you like them much less than other games of chance and 5 means you like them much more than other games of chance?

Like Less Than Other Games

Like Much More Than Other Games



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PROBE:

4) Under what circumstances?

11. When you first started playing VLT’s on a regular basis, did you experience what you would consider a big win?

YES 1 _____

NO 0 _____

(IF YES: SPECIFY AMOUNT: _____
ROUND TO NEAREST DOLLAR)

9a. When you were first playing VLT’s on a fairly regular basis, of the times you played, how often did you play with other friends or family members, either together on the same machine or on nearby machines? Would that be... **(READ LIST)**

Never (0% of the times you played) 0 _____

Rarely (<25% of the times played) 1 _____

Occasionally (25% to 49%) 2 _____

Frequently (50% to 74%) 3 _____

Almost Always (75% to 100%) 4 _____

9b. Over the course of playing regularly, did you find the proportion of time you played the games with others increased, decreased or remained the same?

Increased 1 _____

Same 2 _____

Decreased 3 _____

10a. Approximately how long did you or have you played VLT’s at least once a month or more? **(ENTER LENGTH OF TIME AND CONVERT TO MONTHS)**

10b. Was this over a continuous time period of play or did you play regularly on a sporadic on again, off again basis?

Continuous 1 _____

Sporadic/ On & Off 2 _____

10c. Once you started playing VLT’s on a fairly regular basis, did you find over time the following behaviour increased, decreased or remained the same?

	Increased	Same	Decreased	D/K	
Frequency of going to play	3	2	1	0	_____
The length of time you spent each time you played	3	2	1	0	_____
The amount of money you spent each	3	2	1	0	_____



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11e. (When playing VLT’s, how often do you exceed your budget? **(READ LIST)**)

Never (0% of the time)	0	
Rarely (<25% of the time)	1	
Occasionally (25% to 49%)	2	_____
Frequently (50% to 74%)	3	
Almost Always (75% to 100%)	4	

P12a. Approximately how long after you first tried VLT’s did you start having a problem with the amount of time and/or money you were spending? **(PROBE FOR TIME PERIOD)**

P12b. Did your problem with VL play start gradually, building slowly over time, or was it a fairly abrupt or sudden change in your play?

Gradual start	1	
Sudden change	2	
Don’t Know	9	_____

P12c. At the time you started developing problems with the time and/or money you spend on video lottery, was there anything in particular or different going on in your life? **(SPECIFY BELOW – USE PROBES LISTED)**

Nothing	00	
Change in job	01	
Loss of job	02	
Retired from job	03	_____
Problems with spouse/partner	04	_____
Loss of spouse/partner	05	_____
Divorce/separation	06	_____
Spouse/partner absent/away working	07	
Children leaving home	08	
Illness	09	
Lonely	10	
Bored	11	
Depressed	12	
Money problems	13	

Specify: _____

13d. What is your usual bet or credit level per spin?
(Convert to \$ - enter amount in cents)

13e. # of credits _____ value of credits _____
What dollar amount do you consider to be a win when you are playing? _____



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13f. When you reach this dollar amount, how often DO you cash out and then continue playing with your winnings?

- Never (0% of the time) 0
- Rarely (<25% of the time) 1
- Occasionally (25% to 49%) 2
- Frequently (50% to 74%) 3
- Almost Always (75% to 100%) 4

13i. Over the long run when playing video lottery games, do you think you won a lot, won a little, broke even, lost a little or lost a lot playing VLT’s?

- Won a lot 5
- Won a little 4
- Broke even 3
- Lost a little 2
- Lost a lot 1
- Don’t Know 9

P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem with your VLT gambling or was it a gradual process?

- Gradual process 1
- Specific event 2

PROBE:

What happened?

P14b. Did you admit you had a problem to someone else?

- YES 1
- NO 2

IF YES: Who did you tell you had a problem?

Specify: _____

16a. Have you ever deliberately stopped or tried to stop playing VLT’s for an extended period of time?

- YES – Stopped 1
- YES – Tried to stop 2
- YES – Both 3
- NO 0 – GO TO Q # 17 (Pg. 9)

16b. **IF YES:** How many times have you stopped or tried to stop playing?



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- Continuously 1 _____
- Once every few months 2 _____
- Other # of times 3 _____
- Specify number of times: _____

16c. In the past, what has triggered or led you to start playing again after you had stopped?

16d. Did you stop or try to stop playing altogether immediately (cold turkey) or did you gradually reduce or taper off your play?

- Cold Turkey 1 – GO TO Q # PS16f
- Reduced 2 – GO TO Q # PS16f
- Both 3 – CONTINUE

16e. IF BOTH: Which of these two ways of stopping did you find most effective for you in stopping play?

- Cold Turkey 1 _____
- Reduced 2 _____
- Both 3 _____
- Neither 0 _____

PROBE: Why?

PS16f. What is/are the most important factor(s) interfering with your ability to stop playing VLT’s at this time? (IF THEY NOTE THEY ARE ADDICTED, PROBE TO OBTAIN CONTRIBUTING FACTORS)

18a. What positive changes, if any, do you notice when you are not playing VLT’s? (SPECIFY ANSWER BELOW)



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- More money 01
- More time for friends/family 02
- More involvement in other activities 03
- Less likely to go to bars/VLT locations 04

P18b. What negative changes, if any, do you notice when you are not playing VLT’s? **(SPECIFY BELOW)**

- Nothing 00
- Bored/Too much time to fill 01
- Couldn’t go out to bars/VLT locations 02
- Couldn’t see friends and/or family 03
- Nervous/irritable/cranky 04
- Physical symptom (insomnia, headaches) 05
- Constant urge to play 06
- Depressed 07
- Others: _____

19a. Do you miss playing VLT’s whenever you aren’t playing?

- YES 1 – CONTINUE
- NO 2 – GO TO Q # 17
- Don’t Know 9 – GO TO Q # 17

17. On a scale of 1 to 10, where 1 means not at all difficult and 10 means extremely difficult, how difficult did you or would you find it to stop playing VLT’s?

Not At All Difficult 1 2 3 4 5 6 7 8 9 10 **Extremely Difficult** _____

20a. What, if any, are the benefits or positive things you get out of your VLT play?

20b. What, if any, are the negative effects of VL play for you?



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21a. Does anyone ever encourage or put any pressure on you to play VLT’s?

YES 1 – CONTINUE
 NO 0 – GO TO Q # 22a

21b. **IF YES:** Who is encouraging you to play?

- Spouse/Partner 1 _____
- Child/Children 2 _____
- Other Household Member 3 _____
- Other Family (not in household) 4 _____
- Friend 5 _____
- Other _____ 6 _____

21c. How much effect does/do this/these individual(s) have on you?

	1) Spouse/Partner	2) Household Member	3) Other	
No effect	1	1	1	1) _____
Somewhat of an effect	2	2	2	2) _____
Strong effect	3	3	3	3) _____



22a. Is anyone encouraging you to stop playing VLT’s?

YES 1 - CONTINUE
 NO 0 – GO TO Q # 23a

22b. **IF YES:** Who is encouraging you not to play?

- Spouse/Partner 1 _____
- Child/Children 2 _____
- Other Household Member 3 _____
- Other Family (not in household) 4 _____
- Friend 5 _____
- Other _____ 6 _____

22c. How much effect does/do this/these individual(s) have on you not playing VLT’s?

1) Spouse/Partner 2) Household 3) Other



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		Member		
No effect	1	1	1	1) ____
Somewhat of an effect	2	2	2	2) ____
Strong effect	3	3	3	3) ____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s? **(ROTATE ORDER)**

23b. **(IF EVER USED)** How effective is this in managing your VL play? (Very, Somewhat, Not At All Effective)

		23a)		23b) Effectiveness			
		Ever		Very	Somewhat	Not At All	
()	1. Avoiding places that have the machines	1	____	3	2	1	____
()	2. Avoiding friends/family who play VLTs	2	____	3	2	1	____
()	3. Reducing the amount of <u>money</u> spent each time you played	3	____	3	2	1	____
()	4. Reducing amount of <u>time</u> spent each time you played, playing for shorter periods of time	4	____	3	2	1	____
()	5. Reducing how often you play; that is the frequency of going to play	5	____	3	2	1	____
()	6. Setting a budget each time you played	6	____	3	2	1	____
()	7. Reducing the bet level per spin/play	7	____	3	2	1	____

23a. Have you ever used any of the following strategies to manage how much time or money you spent playing VLT’s? **(ROTATE ORDER) CONTINUED**

23b. **(IF EVER USED)** How effective is this in managing your VL play? (Very, Somewhat, Not At All Effective) **CONTINUED**

		23a)		23b) Effectiveness			
		Ever		Very	Somewhat	Not At All	
()	8. Seeking assistance of spouse or family/friends in not playing	8	____	3	2	1	____
()	9. Restricting access to additional cash (i.e., leaving bank cards at home)	9	____	3	2	1	____
()	10. Only bringing budgeted amount of money to the location to play	10	____	3	2	1	____
()	11. Only playing with friends and/or family present, not alone	11	____	3	2	1	____
()	12. Seeking advice from other players	12	____	3	2	1	____
()	13. Having spouse or someone else control your finances	13	____	3	2	1	____



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- | | | | | | | | |
|-----|--|----|-----|---|---|---|-----|
| () | 14. Getting involved in other activities at a VLT location such as darts/pool/ dancing/cards | 14 | ___ | 3 | 2 | 1 | ___ |
| () | 15. Getting involved in other activities outside of VLT locations | 15 | ___ | 3 | 2 | 1 | ___ |
| () | 16. Rewarding yourself for staying on budget or not playing VL games | 16 | ___ | 3 | 2 | 1 | ___ |
| () | 17. Cashing out and continuing to play with winnings | 17 | ___ | 3 | 2 | 1 | ___ |
| () | 18. Cashing out when you reach a certain amount of winnings and stopping play | 18 | ___ | 3 | 2 | 1 | ___ |

24a. Are there any other things we have not talked about that you personally have found helpful in managing your VL play? **(Would you have any Advice to Other Players who want to change the way they play?)**

24b. Of all the strategies or things you did, which ones do you find were the most effective in controlling or managing your play? **(Use coding # from Q # 23a)**

25. Would you say the **chances** of winning money on VLT’s depend on any of the following? **(ROTATE ORDER)**

	YES	NO	D/K	
() a) The make of the machine such as Spielo or VLC?	1	0	9	___
() b) The particular type of VL game such as Swinging Bells or Aces Fever?	1	0	9	___
() c) The time of day?	1	0	9	___
() d) The day of the week?	1	0	9	___
() e) How recently someone won at that machine?	1	0	9	___
() f) The size of the bonus if there is one?	1	0	9	___
() g) Where you play, that is, some places have machines that are more likely to win?	1	0	9	___
() h) The machine, that is, specific machines are more likely to provide wins?	1	0	9	___
() i) The size of the bet?	1	0	9	___
() j) Your ability to hit the stop button at the right place	1	0	9	___



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if the stop button feature is available?

() k) The skill of the player? 1 0 9 _____

26. Using a scale of 1 to 5 where 1 means you Strongly Disagree and 5 means you Strongly Agree, how much do you agree or disagree with each of the following statements: **(ROTATE ORDER)**

	<u>Strongly Disagree</u>					<u>Strongly Agree</u>	
	1	2	3	4	5		_____
() a) I find gambling/games of chance are fun and entertaining	1	2	3	4	5		_____
b) I sometimes felt guilty about how much money I have spent playing VLT’s	1	2	3	4	5		_____
c) After losing money playing VLT’s, I have tried to win my money back playing again	1	2	3	4	5		_____
d) After a string of losses while playing VLT’s, I feel you are more likely to win	1	2	3	4	5		_____



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Q # 26 continued

	<u>Strongly Disagree</u>					<u>Strongly Agree</u>	
() e) I considered playing video lottery games to be a form of entertainment for me	1	2	3	4	5		_____
f) Playing VLT’s was an enjoyable part of socializing with friends or family	1	2	3	4	5		_____
g) I sometimes played VLT’s in the hopes of paying off debts or bills	1	2	3	4	5		_____
h) I consider myself to be knowledgeable about how to play video lottery games and win	1	2	3	4	5		_____
i) I played video lottery games to forget my troubles or worries or when I felt bad about myself	1	2	3	4	5		_____
() j) I have friends or family who have worried or complained about me playing VLT’s	1	2	3	4	5		_____
k) I have lied about my VLT gambling	1	2	3	4	5		_____
l) I think VL games are challenging and involve some level of skill	1	2	3	4	5		_____
m) I sometimes felt guilty about how much time I spent on VL gambling	1	2	3	4	5		_____
n) I often found myself thinking about playing VLT’s or ways to find money to play	1	2	3	4	5		_____
o) I could stop playing VL games any time I wanted	1	2	3	4	5		_____
p) Whenever I’m in a location with VLT’s, I want to play	1	2	3	4	5		_____
q) Playing VLT’s has negatively affected a significant relationship	1	2	3	4	5		_____
r) After losing money playing other games of chance, I have tried to win my money back playing VLT’s	1	2	3	4	5		_____
s) Playing VLT’s has negatively affected my job, education or career opportunities	1	2	3	4	5		_____
t) I would prefer it if VLT machines were only available in 3 or 4 locations within NS	1	2	3	4	5		_____



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27a. Have you ever used money from any of the following sources in order to play VL machines or to solve a financial problem caused by playing VLT’s? (**READ LIST**)


- | | | |
|---|----|-------|
| Family Members | 1 | _____ |
| Friends, Acquaintances | 2 | _____ |
| Bank Overdraft/Line of Credit | 3 | _____ |
| Credit Cards | 4 | _____ |
| Personal Loans | 15 | _____ |
| Pension Fund (RSP) | 5 | _____ |
| Mortgage Payment/Rent | 6 | _____ |
| Mortgage or Remortgaging | 7 | _____ |
| Savings | 8 | _____ |
| Household Money (e.g., groceries, incidentals) | 9 | _____ |
| Postponed or Did Not Pay Bills (e.g., telephone, other utilities, credit card payments) | 10 | _____ |
| Sold Personal Property | 11 | _____ |
| Used company or business money | 12 | _____ |
| Used money that was not strictly legally obtained | 13 | _____ |
| Other _____ | 14 | _____ |
| None of the above – GO TO Q # 28 | 16 | _____ |

27c. Have you sometimes had difficulties paying back or replacing money you have used from any of these sources?

- | | | |
|-----|---|-------|
| YES | 1 | _____ |
| NO | 0 | _____ |

27e. Currently, have you paid off all of the debts you accumulated as a consequence of your VL play or are you still in the process of paying off any debts?

- | | | |
|----------------|---|-------|
| Debts are paid | 1 | _____ |
| Still paying | 2 | _____ |

 28. Has anyone ever told you they were concerned with how much time or money you were spending on VL gaming?

- | | | |
|-----|---|-------|
| YES | 1 | _____ |
| NO | 0 | _____ |

29a. Do you personally know of anyone who has experienced any problems with their video lottery play?

- | | | |
|-----|---------------------------|-------|
| YES | 1 - CONTINUE | _____ |
| NO | 0 – GO TO Q # P31a | _____ |

29b. **IF YES:** How many people do you know and what is your relationship to this/these individuals?

Spouse/Partner _____



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- Child (son/daughter) _____
- Other Household member _____
- Family member not in household _____
- Friend _____
- Other _____

P31a. Have you gone to any of the following sources for help or assistance or to talk about your problems with your VL play? **(READ LIST)**

P31b. **IF YES:** On a scale of 1 to 5 where 1 means not at all helpful and 5 means extremely helpful, how helpful was the assistance you received? **(SPECIFY COMMENTS BELOW)**

	a) Used	Not At All Helpful	b) Helpfulness				Extremely Helpful	
			1	2	3	4	5	
1. Spouse/Partner	1 _____	1	2	3	4	5	_____	
2. Other family members	2 _____	1	2	3	4	5	_____	
3. Friends	3 _____	1	2	3	4	5	_____	
4. Other players	4 _____	1	2	3	4	5	_____	
5. Employer	5 _____	1	2	3	4	5	_____	
6. Church/religious leader	6 _____	1	2	3	4	5	_____	
7. Family physician	7 _____	1	2	3	4	5	_____	
8. None of the above	8 _____	- GO TO Q # P32						

P31c. What was particularly helpful from these sources?

P31d. What was not particularly helpful from these sources?

GO TO Q # P33a



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P32. **IF NO FORMAL SOURCES USED:** Why did you not go to any of these sources for help or to talk about your VL play?

P33a. Are you aware of any services/programs available to help Problem Gamblers in Nova Scotia?

YES 1 - CONTINUE
 NO 0 – GO TO Q # PS37 _____

P33b. What service or programs are you aware of? **(RECORD BELOW)**

P33c. Have you ever been in contact with any of these sources to assist you or someone else with a problem with your gambling? **(READ LIST IF NECESSARY)**

YES 1 – SPECIFY BELOW & CONTINUE
 NO 0 – GO TO Q # 35 _____

P33d. On a scale of 1 to 5, where 1 means not at all helpful and 5 means very helpful, how helpful was the assistance you received from _____? **(RECORD BELOW UNDER RATING)**

	Aware	Used	Rating (1-5)
Gamblers Anonymous	1 _____	1 _____	_____
Other gambling self-help groups or centres	2 _____	2 _____	_____
Drug Dependency/Addiction Services	3 _____	3 _____	_____
Gambling Helpline (1-800 #)	4 _____	4 _____	_____
Community Counselors	5 _____	5 _____	_____
Other _____	6 _____	6 _____	_____

34. **FOR EACH USED:** Why did you give them this rating?

a) Source 1:

b) Source 2:

c) Source 3:

GO TO Q # PS37



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35. Why is that you have not gone to any of these services or programs for assistance or help?

_____	_____
_____	_____
_____	_____

☞ PS37. Which of the following statements best describes your current situation with video lottery? **(READ LIST)**

- I have solved my video lottery problem more than six months ago 1
- I have taken action on my video lottery problem within the last six months 2 _____
- I am intending to take action on my video lottery problem in the next month 3
- I am intending to take action on my video lottery problem in the next six months 4
- I am not intending to take action on my video lottery problem 5

LIFESTYLE QUESTIONS

- 41. Do you have (close) friends who currently play or used to play video lottery games regularly?
 - YES – Currently 3
 - YES – In the Past Only 2 _____
 - YES - Both Currently and in Past 1
 - NO 0
- 42. Do you have other members of your family or close relatives (household) who currently play or used to play video lottery games regularly?
 - YES – Currently 3
 - YES – In the Past Only 2 _____
 - YES - Both Currently and in Past 1
 - NO 0
- 43. Do you have any co-workers or fellow students who play video lottery games on a regular basis?
 - YES 1
 - NO 0 _____
 - Don't Know 9
- 44. How much time do you spend watching TV (not including video tapes) in an average week?

_____ : _____ **hours : minutes** Hours _____

Minutes _____
- 45. Excluding video lottery games and other games of chance played for money, approximately how much money do you spend each month on entertainment activities (i.e., movies, video rentals, eating out at restaurants, etc.)?



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46. On average, how often would you say you go to a bar, club, pub or lounge? **(READ LIST)**

- More than once a week 5
- Once a week 4
- Every two weeks 3
- About once a month 2
- Less than once a month 1
- Do not go 0

47. In general, on a scale of 1 to 10 where 1 means your VL play is not at all a problem and 10 means your VL play is a serious problem, how would you rate your VL play right now?

Not at all a problem Serious problem
 1 2 3 4 5 6 7 8 9 10

48. How likely are you to play VLT games, using a scale of not at all likely, somewhat likely or very likely? First of all...**(READ LIST)**

	Very Likely	Somewhat Likely	Not At All Likely	D/K	
Within the next year	3	2	1	0	_____
Within the next six months	3	2	1	0	_____
Within the next month	3	2	1	0	_____

DEMOGRAPHICS

50. In what year were you born?

Specify: _____

51a. Including yourself, how many people live in your household?

_____ **(IF ONE - GO TO Q # 52)**

51b. How many people in your household are under 19 years of age?

51c. Is there anyone else in your household who plays video lottery games? First of all on a regular basis of once a month or more? Does anyone play on a casual or occasional basis? **(SPECIFY # OF PEOPLE)**

Regular Players _____

Casual Players _____

52. What is your current marital status? **(READ LIST)**

- Single 1
- Married/Cohabiting/Living with a partner 2
- Divorced/Separated 3
- Widowed 4



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53. Which of the following best describes your current work status?

- | | | |
|-------------------|------------------|-------|
| Working Full-time | 1 - CONTINUE | |
| Working Part-time | 2 - CONTINUE | _____ |
| Unemployed | 3 - GO TO Q # 55 | |
| Student | 4 - GO TO Q # 55 | |
| Homemaker | 5 - GO TO Q # 55 | |
| Retired | 6 - GO TO Q # 55 | |
| Disabled | 7 - GO TO Q # 55 | |

54. What is your current occupation (i.e. the type of work you do)?

55. Which of the following best describes the highest level of education you have completed?

- | | | |
|---------------------------------|---|-------|
| Less than Grade 9 | 1 | |
| Grade 9 - 13 | 2 | |
| Trade School/Non-University | 3 | |
| University without degree | 4 | _____ |
| University with degree | 5 | |
| University post-graduate degree | 6 | |
| Refused | 7 | |

56a. Which of the following broad income categories best describes your total annual household income (that is, everyone combined, before taxes)?

- | | | |
|---------------------|------------------|-------|
| Less than \$10,000 | 1 | |
| \$10,000 - \$25,000 | 2 | |
| \$25,001 - \$35,000 | 3 | |
| \$35,001 - \$45,000 | 4 | |
| \$45,001 - \$60,000 | 5 | _____ |
| \$60,001 - \$75,000 | 6 | |
| Over \$75,000 | 7 | |
| Refused | 8 - GO TO Q # 57 | |
| Don't Know | 9 - GO TO Q # 57 | |

56b. How many individuals contributed to this income?



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57. What language is your mother tongue?

- English 1
- French 2
- English/French 3
- Other _____ 4

58. What are the first three digits of your postal code?

59. If brochures or flyers to identify those play behaviours associated with problem VL gambling were available at VLT locations, do you think this would be helpful or not?

- YES 1
- NO 0
- Don’t Know 9

60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play?

P61a. Do you feel that participating in this survey has made you want to play video lottery games?

- YES 1 - CONTINUE
- NO 0 – GO TO Q # 62

P61c. Would you like to speak to anyone to help you overcome the urge to play?

- YES 1
- NO 0

(EITHER PROVIDE HELPLINE NUMBER 1-888-347-8888 OR DIRECTLY LINK CALL TO THE HELPLINE) (1-888-347-3331 FOR HEARING IMPAIRED)

62. INTERVIEWER ONLY:

- Male 1
- Female 2



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CLOSING STATEMENT

This completes your participation in our study, however, we would like to ask if you are interested in still being part of an ongoing confidential research panel. You may be contacted in order to get your opinions on various issues or concepts concerning video lottery gaming. This would give you an opportunity to have direct input on something which affects you and/or someone you know. Your participation is voluntary and completely confidential. As members of the Professional Marketing Research Society and the Better Business Bureau, we guarantee that any information you provide will be used for research purposes only. Is this something you could help us with?

YES 1
NO 2 _____

IF YES: May I ask for your first name to keep in our panel?

You may receive a quality control check. My supervisor calls back 10% to 15% of all my completed surveys to ensure you were comfortable participating in our study and that I was doing my job properly. May I please confirm your telephone number? **IF “NO” TO PANEL:** May I ask your first name so my supervisor would know who to ask for?

TELEPHONE #: _____ DATE: _____

INTERVIEWER: _____ SUPERVISOR: _____

DATA ENTRY: _____ QCC: _____

On behalf of Focal Research, I would like to thank you for your participation. Your contribution to our research is greatly appreciated.



APPENDIX B

DATA TABLES



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% Who Have Solved Their VL Play Problem

Primary Report Segments	Non-Problem Non-Players	25%	46
	Non-Problem Players	20%	37
	Problem Resolved Non-Players	13%	24
	Problem Resolved Players	15%	28
	Problem Unresolved Players	25%	46
Total	100%	181	


S1. Current Play Of VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Current Play Of VLT's	I tend to play VLTs at least once a month or more	0%	27%	0%	21%	48%	21%
	I only play VLTs on a casual/irregular basis	0%	73%	0%	79%	52%	40%
	I have stopped playing VLTs	100%	0%	100%	0%	0%	39%

S2. % Who Have Ever Felt They Were Spending More Time And/Or Money Playing VLT's Than They Should

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spending More Money/Time Playing VLT's	Yes - More Time	0%	0%	0%	4%	2%	1%
	Yes - More Money	0%	0%	21%	14%	15%	9%
	Yes - Both	0%	0%	79%	82%	83%	44%
	No	100%	100%	0%	0%	0%	46%

S3. % Who Have Solved Their VL Play Problem

		Primary Report Segments					Total
							



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		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Solved Problem With VL Play	Completely solved	0%	0%	100%	100%	0%	29%
	Partially solved	0%	0%	0%	0%	46%	12%
	Still a problem	0%	0%	0%	0%	54%	14%
	Not Applicable	100%	100%	0%	0%	0%	46%

S4. # Of Months Ago That VL Problem Was Resolved

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
# Of Months Ago That VL Problem Was Resolved	12 months or less	0%	0%	33%	46%	37%	21%
	13 to 24 months	0%	0%	29%	32%	7%	10%
	25 months or more	0%	0%	38%	7%	2%	7%
	Not Applicable	100%	100%	0%	14%	54%	62%
	Minimum	.	.	2.00	2.00	1.00	1.00
	Maximum	.	.	72.00	84.00	60.00	84.00
	Mean	.	.	24.83	20.00	11.29	19.03
	Median	.	.	24.00	12.00	8.00	12.00
	Std Deviation	.	.	17.16	21.48	12.71	18.27



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Q1. Last Time Played A VL Machine

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Last Time Played A VL Machine	Within last month	0%	62%	0%	43%	78%	39%
	1 or 2 months ago	2%	19%	8%	39%	13%	15%
	3 to 12 months ago	13%	19%	17%	7%	7%	12%
	13 to 24 months ago	59%	0%	42%	11%	2%	23%
	25 months or longer	26%	0%	33%	0%	0%	11%
	Minimum	2.00	.00	1.00	.00	.00	.00
	Maximum	120.00	12.00	72.00	24.00	13.00	120.00
	Mean	30.37	1.76	23.46	2.96	.72	11.83
	Median	18.00	.00	24.00	1.00	.00	2.00
	Std Deviation	28.63	3.31	17.69	5.87	2.15	20.59

Q2a. Frequency Of Playing VLT's Over The Last Year

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount played VLT's Over The Last Year	Weekly	0%	14%	17%	11%	41%	17%
	Monthly	0%	16%	4%	32%	28%	16%
	Occasionally	0%	49%	0%	29%	17%	19%
	Rarely	15%	16%	4%	11%	4%	10%
	Periods Of Regular/Frequent Play With Breaks/Gaps In Between	0%	5%	0%	7%	7%	4%
July, 2000							



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	Did not play last year	85%	0%	75%	11%	0%	34%
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Q2b. Number Of Times Played VLT's Last Year

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Times Played VLT's Last Year	Did Not Play Last Year	85%	0%	75%	11%	0%	34%
	1 to 3 times	11%	32%	4%	11%	4%	13%
	4 to 10 times	2%	38%	0%	21%	9%	14%
	11 to 20 times	2%	8%	0%	25%	17%	10%
	21 to 50 times	0%	8%	4%	21%	17%	10%
	51 or more times	0%	14%	17%	11%	50%	19%
	Minimum	.00	1.00	.00	.00	.00	.00
	Maximum	12.00	52.00	364.00	364.00	364.00	364.00
	Mean	.63	13.62	31.92	27.96	82.37	32.44
	Median	.00	6.00	.00	12.00	51.00	5.00
	Std Deviation	2.15	16.95	83.59	67.46	85.44	66.56



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Q2c. Amount Spent Out-Of-Pocket Each Time Played

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Spent Out-Of-Pocket Each Time Played	\$1 - \$10	9%	51%	4%	29%	7%	19%
	\$11 - \$20	0%	27%	8%	32%	15%	15%
	\$21 - \$50	7%	19%	4%	11%	35%	17%
	\$51 or more	0%	3%	8%	18%	41%	15%
	Did Not Play Last Year	85%	0%	75%	11%	0%	34%
	Minimum	5.00	2.00	10.00	4.00	5.00	2.00
	Maximum	50.00	100.00	80.00	700.00	500.00	700.00
	Mean	22.86	18.05	40.00	72.04	82.89	54.99
	Median	10.00	10.00	35.00	20.00	50.00	20.00
	Std Deviation	19.55	18.80	27.57	163.52	96.33	99.16
	n	7	37	6	25	45	120



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Q2d. Amount Of Time Spent Playing VLT's Each Time Played (minutes)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Of Time Spent Playing Each Time Played (minutes)	1 - 10 minutes	2%	24%	4%	7%	9%	9%
	11 - 30 minutes	2%	43%	0%	25%	7%	15%
	31 - 60 minutes	2%	19%	8%	36%	13%	14%
	61 - 180 minutes	9%	14%	8%	11%	48%	20%
	181 minutes or more	0%	0%	4%	11%	22%	8%
	Did Not Play Last Year	85%	0%	75%	11%	0%	34%
	Minimum	4.00	2.00	3.00	4.00	5.00	2.00
	Maximum	180.00	180.00	360.00	900.00	480.00	900.00
	Mean	93.43	43.57	130.50	110.96	139.11	100.69
	Median	90.00	30.00	90.00	60.00	120.00	60.00
	Std Deviation	70.96	44.53	127.61	185.20	100.33	117.56
	n	7	37	6	25	45	120



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Q3a. Number Of Times In A VLT Location Last Month

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Times In VLT Location Last Month	None	35%	14%	42%	18%	11%	23%
	1 time	11%	11%	13%	29%	7%	13%
	2 times	11%	16%	8%	11%	15%	13%
	3 or 4 times	22%	14%	13%	11%	20%	17%
	5 to 10 times	17%	27%	13%	18%	11%	17%
	11 or more times	4%	19%	13%	14%	37%	18%
	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	30.00	20.00	40.00	30.00	30.00	40.00
	Mean	3.37	5.62	4.46	4.89	9.96	5.88
	Median	2.00	4.00	1.00	2.00	4.00	3.00
	Std Deviation	5.16	5.45	8.55	7.37	10.35	7.95



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Q3b. Number Of Times In A VLT Location Specifically To Play The Machines

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Times In VLT Location Specifically To Play The Machines	None	100%	73%	0%	7%	11%	44%
	Once or Twice	0%	19%	0%	7%	15%	9%
	3 or more times	0%	8%	0%	0%	28%	9%
	Not Applicable	0%	0%	100%	86%	46%	38%
Number Of Times In VL Location Specifically To Play The Games	Minimum	.00	.00	.	.00	.00	.00
	Maximum	.00	4.00	.	1.00	20.00	20.00
	Mean	.00	.51	.	.50	5.80	1.48
	Median	.00	.00	.	.50	4.00	.00
	Std Deviation	.00	1.02	.	.58	6.26	3.78
	n	46	37	0	4	25	112



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**Q3c. Number Of Times In A VLT Location For Another Reason And Ended Up Playing
Anyways**

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Times In VLT Location For Another Reason And Ended Up Playing Anyways	None	0%	49%	4%	4%	24%	17%
	Once or Twice	0%	38%	0%	11%	7%	11%
	3 or more times	0%	14%	0%	0%	24%	9%
	Not Applicable	100%	0%	96%	86%	46%	63%
	Minimum	.	.00	.00	.00	.00	.00
	Maximum	.	12.00	.00	2.00	30.00	30.00
	Mean	.	1.43	.00	1.50	3.96	2.36
	Median	.	1.00	.00	2.00	1.00	1.00
	Std Deviation	.	2.62	.	1.00	6.57	4.59
	n		0	37	1	4	25



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Q4a. Frequency Of Playing Games Of Chance

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Freq Play Lottery Draws, Including 6/49	Weekly	43%	43%	33%	39%	48%	43%
	Monthly	22%	16%	21%	11%	9%	15%
	Occasionally	15%	27%	17%	21%	20%	20%
	Rarely	11%	5%	4%	11%	11%	9%
	Less often than once a year	2%	3%	8%	4%	0%	3%
	Never played	7%	5%	17%	14%	13%	10%
Freq Play \$1 Scratch and Win	Weekly	9%	5%	13%	7%	11%	9%
	Monthly	11%	16%	29%	14%	11%	15%
	Occasionally	22%	30%	4%	18%	33%	23%
	Rarely	15%	16%	13%	25%	22%	18%
	Seasonal	2%	3%	4%	0%	2%	2%
	Less often than once a year	11%	3%	0%	14%	2%	6%
Freq Play \$2 Scratch and Win	Weekly	13%	16%	13%	11%	13%	13%
	Monthly	17%	27%	25%	18%	22%	22%
	Occasionally	15%	22%	21%	25%	30%	23%
	Rarely	13%	11%	4%	21%	17%	14%
	Seasonal	0%	3%	4%	0%	0%	1%
	Less often than once a year	9%	3%	0%	0%	0%	3%
	Never played	33%	19%	33%	25%	17%	25%

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Q4a. Frequency Of Playing Games Of Chance - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Freq Play Breakopens/Pull-tab Tickets	Weekly	7%	5%	0%	4%	7%	5%
	Monthly	4%	16%	4%	0%	9%	7%
	Occasionally	11%	5%	4%	7%	7%	7%
	Rarely	11%	14%	8%	14%	22%	14%
	Seasonal	2%	0%	4%	0%	2%	2%
	Less often than once a year	9%	19%	13%	21%	13%	14%
	Never played	57%	41%	67%	54%	41%	50%
Freq Play Charity Raffles/Draws	Weekly	0%	3%	0%	0%	0%	1%
	Monthly	11%	30%	21%	11%	9%	15%
	Occasionally	17%	11%	13%	18%	24%	17%
	Rarely	22%	27%	13%	7%	20%	19%
	Seasonal	7%	5%	4%	7%	2%	5%
	Less often than once a year	7%	11%	8%	21%	7%	10%
	Never played	37%	14%	42%	36%	39%	33%
Freq Play Bingo For Money	Weekly	2%	0%	0%	0%	7%	2%
	Monthly	2%	16%	4%	0%	2%	5%
	Occasionally	4%	0%	4%	4%	7%	4%
	Rarely	4%	3%	4%	7%	9%	6%
	Seasonal	0%	0%	4%	0%	0%	1%
	Less often than once a year	13%	8%	17%	21%	11%	13%
	Never played	74%	73%	67%	68%	65%	70%
Freq Play Horse Races	Weekly	0%	0%	0%	4%	0%	1%
	Rarely	0%	0%	4%	0%	4%	2%



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Less often than once a year	4%	0%	4%	0%	0%	2%
Never played	96%	100%	92%	96%	96%	96%

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Q4a. Frequency Of Playing Games Of Chance - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Freq Play Sports Select Proline	Weekly	0%	0%	4%	0%	2%	1%
	Monthly	0%	5%	4%	0%	2%	2%
	Occasionally	2%	3%	0%	0%	2%	2%
	Rarely	7%	3%	4%	4%	2%	4%
	Seasonal	2%	0%	8%	7%	9%	5%
	Less often than once a year	0%	3%	4%	0%	2%	2%
	Never played	89%	86%	75%	89%	80%	85%
Freq Play Other Sports Bets/Pools	Weekly	0%	3%	8%	4%	2%	3%
	Occasionally	2%	0%	0%	0%	0%	1%
	Rarely	0%	3%	0%	0%	9%	3%
	Seasonal	0%	0%	13%	4%	7%	4%
	Less often than once a year	4%	3%	0%	0%	0%	2%
	Never played	93%	92%	79%	93%	83%	88%
Freq Play Card Games For Money	Weekly	2%	3%	8%	7%	9%	6%
	Monthly	2%	3%	4%	4%	7%	4%
	Occasionally	0%	5%	0%	4%	4%	3%
	Rarely	9%	16%	4%	7%	9%	9%
	Seasonal	0%	0%	8%	0%	0%	1%
	Less often than once a year	9%	19%	4%	11%	9%	10%
	Never played	78%	54%	71%	68%	63%	67%



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Q4a. Frequency Of Playing Games Of Chance - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Freq Play Slots Machines At Casino	Weekly	0%	3%	0%	0%	0%	1%
	Monthly	4%	0%	0%	0%	7%	3%
	Occasionally	0%	19%	4%	11%	7%	8%
	Rarely	15%	8%	13%	7%	24%	14%
	Seasonal	2%	3%	0%	7%	0%	2%
	Less often than once a year	4%	14%	8%	29%	22%	15%
	Never played	74%	54%	75%	46%	41%	57%
Freq Play Other Games At Casino	Monthly	2%	0%	0%	4%	4%	2%
	Occasionally	2%	8%	0%	0%	4%	3%
	Rarely	7%	5%	0%	7%	17%	8%
	Seasonal	0%	3%	0%	4%	0%	1%
	Less often than once a year	7%	11%	13%	21%	13%	12%
	Never played	83%	73%	88%	64%	61%	73%
Freq Play Any Other Types Of Betting	Weekly	0%	0%	0%	0%	2%	1%
	Rarely	0%	3%	0%	0%	2%	1%
	Seasonal	0%	0%	0%	4%	0%	1%
	Less often than once a year	0%	3%	0%	0%	0%	1%
	Never played	100%	95%	100%	96%	96%	97%
Freq Play VLT's	Weekly	0%	14%	0%	0%	26%	9%
	Monthly	0%	11%	0%	0%	11%	5%
	Occasionally	0%	51%	0%	0%	11%	13%
	Rarely	0%	19%	0%	0%	2%	4%
	Seasonal	0%	3%	0%	0%	0%	1%



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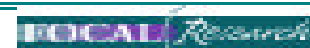
	Less often than once a year	0%	0%	0%	0%	2%	1%
	Never played	0%	3%	0%	0%	2%	1%
Not Applicable		100%	0%	100%	100%	46%	66%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q4b. Average Amount Spent Last Month On Each Gaming Activity (\$)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Spent On Lottery Draws Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	40.00	80.00	50.00	56.00	80.00	80.00
	Mean	10.89	15.41	10.54	13.86	14.04	13.03
	Median	6.00	8.00	4.00	6.00	6.50	6.00
	Std Deviation	11.81	21.82	14.79	16.00	20.23	17.39
Amount Spent On \$1 Tickets Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	30.00	10.00	20.00	24.00	20.00	30.00
	Mean	2.17	1.22	3.00	2.32	2.33	2.15
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	5.71	2.39	5.24	5.36	4.67	4.78
Amount Spent On \$2 Tickets Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	30.00	120.00	20.00	180.00	50.00	180.00
	Mean	4.09	5.89	3.58	10.43	6.22	5.91
	Median	.00	2.00	2.00	.00	4.00	.00
	Std Deviation	7.84	19.69	4.86	34.05	9.81	17.28
Amount Spent On Breakopens Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	40.00	60.00	3.00	20.00	100.00	100.00
	Mean	1.46	2.68	.13	.75	3.26	1.88
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	6.08	10.27	.61	3.78	14.90	9.45
Amount Spent On Charity Raffles Last Month	Minimum	.00	.00	.00	.00	.00	.00





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Maximum	100.00	50.00	10.00	30.00	70.00	100.00
Mean	3.63	6.24	1.63	2.61	3.22	3.64
Median	.00	.00	.00	.00	.00	.00
Std Deviation	14.97	11.01	2.90	7.20	11.50	11.15



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q4b. Average Amount Spent Last Month On Each Gaming Activity (\$) - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Spent On Bingo Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	100.00	100.00	80.00	30.00	130.00	130.00
	Mean	4.46	10.00	3.33	1.07	7.93	5.80
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	16.94	24.12	16.33	5.67	27.17	20.52
Amount Spent On Horse Races Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	.00	.00	.00	.00	.00
	Mean	.00	.00	.00	.00	.00	.00
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	.00	.00	.00	.00	.00
Amount Spent On Proline Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	20.00	15.00	.00	150.00	150.00
	Mean	.00	.81	1.46	.00	3.70	1.30
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	3.63	4.03	.00	22.15	11.38
Amount Spent On Other Sports Bets Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	8.00	8.00	9.00	30.00	30.00
	Mean	.00	.22	.67	.32	.96	.43
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	1.32	2.26	1.70	4.65	2.64
Amount Spent On Card Games Last Month	Minimum	.00	.00	.00	.00	.00	.00





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Maximum	20.00	50.00	30.00	60.00	100.00	100.00
Mean	.54	2.43	1.46	4.29	6.54	3.15
Median	.00	.00	.00	.00	.00	.00
Std Deviation	3.02	10.38	6.16	13.72	20.10	12.78



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Q4b. Average Amount Spent Last Month On Each Gaming Activity (\$) - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Spent On Slot Machines Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	150.00	100.00	40.00	20.00	500.00	500.00
	Mean	3.91	5.95	1.67	2.25	14.41	6.44
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	22.46	19.64	8.16	6.29	74.78	40.49
Amount Spent On Other Games At A Casino Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	50.00	20.00	.00	20.00	80.00	80.00
	Mean	1.30	.54	.00	.71	2.78	1.26
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	7.49	3.29	.00	3.78	13.06	7.87
Amount Spent On Other Types Of Betting Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	6.00	.00	.00	8.00	8.00
	Mean	.00	.16	.00	.00	.17	.08
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	.99	.00	.00	1.18	.74
Amount Spent On VLT's Last Month	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	300.00	.00	40.00	3000.00	3000.00
	Mean	.00	28.24	.00	1.96	244.15	68.13
	Median	.00	5.00	.00	.00	10.50	.00
	Std Deviation	.00	59.56	.00	7.74	550.99	295.55

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Q5. Liking Of Video Lottery Games Compared To Other Games Of Chance

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Like VLT's Compared To Other Games	Like Much More Than Other Games	7%	22%	29%	25%	39%	24%
	Like More Than Other Games	4%	19%	0%	18%	13%	11%
	Neutral	24%	35%	13%	32%	22%	25%
	Like Less Than Other Games	17%	16%	13%	11%	9%	13%
	Like Much Less Than Other Games	48%	8%	46%	14%	17%	27%
Summary	Like More Than Other Games	11%	41%	29%	43%	52%	35%
	Neutral	24%	35%	13%	32%	22%	25%
	Like Less Than Other Games	65%	24%	58%	25%	26%	40%

Q5. Average Liking Rating (Out Of 5) For VL Games Compared To Other Games Of Chance

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Like VLT's Compared To Other Games	Mean	2.04	3.30	2.54	3.29	3.48	2.92
	Median	2.00	3.00	2.00	3.00	4.00	3.00
	Std Deviation	1.23	1.22	1.74	1.36	1.52	1.50



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Q6a. % Who Remember The First Time They Played VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Awareness Of First Time Played VLT's	Yes	80%	73%	83%	86%	85%	81%
	No	20%	27%	17%	14%	15%	19%

Q6b. Time Since First Started Playing VLT's (Months)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Time Since First Started Playing VLT's (Months)	12 - 48 months ago	7%	8%	8%	11%	13%	9%
	49 - 96 months ago	46%	22%	33%	54%	33%	37%
	97 - 120 months ago	20%	24%	25%	21%	35%	25%
	121 months ago or more	9%	19%	17%	0%	4%	9%
	Do not remember the first time I played VLT's	20%	27%	17%	14%	15%	19%
	Minimum	36.00	24.00	36.00	36.00	12.00	12.00
	Maximum	180.00	192.00	204.00	120.00	132.00	204.00
	Mean	93.73	106.04	104.70	84.17	87.36	94.23
	Median	96.00	108.00	102.00	90.00	84.00	96.00
	Std Deviation	33.69	36.85	41.27	26.15	33.58	34.85

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Q6c. Reason For First Trying VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reason For First Trying VLT's	Curiosity - wanted to see what they were like	50%	57%	46%	32%	46%	47%
	Socializing - friends/family were playing/had played	22%	5%	8%	11%	13%	13%
	Entertainment/Fun/Exciting	13%	5%	8%	25%	13%	13%
	Accessibility - machines were there	7%	19%	8%	4%	15%	11%
	Noticed other people playing	11%	11%	4%	4%	20%	11%
	Bored/To pass/kill time	9%	8%	13%	14%	7%	9%
	To try and win (some money)	9%	5%	4%	11%	9%	8%
	Saw other people who were winning	4%	5%	8%	11%	4%	6%
	Machines were located where I worked	4%	5%	8%	0%	0%	3%
	Played while waiting for someone/something else	4%	0%	4%	4%	0%	2%
	Inexpensive - had some change	4%	0%	4%	0%	2%	2%
	Machines were located where friends/family worked	0%	0%	4%	0%	2%	1%
	Had big win/Winning at first/Figured I keep winning	0%	3%	0%	0%	2%	1%
	Do not know	0%	0%	0%	0%	2%	1%

Note: More than one response allowed.



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Q6d. Circumstances Under Which Introduced To VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Circumstances Under Which Introduced To VLT's	Accessibility - machines were there	43%	59%	33%	46%	54%	49%
	Socializing - friends/family were playing/had played	28%	5%	29%	32%	30%	25%
	Curiosity - wanted to see what they were like	20%	16%	8%	7%	15%	14%
	Noticed other people playing	13%	19%	17%	7%	13%	14%
	To try and win (some money)	2%	0%	25%	7%	13%	8%
	Machines were located where I worked	11%	11%	13%	4%	0%	7%
	Entertainment/Fun/Exciting	0%	8%	8%	0%	11%	6%
	Saw other people who were winning	7%	8%	8%	4%	2%	6%
	Bored/To pass/kill time	9%	5%	0%	11%	0%	5%
	Inexpensive - had some change	7%	5%	0%	0%	2%	3%
	Played while waiting for someone/something else	4%	0%	0%	4%	2%	2%
	Machines were located where friends/family worked	0%	0%	0%	0%	2%	1%

Note: More than one response allowed.



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Q6e. Individual Who Introduced You To VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Person Who Introduced Me To VLT's	Self	67%	81%	54%	68%	63%	67%
	Friend	22%	8%	38%	18%	20%	20%
	Spouse/Partner	2%	8%	0%	11%	7%	6%
	Family Member	2%	3%	4%	4%	7%	4%
	Co-Worker	2%	0%	4%	0%	0%	1%
	Other	2%	0%	0%	0%	2%	1%
	Don't Remember	2%	0%	0%	0%	2%	1%

Q6f. Won Or Lost The First Time Played

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Win Or Lose	Won	33%	32%	33%	43%	41%	36%
	Lose	48%	41%	54%	46%	33%	43%
	Cannot Recall	20%	27%	13%	11%	26%	20%



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sQ7a. Length Of Time After First Tried VLT's That I Started Playing Regularly (Months)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Length Of Time After First Tried VLT's That I Started Playing Regularly	Played regularly right away	58%	54%	46%	39%	37%	47%
	1 or 2 months after	31%	14%	13%	18%	28%	22%
	3 to 12 months after	11%	19%	29%	32%	24%	22%
	13 or more months after	0%	14%	13%	11%	11%	9%
	Minimum	.00	.00	.00	.00	.00	.00
Maximum	12.00	120.00	48.00	96.00	48.00	120.00	
Mean	1.44	9.46	6.13	7.61	5.57	5.73	
Median	.00	.00	1.00	2.00	1.00	1.00	
Std Deviation	3.07	23.73	11.35	18.49	10.20	14.76	

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Q7b. Reason For Playing VLT's More Often

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reason For Playing VLT's More Often	Entertainment/Fun/Exciting	30%	30%	25%	32%	35%	31%
	To try and win (some money)	28%	35%	38%	25%	28%	30%
	Bored/To pass/kill time	22%	27%	29%	11%	22%	22%
	Had big win/Winning at first/Figured I keep winning	17%	14%	17%	36%	22%	20%
	Accessibility - machines were there	24%	8%	17%	7%	13%	14%
	Addictive - I got hooked	0%	0%	25%	11%	20%	10%
	Socializing - friends/family were playing/had played	11%	5%	8%	7%	2%	7%
	Machines were located where I worked	9%	3%	0%	4%	2%	4%
	Lonely/Depressed	0%	5%	8%	7%	4%	4%
	Played while waiting for someone/something else	7%	3%	4%	0%	0%	3%
	To get out of the house	2%	0%	0%	4%	7%	3%
	Chasing losses	0%	0%	4%	4%	7%	3%
	Inexpensive - had some change	2%	0%	0%	0%	4%	2%
	Saw other people who were winning	7%	0%	0%	0%	2%	2%
	Machines were located where friends/family worked	0%	3%	0%	0%	0%	1%
	Had the money to spend/Could afford to play	2%	0%	0%	0%	0%	1%
	Do not know	2%	0%	4%	0%	0%	1%

Note: More than one response allowed.

Q8_1. % Who Experienced A Big Win When First Playing VLT's



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	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Percentage Who Experience A Big Win When First Playing VLT's	20%	46%	54%	57%	52%	44%
	80%	54%	46%	43%	48%	56%

Q8 2. Average Amount Won On Big Win

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Average Amount Won	\$5 - \$100	13%	16%	4%	7%	11%	11%
	\$101 - \$200	2%	8%	17%	14%	4%	8%
	\$201 - \$500	0%	14%	25%	14%	9%	10%
	\$501 - \$1000	4%	8%	8%	14%	13%	9%
	\$1001 or more	0%	0%	0%	7%	13%	4%
	Never Experienced Big Win	80%	54%	46%	43%	50%	57%
	Minimum	5.00	10.00	100.00	20.00	50.00	5.00
	Maximum	900.00	750.00	900.00	1400.00	2500.00	2500.00
	Mean	220.56	264.71	353.85	439.69	718.70	444.23
	Median	100.00	200.00	300.00	365.00	600.00	300.00
	Std Deviation	322.97	238.35	224.96	366.95	643.99	460.54
	N	9	17	13	16	23	78



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Q9a. % Of Time Played VLT's With Friends And/Or Family Members

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Of Time Played VLT's With Friends And Family Members	Almost Always	26%	8%	33%	32%	17%	22%
	Frequently	11%	22%	13%	14%	15%	15%
	Occasionally	17%	19%	13%	21%	24%	19%
	Rarely	20%	24%	13%	18%	15%	18%
	Never	26%	27%	29%	14%	28%	25%

Q9b. Proportion Of Time Playing With Others Has...

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Proportion Of Time Played VLT's With Others Has... Over Time	Increased	7%	11%	21%	29%	30%	19%
	Same	93%	81%	54%	64%	63%	73%
	Decreased	0%	8%	25%	7%	7%	8%



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Q10a. Length Of Time Playing VLT's Regularly (Months)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Length Of Time Playing VLT's Regularly	12 months or less	46%	36%	17%	22%	9%	27%
	13 to 36 months	46%	33%	33%	37%	22%	34%
	37 to 72 months	7%	17%	25%	19%	41%	22%
	73 months or more	2%	14%	25%	22%	28%	17%
	Minimum	1.00	1.00	4.00	1.00	5.00	1.00
	Maximum	180.00	132.00	120.00	120.00	144.00	180.00
	Mean	22.89	37.06	53.67	45.44	63.15	43.61
	Median	24.00	24.00	42.00	36.00	60.00	36.00
	Std Deviation	27.60	35.93	37.16	33.57	37.68	37.16

Q10b. Regular VL Play Was...

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Played Regularly...	Continuous	59%	46%	71%	57%	70%	60%
	Sporadic	41%	54%	29%	43%	30%	40%

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Q10c. VLT Behaviour Since I Started Playing VLT's Regularly

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Frequency of going to play	Increased	26%	38%	79%	68%	78%	55%
	Same	67%	46%	17%	25%	17%	37%
	Decreased	7%	16%	4%	4%	4%	7%
	Do Not Know	0%	0%	0%	4%	0%	1%
The length of time you spent each time you played	Increased	15%	19%	67%	57%	76%	45%
	Same	80%	59%	29%	43%	17%	48%
	Decreased	4%	19%	4%	0%	7%	7%
	Do Not Know	0%	3%	0%	0%	0%	1%
The amount of money you spent each time you played	Increased	24%	32%	79%	68%	87%	56%
	Decreased	0%	8%	8%	4%	2%	4%
	Same	76%	59%	13%	29%	11%	40%
The amount of money or number of credits bet each spin	Increased	22%	30%	79%	71%	83%	54%
	Same	74%	70%	17%	25%	15%	43%
	Decreased	2%	0%	4%	4%	2%	2%
	Do Not Know	2%	0%	0%	0%	0%	1%
In general, the amount of money you spent playing VLT's	Increased	22%	27%	75%	79%	83%	54%
	Same	70%	65%	17%	18%	15%	40%
	Decreased	9%	8%	8%	4%	2%	6%

Q11a. % Who Set A Spending Limit Or Budget Before Sitting Down To Play VL Games

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Set A Spending Limit Or Budget Before Sitting Down To Play VL Games	Yes	87%	86%	63%	71%	61%	75%
	No	13%	14%	38%	29%	39%	25%

Q11b. % Who Budget Per...

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		Primary Report Segments					Total
Rows		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Month		4%	5%	0%	4%	2%	3%
Week		7%	0%	0%	4%	7%	4%
Time		76%	81%	63%	64%	52%	67%
Do not set a budget		13%	14%	38%	29%	39%	25%

Q11c. Over Time My Budget Has...

		Primary Report Segments					Total
Over Time The Budget Has...		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Over Time The Budget Has...	Increased	11%	14%	33%	32%	39%	25%
	Same	76%	68%	17%	36%	17%	45%
	Decreased	0%	5%	13%	4%	4%	4%
	Do not set a budget	13%	14%	38%	29%	39%	25%



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Q11e. % Of Time Budget Is Exceeded

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Of Time Exceeded Budget	Almost Always	0%	0%	17%	4%	13%	6%
	Frequently	4%	0%	21%	14%	20%	11%
	Occasionally	4%	19%	17%	25%	22%	17%
	Rarely	43%	41%	8%	25%	2%	25%
	Never	35%	27%	0%	4%	4%	16%
	Do not set a budget	13%	14%	38%	29%	39%	25%



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P12a. Length Of Time After First Trying VLT's That I Started To Have A Problem With The Amount Of Time Or Money I Was Spending (Months)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Summary	1 or 2 months after	0%	0%	17%	39%	26%	15%
	3 to 6 months after	0%	0%	17%	4%	22%	8%
	7 to 12 months after	0%	0%	8%	21%	33%	13%
	13 to 36 months after	0%	0%	38%	14%	9%	9%
	37 or more months after	0%	0%	4%	7%	11%	4%
	Don't Know	0%	0%	17%	14%	0%	4%
	Not Applicable	100%	100%	0%	0%	0%	46%
Length Of Time Since I First Started Playing VLTs That I Started To Have A Problem	Minimum	.	.	1.00	.00	.00	.00
	Maximum	.	.	48.00	84.00	84.00	84.00
	Mean	.	.	16.15	14.13	13.85	14.43
	Median	.	.	15.00	7.00	7.00	7.50
	Std Deviation	.	.	13.44	20.57	18.68	18.03

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P12b. VL Play Problem Was...

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Problem With VL Play Was A...	Gradual start	0%	0%	80%	63%	78%	39%
	Sudden change	0%	0%	20%	33%	22%	13%
	Do Not Know	0%	0%	0%	4%	0%	1%
	Never had a problem	100%	100%	0%	0%	0%	48%

P12c. Particular Event/Activity Going On In My Life When My VL Problem Started

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Particular Event/Activity Going On In My Life	Problems with spouse/partner	0%	0%	20%	4%	11%	6%
	Divorce/separation	0%	0%	10%	4%	7%	3%
	Money problems	0%	0%	5%	8%	7%	3%
	Loss of job	0%	0%	0%	8%	2%	2%
	Lonely	0%	0%	10%	0%	2%	2%
	Bored	0%	0%	10%	0%	4%	2%
	Change in job	0%	0%	5%	0%	2%	1%
	Spouse/partner absent/away working	0%	0%	0%	0%	2%	1%
	Children leaving home	0%	0%	5%	0%	0%	1%
	Depressed	0%	0%	10%	0%	0%	1%
	Nothing	0%	0%	60%	83%	70%	37%
	Not Applicable	100%	100%	0%	0%	0%	48%

Note: More than one response allowed.



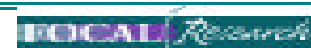
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Q13a. Frequency Of Playing VLT's Each Month

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Frequency Of Playing VLT's Each Month	1 to 4 times	65%	0%	13%	36%	7%	25%
	5 to 12 times	30%	0%	38%	21%	17%	20%
	13 or more times	4%	0%	46%	29%	22%	17%
	Not Applicable	0%	100%	4%	14%	54%	37%
	Minimum	1.00	.	1.00	1.00	2.00	1.00
	Maximum	20.00	.	30.00	30.00	30.00	30.00
	Mean	5.09	.	15.74	12.92	13.90	10.51
	Median	4.00	.	12.00	6.50	12.00	8.00
	Std Deviation	4.21	.	9.67	11.70	8.44	9.31

Q13b. Amount Spent Each Time Played (\$)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Spent Each Time On VLT's	\$10 or less	59%	0%	8%	11%	7%	19%
	\$11 to \$20	26%	0%	8%	21%	7%	13%
	\$21 to \$50	13%	0%	38%	36%	13%	17%
	\$51 or more	2%	0%	42%	18%	20%	14%
	Not Applicable	0%	100%	4%	14%	54%	37%
	Minimum	1.00	.	10.00	5.00	5.00	1.00
	Maximum	75.00	.	300.00	600.00	200.00	600.00





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Mean	14.67	.	86.74	77.29	60.95	50.92
Median	10.00	.	50.00	30.00	50.00	20.00
Std Deviation	15.47	.	86.75	136.15	47.40	81.81

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Q13c. Length Of Time Spent Playing VL Games Each Time Played (Minutes)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Length Of Time Spent Playing VL Games Each Time Played	10 minutes or less	35%	0%	13%	4%	4%	12%
	11 to 30 minutes	46%	0%	8%	14%	2%	15%
	31 to 120 minutes	17%	0%	38%	43%	26%	23%
	121 or more minutes	2%	0%	38%	25%	13%	13%
	Not Applicable	0%	100%	4%	14%	54%	37%
	Minimum	2.00	.	2.00	4.00	2.00	2.00
	Maximum	180.00	.	540.00	900.00	300.00	900.00
	Mean	31.61	.	138.30	158.08	117.00	95.49
	Median	20.00	.	120.00	120.00	120.00	60.00
	Std Deviation	36.86	.	131.83	191.01	74.99	123.69

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Q13d. Usual Amount Spent Per Spin (Cents)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Usual Amount Spent Per Spin	Less than 40 cents	26%	5%	4%	0%	2%	9%
	40 cents	39%	41%	13%	25%	13%	27%
	41 to 100 cents	20%	38%	50%	46%	52%	40%
	101 or more cents	11%	16%	33%	25%	30%	22%
	Not Applicable	4%	0%	0%	4%	2%	2%
	Minimum	5.00	25.00	25.00	40.00	10.00	5.00
	Maximum	250.00	250.00	250.00	250.00	250.00	250.00
	Mean	57.84	71.89	119.17	92.78	103.78	86.10
	Median	40.00	45.00	100.00	55.00	70.00	50.00
	Std Deviation	54.71	59.53	81.65	65.34	76.36	69.96



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Q13e. Dollar Amount Considered To Be A Win

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Dollar Amount Considered To Be A Win	\$10 or less	22%	19%	4%	7%	4%	12%
	\$11 to \$20	22%	16%	13%	7%	2%	12%
	\$21 to \$50	33%	27%	25%	32%	22%	28%
	\$51 to \$100	20%	32%	25%	32%	37%	29%
	\$101 or more	2%	5%	33%	21%	35%	18%
	Don't know	2%	0%	0%	0%	0%	1%
	Minimum	4.00	5.00	10.00	10.00	10.00	4.00
	Maximum	150.00	200.00	500.00	500.00	500.00	500.00
	Mean	40.22	58.16	142.50	119.68	179.89	105.60
	Median	25.00	50.00	100.00	90.00	100.00	50.00
	Std Deviation	34.79	50.29	140.29	136.20	174.26	130.15

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s13f. Frequency Of Cashing Out And Then Continuing To Play With Winnings

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Frequency Of Cashing Out And Then Continuing To Play With Winnings	Almost Always	13%	11%	38%	36%	50%	29%
	Frequently	9%	22%	21%	32%	24%	20%
	Occasionally	15%	35%	29%	18%	15%	22%
	Rarely	22%	22%	8%	11%	7%	14%
	Never	41%	11%	4%	4%	4%	15%

P13h. Methods Of Controlling VL Spending

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Methods Of Controlling VL Spending	Stopped playing altogether	0%	0%	63%	21%	9%	12%
	Gradually reduced play	0%	0%	11%	54%	13%	12%
	Avoided VLT locations	0%	0%	26%	21%	13%	9%
	Sought out formal assistance/help	0%	0%	32%	4%	9%	6%
	Restricted access to cash	0%	0%	0%	17%	4%	3%
	Financial problems	0%	0%	0%	8%	4%	2%
	Avoided friends who played	0%	0%	5%	4%	0%	1%
	Machines were taken out of corner stores	0%	0%	0%	4%	0%	1%
	Avoided specific places where I used to play	0%	0%	5%	0%	2%	1%
	Realized/Admitted I could not win	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	54%	63%

Note: More than one response allowed.



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Q13i. Over The Long Run I...

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Over The Long Run I Think I...	Won a lot	0%	5%	0%	0%	0%	1%
	Won a little	7%	14%	4%	4%	0%	6%
	Broke even	30%	27%	0%	18%	2%	17%
	Lost a little	50%	49%	17%	25%	13%	32%
	Lost a lot	13%	5%	79%	50%	85%	44%
	Do Not Know	0%	0%	0%	4%	0%	1%

NP13j. Compared To Before I Now Play VLT's...

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Compared To Before Frequency Of Playing VLTs Now Is...	Same	0%	32%	0%	0%	0%	7%
	Less	0%	68%	0%	0%	0%	14%
	Not Applicable	100%	0%	100%	100%	100%	80%



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P14a. The Realization That I Had A Problem With VLT Gambling Was A...

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
The Realization That I Had A Problem With VL Play Was A...	Gradual process	0%	0%	80%	50%	74%	36%
	Specific event	0%	0%	20%	50%	26%	16%
	Not Applicable	100%	100%	0%	0%	0%	48%

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P14a. Event That Made Me Realize I Had A Problem With My VLT Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Event That Made Me Realize I Had A Problem With My VL Play	Money/financial problems	0%	0%	45%	25%	54%	23%
	Recognized waste/lack of return/too much time	0%	0%	40%	46%	37%	21%
	Family/relationship problems	0%	0%	15%	8%	15%	7%
	Mental health problems	0%	0%	20%	13%	9%	6%
	Lack of control	0%	0%	5%	4%	13%	5%
	Lying about play	0%	0%	15%	0%	2%	2%
	Someone else told me I had a problem	0%	0%	5%	0%	4%	2%
	Work problems	0%	0%	5%	0%	0%	1%
	Physical health problems	0%	0%	0%	4%	2%	1%
	Behavioural problems	0%	0%	0%	8%	0%	1%
	Life style change	0%	0%	0%	0%	2%	1%
	Just had enough of VLT's	0%	0%	0%	8%	0%	1%
	Nothing	0%	0%	0%	0%	2%	1%
Not Applicable	100%	100%	0%	0%	0%	48%	

Note: More than one response allowed.



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P14b 1. % Who Admitted They Had A Problem To Someone Else

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Admitted They Had A Problem To Someone Else	Yes	0%	0%	65%	67%	63%	34%
	No	0%	0%	35%	33%	37%	18%
	Not Applicable	100%	100%	0%	0%	0%	48%

P14b 2. Person I Told That I Had A Problem

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Person I Told That I Had A Problem	Spouse	0%	0%	25%	50%	30%	18%
	Friends	0%	0%	20%	0%	17%	7%
	Children	0%	0%	0%	8%	9%	3%
	Parents	0%	0%	10%	0%	4%	2%
	Girlfriend/Boyfriend	0%	0%	5%	4%	4%	2%
	Other Family Members	0%	0%	5%	0%	2%	1%
	Other Players	0%	0%	0%	4%	2%	1%
	Gamblers Anonymous	0%	0%	5%	0%	2%	1%
	Health Professional	0%	0%	0%	0%	4%	1%
	Not Applicable	100%	100%	35%	33%	37%	66%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q15a. Situations That Played A Role In Stopping Or Reducing VL Play (Aided)

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Made a conscious decision to stop playing	52%	35%	83%	89%	35%	54%
Gradually started playing less often due to lifestyle etc.	15%	22%	13%	29%	17%	19%
Machines were moved out of corner stores	22%	16%	17%	29%	7%	17%
Experienced a significant personal event (e.g., marriage, pregnancy)	15%	11%	26%	7%	7%	12%
Something else made it less convenient to play	9%	14%	4%	11%	4%	8%
Not Applicable	0%	0%	0%	0%	54%	14%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q15b. Specific Situations That Played A Role In Stopping Or Reducing VL Play (Unaided)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Specific Situations That Played A Role	Realized I was not winning/waste of money	35%	27%	30%	36%	7%	26%
	Restricting machines to licensed establishments	22%	16%	13%	11%	4%	13%
	Reduced money - could not afford to play anymore	2%	0%	13%	36%	11%	11%
	Changed life style/stopped going to bars	11%	5%	17%	7%	7%	9%
	Got involved in other activities	9%	11%	0%	11%	9%	8%
	Fear of financial ramifications (bankruptcy)	2%	0%	22%	7%	7%	6%
	Lost interest in play/boring/was not fun anymore	13%	8%	4%	4%	0%	6%
	Had a child	7%	8%	9%	0%	7%	6%
	Just decided not to play anymore/Had enough	9%	3%	4%	4%	0%	4%
	Relationship change	4%	3%	4%	4%	2%	3%
	Changed job status/position - more work/responsibilities	2%	3%	9%	4%	2%	3%
	Realized I was wasting too much time	2%	5%	4%	4%	2%	3%
	Did not like the person I was becoming/Mental health	0%	0%	9%	4%	7%	3%
	People I played with stopped playing	2%	3%	4%	0%	0%	2%
	Sought out help/assistance	0%	0%	9%	0%	0%	1%
	Started getting involved in other forms of gambling	2%	3%	0%	0%	0%	1%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Nothing	0%	27%	0%	4%	0%	6%
Not Applicable	0%	0%	0%	0%	54%	14%

Note: More than one response allowed.

Q16a. Ever Deliberately Stop Or Try To Stop Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Ever Deliberately Stopped Or Tried To Stop Playing VLT's	Yes - Stopped	0%	5%	0%	0%	11%	4%
	Yes - Tried To Stop	0%	0%	0%	0%	20%	5%
	Yes - Both	0%	3%	0%	0%	13%	4%
	No	100%	92%	0%	0%	11%	47%
	Not Applicable	0%	0%	100%	100%	46%	40%

Q16b. Number Of Times Stopped/Tried To Stop Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Times Stopped/Tried To Stop Playing VLT's	Never	0%	0%	0%	43%	20%	12%
	Continuously	0%	0%	8%	21%	52%	18%
	Once Every Few Months	0%	3%	4%	14%	15%	7%
	Other # Of Times	0%	5%	88%	21%	13%	19%
	Not Applicable	100%	92%	0%	0%	0%	44%

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q16c. Triggers To Start Playing VLT's Again After I Had Stopped

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Triggers To Start Playing Again After I Had Stopped	Exposure to the machines	0%	0%	17%	18%	30%	13%
	Boredom/Loneliness	0%	5%	13%	11%	11%	7%
	Urge to play	0%	0%	4%	4%	13%	4%
	Change in my pocket/extra money	0%	5%	8%	4%	4%	4%
	Wanting to see if I could play again (and walk away)	0%	0%	4%	0%	11%	3%
	Friends/Family playing	0%	3%	4%	7%	2%	3%
	Chasing loses/to win money	0%	0%	13%	0%	7%	3%
	Did not want to quit	0%	0%	4%	0%	9%	3%
	Friends/Family encouraging/wanting me to play	0%	0%	0%	4%	4%	2%
	Depression/Personal problems	0%	0%	13%	0%	2%	2%
	For entertainment	0%	3%	0%	4%	2%	2%
	Exposure to other gambling	0%	0%	0%	4%	0%	1%
	Just to try a new game/machine	0%	0%	0%	4%	0%	1%
	Nothing	0%	0%	4%	4%	0%	1%
	Not Applicable	100%	92%	38%	43%	20%	61%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q16d. Method Used To Stop/Try To Stop Playing VL Games

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Stopped/Tried To Stop Playing VLT's By...	Cold Turkey	0%	5%	83%	29%	39%	27%
	Gradually Reduced	0%	3%	8%	29%	37%	15%
	Both	0%	0%	8%	0%	4%	2%
	Not Applicable	100%	92%	0%	43%	20%	56%

Q16e. Most Effective Way Of Stopping/Trying To Stop Playing VL Games

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Most Effective Way Of Stopping VLT Play	Cold Turkey	0%	0%	4%	0%	2%	1%
	Both	0%	0%	4%	0%	2%	1%
	Not Applicable	100%	100%	92%	100%	96%	98%

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q16f. Reason For Being Able To Stop Or Reduce Playing VLT's This Time

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reason For Being Able To Successfully Stop Or Reduce Playing	Realization/Acceptance that I cannot win	0%	0%	13%	38%	17%	11%
	Financial constraints/No money	0%	0%	9%	0%	11%	4%
	Lifestyle change (changing priorities)	0%	0%	4%	4%	11%	4%
	Restricted accessibility - do not go to bars/VL location	0%	0%	13%	8%	4%	4%
	Have sought out formal help	0%	0%	13%	0%	2%	2%
	Relationship change (Avoiding players/New spouse/partner)	0%	0%	9%	0%	0%	1%
	Do not know	0%	0%	4%	8%	0%	2%
	No reason	0%	0%	0%	4%	4%	2%
	Not Applicable	100%	100%	39%	38%	63%	74%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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PS16f. Most Important Factors Interfering With Ability To Stop Playing VL Games

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Most Important Factors Interfering With Ability To Stop Play	Lack of willpower/Addiction/Craving	0%	0%	0%	0%	20%	5%
	Escape - fun, relaxation, do not want to stop	0%	0%	0%	0%	17%	4%
	Accessibility of the machines	0%	0%	0%	0%	7%	2%
	Boredom/Something to do	0%	0%	0%	0%	2%	1%
	Others encouraging and facilitating play	0%	0%	0%	0%	2%	1%
	Chasing losses	0%	0%	0%	0%	4%	1%
	None	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	100%	100%	57%	89%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q17. Difficulty Rating For Trying To Stop Playing VLT's (10 point scale)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Level Of Difficulty To Stop Playing VLTs	Extremely Difficult (10/10)	0%	0%	29%	4%	35%	13%
	9.00	0%	0%	8%	4%	0%	2%
	8.00	0%	0%	13%	11%	11%	6%
	7.00	0%	3%	13%	0%	13%	6%
	6.00	0%	3%	0%	4%	7%	3%
	5.00	2%	3%	4%	7%	11%	6%
	4.00	0%	5%	13%	14%	13%	8%
	3.00	7%	5%	8%	14%	2%	7%
	2.00	11%	3%	8%	18%	4%	8%
	Not At All Difficult (1/10)	80%	78%	4%	25%	4%	42%
	Mean	1.33	1.70	6.71	3.71	6.91	3.91
	Median	1.00	1.00	7.50	3.00	7.00	2.00
	Std Deviation	.79	1.54	3.10	2.72	2.84	3.32



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q18a. Positive Changes Resulting From Stopping/Reducing Play Of VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Positive Changes Resulting From Stopping/Reducing Play Of VL	More money	28%	3%	63%	71%	65%	44%
	Better self-esteem/self-confidence/Happier	0%	0%	46%	14%	9%	10%
	More time for friends/family	9%	0%	25%	7%	11%	9%
	More involvement in other activities	9%	0%	8%	11%	9%	7%
	Less likely to go to bars/VLT locations	4%	3%	4%	7%	4%	4%
	Greater control over own life	0%	0%	13%	11%	4%	4%
	Improved family life/relationships	2%	0%	4%	7%	9%	4%
	Physically healthier	4%	0%	8%	0%	2%	3%
	Less pressures/frustrations	0%	0%	8%	4%	2%	2%
	More time for work/do job better	0%	0%	8%	0%	0%	1%
	Nothing	50%	3%	4%	4%	20%	19%
	Not Applicable	0%	92%	0%	11%	11%	23%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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P18b. Negative Changes Resulting From Stopping/Reducing Play Of VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Negative Changes Resulting From Stopping/Reducing Play Of VL	Constant urge to play	0%	0%	13%	7%	15%	7%
	Bored/Too much time to fill	2%	0%	8%	4%	7%	4%
	Nervous/irritable/cranky	0%	0%	4%	7%	9%	4%
	Could not go out to bars/VLT locations	0%	0%	8%	0%	9%	3%
	Depressed	0%	0%	8%	0%	2%	2%
	Could not see friends and/or family	0%	0%	4%	0%	0%	1%
	Physical symptom	0%	0%	0%	0%	2%	1%
	Nothing	98%	8%	75%	75%	57%	62%
	Not Applicable	0%	92%	0%	11%	11%	23%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q19a. % Who Missed Playing VLT's When They First Stopped/Reduced Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Missed Playing VLTs When They First Stopped Playing	Yes	11%	3%	63%	46%	61%	34%
	No	89%	5%	38%	43%	26%	42%
	Do Not Know	0%	0%	0%	0%	2%	1%
	Not Applicable	0%	92%	0%	11%	11%	23%

Q19b. Aspect Missed About Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Aspect Missed About Playing VLT's	The thrill/rush of playing	4%	0%	33%	29%	30%	18%
	The chance to win (money)	4%	3%	33%	25%	33%	18%
	Flashing lights/Physical part playing/hitting stop button	0%	0%	17%	7%	15%	7%
	The company of other players	0%	0%	4%	4%	7%	3%
	Something to fill the time	2%	0%	4%	0%	2%	2%
	Getting out of the house	0%	0%	0%	4%	0%	1%
	Do not know	0%	0%	0%	4%	0%	1%
	Not Applicable	89%	97%	38%	54%	39%	66%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q20a. Positive Benefits Of Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Positive Benefits Of Playing VLT's	Fun/Entertainment/Amusement	48%	73%	0%	0%	20%	32%
	Passes/Fills time/Something to do	30%	43%	0%	0%	9%	19%
	Chance to win money	30%	22%	0%	0%	11%	15%
	Relaxing	2%	16%	0%	0%	13%	7%
	Socializing with friends	4%	8%	0%	0%	7%	4%
	Stimulating/Challenge to beat machine	4%	0%	0%	0%	4%	2%
	Entertainment while waiting for someone/something else	4%	0%	0%	0%	0%	1%
	Didn't get addicted like my friends	2%	0%	0%	0%	0%	1%
	Nothing	11%	11%	0%	0%	20%	10%
	Not Applicable	0%	0%	100%	100%	46%	40%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q20b. Negative Effects Of Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Negative Effects Of Playing VLT's	Waste of money	37%	22%	0%	0%	37%	23%
	Waste of time	4%	5%	0%	0%	7%	4%
	Depression (over losses)	0%	3%	0%	0%	11%	3%
	Frustration	0%	3%	0%	0%	11%	3%
	Negative effect on family	2%	3%	0%	0%	7%	3%
	The environment e.g. smokey, dark	7%	0%	0%	0%	0%	2%
	Addiction	0%	0%	0%	0%	4%	1%
	Negative effect on friends	4%	0%	0%	0%	0%	1%
	Do not know	2%	0%	0%	0%	0%	1%
	Nothing	52%	68%	0%	0%	0%	27%
	Not Applicable	0%	0%	100%	100%	46%	40%

Note: More than one response allowed.



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**Q21a. % Who Had Someone Encourage/Put Pressure On Them To Start Playing Again
After They Had Stopped/Reduced Play Of VLT's**

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
After Quitting % Who Had Someone Encourage Them To Play Again	Yes	7%	3%	17%	18%	11%	10%
	No	93%	97%	83%	82%	89%	90%

Q21b. Person Responsible For Encouraging/Putting Pressure On To Start Playing Again

Rows		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Friend		2%	0%	13%	18%	11%	8%
Spouse/Partner		2%	0%	4%	0%	2%	2%
Other Family (Not In Household)		4%	3%	0%	0%	0%	2%
Not Applicable		93%	97%	83%	82%	89%	90%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q21c. Effect Each Individual Has On Encouraging Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner	Strong effect	0%	0%	4%	0%	2%	1%
	No effect	2%	0%	0%	0%	0%	1%
	Not Applicable	98%	100%	96%	100%	98%	98%
Household Member	Not Applicable	100%	100%	100%	100%	100%	100%
Other	Strong effect	0%	3%	4%	0%	2%	2%
	Somewhat of an effect	0%	0%	4%	11%	7%	4%
	No effect	7%	0%	4%	7%	2%	4%
	Not Applicable	93%	97%	88%	82%	89%	91%

Q22a. % Who Had Anyone Support Them In Their Decision Not To Play VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Had Anyone Ever Support Them In Their Decision To Play VLTs	Yes	4%	0%	71%	50%	65%	35%
	No	96%	100%	29%	50%	35%	65%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q22b. Person Responsible For Encouraging Me Not To Play

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner	0%	0%	46%	32%	35%	20%
Friend	4%	0%	38%	7%	15%	11%
Child/Children	0%	0%	4%	7%	15%	6%
Other Family (Not In Household)	0%	0%	8%	7%	15%	6%
Other Household Member	0%	0%	13%	0%	9%	4%
Other Person	0%	0%	8%	0%	4%	2%
Not Applicable	96%	100%	29%	50%	35%	65%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q22c. Effect Each Individual Has On Encouraging Me Not To Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner	Strong effect	0%	0%	38%	32%	15%	14%
	Somewhat of an effect	0%	0%	4%	0%	9%	3%
	No effect	0%	0%	4%	0%	11%	3%
	Not Applicable	100%	100%	54%	68%	65%	80%
Household Member	Strong effect	0%	0%	13%	7%	4%	4%
	Somewhat of an effect	0%	0%	4%	0%	15%	4%
	Not Applicable	100%	100%	83%	93%	80%	92%
Other	Strong effect	0%	0%	21%	4%	4%	4%
	Somewhat of an effect	2%	0%	21%	7%	15%	8%
	No effect	2%	0%	4%	0%	11%	4%
	Not Applicable	96%	100%	54%	89%	70%	83%



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Q23a. Trial Of Strategies While Playing VLT's

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Avoided places that have the machines	7%	0%	63%	39%	63%	32%
Avoided friends/family who play VLTs	2%	0%	21%	18%	7%	8%
Reduced the amount of money spent each time you played	17%	11%	54%	54%	74%	41%
Reduced the amount of time spent each time you played	13%	11%	38%	54%	54%	33%
Reduced the frequency of going to play	13%	27%	58%	71%	65%	44%
Set a budget each time you played	78%	81%	63%	79%	74%	76%
Reduced the bet level per spin/play	15%	8%	38%	25%	59%	29%
Sought assistance of spouse/family/friends in not playing	0%	0%	38%	36%	26%	17%
Restricted access to additional cash (i.e., left bank cards at home)	9%	11%	42%	32%	67%	32%
Brought only budgeted amount of money to location to play	30%	19%	54%	54%	74%	46%
Played only with friends and/or family present/not alone	7%	14%	21%	21%	30%	18%
Sought advice from other players	0%	3%	25%	11%	15%	9%
Had spouse or someone else control your finances	0%	0%	17%	4%	9%	5%
Got involved in other activities at a VLT location	15%	16%	21%	25%	15%	18%
Got involved in other activities outside of VLT location	17%	11%	54%	39%	39%	30%
Rewarded yourself for staying on budget/not playing VL games	2%	3%	29%	14%	17%	12%
Cashed out and continued to play with winnings	28%	57%	63%	75%	78%	59%
Cashed out when you reached a certain amount of winnings and stopped playing	54%	84%	58%	79%	89%	73%

Note: More than one response allowed.

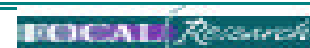


**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q23b. Effectiveness Of Strategies While Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Avoiding places that have the machines	Very	4%	0%	46%	32%	26%	19%
	Somewhat	2%	0%	13%	7%	20%	8%
	Not At All	0%	0%	4%	0%	17%	5%
	Not Applicable	93%	100%	38%	61%	37%	68%
Avoiding friends/family who play VLTs	Very	0%	0%	17%	7%	2%	4%
	Somewhat	2%	0%	4%	11%	2%	3%
	Not At All	0%	0%	0%	0%	2%	1%
	Not Applicable	98%	100%	79%	82%	93%	92%
Reducing the amount of money spent each time you played	Very	4%	3%	13%	14%	9%	8%
	Somewhat	9%	5%	13%	36%	30%	18%
	Not At All	4%	3%	29%	4%	35%	15%
	Not Applicable	83%	89%	46%	46%	26%	59%
Reducing the amount of time spent each time you played	Very	7%	5%	13%	25%	4%	9%
	Somewhat	4%	3%	8%	21%	22%	12%
	Not At All	2%	3%	17%	7%	28%	12%
	Not Applicable	87%	89%	63%	46%	46%	67%
Reducing the frequency of going to play	Very	7%	11%	21%	43%	17%	18%
	Somewhat	4%	14%	25%	25%	26%	18%
	Not At All	2%	3%	13%	4%	22%	9%
	Not Applicable	87%	73%	42%	29%	35%	56%
Setting a budget each time you played	Very	63%	68%	13%	50%	20%	44%
	Somewhat	11%	11%	13%	11%	20%	13%
	Not At All	4%	3%	38%	18%	35%	18%
	Not Applicable	22%	19%	38%	21%	26%	24%
Reducing the bet level per spin/play	Very	4%	0%	4%	7%	7%	4%
	Somewhat	7%	3%	8%	7%	9%	7%
	Not At All	4%	5%	25%	11%	43%	18%
	Not Applicable	85%	92%	63%	75%	41%	71%
Seeking assistance of spouse/family/friends in not playing	Very	0%	0%	25%	21%	11%	9%
	Somewhat	0%	0%	13%	11%	9%	6%
	Not At All	0%	0%	0%	4%	7%	2%
	Not Applicable	100%	100%	63%	64%	74%	83%
Restricting access to additional cash (i.e., left bank cards at home)	Very	9%	8%	13%	29%	26%	17%
	Somewhat	0%	0%	17%	0%	17%	7%
	Not At All	0%	3%	13%	4%	24%	9%
	Not Applicable	91%	89%	58%	68%	33%	68%

Q23b. Effectiveness Of Strategies While Playing VLT's - Continued





**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	Total
Bringing only budgeted amount of money to location to play	Very	26%	16%	25%	25%	24%	23%
	Somewhat	4%	0%	13%	18%	17%	10%
	Not At All	0%	3%	17%	11%	33%	13%
	Not Applicable	70%	81%	46%	46%	26%	54%
Playing only with friends and/or family present/not alone	Very	0%	11%	0%	4%	4%	4%
	Somewhat	2%	0%	0%	7%	11%	4%
	Not At All	4%	3%	21%	11%	15%	10%
	Not Applicable	93%	86%	79%	79%	70%	82%
Seeking advice from other players	Very	0%	0%	0%	0%	4%	1%
	Somewhat	0%	3%	13%	0%	2%	3%
	Not At All	0%	0%	13%	11%	9%	6%
	Not Applicable	100%	97%	75%	89%	85%	91%
Having spouse or someone else control your finances	Very	0%	0%	13%	4%	2%	3%
	Somewhat	0%	0%	0%	0%	2%	1%
	Not At All	0%	0%	4%	0%	4%	2%
	Not Applicable	100%	100%	83%	96%	91%	95%
Getting involved in other activities at a VLT location	Very	9%	5%	4%	0%	2%	4%
	Somewhat	4%	5%	17%	18%	7%	9%
	Not At All	2%	5%	0%	7%	7%	4%
	Not Applicable	85%	84%	79%	75%	85%	82%
Getting involved in other activities outside of VLT location	Very	15%	5%	25%	21%	26%	18%
	Somewhat	0%	5%	25%	14%	11%	9%
	Not At All	2%	0%	4%	4%	2%	2%
	Not Applicable	83%	89%	46%	61%	61%	70%
Rewarding yourself for staying on budget/not playing VL games	Not At All	0%	0%	0%	4%	4%	2%
	Somewhat	0%	3%	13%	0%	7%	4%
	Very	2%	0%	17%	11%	7%	6%
	Not Applicable	98%	97%	71%	86%	83%	88%
Cashing out and continuing to play with winnings	Very	20%	35%	4%	7%	7%	15%
	Somewhat	7%	16%	17%	39%	24%	19%
	Not At All	2%	5%	42%	29%	48%	24%
	Not Applicable	72%	43%	38%	25%	22%	41%
Cashing out when you reached a certain amount of winnings and stopped playing	Very	43%	62%	25%	36%	20%	38%
	Somewhat	9%	19%	8%	25%	35%	20%
	Not At All	2%	3%	25%	18%	35%	16%
	Not Applicable	46%	16%	42%	21%	11%	27%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q24a. Other Strategies That Were Helpful In Managing VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Other Strategies That Were Helpful In Managing VL Play	Stay away from machines	15%	5%	4%	11%	20%	12%
	Quit playing altogether - cold turkey	4%	5%	29%	4%	0%	7%
	Set a budget/limit and stick to it	9%	8%	4%	7%	2%	6%
	Understanding you cannot win/Learn how the game works	4%	3%	4%	4%	9%	5%
	Seek out professional assistance	4%	0%	25%	0%	0%	4%
	Quit while you are ahead - cash out any winnings	0%	0%	4%	4%	2%	2%
	Enlisting help from friends/family	0%	0%	4%	4%	4%	2%
	Get involved in other activities	2%	0%	0%	11%	0%	2%
	Restrict access to machines (in Casinos only)	0%	3%	4%	4%	2%	2%
	Set a time limit for play	0%	0%	4%	4%	0%	1%
	The machines should be banned/removed from province	0%	0%	0%	0%	2%	1%
	Time limit on machine can only play certain amount of time	0%	0%	0%	0%	2%	1%
	Modify the machines	0%	0%	0%	4%	0%	1%
	No	67%	81%	38%	57%	63%	64%

Note: More than one response allowed.

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q24b. Most Effective Strategies For Controlling VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Most Effective Strategies For Controlling VL Play	Setting a budget each time played	54%	54%	4%	32%	15%	34%
	Avoiding places that have the machines	4%	3%	38%	32%	41%	22%
	Cashing out when reach a certain amount and stopping play	20%	27%	4%	4%	7%	13%
	Restricting access to additional cash	2%	3%	0%	11%	24%	9%
	Only bringing budgeted amount of money to play	9%	3%	4%	18%	9%	8%
	Stop cold turkey	4%	0%	21%	11%	0%	6%
	Reducing frequency of play	4%	5%	0%	7%	2%	4%
	Seeking assistance of spouse/family/friends in not playing	0%	0%	13%	7%	7%	4%
	Getting involved in other activities outside VLT location	4%	0%	4%	0%	11%	4%
	Cashing out and continuing to play with winnings	4%	8%	4%	0%	2%	4%
	Reducing the amount of money spent each time played	2%	3%	4%	4%	0%	2%
	Reducing the amount of time spent each time played	2%	0%	4%	4%	2%	2%
	Reducing the bet level per spin/play	2%	3%	0%	0%	2%	2%
	Seeking professional help	0%	0%	13%	0%	0%	2%

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q24b. Most Effective Strategies For Controlling VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Most Effective Strategies For Controlling VL Play	Avoiding friends/family who play VLTs	0%	0%	8%	0%	0%	1%
	Only playing with friends/family present/Not alone	0%	3%	0%	0%	2%	1%
	Seeking advice from other players	0%	0%	4%	0%	0%	1%
	Having spouse or someone else control finances	0%	0%	4%	0%	2%	1%
	Getting involved in other activities at VLT location	0%	3%	0%	4%	0%	1%
	None	20%	11%	0%	4%	15%	12%

Note: More than one response allowed.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q25. The Chances Of Winning Depend On...

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
The make of the machine such as Spielo or VLC	11%	5%	0%	7%	9%	7%
The particular type of VL game such as Swinging Bells or Aces Fever	20%	14%	13%	7%	17%	15%
The time of day	26%	22%	21%	21%	26%	24%
The day of week	15%	22%	17%	14%	30%	20%
How recently someone has won at that machine	43%	49%	46%	50%	63%	51%
The size of the bonus if there is one	61%	35%	46%	43%	37%	45%
Where you play (some places have machines that are more likely to win)	13%	3%	25%	21%	20%	15%
The machine (specific machines are more likely to provide wins)	17%	16%	25%	25%	24%	21%
The size of the bet	39%	38%	33%	50%	46%	41%
Your ability to hit the stop button at the right place if the stop button feature is available	35%	24%	25%	36%	46%	34%
The skill of the player	17%	14%	8%	14%	20%	15%

Note: More than one response allowed.

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**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q26. I find gambling/games of chance are fun and entertaining

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I find gambling/games of chance are fun and entertaining	Strongly Agree	39%	38%	8%	54%	39%	37%
	Agree	22%	30%	25%	7%	13%	19%
	Neutral	24%	22%	21%	25%	17%	22%
	Disagree	7%	8%	17%	7%	9%	9%
	Strongly Disagree	9%	3%	29%	7%	22%	13%
Summary	Agree	61%	68%	33%	61%	52%	56%
	Neutral	24%	22%	21%	25%	17%	22%
	Disagree	15%	11%	46%	14%	30%	22%

Q26b. I sometimes felt guilty about how much money I have spent playing VLTs

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I sometimes felt guilty about how much money I have spent playing VLTs	Strongly Agree	4%	0%	75%	68%	80%	42%
	Agree	7%	8%	13%	4%	15%	9%
	Neutral	4%	22%	8%	18%	0%	9%
	Disagree	4%	8%	4%	4%	2%	4%
	Strongly Disagree	80%	62%	0%	7%	2%	35%
Summary	Agree	11%	8%	88%	71%	96%	51%
	Neutral	4%	22%	8%	18%	0%	9%
	Disagree	85%	70%	4%	11%	4%	39%

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q26c. After losing money playing VLTs, I have tried to win my money back playing again

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
After losing money playing VLTs I have tried to win my money back playing again	Strongly Agree	0%	3%	46%	39%	57%	27%
	Agree	0%	3%	13%	7%	13%	7%
	Neutral	11%	3%	33%	18%	7%	12%
	Disagree	4%	14%	0%	18%	13%	10%
	Strongly Disagree	85%	78%	8%	18%	11%	44%
Summary	Agree	0%	5%	58%	46%	70%	34%
	Neutral	11%	3%	33%	18%	7%	12%
	Disagree	89%	92%	8%	36%	24%	54%

Q26d. After a string of losses while playing VLTs, I feel you are more likely to win

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
After a string of losses while playing VLTs, I feel you are more likely to win	Strongly Agree	0%	0%	8%	4%	13%	5%
	Agree	7%	3%	4%	0%	7%	4%
	Neutral	4%	5%	33%	18%	20%	14%
	Disagree	4%	5%	13%	14%	13%	9%
	Strongly Disagree	85%	86%	42%	64%	48%	67%
Summary	Agree	7%	3%	13%	4%	20%	9%
	Neutral	4%	5%	33%	18%	20%	14%
	Disagree	89%	92%	54%	79%	61%	76%

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26e. I considered playing video lottery games to be a form of entertainment for me

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I considered playing video lottery games to be a form of entertainment for me	Strongly Agree	35%	54%	21%	36%	41%	39%
	Agree	22%	16%	17%	25%	24%	21%
	Neutral	13%	22%	21%	29%	15%	19%
	Disagree	11%	5%	0%	0%	4%	5%
	Strongly Disagree	20%	3%	42%	11%	15%	17%
Summary	Agree	57%	70%	38%	61%	65%	60%
	Neutral	13%	22%	21%	29%	15%	19%
	Disagree	30%	8%	42%	11%	20%	22%

Q26f. Playing VLTs was an enjoyable part of socializing with friends or family

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Playing VLTs was an enjoyable part of socializing with friends or family	Strongly Agree	11%	11%	0%	32%	17%	14%
	Agree	9%	14%	17%	21%	20%	15%
	Neutral	24%	30%	21%	25%	9%	21%
	Disagree	13%	19%	21%	4%	9%	13%
	Strongly Disagree	43%	27%	42%	18%	46%	36%
Summary	Agree	20%	24%	17%	54%	37%	30%
	Neutral	24%	30%	21%	25%	9%	21%
	Disagree	57%	46%	63%	21%	54%	49%



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Q26g. I sometimes played VLTs in the hopes of paying off debts or bills

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I sometimes played VLTs in the hopes of paying off debts or bills	Strongly Agree	0%	0%	13%	11%	39%	13%
	Agree	0%	3%	8%	11%	9%	6%
	Neutral	0%	0%	21%	7%	15%	8%
	Disagree	0%	3%	13%	0%	13%	6%
	Strongly Disagree	100%	95%	46%	71%	24%	68%
Summary	Agree	0%	3%	21%	21%	48%	19%
	Neutral	0%	0%	21%	7%	15%	8%
	Disagree	100%	97%	58%	71%	37%	73%

Q26h. I consider myself to be knowledgeable about how to play video lottery games and win

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I consider myself to be knowledgeable about how to play VL games and win	Strongly Agree	2%	3%	4%	4%	7%	4%
	Agree	0%	8%	4%	7%	2%	4%
	Neutral	11%	14%	17%	14%	11%	13%
	Disagree	7%	16%	4%	14%	13%	11%
	Strongly Disagree	80%	59%	71%	61%	67%	69%
Summary	Agree	2%	11%	8%	11%	9%	8%
	Neutral	11%	14%	17%	14%	11%	13%
	Disagree	87%	76%	75%	75%	80%	80%

**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q26i. I played video lottery games to forget my troubles or worries or when I felt bad about myself

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I played VL games to forget my troubles or worries or when I felt bad about myself	Strongly Agree	0%	3%	25%	4%	13%	8%
	Agree	0%	0%	4%	0%	13%	4%
	Neutral	0%	3%	8%	11%	22%	9%
	Disagree	2%	3%	17%	11%	13%	8%
	Strongly Disagree	98%	92%	46%	75%	39%	71%
Summary	Agree	0%	3%	29%	4%	26%	12%
	Neutral	0%	3%	8%	11%	22%	9%
	Disagree	100%	95%	63%	86%	52%	80%

Q26j. I have friends or family who have worried or complained about me playing VLTs

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I have friends or family who have worried or complained about me playing VLT's	Strongly Agree	0%	0%	46%	32%	46%	23%
	Agree	0%	0%	17%	7%	9%	6%
	Neutral	2%	0%	8%	7%	17%	7%
	Disagree	4%	0%	17%	7%	11%	7%
	Strongly Disagree	93%	100%	13%	46%	17%	57%
Summary	Agree	0%	0%	63%	39%	54%	28%
	Neutral	2%	0%	8%	7%	17%	7%
	Disagree	98%	100%	29%	54%	28%	65%

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Q26k. I have lied about my VLT gambling

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I have lied about my VLT gambling	Strongly Agree	0%	0%	33%	14%	50%	19%
	Agree	0%	0%	4%	4%	2%	2%
	Neutral	0%	0%	17%	11%	24%	10%
	Disagree	0%	5%	13%	18%	7%	7%
	Strongly Disagree	100%	95%	33%	54%	17%	62%
Summary	Agree	0%	0%	38%	18%	52%	21%
	Neutral	0%	0%	17%	11%	24%	10%
	Disagree	100%	100%	46%	71%	24%	69%

Q26l. I think VL games are challenging and involve some level of skill

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I think VL games are challenging and involve some level of skill	Strongly Agree	0%	5%	0%	14%	9%	6%
	Agree	2%	3%	0%	0%	2%	2%
	Neutral	9%	5%	8%	4%	4%	6%
	Disagree	9%	8%	4%	7%	11%	8%
	Strongly Disagree	80%	78%	83%	75%	74%	78%
	Do Not Know	0%	0%	4%	0%	0%	1%
Summary	Agree	2%	8%	0%	14%	11%	7%
	Neutral	9%	5%	8%	4%	4%	6%
	Disagree	89%	86%	88%	82%	85%	86%
	Do Not Know	0%	0%	4%	0%	0%	1%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q26m. I sometimes felt guilty about how much time I spent on VL gambling

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I sometimes felt guilty about how much time I spent on VL gambling	Strongly Agree	2%	0%	58%	54%	65%	33%
	Agree	2%	0%	17%	11%	15%	8%
	Neutral	4%	8%	13%	14%	11%	9%
	Disagree	7%	11%	8%	7%	4%	7%
	Strongly Disagree	85%	81%	4%	14%	4%	42%
Summary	Agree	4%	0%	75%	64%	80%	41%
	Neutral	4%	8%	13%	14%	11%	9%
	Disagree	91%	92%	13%	21%	9%	49%

Q26n. I often found myself thinking about playing VLTs or ways to find money to play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I often found myself thinking about playing VLTs or ways to find money to play	Strongly Agree	0%	0%	38%	18%	43%	19%
	Agree	0%	0%	17%	7%	13%	7%
	Neutral	2%	0%	8%	14%	17%	8%
	Disagree	7%	3%	13%	18%	13%	10%
	Strongly Disagree	91%	97%	21%	43%	13%	56%
	Do Not Know	0%	0%	4%	0%	0%	1%
Summary	Agree	0%	0%	54%	25%	57%	25%
	Neutral	2%	0%	8%	14%	17%	8%
	Disagree	98%	100%	33%	61%	26%	66%
	Do Not Know	0%	0%	4%	0%	0%	1%





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Q26o. I could stop playing VL games any time I wanted

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I could stop playing VL games any time I wanted	Strongly Agree	83%	84%	17%	43%	15%	51%
	Agree	9%	3%	17%	7%	7%	8%
	Neutral	2%	5%	25%	32%	35%	19%
	Disagree	2%	0%	8%	7%	11%	6%
	Strongly Disagree	4%	8%	33%	11%	33%	17%
Summary	Agree	91%	86%	33%	50%	22%	59%
	Neutral	2%	5%	25%	32%	35%	19%
	Disagree	7%	8%	42%	18%	43%	23%

Q26p. Whenever I am in a location with VLTs, I want to play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Whenever I am in a location with VLTs, I want to play	Strongly Agree	2%	5%	21%	25%	61%	24%
	Agree	2%	3%	8%	14%	11%	7%
	Neutral	2%	5%	17%	4%	15%	8%
	Disagree	13%	35%	21%	21%	2%	17%
	Strongly Disagree	80%	51%	33%	36%	11%	44%
Summary	Agree	4%	8%	29%	39%	72%	31%
	Neutral	2%	5%	17%	4%	15%	8%
	Disagree	93%	86%	54%	57%	13%	61%

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Q26q. Playing VLTs has negatively affected a significant relationship

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Playing VLTs has negatively affected a significant relationship	Strongly Agree	0%	0%	25%	4%	15%	8%
	Agree	0%	3%	8%	0%	9%	4%
	Neutral	0%	0%	8%	21%	30%	12%
	Disagree	0%	5%	21%	14%	13%	9%
	Strongly Disagree	100%	92%	38%	61%	33%	67%
Summary	Agree	0%	3%	33%	4%	24%	12%
	Neutral	0%	0%	8%	21%	30%	12%
	Disagree	100%	97%	58%	75%	46%	76%

Q26r. After losing money playing other games of chance, I have tried to win my money back playing VLTs

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
After losing money playing other games of chance, I have tried to win my money back playing VLTs	Strongly Agree	0%	0%	13%	14%	9%	6%
	Agree	0%	0%	8%	7%	9%	4%
	Neutral	4%	3%	13%	18%	7%	8%
	Disagree	2%	0%	4%	7%	13%	6%
	Strongly Disagree	93%	97%	63%	54%	63%	76%
Summary	Agree	0%	0%	21%	21%	17%	10%
	Neutral	4%	3%	13%	18%	7%	8%
	Disagree	96%	97%	67%	61%	76%	82%



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Q26s. Playing VLTs has negatively affected my job, education or career opportunities

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Playing VLTs has negatively affected my job, education or career opportunities	Strongly Agree	0%	0%	17%	0%	7%	4'
	Agree	0%	0%	4%	0%	4%	2'
	Neutral	0%	0%	8%	4%	9%	4'
	Disagree	0%	3%	8%	7%	20%	8'
	Strongly Disagree	100%	97%	63%	89%	61%	83'
Summary	Agree	0%	0%	21%	0%	11%	6'
	Neutral	0%	0%	8%	4%	9%	4'
	Disagree	100%	100%	71%	96%	80%	91'



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Q26t. I would prefer it if VLT machines were only available in 3 or 4 locations within NS

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I would prefer it if VLT machines were only available in 3 or 4 locations within NS	Strongly Agree	22%	19%	71%	46%	67%	43%
	Agree	7%	3%	0%	14%	2%	5%
	Neutral	20%	32%	8%	11%	9%	17%
	Disagree	4%	3%	8%	7%	4%	5%
	Strongly Disagree	48%	43%	13%	21%	17%	30%
Summary	Agree	28%	22%	71%	61%	70%	48%
	Neutral	20%	32%	8%	11%	9%	17%
	Disagree	52%	46%	21%	29%	22%	35%

Q26. Average Ratings (Out Of 5)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I find gambling/games of chance are fun and entertaining	Mean	3.76	3.92	2.67	3.93	3.39	3.5
	Median	4.00	4.00	3.00	5.00	4.00	4.0
	Std Deviation	1.29	1.09	1.37	1.33	1.60	1.4
I sometimes felt guilty about how much money I have spent playing VLTs	Mean	1.50	1.76	4.58	4.21	4.70	3.1
	Median	1.00	1.00	5.00	5.00	5.00	4.0
	Std Deviation	1.13	1.06	.83	1.29	.79	1.7
After losing money playing VLTs I have tried to win my money back playing again	Mean	1.26	1.38	3.88	3.32	3.91	2.6
	Median	1.00	1.00	4.00	3.00	5.00	2.0
	Std Deviation	.65	.89	1.26	1.59	1.47	1.7
After a string of losses while playing VLTs, I feel you are more likely to win	Mean	1.33	1.24	2.25	1.64	2.24	1.7
	Median	1.00	1.00	2.00	1.00	2.00	1.0
	Std Deviation	.84	.68	1.29	1.03	1.45	1.1



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Q26. Average Ratings (Out Of 5) - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I considered playing video lottery games to be a form of entertainment for me	Mean	3.41	4.14	2.75	3.75	3.72	3.6
	Median	4.00	5.00	3.00	4.00	4.00	4.0
	Std Deviation	1.54	1.11	1.65	1.27	1.44	1.4
Playing VLTs was an enjoyable part of socializing with friends or family	Mean	2.30	2.62	2.13	3.46	2.54	2.5
	Median	2.00	3.00	2.00	4.00	2.00	3.0
	Std Deviation	1.40	1.32	1.15	1.45	1.63	1.4
I sometimes played VLTs in the hopes of paying off debts or bills	Mean	1.00	1.11	2.29	1.89	3.26	1.9
	Median	1.00	1.00	2.00	1.00	3.00	1.0
	Std Deviation	.00	.52	1.46	1.50	1.65	1.4
I consider myself to be knowledgeable about how to play VL games and win	Mean	1.37	1.78	1.67	1.79	1.67	1.6
	Median	1.00	1.00	1.00	1.00	1.00	1.0
	Std Deviation	.85	1.13	1.17	1.17	1.17	1.0
I played VL games to forget my troubles or worries or when I felt bad about myself	Mean	1.02	1.19	2.46	1.46	2.48	1.6
	Median	1.00	1.00	2.00	1.00	2.00	1.0
	Std Deviation	.15	.74	1.69	.96	1.46	1.2
I have friends or family who have worried or complained about me playing VLT's	Mean	1.09	1.00	3.67	2.71	3.54	2.2
	Median	1.00	1.00	4.00	2.00	4.00	1.0
	Std Deviation	.35	.00	1.52	1.82	1.57	1.6
I have lied about my VLT gambling	Mean	1.00	1.05	2.92	2.07	3.61	2.0
	Median	1.00	1.00	3.00	1.00	4.50	1.0
	Std Deviation	.00	.23	1.72	1.46	1.57	1.5
I think VL games are challenging and involve some level of skill	Mean	1.33	1.49	1.22	1.71	1.61	1.4
	Median	1.00	1.00	1.00	1.00	1.00	1.0
	Std Deviation	.73	1.10	.60	1.44	1.24	1.0



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Q26. Average Ratings (Out Of 5) - Continued

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
I sometimes felt guilty about how much time I spent on VL gambling	Mean	1.30	1.27	4.17	3.82	4.33	2.8
	Median	1.00	1.00	5.00	5.00	5.00	3.0
	Std Deviation	.84	.61	1.20	1.52	1.12	1.7
I often found myself thinking about playing VLTs or ways to find money to play	Mean	1.11	1.03	3.39	2.39	3.61	2.2
	Median	1.00	1.00	4.00	2.00	4.00	1.0
	Std Deviation	.38	.16	1.64	1.55	1.48	1.6
I could stop playing VL games any time I wanted	Mean	4.63	4.54	2.75	3.64	2.61	3.7
	Median	5.00	5.00	3.00	3.50	3.00	5.0
	Std Deviation	.97	1.17	1.51	1.39	1.41	1.5
Whenever I am in a location with VLTs, I want to play	Mean	1.33	1.76	2.63	2.71	4.09	2.5
	Median	1.00	1.00	2.00	2.00	5.00	2.0
	Std Deviation	.82	1.06	1.56	1.67	1.36	1.6
Playing VLTs has negatively affected a significant relationship	Mean	1.00	1.14	2.63	1.71	2.61	1.7
	Median	1.00	1.00	2.00	1.00	3.00	1.0
	Std Deviation	.00	.54	1.66	1.05	1.42	1.2
After losing money playing other games of chance, I have tried to win my money back playing VLTs	Mean	1.11	1.05	2.04	2.21	1.87	1.5
	Median	1.00	1.00	1.00	1.00	1.00	1.0
	Std Deviation	.43	.33	1.52	1.52	1.36	1.1
Playing VLTs has negatively affected my job, education or career opportunities	Mean	1.00	1.03	2.04	1.14	1.76	1.3
	Median	1.00	1.00	1.00	1.00	1.00	1.0
	Std Deviation	.00	.16	1.57	.45	1.20	.9
I would prefer it if VLT machines were only available in 3 or 4 locations within NS	Mean	2.50	2.51	4.08	3.57	3.98	3.2
	Median	2.00	3.00	5.00	4.00	5.00	3.0





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Std Deviation	1.64	1.54	1.53	1.64	1.60	1.7
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Q27a. Sources Accessed In Order To Get Money To Play VLT's

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Household Money	2%	3%	58%	36%	65%	31%
Savings	2%	0%	50%	29%	65%	28%
Postponed/Did Not Pay Bills	0%	0%	46%	32%	63%	27%
Credit Cards	0%	5%	46%	29%	59%	27%
Friends/Acquaintances	4%	3%	33%	25%	50%	23%
Bank Overdraft/Line Of Credit	0%	3%	42%	11%	48%	20%
Family Members	2%	3%	21%	11%	41%	16%
Sold Personal Property	0%	0%	8%	11%	33%	11%
Mortgage Payment/Rent	0%	0%	4%	11%	30%	10%
Personal Loans	0%	0%	17%	0%	17%	7%
Mortgage/Remortgaging	0%	0%	0%	0%	11%	3%
Used Money That Was Not Strictly Legally Obtained	0%	0%	8%	4%	7%	3%
Pension Fund (RSP)	0%	0%	8%	0%	2%	2%
Used Company/Business Money	0%	0%	8%	4%	2%	2%
Other Sources	4%	0%	0%	0%	0%	1%
None Of The Above	89%	92%	25%	32%	9%	52%

Note: More than one response allowed.

Q27c. % Who Have Encountered Any Difficulties Paying Back/Replacing Borrowed Money

	Primary Report Segments		Total
	B-86		2

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		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Encountered Problems Repaying Borrowed Money	Yes	0%	0%	46%	29%	52%	24%
	No	11%	8%	29%	39%	39%	24%
	Never borrowed any money to play VLT's	89%	92%	25%	32%	9%	52%

Q27e. % Who Have Paid Off All Debts As A Result Of Playing VLT's

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Paid Debts	Debts are paid	2%	5%	50%	32%	35%	22%
	Still paying	0%	0%	17%	7%	41%	14%
	Had no significant debts	9%	3%	8%	29%	15%	12%
	Never borrowed any money to play VLT's	89%	92%	25%	32%	9%	52%

Q28. % Who Have Had Anyone Tell Them That They Were Spending Too Much Time/Money On VL Gaming

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Anyone Tell Them That They Were Spending Too Much Time/Money On VL Gaming	Yes	2%	0%	83%	46%	76%	38%
	No	98%	100%	17%	54%	24%	62%

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Q29a. % Who Know Anyone Who Has Experienced A Problem With Their Video Lottery Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Know Of Anyone Who Has A Problem With Their VL Play	Yes	72%	73%	75%	86%	85%	78%
	No	28%	27%	25%	14%	15%	22%

Q29b. Individual Who Has Experienced A Problem With Their VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner		0%	0%	0%	4%	7%	2%
Child (son/daughter)		0%	0%	0%	0%	2%	1%
Other Household Member		0%	3%	0%	7%	0%	2%
Family Member Not In Household		15%	16%	13%	18%	17%	16%
Friend		57%	46%	50%	75%	65%	59%
Other Person		15%	22%	29%	7%	15%	17%

Note: More than one response allowed.



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Q29b. Average Number Of Individuals Who Have Experienced A Problem With Their VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	.00	.00	1.00	1.00	1.00
	Mean	.00	.00	.00	.04	.08	.03
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	.00	.00	.20	.27	.17
Child (son/daughter)	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	.00	.00	.00	1.00	1.00
	Mean	.00	.00	.00	.00	.03	.01
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	.00	.00	.00	.16	.08
Other Household Member	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	.00	1.00	.00	1.00	.00	1.00
	Mean	.00	.04	.00	.08	.00	.02
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.00	.19	.00	.28	.00	.14
Family Member Not In Household	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	3.00	2.00	6.00	2.00	3.00	6.00
	Mean	.36	.33	.50	.29	.36	.36
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.78	.68	1.47	.62	.81	.86
Friend	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	10.00	12.00	15.00	12.00	20.00	20.00
	Mean	2.18	2.56	3.72	3.21	3.97	3.12
	Median	1.00	2.00	1.50	2.00	3.00	2.00
	Std Deviation	2.51	3.34	4.90	3.19	4.37	3.72
Other Person	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	24.00	20.00	20.00	15.00	20.00	24.00
	Mean	1.30	1.85	3.28	.67	1.74	1.67
	Median	.00	.00	.00	.00	.00	.00



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	Std Deviation	4.48	4.37	5.78	3.06	4.43	4.43
	n	33	27	18	24	39	141

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Q30a. % Who Have Sought Information/Assistance To Help Someone With A Gambling Problem

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Sought Information/Assistance To Help Someone With A Gambling Problem	Yes	4%	5%	70%	54%	59%	35%
	No	95%	95%	30%	46%	41%	65%

P31a. Sources Used To Access Help/Assistance With Problems Concerning VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner		0%	0%	45%	46%	48%	24%
Other Family Members		0%	0%	25%	17%	22%	11%
Friends		0%	0%	40%	8%	26%	13%
Other Players		0%	0%	10%	0%	17%	6%
Church/Religious Leader		0%	0%	0%	0%	4%	1%
Family Physician		0%	0%	25%	0%	9%	5%
None Of The Above		0%	0%	30%	46%	41%	21%
Not Collected In Survey Measures		100%	100%	0%	0%	0%	48%

Note: More than one response allowed.



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P31b 1. Helpfulness Of Spouse/Partner

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Spouse/Partner	Extremely Helpful (5/5)	0%	0%	30%	42%	13%	13%
	4.00	0%	0%	0%	0%	11%	3%
	3.00	0%	0%	10%	4%	7%	3%
	2.00	0%	0%	0%	0%	2%	1%
	Not At All Helpful (1/5)	0%	0%	5%	0%	15%	5%
	Not Applicable	100%	100%	55%	54%	52%	76%
Summary	Helpful	0%	0%	30%	42%	24%	16%
	Neutral	0%	0%	10%	4%	7%	3%
	Not Helpful	0%	0%	5%	0%	17%	5%
	Not Applicable	100%	100%	55%	54%	52%	76%

P31b 2. Helpfulness Of Other Family Members

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Other Family Members	Extremely Helpful (5/5)	0%	0%	20%	8%	7%	5%
	4.00	0%	0%	5%	4%	7%	3%
	3.00	0%	0%	0%	0%	2%	1%
	2.00	0%	0%	0%	0%	4%	1%
	Not At All Helpful (1/5)	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	75%	83%	78%	89%
Summary	Helpful	0%	0%	25%	13%	13%	8%
	Neutral	0%	0%	0%	0%	2%	1%
	Not Helpful	0%	0%	0%	4%	7%	2%
	Not Applicable	100%	100%	75%	83%	78%	89%

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P31b 3. Helpfulness Of Friends

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Friends	Extremely Helpful (5/5)	0%	0%	20%	0%	9%	5%
	4.00	0%	0%	10%	0%	2%	2%
	3.00	0%	0%	10%	8%	2%	3%
	2.00	0%	0%	0%	0%	7%	2%
	Not At All Helpful (1/5)	0%	0%	0%	0%	7%	2%
	Not Applicable	100%	100%	60%	92%	74%	87%
Summary	Helpful	0%	0%	30%	0%	11%	6%
	Neutral	0%	0%	10%	8%	2%	3%
	Not Helpful	0%	0%	0%	0%	13%	3%
	Not Applicable	100%	100%	60%	92%	74%	87%

P31b 4. Helpfulness Of Other Players

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Other Players	Extremely Helpful (5/5)	0%	0%	5%	0%	4%	2%
	3.00	0%	0%	5%	0%	7%	2%
	2.00	0%	0%	0%	0%	2%	1%
	Not At All Helpful (1/5)	0%	0%	0%	0%	4%	1%
	Not Applicable	100%	100%	90%	100%	83%	94%
Summary	Helpful	0%	0%	5%	0%	4%	2%
	Neutral	0%	0%	5%	0%	7%	2%
	Not Helpful	0%	0%	0%	0%	7%	2%
	Not Applicable	100%	100%	90%	100%	83%	94%

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P31b 6. Helpfulness Of Church/Religious Leader

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Church/Religious Leader	Extremely Helpful (5/5)	0%	0%	0%	0%	2%	1%
	2.00	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	100%	100%	96%	99%
Summary	Helpful	0%	0%	0%	0%	2%	1%
	Not Helpful	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	100%	100%	96%	99%

P31b 7. Helpfulness Of Family Physician

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Family Physician	Extremely Helpful (5/5)	0%	0%	20%	0%	2%	3%
	4.00	0%	0%	0%	0%	4%	1%
	3.00	0%	0%	5%	0%	2%	1%
	Not Applicable	100%	100%	75%	100%	91%	95%
Summary	Helpful	0%	0%	20%	0%	7%	4%
	Neutral	0%	0%	5%	0%	2%	1%
	Not Applicable	100%	100%	75%	100%	91%	95%

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P31c. Reasons These Sources Were Particularly Helpful

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reasons These Sources Were Particularly Helpful	Support/Emotional support/Understanding	0%	0%	40%	33%	24%	16%
	They listened/someone to talk to	0%	0%	10%	13%	13%	6%
	Helped me realize I had a problem	0%	0%	10%	8%	13%	6%
	Gave advice/they were helpful	0%	0%	15%	4%	4%	3%
	Able to work out our problems together	0%	0%	0%	8%	7%	3%
	Stuck by me	0%	0%	5%	8%	2%	2%
	Got me involved in other activities	0%	0%	5%	8%	2%	2%
	They were not judgemental	0%	0%	10%	0%	0%	1%
	Could see how concerned/scared/upset they were	0%	0%	0%	4%	0%	1%
	Made me feel guilty	0%	0%	5%	0%	2%	1%
	Have to help yourself	0%	0%	5%	0%	0%	1%
	Nothing	0%	0%	0%	0%	17%	5%
Not Applicable	100%	100%	30%	46%	41%	69%	

Note: More than one response allowed.

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P31d. Reasons These Sources Were Not Particularly Helpful

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reasons These Sources Were Not Particularly Helpful	Lectures and negative comments about VLTs	0%	0%	10%	4%	11%	5%
	They were still playing VLTs	0%	0%	0%	4%	9%	3%
	They were encouraging VL play	0%	0%	0%	0%	7%	2%
	Something I had to do for myself	0%	0%	0%	0%	9%	2%
	They also had a VLT problem	0%	0%	0%	4%	4%	2%
	Threatened to leave me/Left me	0%	0%	5%	0%	2%	1%
	Made me feel bad about myself	0%	0%	0%	0%	4%	1%
	Could not always be there	0%	0%	5%	0%	0%	1%
	They did not realize the extent of the problem	0%	0%	10%	0%	0%	1%
	People can't help it if they haven't been there personally	0%	0%	5%	0%	0%	1%
	Nothing	0%	0%	35%	42%	26%	17%
	Not Applicable	100%	100%	35%	46%	39%	69%

Note: More than one response allowed.

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P32. Reasons For Not Going To Any Of These Sources For Help

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reason For Not Going To Any Of These Sources For Help	Was able to stop on my own	0%	0%	25%	29%	13%	10%
	Thought it was none of their business/It is my problem	0%	0%	10%	4%	15%	6%
	Did not think it was a big problem	0%	0%	0%	13%	9%	4%
	Did not think they would be helpful	0%	0%	5%	8%	4%	3%
	Wanted to keep playing	0%	0%	5%	0%	4%	2%
	Not ready for help	0%	0%	5%	0%	4%	2%
	Felt ashamed/stupid	0%	0%	0%	0%	7%	2%
	Thought they would not understand	0%	0%	0%	0%	2%	1%
	Do not know	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	70%	54%	59%	79%

Note: More than one response allowed.

P33a. % Aware Of Any Services/Programs Available To Help Problem Gamblers In Nova Scotia

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Aware Of Any Services/Programs Available To Help Problem Gamblers In NS	Yes	0%	0%	85%	58%	80%	39%
	No	0%	0%	15%	42%	20%	13%
	Not Applicable	100%	100%	0%	0%	0%	48%



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P33b. Services/Programs Aware Of

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Gamblers Anonymous	0%	0%	50%	33%	46%	23%
Other Gambling Self-Help Groups/Centres	0%	0%	0%	0%	7%	2%
Drug Dependency Services/Detox	0%	0%	10%	13%	4%	4%
Gambling Helpline	0%	0%	60%	29%	52%	25%
Community Counselors	0%	0%	0%	8%	11%	4%
Other Sources	0%	0%	15%	8%	7%	5%
Not Applicable	100%	100%	15%	42%	20%	61%

Note: More than one response allowed.

Services/Programs Used

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Gamblers Anonymous	0%	0%	40%	4%	11%	8%
Drug Dependency/Detox	0%	0%	10%	0%	2%	2%
Gambling Helpline	0%	0%	25%	0%	4%	4%
Community Counselors	0%	0%	0%	0%	2%	1%
Other Sources	0%	0%	5%	0%	0%	1%
None Of The Above	0%	0%	63%	96%	87%	45%
Not Applicable	100%	100%	0%	0%	0%	50%

Note: More than one response allowed.



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P33d. Helpfulness Of Each Service/Program

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Gamblers Anonymous	Very Helpful 5/5	0%	0%	15%	0%	2%	2%
	4.00	0%	0%	20%	0%	0%	2%
	3.00	0%	0%	5%	0%	4%	2%
	2.00	0%	0%	0%	0%	4%	1%
	Not At All Helpful (1/5)	0%	0%	0%	4%	0%	1%
	Not Applicable	100%	100%	60%	96%	89%	92%
Drug Dependency /Detox	Very Helpful 5/5	0%	0%	5%	0%	2%	1%
	3.00	0%	0%	5%	0%	0%	1%
	Not Applicable	100%	100%	90%	100%	98%	98%
Gambling Helpline	Very Helpful 5/5	0%	0%	5%	0%	0%	1%
	4.00	0%	0%	5%	0%	0%	1%
	3.00	0%	0%	15%	0%	4%	3%
	Not Applicable	100%	100%	75%	100%	96%	96%
Community Counselors	2.00	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	100%	100%	98%	99%
Other Sources	Very Helpful 5/5	0%	0%	5%	0%	0%	1%
	Not Applicable	100%	100%	95%	100%	100%	99%

Note: More than one response allowed.



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Q35. Reasons For Not Accessing Any Of These Services/Programs For Help

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Reason For Not Accessing Any Services/Programs For Help	Was able to stop on my own	0%	0%	20%	29%	33%	15%
	Did not think there was a problem	0%	0%	5%	8%	11%	5%
	Was not ready for help/Did not want to admit to a problem	0%	0%	0%	4%	11%	3%
	Felt ashamed/stupid	0%	0%	0%	8%	9%	3%
	Thought they could not help	0%	0%	5%	4%	9%	3%
	Did not think problem was that bad	0%	0%	5%	8%	7%	3%
	Thought it was none of their business/It is my problem	0%	0%	5%	4%	9%	3%
	Thought they would not understand	0%	0%	0%	0%	4%	1%
	Did not like telling problems to strangers	0%	0%	10%	0%	0%	1%
	Was not sure what help was available	0%	0%	5%	0%	0%	1%
	The meetings are too far away/Inconvenient	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	60%	50%	35%	71%

Note: More than one response allowed.

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PS37. Current Situation Regarding Video Lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Current Situation With Video Lottery	I solved my VLT problem more than 6 months ago	0%	0%	88%	71%	13%	26%
	I've taken action on my VLT problem within the last 6 months	0%	0%	13%	29%	43%	17%
	Intending to take action on my VLT problem in the next month	0%	0%	0%	0%	15%	4%
	Intending to take action on my VLT problem in next 6 months	0%	0%	0%	0%	11%	3%
	Not intending to take action on my video lottery problem	0%	0%	0%	0%	17%	4%
	Not Applicable	100%	100%	0%	0%	0%	46%



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Frequency Of Using The Following Methods To Help You Not Play VLT's

Q37a. Engaging in some physical activity when you are tempted to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Engaging in some physical activity when you are tempted to play video lottery	Repeatedly	0%	0%	16%	8%	4%	4%
	Often	0%	0%	11%	8%	4%	3%
	Occasionally	0%	0%	5%	13%	15%	6%
	Seldom	0%	0%	16%	25%	9%	8%
	Never	0%	0%	53%	46%	13%	16%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q37b. Trying to relax when you get the urge to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Trying to relax when you get the urge to play video lottery	Repeatedly	0%	0%	16%	8%	0%	3%
	Often	0%	0%	5%	4%	7%	3%
	Occasionally	0%	0%	5%	21%	9%	6%
	Seldom	0%	0%	5%	17%	13%	6%
	Never	0%	0%	68%	50%	17%	19%
	Not Applicable	100%	100%	0%	0%	54%	63%

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Q37c. Finding other activities that are a substitute for video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Finding other activities that are a good substitute for video lottery	Repeatedly	0%	0%	32%	17%	4%	7%
	Often	0%	0%	21%	21%	13%	9%
	Occasionally	0%	0%	16%	38%	13%	10%
	Seldom	0%	0%	0%	4%	9%	3%
	Never	0%	0%	32%	21%	7%	8%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q37d. Trying to think about other things when you begin to think about video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Trying to think about other things when you begin to think about video lottery	Repeatedly	0%	0%	21%	13%	9%	6%
	Often	0%	0%	11%	13%	4%	4%
	Occasionally	0%	0%	16%	8%	15%	7%
	Seldom	0%	0%	5%	17%	11%	6%
	Never	0%	0%	47%	50%	7%	14%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q37e. Doing something else instead of playing video lottery when you are tense

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Doing something else instead of playing video lottery when you are tense	Repeatedly	0%	0%	21%	13%	7%	6%
	Often	0%	0%	11%	17%	7%	5%
	Occasionally	0%	0%	16%	13%	15%	8%
	Seldom	0%	0%	11%	17%	11%	6%
	Never	0%	0%	42%	42%	7%	12%
	Not Applicable	100%	100%	0%	0%	54%	63%

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Q38a. Removing things from your home that remind you of video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Removing things from your home that remind you of video lottery	Occasionally	0%	0%	0%	0%	2%	1%
	Seldom	0%	0%	0%	4%	2%	1%
	Never	0%	0%	100%	96%	41%	35%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q38b. Leaving places where other people are playing video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Leaving places where other people are playing video lottery	Repeatedly	0%	0%	0%	4%	2%	1%
	Often	0%	0%	5%	0%	9%	3%
	Occasionally	0%	0%	21%	8%	13%	7%
	Seldom	0%	0%	16%	8%	7%	5%
	Never	0%	0%	58%	79%	15%	22%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q38c. Using reminders to help not play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Using reminders to help not play video lottery	Repeatedly	0%	0%	11%	4%	4%	3%
	Often	0%	0%	0%	4%	2%	1%
	Occasionally	0%	0%	21%	4%	11%	6%
	Seldom	0%	0%	5%	4%	9%	3%
	Never	0%	0%	63%	83%	20%	24%
	Not Applicable	100%	100%	0%	0%	54%	63%



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Q38d. Changing your relationships with people who contribute to your video lottery play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Changing your relationships with people who contribute to your video lottery play	Repeatedly	0%	0%	5%	4%	0%	1%
	Often	0%	0%	0%	0%	2%	1%
	Occasionally	0%	0%	21%	8%	7%	5%
	Seldom	0%	0%	16%	8%	4%	4%
	Never	0%	0%	58%	79%	33%	26%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q38e. Avoiding people who encourage video lottery play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Avoiding people who encourage video lottery play	Repeatedly	0%	0%	16%	4%	4%	3%
	Often	0%	0%	5%	8%	2%	2%
	Occasionally	0%	0%	16%	17%	2%	5%
	Seldom	0%	0%	0%	13%	13%	5%
	Never	0%	0%	63%	58%	24%	22%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q38f. Avoiding situations that encourage you to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Avoiding situations that encourage you to play video lottery	Repeatedly	0%	0%	32%	17%	11%	9%
	Often	0%	0%	16%	17%	13%	8%
	Occasionally	0%	0%	5%	29%	13%	8%
	Seldom	0%	0%	26%	4%	4%	5%
	Never	0%	0%	21%	33%	4%	8%



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	Not Applicable	100%	100%	0%	0%	54%	63%
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Q38g. Avoiding people who have a problem with video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Avoiding people who have a problem with video lottery	Repeatedly	0%	0%	5%	4%	7%	3%
	Often	0%	0%	16%	17%	2%	5%
	Occasionally	0%	0%	21%	25%	2%	6%
	Seldom	0%	0%	11%	17%	13%	7%
	Never	0%	0%	47%	38%	22%	16%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q38h. Staying away from places generally associated with your video lottery play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Staying away from places generally associated with your video lottery play	Repeatedly	0%	0%	16%	25%	20%	10%
	Often	0%	0%	16%	0%	11%	5%
	Occasionally	0%	0%	21%	38%	7%	9%
	Seldom	0%	0%	11%	0%	4%	2%
	Never	0%	0%	37%	38%	4%	10%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q39a. Doing something nice for yourself in return for not playing video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Doing something nice for yourself in return for not playing video lottery	Repeatedly	0%	0%	16%	8%	4%	4%
	Often	0%	0%	5%	0%	0%	1%
	Occasionally	0%	0%	16%	21%	15%	9%
	Seldom	0%	0%	11%	17%	9%	6%



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	Never	0%	0%	53%	54%	17%	18%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q39b. Countering the temptation to punish yourself for feeling weak or tempted to play by giving yourself encouragement or pats on the back

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Countering the temptation to punish yourself for being tempted to play by giving yourself encouragement	Repeatedly	0%	0%	16%	0%	4%	3%
	Often	0%	0%	16%	4%	4%	3%
	Occasionally	0%	0%	21%	21%	11%	8%
	Seldom	0%	0%	11%	4%	13%	5%
	Never	0%	0%	37%	71%	13%	17%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q39c. Rewarding yourself for small self-changing steps

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Rewarding yourself for small self-changing steps	Repeatedly	0%	0%	11%	0%	2%	2%
	Often	0%	0%	11%	0%	4%	2%
	Occasionally	0%	0%	5%	17%	9%	5%
	Seldom	0%	0%	0%	4%	4%	2%
	Never	0%	0%	74%	79%	26%	26%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q39d. Other people in your daily life try to make you feel good about having changed

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Other people in your daily life try to make you feel good about having changed	Repeatedly	0%	0%	16%	25%	4%	6%
	Often	0%	0%	16%	17%	7%	6%
	Occasionally	0%	0%	32%	21%	15%	10%





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Seldom	0%	0%	5%	8%	4%	3%
Never	0%	0%	32%	29%	15%	12%
Not Applicable	100%	100%	0%	0%	54%	63%

Q37., Q38., Q39. Average Frequency Rating (Out Of 5)

		Primary Report Segments			Total
		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Engaging in some physical activity when you are tempted to play video lottery	Mean	2.21	2.08	2.52	2.27
	Median	1.00	2.00	3.00	2.00
	Std Deviation	1.58	1.32	1.29	1.38
Trying to relax when you get the urge to play video lottery	Mean	1.95	2.04	2.10	2.03
	Median	1.00	1.50	2.00	1.00
	Std Deviation	1.58	1.30	1.09	1.31
Finding other activities that are a good substitute for video lottery	Mean	3.21	3.08	3.00	3.09
	Median	4.00	3.00	3.00	3.00
	Std Deviation	1.69	1.35	1.22	1.40
Trying to think about other things when you begin to think about video lottery	Mean	2.53	2.21	2.95	2.55
	Median	2.00	1.50	3.00	2.00
	Std Deviation	1.68	1.50	1.32	1.51
Doing something else instead of playing video lottery when you are tense	Mean	2.58	2.42	2.90	2.63
	Median	2.00	2.00	3.00	2.50
	Std Deviation	1.64	1.50	1.26	1.46
Removing things from your home that remind you of video lottery	Mean	1.00	1.04	1.14	1.06
	Median	1.00	1.00	1.00	1.00
	Std Deviation	.00	.20	.48	.30
Leaving places where other people are playing video lottery	Mean	1.74	1.42	2.48	1.86
	Median	1.00	1.00	3.00	1.00
	Std Deviation	.99	.97	1.29	1.17
Using reminders to help not play video lottery	Mean	1.89	1.42	2.19	1.81
	Median	1.00	1.00	2.00	1.00
	Std Deviation	1.37	1.06	1.33	1.27



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Q37., Q38., Q39. Average Frequency Rating (Out Of 5) - Continued

		Primary Report Segments			Total
		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Changing your relationships with people who contribute to your video lottery play	Mean	1.79	1.42	1.52	1.56
	Median	1.00	1.00	1.00	1.00
	Std Deviation	1.13	.97	.93	1.01
Avoiding people who encourage video lottery play	Mean	2.11	1.88	1.90	1.95
	Median	1.00	1.00	1.00	1.00
	Std Deviation	1.59	1.23	1.30	1.35
Avoiding situations that encourage you to play video lottery	Mean	3.11	2.79	3.48	3.11
	Median	3.00	3.00	4.00	3.00
	Std Deviation	1.63	1.50	1.25	1.47
Avoiding people who have a problem with video lottery	Mean	2.21	2.33	2.10	2.22
	Median	2.00	2.00	2.00	2.00
	Std Deviation	1.36	1.27	1.45	1.34
Staying away from places generally associated with your video lottery play	Mean	2.63	2.75	3.81	3.06
	Median	3.00	3.00	4.00	3.00
	Std Deviation	1.54	1.59	1.36	1.57
Doing something nice for yourself in return for not playing video lottery	Mean	2.21	1.92	2.24	2.11
	Median	1.00	1.00	2.00	2.00
	Std Deviation	1.55	1.25	1.26	1.33
Countering the temptation to punish yourself for being tempted to play by giving yourself encouragement	Mean	2.63	1.58	2.43	2.17
	Median	3.00	1.00	2.00	2.00
	Std Deviation	1.54	.97	1.29	1.33
Rewarding yourself for small self-changing steps	Mean	1.84	1.38	1.95	1.70
	Median	1.00	1.00	1.00	1.00
	Std Deviation	1.50	.77	1.28	1.20
Other people in your daily life try to make you feel good about having changed	Mean	2.79	3.00	2.57	2.80
	Median	3.00	3.00	3.00	3.00
	Std Deviation	1.47	1.59	1.36	1.47

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Level Of Temptation To Play VLT's

sQ40a 1. Tempted when you are feeling angry inside

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are feeling angry inside	Extremely	0%	0%	0%	0%	2%	1%
	Very	0%	0%	5%	4%	7%	3%
	Moderately	0%	0%	26%	0%	15%	7%
	Not Very	0%	0%	0%	13%	9%	4%
	Not At All	0%	0%	68%	83%	13%	23%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40b 1. Tempted when you are feeling depressed

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are feeling depressed	Extremely	0%	0%	5%	4%	0%	1%
	Very	0%	0%	5%	4%	7%	3%
	Moderately	0%	0%	21%	8%	28%	11%
	Not Very	0%	0%	5%	21%	2%	4%
	Not At All	0%	0%	63%	63%	9%	18%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40c 1. Tempted when you see others playing video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you see others playing video lottery	Extremely	0%	0%	0%	0%	2%	1%
	Very	0%	0%	11%	8%	20%	8%
	Moderately	0%	0%	21%	38%	9%	10%
	Not Very	0%	0%	11%	17%	9%	6%
	Not At All	0%	0%	58%	38%	7%	13%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40d 1. Tempted when you feel the urge to play video lottery



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		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you feel the urge to play video lottery	Extremely	0%	0%	0%	13%	9%	4%
	Very	0%	0%	5%	25%	15%	8%
	Moderately	0%	0%	37%	29%	11%	11%
	Not Very	0%	0%	21%	13%	9%	6%
	Not At All	0%	0%	37%	21%	2%	8%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40e 1. Tempted when you are feeling really good

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are feeling really good	Extremely	0%	0%	0%	0%	2%	1%
	Very	0%	0%	0%	0%	7%	2%
	Moderately	0%	0%	5%	8%	7%	3%
	Not Very	0%	0%	5%	17%	13%	6%
	Not At All	0%	0%	89%	75%	17%	25%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40f 1. Tempted when you have the urge to have just one spin

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you have the urge to have just one spin	Extremely	0%	0%	0%	0%	4%	1%
	Very	0%	0%	11%	8%	13%	6%
	Moderately	0%	0%	16%	29%	9%	8%
	Not Very	0%	0%	16%	25%	9%	8%
	Not At All	0%	0%	58%	38%	9%	14%
	Not Applicable	100%	100%	0%	0%	57%	63%

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Q40g 2. Tempted when you are bored

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are bored	Extremely	0%	0%	0%	4%	0%	1%
	Very	0%	0%	5%	21%	13%	7%
	Moderately	0%	0%	16%	8%	13%	6%
	Not Very	0%	0%	16%	8%	4%	4%
	Not At All	0%	0%	63%	58%	13%	19%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40h 1. Tempted when you are worried about something

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are worried about something	Extremely	0%	0%	0%	0%	2%	1%
	Very	0%	0%	5%	4%	2%	2%
	Moderately	0%	0%	11%	4%	9%	4%
	Not Very	0%	0%	5%	8%	11%	5%
	Not At All	0%	0%	79%	83%	20%	26%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40i 1. Tempted when you think you have overcome your problems with video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you think you have overcome your problems with video lottery	Extremely	0%	0%	0%	0%	4%	1%
	Very	0%	0%	0%	0%	4%	1%
	Moderately	0%	0%	5%	0%	15%	5%
	Not Very	0%	0%	21%	29%	11%	9%
	Not At All	0%	0%	74%	71%	9%	20%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40j 1. Tempted when you want to test your willpower

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you want to test your willpower	Very	0%	0%	5%	4%	17%	6%
	Moderately	0%	0%	0%	4%	11%	3%
	Not Very	0%	0%	16%	25%	0%	5%
	Not At All	0%	0%	79%	67%	15%	22%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40k 1. Tempted when you are celebrating a special occasion

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are celebrating a special occasion	Very	0%	0%	0%	4%	7%	2%
	Moderately	0%	0%	0%	4%	13%	4%
	Not Very	0%	0%	21%	21%	7%	7%
	Not At All	0%	0%	79%	71%	17%	23%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40l 1. Tempted when you are lonely

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are lonely	Extremely	0%	0%	0%	0%	4%	1%
	Very	0%	0%	5%	13%	9%	5%
	Moderately	0%	0%	5%	8%	7%	3%
	Not Very	0%	0%	21%	8%	9%	6%
	Not At All	0%	0%	68%	71%	15%	22%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40m 1. Tempted when you feel a physical need for video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you feel a physical need for video lottery	Extremely	0%	0%	0%	4%	4%	2%
	Very	0%	0%	5%	4%	11%	4%
	Moderately	0%	0%	26%	8%	11%	7%
	Not Very	0%	0%	5%	25%	2%	5%
	Not At All	0%	0%	63%	54%	15%	19%
	Not Applicable	100%	100%	0%	4%	57%	64%

Q40n 1. Tempted when things are going really well

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when things are going really well	Very	0%	0%	0%	4%	9%	3%
	Moderately	0%	0%	0%	8%	13%	5%
	Not Very	0%	0%	5%	13%	2%	3%
	Not At All	0%	0%	95%	75%	20%	26%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40o 1. Tempted when other people encourage you to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when other people encourage you to play video lottery	Extremely	0%	0%	0%	0%	2%	1%
	Very	0%	0%	0%	8%	9%	3%
	Moderately	0%	0%	16%	29%	4%	7%
	Not Very	0%	0%	21%	21%	7%	7%
	Not At All	0%	0%	63%	42%	22%	19%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40p 1. Tempted when you have seen an ad about gambling

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you seen an ad about gambling	Very	0%	0%	0%	0%	4%	1%
	Moderately	0%	0%	5%	0%	0%	1%
	Not Very	0%	0%	5%	17%	7%	5%
	Not At All	0%	0%	89%	83%	33%	30%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40q 1. Tempted when you become overconfident about your abstinence

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you become overconfident about your abstinence	Very	0%	0%	5%	4%	7%	3%
	Moderately	0%	0%	11%	13%	17%	8%
	Not Very	0%	0%	11%	13%	9%	5%
	Not At All	0%	0%	74%	71%	11%	21%
	Not Applicable	100%	100%	0%	0%	57%	63%

sQ40r 1. Tempted when you are passing a video lottery establishment

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are passing a video lottery establishment	Extremely	0%	0%	0%	4%	4%	2%
	Very	0%	0%	0%	4%	7%	2%
	Moderately	0%	0%	5%	21%	7%	5%
	Not Very	0%	0%	32%	25%	15%	11%
	Not At All	0%	0%	63%	46%	11%	16%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40s 1. Tempted when you are with friends you used to play video lottery with

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are with friends you used to play video lottery with	Extremely	0%	0%	0%	0%	7%	2%
	Very	0%	0%	0%	4%	2%	1%
	Moderately	0%	0%	16%	21%	11%	8%
	Not Very	0%	0%	11%	17%	7%	5%
	Not At All	0%	0%	74%	58%	17%	21%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40t_1. Tempted when you are feeling really positive about the way things are going for you

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are feeling really positive about the way things are going for you	Very	0%	0%	0%	8%	4%	2%
	Moderately	0%	0%	0%	4%	13%	4%
	Not Very	0%	0%	11%	21%	4%	5%
	Not At All	0%	0%	89%	67%	22%	25%
	Not Applicable	100%	100%	0%	0%	57%	63%

sQ40u 1. Tempted when you are nervous

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are nervous	Extremely	0%	0%	0%	0%	4%	1%
	Very	0%	0%	5%	0%	4%	2%
	Moderately	0%	0%	5%	4%	4%	2%
	Not Very	0%	0%	11%	17%	11%	6%
	Not At All	0%	0%	79%	79%	20%	25%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40v 1. Tempted when you feel like having a good time

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you feel like having a good time	Extremely	0%	0%	0%	0%	7%	2%
	Very	0%	0%	0%	4%	4%	2%
	Moderately	0%	0%	5%	4%	7%	3%
	Not Very	0%	0%	16%	17%	7%	6%
	Not At All	0%	0%	79%	75%	20%	24%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40w 1. Tempted when you have a strong urge to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you have a strong urge to play video lottery	Extremely	0%	0%	11%	13%	9%	5%
	Very	0%	0%	11%	17%	22%	9%
	Moderately	0%	0%	16%	33%	4%	8%
	Not Very	0%	0%	21%	8%	2%	4%
	Not At All	0%	0%	42%	29%	7%	10%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40x 1. Tempted when you think you can play video lottery without any problems again

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you think you can play video lottery without any problems again	Extremely	0%	0%	0%	4%	4%	2%
	Very	0%	0%	5%	4%	15%	5%
	Moderately	0%	0%	11%	29%	11%	8%
	Not Very	0%	0%	16%	25%	4%	6%
	Not At All	0%	0%	68%	38%	9%	15%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40y_1. Tempted when you are in a situation where you used to play video lottery



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		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are in a situation where you used to play video lottery	Extremely	0%	0%	0%	8%	4%	2%
	Very	0%	0%	0%	4%	17%	5%
	Moderately	0%	0%	21%	50%	11%	12%
	Not Very	0%	0%	21%	13%	4%	5%
	Not At All	0%	0%	58%	25%	7%	12%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40z 1. Tempted when you are really happy

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are really happy	Extremely	0%	0%	0%	0%	2%	1%
	Very	0%	0%	0%	0%	7%	2%
	Moderately	0%	0%	0%	4%	7%	2%
	Not Very	0%	0%	11%	17%	7%	5%
	Not At All	0%	0%	89%	79%	22%	27%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40aa 1. Tempted when you want to see how far you can push yourself

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you want to see how far you can push yourself	Extremely	0%	0%	0%	0%	7%	2%
	Very	0%	0%	0%	4%	4%	2%
	Moderately	0%	0%	0%	0%	4%	1%
	Not Very	0%	0%	16%	17%	13%	8%
	Not At All	0%	0%	84%	79%	15%	24%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40 1. Average Temptation Rating (Out Of 5)

		Primary Report Segments			Total
		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are feeling angry inside	Mean	1.68	1.25	2.48	1.78
	Median	1.00	1.00	3.00	1.00
	Std Deviation	1.06	.68	1.21	1.11
Tempted when you are feeling depressed	Mean	1.84	1.67	2.71	2.06
	Median	1.00	1.00	3.00	2.00
	Std Deviation	1.26	1.09	.96	1.18
Tempted when you see others playing video lottery	Mean	1.84	2.17	3.05	2.36
	Median	1.00	2.00	3.00	2.00
	Std Deviation	1.12	1.05	1.20	1.21
Tempted when you feel the urge to play video lottery	Mean	2.11	2.96	3.43	2.86
	Median	2.00	3.00	4.00	3.00
	Std Deviation	.99	1.33	1.16	1.28
Tempted when you are feeling really good	Mean	1.16	1.33	2.19	1.56
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.50	.64	1.25	.96
Tempted when you have the urge to have just one spin	Mean	1.79	2.08	2.90	2.25
	Median	1.00	2.00	3.00	2.00
	Std Deviation	1.08	1.02	1.33	1.22
Tempted when you are bored	Mean	1.63	2.04	2.60	2.10
	Median	1.00	1.00	3.00	1.00
	Std Deviation	.96	1.40	1.23	1.27
Tempted when you are worried about something	Mean	1.42	1.29	2.00	1.56
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.90	.75	1.17	.98
Tempted when you think you have overcome your problems with video lottery	Mean	1.32	1.29	2.65	1.73
	Median	1.00	1.00	3.00	1.00
	Std Deviation	.58	.46	1.23	1.02
Tempted when you want to test your willpower	Mean	1.32	1.46	2.70	1.81
	Median	1.00	1.00	3.00	1.00
	Std Deviation	.75	.78	1.34	1.15
Tempted when you are celebrating a special occasion	Mean	1.21	1.42	2.20	1.60
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.42	.78	1.15	.93



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Q40 1. Average Temptation Rating (Out Of 5) - Continued

		Primary Report Segments			Total
		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you are lonely	Mean	1.47	1.63	2.50	1.86
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.84	1.10	1.43	1.22
Tempted when you feel a physical need for video lottery	Mean	1.74	1.74	2.70	2.05
	Median	1.00	1.00	3.00	1.00
	Std Deviation	1.05	1.10	1.45	1.27
Tempted when things are going really well	Mean	1.05	1.42	2.25	1.57
	Median	1.00	1.00	2.50	1.00
	Std Deviation	.23	.83	1.25	1.00
Tempted when other people encourage you to play video lottery	Mean	1.53	2.04	2.15	1.92
	Median	1.00	2.00	1.50	1.00
	Std Deviation	.77	1.04	1.39	1.11
Tempted when you seen an ad about gambling	Mean	1.16	1.17	1.45	1.25
	Median	1.00	1.00	1.00	1.00
	Std Deviation	.50	.38	.94	.65
Tempted when you become overconfident about your abstinence	Mean	1.47	1.50	2.45	1.79
	Median	1.00	1.00	3.00	1.00
	Std Deviation	.90	.88	1.05	1.03
Tempted when you are passing a video lottery establishment	Mean	1.42	1.96	2.50	1.97
	Median	1.00	2.00	2.00	2.00
	Std Deviation	.61	1.12	1.32	1.14
Tempted when you are with friends you used to play video lottery with	Mean	1.42	1.71	2.40	1.84
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.77	.95	1.47	1.15
Tempted when you are feeling really positive about the way things are going for you	Mean	1.11	1.54	2.00	1.56
	Median	1.00	1.00	1.50	1.00
	Std Deviation	.32	.93	1.12	.93
Tempted when you are nervous	Mean	1.37	1.25	2.15	1.57
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.83	.53	1.39	1.03



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Q40 1. Average Temptation Rating (Out Of 5) - Continued

		Primary Report Segments			Total
		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Tempted when you feel like having a good time	Mean	1.26	1.38	2.35	1.65
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.56	.77	1.53	1.12
Tempted when you have a strong urge to play video lottery	Mean	2.26	2.75	3.55	2.86
	Median	2.00	3.00	4.00	3.00
	Std Deviation	1.41	1.39	1.32	1.45
Tempted when you think you can play video lottery without any problems again	Mean	1.53	2.13	3.05	2.24
	Median	1.00	2.00	3.00	2.00
	Std Deviation	.90	1.12	1.32	1.27
Tempted when you are in a situation where you used to play video lottery	Mean	1.63	2.58	3.20	2.49
	Median	1.00	3.00	3.50	3.00
	Std Deviation	.83	1.18	1.24	1.26
Tempted when you are really happy	Mean	1.11	1.25	2.10	1.48
	Median	1.00	1.00	1.50	1.00
	Std Deviation	.32	.53	1.33	.93
Tempted when you want to see how far you can push yourself	Mean	1.16	1.29	2.40	1.60
	Median	1.00	1.00	2.00	1.00
	Std Deviation	.37	.69	1.47	1.09



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Level Of Confidence In Resisting Play Of VLT's

Q40a 2. Confident when you are feeling angry inside

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are feeling angry inside	Extremely	0%	0%	74%	54%	13%	19%
	Very	0%	0%	26%	42%	13%	12%
	Moderately	0%	0%	0%	0%	13%	3%
	Not Very	0%	0%	0%	4%	7%	2%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40b 2. Confident when you are feeling depressed

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are feeling depressed	Extremely	0%	0%	68%	42%	9%	16%
	Very	0%	0%	32%	42%	11%	12%
	Moderately	0%	0%	0%	4%	22%	6%
	Not Very	0%	0%	0%	8%	0%	1%
	Not At All	0%	0%	0%	4%	4%	2%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40c 2. Confident when you see others playing video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you see others playing video lottery	Extremely	0%	0%	58%	25%	9%	12%
	Very	0%	0%	32%	50%	15%	15%
	Moderately	0%	0%	11%	17%	13%	7%
	Not Very	0%	0%	0%	8%	7%	3%
	Not At All	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	0%	0%	54%	63%



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Q40d 2. Confident when you feel the urge to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you feel the urge to play video lottery	Extremely	0%	0%	58%	21%	4%	10%
	Very	0%	0%	32%	25%	15%	11%
	Moderately	0%	0%	11%	17%	17%	8%
	Not Very	0%	0%	0%	17%	2%	3%
	Not At All	0%	0%	0%	21%	7%	5%
	Not Applicable	100%	100%	0%	0%	54%	63%

Q40e 2. Confident when you are feeling really good

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are feeling really good	Extremely	0%	0%	79%	54%	11%	19%
	Very	0%	0%	21%	38%	20%	13%
	Moderately	0%	0%	0%	4%	4%	2%
	Not Very	0%	0%	0%	4%	9%	3%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40f 2. Confident when you have the urge to have just one spin

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you have the urge to have just one spin	Extremely	0%	0%	58%	29%	11%	13%
	Very	0%	0%	32%	33%	13%	12%
	Moderately	0%	0%	11%	25%	11%	8%
	Not Very	0%	0%	0%	8%	4%	2%
	Not At All	0%	0%	0%	4%	4%	2%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40g 2. Confident when you are bored

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are bored	Extremely	0%	0%	68%	42%	9%	16%
	Very	0%	0%	32%	25%	17%	12%
	Moderately	0%	0%	0%	13%	13%	5%
	Not Very	0%	0%	0%	17%	2%	3%
	Not At All	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40h 2. Confident when you are worried about something

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are worried about something	Extremely	0%	0%	74%	50%	11%	18%
	Very	0%	0%	26%	38%	20%	13%
	Moderately	0%	0%	0%	4%	4%	2%
	Not Very	0%	0%	0%	8%	4%	2%
	Not At All	0%	0%	0%	0%	4%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40i 2. Confident when you think you have overcome your problems with video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you think you have overcome your problems with video lottery	Extremely	0%	0%	68%	54%	13%	19%
	Very	0%	0%	32%	42%	11%	12%
	Moderately	0%	0%	0%	4%	15%	5%
	Not Very	0%	0%	0%	0%	4%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40j 2. Confident when you want to test your willpower

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you want to test your willpower	Extremely	0%	0%	63%	50%	13%	17%
	Very	0%	0%	32%	42%	13%	13%
	Moderately	0%	0%	5%	8%	15%	6%
	Not Very	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40k 2. Confident when you are celebrating a special occasion

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are celebrating a special occasion	Extremely	0%	0%	74%	46%	15%	19%
	Very	0%	0%	26%	46%	13%	13%
	Moderately	0%	0%	0%	4%	9%	3%
	Not Very	0%	0%	0%	0%	4%	1%
	Not At All	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40l 2. Confident when you are lonely

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are lonely	Extremely	0%	0%	74%	54%	9%	18%
	Very	0%	0%	26%	29%	22%	13%
	Moderately	0%	0%	0%	8%	9%	3%
	Not Very	0%	0%	0%	8%	2%	2%
	Not At All	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40m 2. Confident when you feel a physical need for video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you feel a physical need for video lottery	Extremely	0%	0%	63%	46%	13%	17%
	Very	0%	0%	32%	38%	9%	11%
	Moderately	0%	0%	5%	8%	13%	5%
	Not Very	0%	0%	0%	0%	7%	2%
	Not At All	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	4%	57%	64%

Q40n 2. Confident when things are going really well

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when things are going really well	Extremely	0%	0%	74%	46%	15%	19%
	Very	0%	0%	26%	38%	11%	11%
	Moderately	0%	0%	0%	13%	15%	6%
	Not At All	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40o 2. Confident when other people encourage you to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when other people encourage you to play video lottery	Extremely	0%	0%	68%	33%	13%	16%
	Very	0%	0%	26%	29%	17%	12%
	Moderately	0%	0%	5%	17%	7%	5%
	Not Very	0%	0%	0%	17%	7%	4%
	Not At All	0%	0%	0%	4%	0%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40p 2. Confident when you have seen an ad about gambling

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you seen an ad about gambling	Extremely	0%	0%	74%	54%	17%	20%
	Very	0%	0%	26%	38%	22%	14%
	Moderately	0%	0%	0%	4%	4%	2%
	Not At All	0%	0%	0%	4%	0%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40q 2. Confident when you become overconfident about your abstinence

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you become overconfident about your abstinence	Extremely	0%	0%	63%	54%	11%	17%
	Very	0%	0%	37%	29%	13%	12%
	Moderately	0%	0%	0%	13%	17%	6%
	Not Very	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40r 2. Confident when you are passing a video lottery establishment

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are passing a video lottery establishment	Extremely	0%	0%	79%	46%	13%	19%
	Very	0%	0%	21%	38%	15%	12%
	Moderately	0%	0%	0%	8%	13%	5%
	Not Very	0%	0%	0%	4%	0%	1%
	Not At All	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40s 2. Confident when you are with friends you used to play video lottery with

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are with friends you used to play video lottery with	Extremely	0%	0%	74%	42%	17%	19%
	Very	0%	0%	21%	38%	9%	10%
	Moderately	0%	0%	5%	21%	11%	6%
	Not Very	0%	0%	0%	0%	4%	1%
	Not At All	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40t_2. Confident when you are feeling really positive about the way things are going for you

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are feeling really positive about the way things are going for you	Extremely	0%	0%	74%	42%	15%	18%
	Very	0%	0%	26%	46%	11%	12%
	Moderately	0%	0%	0%	4%	17%	5%
	Not Very	0%	0%	0%	8%	0%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

ssQ40u 2. Confident when you are nervous

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are nervous	Extremely	0%	0%	74%	63%	20%	22%
	Very	0%	0%	26%	38%	15%	12%
	Moderately	0%	0%	0%	0%	9%	2%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40v 2. Confident when you feel like having a good time

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you feel like having a good time	Extremely	0%	0%	74%	50%	17%	20%
	Very	0%	0%	26%	38%	9%	10%
	Moderately	0%	0%	0%	8%	15%	5%
	Not Very	0%	0%	0%	4%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40w 2. Confident when you have a strong urge to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you have a strong urge to play video lottery	Extremely	0%	0%	58%	29%	7%	12%
	Very	0%	0%	21%	21%	7%	7%
	Moderately	0%	0%	16%	21%	17%	9%
	Not Very	0%	0%	0%	13%	11%	5%
	Not At All	0%	0%	5%	17%	2%	3%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40x 2. Confident when you think you can play video lottery without any problems again

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you think you can play video lottery without any problems again	Extremely	0%	0%	63%	33%	13%	15%
	Very	0%	0%	32%	33%	7%	10%
	Moderately	0%	0%	5%	29%	13%	8%
	Not Very	0%	0%	0%	4%	7%	2%
	Not At All	0%	0%	0%	0%	4%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40y 2. Confident when you are in a situation where you used to play video lottery

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are in a situation where you used to play video lottery	Extremely	0%	0%	63%	25%	9%	13%
	Very	0%	0%	32%	17%	7%	8%
	Moderately	0%	0%	0%	46%	22%	12%
	Not Very	0%	0%	0%	13%	4%	3%
	Not At All	0%	0%	5%	0%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40z 2. Confident when you are really happy

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are really happy	Extremely	0%	0%	79%	50%	17%	20%
	Very	0%	0%	21%	46%	13%	12%
	Moderately	0%	0%	0%	4%	7%	2%
	Not Very	0%	0%	0%	0%	4%	1%
	Not At All	0%	0%	0%	0%	2%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%



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Q40aa 2. Confident when you want to see how far you can push yourself

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you want to see how far you can push yourself	Extremely	0%	0%	74%	50%	13%	19%
	Very	0%	0%	26%	46%	20%	15%
	Moderately	0%	0%	0%	0%	11%	3%
	Not Very	0%	0%	0%	4%	0%	1%
	Not Applicable	100%	100%	0%	0%	57%	63%

Q40 2. Average Confidence Rating (Out Of 5)

		Primary Report Segments			Total
		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are feeling angry inside	Mean	4.74	4.46	3.71	4.30
	Median	5.00	5.00	4.00	5.00
	Std Deviation	.45	.72	1.06	.89
Confident when you are feeling depressed	Mean	4.68	4.08	3.43	4.05
	Median	5.00	4.00	3.00	4.00
	Std Deviation	.48	1.10	1.12	1.08
Confident when you see others playing video lottery	Mean	4.47	3.92	3.48	3.94
	Median	5.00	4.00	4.00	4.00
	Std Deviation	.70	.88	1.12	.99
Confident when you feel the urge to play video lottery	Mean	4.47	3.08	3.19	3.53
	Median	5.00	3.00	3.00	4.00
	Std Deviation	.70	1.47	1.17	1.32
Confident when you are feeling really good	Mean	4.79	4.42	3.75	4.32
	Median	5.00	5.00	4.00	5.00
	Std Deviation	.42	.78	1.07	.89
Confident when you have the urge to have just one spin	Mean	4.47	3.75	3.50	3.89
	Median	5.00	4.00	4.00	4.00
	Std Deviation	.70	1.11	1.28	1.12
Confident when you are bored	Mean	4.68	3.83	3.65	4.03
	Median	5.00	4.00	4.00	4.00
	Std Deviation	.48	1.27	1.04	1.09

Q40 2. Average Confidence Rating (Out Of 5) - Continued

		Primary Report Segments			Total
					



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		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are worried about something	Mean	4.74	4.29	3.65	4.22
	Median	5.00	4.50	4.00	4.00
	Std Deviation	.45	.91	1.27	1.02
Confident when you think you have overcome your problems with video lottery	Mean	4.68	4.50	3.75	4.32
	Median	5.00	5.00	4.00	5.00
	Std Deviation	.48	.59	1.02	.82
Confident when you want to test your willpower	Mean	4.58	4.42	3.85	4.29
	Median	5.00	4.50	4.00	4.00
	Std Deviation	.61	.65	.93	.79
Confident when you are celebrating a special occasion	Mean	4.74	4.29	3.80	4.27
	Median	5.00	4.00	4.00	5.00
	Std Deviation	.45	.91	1.20	.97
Confident when you are lonely	Mean	4.74	4.29	3.75	4.25
	Median	5.00	5.00	4.00	4.00
	Std Deviation	.45	.95	1.02	.93
Confident when you feel a physical need for video lottery	Mean	4.58	4.26	3.55	4.13
	Median	5.00	4.00	3.50	4.00
	Std Deviation	.61	.96	1.23	1.05
Confident when things are going really well	Mean	4.74	4.21	3.85	4.25
	Median	5.00	4.00	4.00	5.00
	Std Deviation	.45	.98	1.09	.95
Confident when other people encourage you to play video lottery	Mean	4.63	3.71	3.85	4.03
	Median	5.00	4.00	4.00	4.00
	Std Deviation	.60	1.23	1.04	1.08
Confident when you seen an ad about gambling	Mean	4.74	4.38	4.30	4.46
	Median	5.00	5.00	4.00	5.00
	Std Deviation	.45	.92	.66	.74
Confident when you become overconfident about your abstinence	Mean	4.63	4.33	3.75	4.24
	Median	5.00	5.00	4.00	4.00
	Std Deviation	.50	.87	.91	.86
Confident when you are passing a video lottery establishment	Mean	4.79	4.17	3.85	4.25
	Median	5.00	4.00	4.00	5.00
	Std Deviation	.42	1.05	1.04	.97

Q40 2. Average Confidence Rating (Out Of 5) - Continued

	Primary Report Segments	Total
		



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		Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Confident when you are with friends you used to play video lottery with	Mean	4.68	4.21	3.80	4.22
	Median	5.00	4.00	4.00	5.00
	Std Deviation	.58	.78	1.24	.96
Confident when you are feeling really positive about the way things are going for you	Mean	4.74	4.21	3.95	4.29
	Median	5.00	4.00	4.00	4.00
	Std Deviation	.45	.88	.89	.83
Confident when you are nervous	Mean	4.74	4.63	4.25	4.54
	Median	5.00	5.00	4.00	5.00
	Std Deviation	.45	.49	.79	.62
Confident when you feel like having a good time	Mean	4.74	4.33	3.95	4.33
	Median	5.00	4.50	4.00	5.00
	Std Deviation	.45	.82	1.00	.84
Confident when you have a strong urge to play video lottery	Mean	4.26	3.33	3.10	3.54
	Median	5.00	3.50	3.00	4.00
	Std Deviation	1.10	1.46	1.12	1.33
Confident when you think you can play video lottery without any problems again	Mean	4.58	3.96	3.40	3.97
	Median	5.00	4.00	3.00	4.00
	Std Deviation	.61	.91	1.35	1.09
Confident when you are in a situation where you used to play video lottery	Mean	4.47	3.54	3.35	3.76
	Median	5.00	3.00	3.00	4.00
	Std Deviation	.96	1.02	1.09	1.12
Confident when you are really happy	Mean	4.79	4.46	3.90	4.38
	Median	5.00	4.50	4.00	5.00
	Std Deviation	.42	.59	1.21	.87
Confident when you want to see how far you can push yourself	Mean	4.74	4.42	4.05	4.40
	Median	5.00	4.50	4.00	5.00
	Std Deviation	.45	.72	.76	.71

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Q41. % Who Have Friends Who Play/Used To Play Video Lottery Games Regularly

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Friends Who Play/Used To Play VL Games Regularly	Currently	30%	5%	8%	21%	13%	17%
	In The Past Only	33%	11%	21%	4%	17%	18%
	Both Currently And In Past	17%	65%	46%	61%	50%	46%
	No	20%	19%	25%	14%	20%	19%

Q42. % Who Have Other Family Members Who Play/Used To Play Video Lottery Games Regularly

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Other Family Members Who Play/Used To Play VL Games Regularly	Currently	15%	22%	0%	7%	20%	14%
	In The Past Only	7%	11%	8%	14%	7%	9%
	Both Currently And In Past	4%	14%	17%	32%	24%	17%
	No	74%	54%	75%	46%	50%	60%

Q43. % Who Have Co-Workers Who Play/Used To Play Video Lottery Games Regularly

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Have Co-Workers Who Play/Used To Play VL Games Regularly	Yes	15%	30%	33%	32%	39%	29%
	No	65%	57%	63%	64%	54%	60%
	Do Not Know	20%	14%	4%	4%	7%	10%



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Q44. Number Of Hours Spent Watching TV In An Average Week

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Hours Spent Watching TV In An Average Week	7 hours or less	24%	22%	21%	18%	13%	19%
	8 to 14 hours	15%	24%	25%	32%	33%	25%
	15 to 21 hours	28%	32%	33%	18%	17%	25%
	22 to 35 hours	24%	19%	13%	18%	22%	20%
	36 hours or more	9%	3%	8%	14%	15%	10%
	Minimum	2.00	.00	3.00	2.00	1.00	.00
	Maximum	50.00	60.00	55.00	49.00	105.00	105.00
	Mean	19.01	16.92	17.83	18.96	22.48	19.30
	Median	17.50	15.00	15.00	14.50	15.00	15.00
	Std Deviation	12.14	11.95	12.82	13.73	19.06	14.48

**Q45. Amount Of Money Spent On Entertainment Activities In An Average Month
(Excluding VL And Other Games Of Chance)**

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Amount Of Money Spent On Entertainment Last Month (Excluding VL and other games of chance)	\$20 or less	13%	16%	8%	11%	28%	17%
	\$21 to \$50	39%	19%	29%	29%	17%	27%
	\$51 to \$100	33%	30%	33%	36%	30%	32%
	\$101 to \$200	7%	24%	25%	18%	13%	16%
	\$201 or more	9%	11%	4%	7%	11%	9%
	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	400.00	700.00	300.00	400.00	800.00	800.00
	Mean	85.54	123.92	99.79	101.96	117.93	106.05
	Median	50.00	100.00	100.00	80.00	70.00	75.00
	Std Deviation	89.95	131.78	74.75	93.10	157.24	117.93



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Q46. Frequency Of Going To Bars/Pubs

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Frequency Of Going To Bars/Pubs	More than once a week	4%	19%	8%	11%	28%	15%
	Once a week	4%	16%	21%	29%	11%	14%
	Every two weeks	15%	5%	4%	4%	13%	9%
	About once a month	11%	16%	0%	21%	15%	13%
	Less than once a month	46%	32%	50%	32%	22%	35%
	Do not go	20%	11%	17%	4%	11%	13%

Q47. Level Of Seriousness Of VL Play (Out Of 10)

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Seriousness Of VL Problem Play	Serious Problem (10/10)	0%	0%	0%	0%	17%	4%
	9.00	0%	0%	0%	0%	2%	1%
	8.00	0%	0%	0%	0%	7%	2%
	7.00	0%	0%	0%	0%	4%	1%
	6.00	0%	0%	0%	0%	2%	1%
	5.00	0%	0%	0%	4%	26%	7%
	4.00	0%	0%	0%	7%	15%	5%
	3.00	0%	8%	0%	18%	11%	7%
	2.00	0%	0%	4%	11%	4%	3%
	Not At All A Problem (1/10)	100%	92%	96%	61%	11%	69%
	Minimum	1.00	1.00	1.00	1.00	1.00	1.00
	Maximum	1.00	3.00	2.00	5.00	10.00	10.00
	Mean	1.00	1.16	1.04	1.82	5.33	2.27
	Median	1.00	1.00	1.00	1.00	5.00	1.00
	Std Deviation	.00	.55	.20	1.19	2.88	2.37



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Q48. Likelihood Of Playing VLT Games Again

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Within the next year	Very Likely	9%	65%	8%	46%	54%	38%
	Somewhat Likely	24%	32%	21%	46%	35%	31%
	Not At All Likely	63%	3%	71%	7%	7%	29%
	Do Not Know	4%	0%	0%	0%	4%	2%
Within the next six months	Very Likely	2%	62%	4%	39%	54%	34%
	Somewhat Likely	17%	32%	21%	46%	30%	29%
	Not At All Likely	76%	5%	75%	14%	9%	35%
	Do Not Know	4%	0%	0%	0%	7%	3%
Within the next month	Very Likely	0%	27%	4%	25%	48%	22%
	Somewhat Likely	9%	32%	13%	39%	30%	24%
	Not At All Likely	91%	41%	83%	36%	20%	53%
	Do Not Know	0%	0%	0%	0%	2%	1%

Q50. Age Category

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Age Category	19 to 29 years	13%	24%	29%	18%	13%	18%
	30 to 39 years	43%	35%	42%	32%	24%	35%
	40 to 49 years	20%	19%	25%	21%	28%	23%
	50 to 59 years	17%	8%	4%	29%	26%	18%
	60+ years	7%	14%	0%	0%	9%	7%
Age (Years)	Minimum	21.00	23.00	23.00	22.00	22.00	21.00
	Maximum	77.00	66.00	59.00	58.00	67.00	77.00
	Mean	40.24	40.05	35.54	40.46	43.39	40.41
	Median	35.50	39.00	35.00	40.50	43.50	39.00
	Std Deviation	12.80	12.33	8.20	10.44	11.87	11.71



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Q51a. Number Of People Living In Household

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of People Living In Household	1	11%	11%	8%	18%	13%	12%
	2	39%	27%	33%	25%	35%	33%
	3	13%	14%	42%	14%	22%	19%
	4	28%	35%	13%	25%	20%	25%
	5+	9%	14%	4%	18%	11%	11%
	Minimum	1.00	1.00	1.00	1.00	1.00	1.0
	Maximum	6.00	6.00	6.00	6.00	6.00	6.0
	Mean	2.87	3.16	2.75	3.07	2.83	2.9
	Median	2.50	3.00	3.00	3.00	3.00	3.0
	Std Deviation	1.26	1.32	1.07	1.54	1.27	1.2

Q51b. Number Of Children Living In Household

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Children Living In Household	None	57%	46%	54%	54%	65%	56%
	1	15%	5%	17%	14%	17%	14%
	2	22%	38%	25%	21%	7%	22%
	3 or more	7%	11%	4%	11%	11%	9%
		Minimum	.00	.00	.00	.00	.00
	Maximum	4.00	3.00	4.00	3.00	4.00	4.0
	Mean	.80	1.14	.83	.89	.65	.8
	Median	.00	1.00	.00	.00	.00	.0
	Std Deviation	1.07	1.13	1.09	1.10	1.08	1.0



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Q51c. % With Other VL Players In Household

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Regular VL Player(s)		4%	8%	0%	14%	11%	8%
Casual VL Player(s)		4%	24%	17%	21%	17%	16%

Note: More than one response allowed.

Q51c. Average Number Of Other VL Players In Household

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of Other Regular VL Players In Household	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	1.00	1.00	.00	2.00	1.00	2.00
	Mean	.04	.08	.00	.18	.11	.08
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.21	.28	.00	.48	.31	.30
Number Of Other Casual VL Players In Household	Minimum	.00	.00	.00	.00	.00	.00
	Maximum	1.00	1.00	1.00	2.00	1.00	2.00
	Mean	.04	.24	.17	.25	.17	.17
	Median	.00	.00	.00	.00	.00	.00
	Std Deviation	.21	.43	.38	.52	.38	.39



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Q52. Marital Status

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Marital Status	Single	17%	8%	38%	21%	17%	19%
	Married/Cohabiting	76%	70%	50%	68%	70%	69%
	Divorced/Seperated	7%	16%	13%	4%	11%	10%
	Widowed	0%	5%	0%	7%	2%	3%

Q53. Work Status

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Work Status	Working Full-Time	46%	68%	71%	79%	57%	61%
	Working Part-Time	24%	3%	21%	4%	15%	14%
	Unemployed	7%	8%	8%	7%	2%	6%
	Student	2%	0%	0%	0%	2%	1%
	Homemaker	11%	5%	0%	0%	4%	5%
	Retired	9%	11%	0%	7%	15%	9%
	Disabled	2%	5%	0%	4%	4%	3%

Q54. Occupation Category

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Occupation Category	White Collar	15%	16%	21%	25%	17%	18%
	Grey Collar	17%	38%	29%	29%	17%	25%
	Blue Collar	37%	16%	42%	29%	37%	32%
	Income Supported	30%	30%	8%	18%	28%	25%



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Q55. Education Category

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Education Category	Less than Grade 9	4%	5%	0%	7%	11%	6%
	Grade 9-13	54%	46%	42%	39%	52%	48%
	Trade School/Non-University	20%	35%	46%	39%	20%	29%
	University Without Degree	7%	5%	4%	0%	11%	6%
	University With Degree	15%	8%	8%	11%	7%	10%
	University Post-Graduate Degree	0%	0%	0%	4%	0%	1%

Q56a. Household Income Category

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Household Income Category	Less than \$10,000	7%	3%	8%	7%	4%	6%
	\$10,000 - \$25,000	13%	8%	4%	7%	15%	10%
	\$25,001 - \$35,000	28%	22%	17%	14%	28%	23%
	\$35,001 - \$45,000	26%	19%	8%	29%	20%	21%
	\$45,001 - \$60,000	13%	30%	21%	25%	22%	22%
	\$60,001 - \$75,000	7%	5%	33%	4%	7%	9%
	Over \$75,000	4%	8%	4%	0%	2%	4%
	Refused	2%	3%	0%	11%	0%	3%
	Do Not Know	0%	3%	4%	4%	2%	2%



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Q56b. Number Of People Contributing To Household Income

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Number Of People Contributing To Household Income	1	52%	30%	25%	36%	37%	38%
	2	41%	59%	54%	39%	57%	50%
	3+	4%	5%	17%	11%	4%	7%
	Refused/Do Not Know	2%	5%	4%	14%	2%	5%
Minimum		1.00	1.00	1.00	1.00	1.00	1.00
Maximum		3.00	4.00	3.00	4.00	3.00	4.00
Mean		1.51	1.77	1.91	1.75	1.67	1.69
Median		1.00	2.00	2.00	2.00	2.00	2.00
Std Deviation		.59	.65	.67	.79	.56	.64

Q57. Mother Tongue

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Mother Tongue	English	87%	100%	79%	100%	93%	92
	French	11%	0%	17%	0%	2%	6
	English/French	2%	0%	0%	0%	0%	1
	Other	0%	0%	4%	0%	4%	2

Q58. Area Of Residence

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Area Of Residence	Urban	59%	43%	58%	68%	57%	56%
	Rural	41%	57%	42%	32%	43%	44%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q62. Gender

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Gender	Male	65%	62%	67%	61%	61%	63%
	Female	35%	38%	33%	39%	39%	37%

Q59. % Who Believe That Having Brochures/Flyers Associated With Problem VL Play Available At VLT Locations Would Be Helpful

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Believe Having VL Problem Playing Brochures/Flyers Located In VLT Locations Would Be Helpful	Yes	35%	41%	33%	29%	26%	33%
	No	59%	57%	63%	68%	63%	61%
	Do Not Know	7%	3%	4%	4%	11%	6%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q60. Other Aids Helpful In Assisting People In Managing Their VL Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Other Aids Helpful In Assisting People In Managing VL Play	The machines should be banned/removed from province	7%	8%	17%	7%	28%	14%
	Restrict access to machines (in Casinos only)	4%	14%	17%	14%	24%	14%
	Stay away from machines	15%	8%	13%	14%	9%	12%
	Brochures/Pamphlets at VLT locations - dangers of VLTs	4%	0%	4%	7%	4%	4%
	Set a budget/limit and stick to it	4%	8%	4%	0%	0%	3%
	Seek out professional assistance	2%	3%	4%	0%	4%	3%
	Enlisting help from friends/family	0%	5%	8%	0%	4%	3%
	Player cards/tokens - players set limits cannot play beyond	7%	3%	0%	4%	0%	3%
	Educate people to recognize a gambling problem	4%	0%	0%	7%	4%	3%
	Understanding you cannot win/Learn how the game works	0%	0%	4%	0%	4%	2%
	Get involved in other activities	2%	3%	0%	0%	2%	2%



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
DATA TABLES**

Advertise TV/Radio/Newspaper warning/Educate dangers VLTs	4%	0%	0%	0%	4%	2%
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Q60. Other Aids Helpful In Assisting People In Managing Their VL Play - Continued

	Primary Report Segments					Total
	Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Government needs to get more involved	0%	3%	8%	0%	0%	2%
Eliminate ATMs from bars	0%	3%	0%	4%	2%	2%
Have a bartender intervention program	0%	5%	4%	0%	2%	2%
Have devices that prohibit play	0%	0%	0%	7%	2%	2%
Inform how games work/Amount of profit/loss generated	0%	0%	4%	0%	2%	1%
Time limit on machine/Can only play certain amount of time	0%	0%	0%	4%	0%	1%
Have financial advisors available to help problem gamblers	0%	0%	0%	0%	2%	1%
Have info on the VLT screens about problem gambling	0%	0%	0%	4%	2%	1%
Increase the age of play	0%	0%	0%	0%	2%	1%
Do not know	4%	0%	0%	0%	0%	1%
No	46%	46%	21%	39%	20%	35%

Note: More than one response allowed.



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P61a. % Who Feel That Participating In This Survey Has Made Them Want To Play VL Games

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Feel That Participating In This Survey Has Made Them Want To Play VL Games	Yes	0%	0%	0%	0%	13%	3%
	No	0%	0%	100%	0%	46%	24%
	Not Applicable	100%	100%	0%	100%	41%	73%

P61c. % Who Would Like To Speak To Someone To Help Overcome The Urge To Play

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
% Who Would Like To Speak To Someone To Help Them Overcome The Urge To Play	Yes	0%	0%	0%	0%	2%	1%
	No	0%	0%	0%	0%	11%	3%
	Not Applicable	100%	100%	100%	100%	87%	97%

Panel. % Who Would Like To Stay On The Confidential Research Panel

		Primary Report Segments					Total
		Non-Problem Non-Players	Non-Problem Players	Problem Resolved Non-Players	Problem Resolved Players	Problem Unresolved Players	
Panel	Yes	87%	97%	96%	100%	100%	96%
	No	13%	3%	4%	0%	0%	4%



APPENDIX C

**CODING MASTERSHEETS
& VERBATIM LISTINGS**



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Coding Mastersheets & Verbatim Listings**

Q6c. Why did you first try them?

CODE	DESCRIPTION
01	Curiosity- Wanted to see what they were like
02	Accessibility (because they were there)
03	Played while <u>waiting</u> for someone/something else (pool, food, friends)
04	Friends/Family were playing (socializing)
05	Entertaining/Fun/Exciting
06	Bored – to pass/kill time, fill time (something to do)
07	Inexpensive/dropped in my change
08	Noticed/heard or watched other people playing/looked like fun
09	Machines were located where I worked
10	Machines were located where friends/family worked
11	They paid out a lot/to win/try to win money
12	Saw/knew other people winning
13	Addictive – I got hooked
14	Lonely/Depressed (made me feel better)
15	To get out of the house
16	Had the money to spend, could afford to play
17	Had a big win/I was winning at first, figured I’d keep winning
18	Chasing losses



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Coding Mastersheets & Verbatim Listings**

Q6c. Why did you first try them?

Just to see what they are like.
I guess more of being inquisitive, finding out what it was all about.
Just curious, I guess.
I'm from a little town and they were in a corner store. Just tried it, I'm a gambler I guess.
I just wanted to see what it was like.
Curiosity.
Just to try something different and it was a different game to play.
The attraction of something new.
To try them. The sounds of them and the chance to win.
Just to see how they worked.
Just because it was new.
Something new I guess.
Curious about the games I guess, so I tried it.
It was something different I guess to play.
Just for curiosity I guess.
To experience it.
Just out of curiosity to see what they were like to play.
I figured I'd try my luck on something different.
Curiosity - to see what the games were like I guess.
Just to try them.
Just because I like card games and I wanted to try the machines to play poker.
Hum, curious to see what they were like to play.
I wanted to see what the games were like because they were different.
Just to see what they were like.
Curious
I was curious.
Curiosity.
I was curious about them, how they worked and what they were all about.
Curiosity killed the cat.
They looked interesting so I played.
They were new.
Just curiosity I guess to see what they would be like to play.
Curiosity I guess.
Looked like it would be interesting to play.
Just something different, curious to try and see what it was all about.
To see what they were like I guess.
Just a novelty thing.
I was in a store and I finally saw one of those VLT machines. There was a lot of hype about them being fun so I just wanted to see what they were like to play so I did.
I was in the legion and my friend asked me to take over playing for her while she went to the washroom and after I tried a machine on my own.
Curious to see what they were like.
Curious - I never saw them before so I played to feed my curiosity.

Q6c. Why did you first try them? Continued

My husband took me in and introduced me to them.
I walked in and they were in the store.
To see what they were like.



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Coding Mastersheets & Verbatim Listings**

Curious - I never saw them before so I played to feed my curiosity.
Just out of curiosity.
Curiosity.
Curiosity.
Something different to play.
Just curiosity I guess.
I was curious to see what they were like, wanted to figure them out.
Curiosity I guess.
To see what they were like .
It was something new to play so I did I guess.
I wanted to see what they would be like to play.
To see what they were like I guess.
Just to play them to see what they were like.
Because they were there, just to see what they were like.
It was there and I was curious. It looked interesting.
They were just there, something different to play.
I was at a bar and tried them for fun.
Curiosity and amusement because they were there.
I saw them and wanted to try them and to win money.
I was on an Indian Reserve with my friend, it was something new to try.
It was something new, I enjoyed them and liked playing them.
Curious - looked like fun to play and to see what it was like to play.
It looked like fun to play, it was something different.
They were new so I tried them to see what they were like.
I was curious about them. I liked hitting the bets, found it exciting.
Just curiosity, amusement.
Just because they were there and other people were playing and they looked like fun.
I was curious about them and I enjoyed the rush when I first won.
I saw a lot of people winning and wanted to try it too.
Just because everyone else was and they were there. I live on an Indian reserve and they are in the store.
It looked interesting and I saw other people winning money on them. (The clerk suggested I try it).
Something different. I saw other people playing..
Something different. I saw other people playing.
I saw people playing them and didn't know what it was.
I worked in a restaurant/bar - curiosity.
I guess to win money and it was a game I never played before so I was curious.
Just to see if I could win, looked different, something new to do.
Cause they were there.
They were in the stores.

Q6c. Why did you first try them? Continued

It was there.
Because it was there.
I was a bored housewife. Used to take my kids to the restaurant. I would play them, kids would play pinball.
Because they were there.
I walked in and they were in the store.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Coding Mastersheets & Verbatim Listings**

Because everyone else in the store was playing so did I.

I don't know they were just there.

My friend played them so I tried them to because they were there.

To win money. I saw the VLT's in a corner store and they looked like fun to play.

Out of boredom because I was waiting for somebody. I think it was at a tavern.

It was out of boredom.

Out for years and never bothered with them. Came across them one day and watched people play.

They were in a store. At first I watched other play.

Because somebody told me they won some money off them.

To kill some time waiting for pizza.

I was waiting for my husband he was playing pool.

We were at a place waiting for a pool table and we (friends) had a loonie and put it in the machine just to kill time.

I was with my friends and they were playing so I figured I would try them.

Everyone else was trying them so I also tried them

Because my wife was playing them.

I saw someone playing, I asked them to show me how, so I tried it.

Because my friends were playing so I figured I'd try them to see if I could win.

To see what kinds of games were on them because my friend said playing the VLT's were fun.

My friend was playing so I did too.

My husband was playing one so I played one, he showed me how.

My mother was playing them.

Hanging around with a bunch of the guys who were playing them.

I was fascinated by the colors on the screen so I played.

A buddy of mine coaxed me into playing with him.

People were telling me they were a good thing to play.

Because my husband was playing them so I played with them.

My husband was playing, I didn't know how to play so I asked him to show me and he did.

My husband played them so I wanted to try them also.

My husband took me in and introduced me to them.

My friend asked me to play the machine with him and if we won we would split the winnings.

My friends and I were at a bar having a couple of drinks and put ten dollars in for fun.

A friend was playing so I figured I'd try them to see if I could win money.

My friend played the VLT machines in the bar once and she won so I played to see if I could win.

Because my brother was winning so I tried.

My friends were in a bar playing VLT's so I played to.

Because they were there and I thought I would try them, they looked like fun.

Q6c. Why did you first try them? Continued

Just for fun, they looked like fun so I tried them.

Looked like fun to play.

Just for entertainment.

Just for fun, just to see what would happen.

Entertainment.

They looked fun to play that's all.

Entertainment.

They looked like fun to play.



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I don't know. I was watching all the people play and screaming when the bells went off.

For fun.

I went to a store and the people were playing them and seemed like they were having fun, so I figured I would try them to.

Just for fun to see if I could win some money.

To see if I could win money, they looked like fun to play.

Well probably because I had nothing to do.

Boredom. It was nice to get into town to do something.

I went just for something to do to waste time.

We were bored.

To pass time.

Because I was curious.

Curiosity.

I wanted to see what they were like to play, it was something different to play.

Because they were there.

Something to do while at a club.

I just wanted to kill time waiting for a flight at the airport.

Boredom.

I was at a store and I was bored so I played.

Just to play I was bored.

To pass the time.

Because I heard a store with the VLT's in them so I played them to pass time when I was working that's why.

Just for curiosity.

I had some change left in my pockets.

I was just in a convenience store and a friend of mine was with me and I had a couple of dollars on me so we played.

My brother in law said chuck in a loonie you might get lucky. That's how I started.

Everybody else was.

Noticed other people playing so I thought I would.

Everyone else was playing them at the bar so I tried too.

I was working in a bar that had them so I tried them because other people were playing them there.

I saw other people playing when I was working so I tried them after my shift at work.

Because everyone else was trying them and some were winning money so I tried.

I was curious about the machines, what games were on them, how they worked.

Q6c. Why did you first try them? Continued

I was watching people playing poker and I like poker so I played.

It looked interesting watching the other people winning.

They were where I worked.

I saw people playing them and didn't know what it was.

My friend worked at a bar and eventually I spent so much time there that I started playing them.

My friend worked at a bar and eventually I spent so much time there that I started playing them.

A chance to win money I guess.

I figured I could make some money.

It was something to do.

I was at the bar/restaurant where I worked and one of my co-workers played the VLT's and won so I figured I would do the same as well.



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Just to see if I could get more money than I already had.
Just the need for greed. The need for money. Get rich quick fix.
I saw somebody else win.
Everyone was winning it seemed so I played too.
Because my friends were winning money.
I put five dollars in them and won.
I don't know, I have no idea.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Coding Mastersheets & Verbatim Listings**

Q6d. Under what circumstances/how were you introduced?

CODE	DESCRIPTION
01	Curiosity- Wanted to see what they were like
02	Accessibility (because they were there)
03	Played while <u>waiting</u> for someone/something else (pool, food, friends)
04	Friends/Family were playing (socializing)
05	Entertaining/Fun/Exciting
06	Bored – to pass/kill time, fill time (something to do)
07	Inexpensive/dropped in my change
08	Noticed/heard or watched other people playing/looked like fun
09	Machines were located where I worked
10	Machines were located where friends/family worked
11	They paid out a lot/to win/try to win money
12	Saw/knew other people winning
13	Addictive – I got hooked
14	Lonely/Depressed (made me feel better)
15	To get out of the house
16	Had the money to spend, could afford to play
17	Had a big win/I was winning at first, figured I’d keep winning
18	Chasing losses



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Coding Mastersheets & Verbatim Listings**

Q6d. Under what circumstances/How were you introduced?

I was at a bar so I hadn't played them before so I was curious to see what the VLT's were like.
It was at a bar and a bunch of guys we decided to try it, no reason.
Boys were playing ball dropped into treaty gas for pop and we tried them to see what they were like.
Saw how others were playing so we tried them.
It was something new, I thought I'd try it.
I was in a corner store and I was curious that's all.
I went in the store and the clerk suggested I try the new game they had.
They were in a corner store I saw them and tried it.
It was in a corner store and I just tried I to see what it was all about.
I saw them in the corner store and decided to try them out.
I was in a bar and I saw them so I decided to play the machines to see what the games were like.
I was at a bar with my husband and I played them for fun to try something new.
I never seen one before and I was in a cornerstone and I seen one I was curious as to what they were about so I put money in and I played.
When I was at a corner store I seen them and they looked like fun to play so I did.
To see what they were like, I always like cards so I thought I'd like it. It was in the convenience stores.
It was in a tavern, we went out for supper. I saw them and wanted to try them.
A friend and I were at a club the first night they were installed and as soon as it was hooked up I went over and I started putting money into it and never stopped.
I saw them in a corner store and I played them, they were different from scratch ticket games I played all the time.
Saw them in a bar and I played them and lost.
They were brought into the legion where I play darts. What made me curious was that I didn't understand them and watching people I saw some winners that I thought I could be one.
VLT's were in a general store I was in. I saw them and tried them.
When I went to a bar I seen them there so I played them to see what they were like.
They were there and I just started playing them. Just wanted to try it to see what it was like.
In a bar eating a meal so I put a couple of dollars in for curiosity.
It was at work. My friends were playing so I dropped a quarter in to see what it was about.
I was in a bar and my friend played.
While I was waiting for a taxi I was wondering what everyone was doing in the back so I went to see what the boys were doing.
Sitting in a bar and friends were playing them so I thought I'd try them. It was just a game I wanted to try. It was to see if I was lucky enough to win.
No special circumstances, I saw them and wanted to try them for fun.
They would be in the corner stores and I might go in and buy something and see people playing them and I went up and they were playing poker and I thought wow and started playing.
I was in a small town fishing and I had nothing to do. I went to a convenience store saw them in there and just started playing.
In a bar and I went up to play them. I had a couple of dollars and threw it in.
I was watching other people play them and wanted to see how they worked.
I just tried it on my own. I saw people winning and wanted to try it too. No one introduced me, I did it myself.



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Q6d. Under what circumstances/How were you introduced? Continued

I was in a bar and people were playing them. One person won on a machine so later in the evening I tried one.

Went to the store to get milk and played because they were there and everyone was playing them.

I worked in a store where they were first introduced. I tried them because it was a novelty. Something new everybody was talking about them. There was a lot of winners in the beginning. At the corner store where I worked they were there so I played.

They were where I worked so I just decided to try them.

I tried it on my own. I felt lured to them, I wanted to try to win.

I saw the machine at the store.

Just in for a few beers at the legion and the machines were there.

Corner store had them so I played them.

In all the stores and at the legion so they were everywhere you went.

I was at a golf course and there was one at the bar in the golf course so I played it.

Just seeing them in the store.

I stopped at a restaurant and they were there so I played.

I was in a pool hall by myself and saw them so I just went up to one and started to play.

The people in a local store were playing them.

I was in a store when I saw them.

I first saw them at a corner store, went there to buy something.

I was at a corner store when I saw them with a friend of mine and we played them.

I was at a corner store.

I saw them in a club when I was there.

I was in a tavern with friends.

At a corner store, the garage part when I went for gas.

They were in the corner stores so I tried them.

First seen them in a bowling alley.

I was at a pool hall and I saw them.

I was at a bowling alley and I saw them.

I was at the legion, out for the evening.

I was at a corner store.

I was at a store.

At a corner store.

I was at a convenience store I believe.

I think I was at a corner store actually buying something.

I was in a corner store in Lunenburg that's when I saw them first.

At the legion one night when I was out, that's where I first was introduced.

It was at a corner store. My mom just gave me a dollar and told me to try it.

I saw them in the corner store so I tried them.

They were in a gas station so I tried them.

I saw them in a corner store.

I saw them at a corner store.

I walked into the restaurant and there they were.

I was in a corner store when I saw them and I tried them.

Q6d. Under what circumstances/How were you introduced? Continued

I just saw them in a store.

I was in a corner store when I first saw them and I tried them.



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On the ferry to PEI and they were there.
I was in a bar with my friends.
I saw them in a bar when I went in for a drink.
I seen them in the bar with a friend.
At a club.
I was at a club.
It was at a supermarket.
I was drinking beer in a bar.
A friend and I were at and Indian Reserve.
I was in a corner store and I seen them there.
I saw them at a corner store.
I seen them in a corner store.
I was at a bar with a friend having a drink.
I was in a pub after work one day when I seen them.
In the store .
In a bar one night after work.
I was at a bar having a drink with the guys.
I was at a tavern
I saw them in a store or club I can't remember exactly where.
At a corner store with my brother.
See if I could win. They were in a bar. A friend was playing and I played, he asked me if I wanted to go help and play.
At a bar I seen them when I was there with a friend who played.
It was in a corner store . I went to the corner with friends and they played so I did.
I was at a tavern waiting for somebody. I was bored.
In the pool hall where I played had them and everyone was trying them so I did too.
They were in a convenience store. It was a chance of winning. I heard people talk about them and I wanted to try them to see what they were like.
It was at a bar and everyone was playing so I tried it.
Just going into the store and watching other people play them.
They were in the legion and I saw them. I played.
It was at a pub during lunch and just tried them, wondered if I could win and how hard it might be to win.
I just went myself to the convenience store. I saw them there and decided to try them. As soon as I saw I could win some money I was hooked.
We went to a store and saw they were there. I watched people play them and those people were winning so I tried.
We were at a pool hall waiting for a table.
It was just at a pool hall.
Waiting for a pizza and played I was bored.
I was bored at the time waiting to go t an appointment so I played.

Q6d. Under what circumstances/How were you introduced? Continued

Legion - I was there and my boyfriend was playing pools so I put in a couple of dollars.
I got tired of watching her play, so I tried them myself.
I was hanging out with a friend who played them all the time and she showed me how to play them.
At a bar with friends and they were playing so I played them too.



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I think I was at a store with a friend and she went to play the VLT's so I played because my friend said they were fun to play.

My friends mentioned it so I tried it with them.

I was at a bar with a friend.

I was with someone who was playing so I tried playing too.

My friend and I were in a bar and he was playing and I was watching and I just decided to try it.

By watching them they showed me how to play.

At an arcade with friends in Quebec.

Through my friend, at the corner store.

A friend wanted to play them.

I was at a bar with my friends who were playing so I tried because my friends were playing.

I was at a tavern for awhile with my son and he was explaining how they worked so I tried them.

I was out with a friend at a bowling alley and he was playing so I tried.

By my friend at the legion.

He wanted company to play with him.

I saw them at the corner store with my husband, he showed me how to play because he was playing them before.

They were in a bar and he went to play so I went with him.

I saw my husband playing, I was sitting beside him and decided I wanted to play too.

Went to the corner store with some friends and they suggested I try playing.

I was with my friends and I played with them.

My husband showed me them.

A friend and I went to the bar and I saw the machines and made the comment that I'd like to try them and my friend showed me how.

I saw my friend playing for fun so I did too.

One day me and my sister tried them. We thought we did great in winning money.

A friend of mine was playing I just watched and tried them to kill some time at a bar.

I had it suggested to me and thought I might win.

It was in a tavern and it was very exciting all the commotion.

In a corner store. I was with my friends. The lights were flashing and other people were playing them so I tried them.

Excitement of perhaps being able to win some money.

I was having lunch in a restaurant/lounge and tried one to kill time.

No one introduced me I introduced myself, to kill time at the airport.

I'm retired so I had nothing to do. I probably heard people talking about it.

Because I played at work to pass some time away on breaks.

I watched other people play them and then I threw a couple of quarters in.

I was bartending so they were available where I worked so I often put in my change I had in my pocket.

Everyone else was playing them so I tried it. I was watching everyone and tried it.

Q6d. Under what circumstances/How were you introduced? Continued

I was watching people play at the corner store.

Just by seeing other people playing them.

I was watching someone else play at the store and then I tried.

Just watching other people play.

I was in a bar and gabbing to the old folks and people were playing so did I.

I was at the legion I think and people were playing them.

By watching. They showed me how to play.



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I was watching people play and I got the urge to put money in the machine.
I was at a bar and saw people playing.
It was sitting there and someone told me to try it so I did.
They explained the games to me and I got drawn into playing.
I saw them in a bar and people were playing them.
I was watching someone play and then I tried them.
To see if I was going to win. People were playing and I wanted to see how they worked.
Because I had a store with the VLT's in them.
I was working at the store and I tried them. No particular reason why.
At a bar where I was working.
They were in the restaurant/bar where I worked.
They were in the bar/restaurant where I worked.
Because I got a job at a bowling alley and they were there.
I was working a 12 hour shift by myself and the machine was there so I guess temptation got the best of me. The chance to win money.
The same reason. I hung around at the bar my friend worked at and started playing.
I just thought it was a game of chance and I wanted to see if I had any luck.
The store owner showed and said "Check these out, you can win off them," and that's why I tried them.
They had won a couple of dollars so I figured I'd try to win.
I tried them on my own. I saw someone win before I went to work one night and thought maybe I could win to.
It was in a bar; I went to have a beer, I saw someone win and tried it.
I was watching other people and saw them hit the bells and thought "oh I should try".
I was at some store with a buddy of mine, saw someone win and I just tried it.

Q6e. Who introduced you to VLT's? (OTHER – Code 6)

Store owner.
Store customer.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Coding Mastersheets & Verbatim Listings**

Q7b. Why did you start playing more often? Under what circumstances.

CODE	DESCRIPTION
01	Curiosity- Wanted to see what they were like
02	Accessibility (because they were there)
03	Played while <u>waiting</u> for someone/something else (pool, food, friends)
04	Friends/Family were playing (socializing)
05	Entertaining/Fun/Exciting
06	Bored – to pass/kill time, fill time (something to do)
07	Inexpensive/dropped in my change
08	Noticed/heard or watched other people playing/looked like fun
09	Machines were located where I worked
10	Machines were located where friends/family worked
11	They paid out a lot/to win/try to win money
12	Saw/knew other people winning
13	Addictive – I got hooked
14	Lonely/Depressed (made me feel better)
15	To get out of the house
16	Had the money to spend, could afford to play
17	Had a big win/I was winning at first, figured I’d keep winning
18	Chasing losses



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q7b. Why did you start playing more often? Under what circumstances?

Didn't play often only maybe once a month when they first came out. Only played while eating at a bar because the machines were there.

I was shopping and stopped to play. Spent twenty dollars.

I would go to a store or bar and I would see them there and play.

They were always there at the treaty store where I went all the time so I always played because they were there.

I just played them when I went to the store.

I was in a place that had the machines every Friday (darts) and I played more often.

At places where they were more.

I don't know. The machines were there and before I knew it I was going more often.

The machines seem to be everywhere.

I was in a bar and they were there so I played no other reason.

Because they were in the fast food locations and corner stores I played when I was waiting for food.

Because the VLT's were there and we played to kill time waiting for a table to open up.

Because I won a lot of the times I played and they were fun. They were also everywhere you went in bars, pool halls, stores so it was hard not to play them.

The access-easy to get at to play and for fun.

They were there and I liked the excitement of each spin waiting to see what I would get.

No real reason just for fun and entertainment. I use to go the bar to watch the big satellite television so when I went to watch I always ended up playing.

I guess I worked in a bar back then and they were easily accessible and fun to play.

I liked to play them and they were in the store so I played when I went to the store.

Sometimes I got bored and when I had time to kill I played, also they were everywhere you went. Whenever I went to the store I always played or out to the bar or legion.

There wasn't a whole lot else to do. I had no children and lived away from home. Would go to pub after work and had something to eat and would play them.

They were in my store as I said I only played them when I wasn't busy to pass the time to see if I could win any money.

The machines were just there. I was bored so I played them. My boredom was my main reason for playing them, I played at work to pass the time away on breaks.

Because they were in the building, I was winning on them and to get out of the house for a couple of hours. I don't go to bingo or anything else.

Because I had change left and they only cost a quarter and the machines were there.

Just because they were there and for a chance to win a couple of dollars.

They were addictive. They were in more places that just in the bars. I saw them often.

Won a couple of times so I kept playing. I went to the legion to drink and they had the machines there.

Because I won the first time an they were in a lot of stores. It seemed they were everywhere you went.

I usually won a little so I played every time I went to the store. Whenever I went to the store for milk and bread I always played the machines.

I'd be in the bowling alley and play VLT's while I was waiting to go bowling.

Because my wife was playing them a little more than I was.

Because I liked it so much. I like winning and trying to win money. I used to go to a legion a lot and wait for my wife to get off work.

Q7b. Why did you start playing more often? Under what circumstances? Continued



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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I enjoyed playing and at first I was winning quite often so I kept on playing thinking I'd keep on winning. Then both my husband and I would play.

Because my friend did that and I joined him.

I was with a friend who was playing them all the time so I played them too.

I became old enough to be in a tavern so I went there and played with my friends.

It was a guy thing. The guys would all get together and we would go out drinking and play the machines.

Just because I was with a group for entertainment.

The first quarter I put in I won one hundred twenty-five dollars. It was a game. It was a social thing I did with friends. They played so I did.

It was fun and it was something my husband and I did for fun and entertainment when we went out for the evening.

Because my husband and I would play when we went out together for fun and to see if we could win.

Out of boredom. Had back surgery and couldn't do anything. Going out with some friends.

I got bored so I just thought I'd kill some time. Just something to do, it was a chance to socialize with some people you know.

They were fun to play and very exciting.

Just because I wanted to, for the fun of it, just to sit and play it, push the buttons I guess.

I enjoyed them, that's all.

For the entertainment.

I liked playing them for fun.

I just think they are fun to play.

Just for fun and entertainment.

I enjoyed it, entertainment.

I liked the machine, the sounds and the color too and the sound of the bells. The machines just drew me in they were hypnotizing and I wanted to play them all the time.

I was having fun that's all.

I liked playing them that's all.

I just liked playing them, no reason really, addicted I guess.

I liked to play not because I was winning, I simply like to play them.

I just played them for fun. It's a past time, it's boring at home so I get to go out and play them.

The novelty of it, I wanted to kill time at the restaurant/lounge and see how the machines worked.

I liked playing them and to win too; playing VLT's was a fun way to pass time.

Because it's entertaining, it's something to do, I like to gamble.

Entertainment purposes. Relaxing. Challenge of trying to beat the machine. I live in Yarmouth and there's not a lot to do, plus I hoped to double my money often. E.g. lost \$5 try to get \$10.

To pass time and for fun and I guess I was addicted to them.

I really like it. I live alone, it passed time for me. The element of risk and thought I might win.

I just like playing them and I am a loner and playing them I'm alone.

It was fun and exciting. You could get a bonus and would only lose a couple of dollars and had fun for a couple of hours.

Because they were at my job and I liked playing them.

The chance to win money. I found the VL games fun and I was hoping to win big.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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Q7b. Why did you start playing more often? Under what circumstances? Continued

It was fun to play and all the people seemed to be winning money all the time so I guess I played more to try and win more money.

I liked it, it was fun to play for fun and entertainment and to see if I could win some money.

Just for fun to see if I could win.

They were more fun to play and it was a chance to win some money.

I wanted to win money and I liked the game because it was fun to play. It was different than scratch tickets.

For the excitement of winning money and just for the fun of it.

I would play to relax after work to see if I could get the bells and win.

Enjoyed playing them. The thrill of winning.

I got hooked. The chance to win more money and it was fun. I've always enjoyed playing cards and it was a poker game.

To win money. I played more often just hoping to win that's all and I played for amusement.

I really liked them, I was drawn to them and I was winning it was fun at the beginning.

I liked the game of poker on the machine itself and to win money of course.

It was a chance to win money, it was entertaining.

I play them for the chance to win money and because they're fun.

I got addicted I guess. It's like a magnet and the excitement of it I suppose- the chance of winning money.

I would say friends began winning on them and I thought if they were getting lucky on them so could I. There was also an entertainment value on them. It became a past time, a hobby.

It was fun. It was addictive. I don't know, I just liked it.

Something to do. We weren't busy at the store so played them to pass the time.

Because I played at work to pass some time away on breaks.

Just to pass time, that's all.

Something to do I wanted to entertain myself and pass the time.

Just killing time that's about it.

To kill time while I drank my beer when we went to a bar.

Because my wife left and I had nothing to occupy my time with.

Because I was bored and the VLT's took up some time.

Just for something to do. I live alone and I just wanted to bide some time, that's all.

For a pastime.

I enjoyed it, it was fun to pass some time.

Nothing else to do. I was at the airport waiting and there was nothing else to do so I put five dollars in.

Just to hang out and have coffee to spend a few minutes to myself.

Something to do to pass some time away, that's all.

Boredom. You go to the bar and there's nothing else to do so you'd put a couple of loonies in the machine.

I guess that it was just being out with friends, getting bored with the music at the bar and just started playing for something to do.

I'm not really sure I guess I just had extra time to spend. I'm a fisherman so we got to a lot of different places and when you're done fishing for the day there really isn't anything to do but to drink and play VLT's.

I don't know I guess for relaxation.

Q7b. Why did you start playing more often? Under what circumstances? Continued

To pass time something to do.



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
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To see if I could win money. To pass the time.
To win money and to kill time. I'm retired.
To see if I could win money. To pass the time.
The chances of winning got better. They came up with all of these bonuses on the games. Also I played to fill a void in my life, my kids moved away and I was lonely.
Something to do with my spare time, plus try to build up money I had. If I had twenty than I'd try to win one hundred.
I like playing them a lot to win and pass some time.
Because by that time I was addicted and because I was bored.
I just got to like it too much. At the time I wasn't working so I spent more time at the bar and playing became my past time.
I'm easily bored so I played them for fun to pass the time. There are no activities for me to do around here.
Because I was winning on them and to get out of the house for a couple of hours. I don't go to bingo or anywhere else.
Well, I was working at a place that had them. I'd play on my after hours.
Because my wife worked at a place where the VLT's were so I played when I went to see her.
Because I won the first time. I got hooked to the winning feeling.
To double my money, to get a free drink.
Won sometimes, that I can recall.
To try and see if I could win money, that's all.
I guess just to see if I'd be one on those lucky ones. Just hoping for a chance to win.
Because they were paying out more often.
They appealed to me - the chance of winning.
Just for the chance to win money.
Easy to win money at the time.
Tried to win money.
Just to see if I could win money.
I like playing them to see if I can win.
I guess to see if I could win money that would be the only reason for me.
They were giving out big payouts it seemed so I figured the more I played the more I would win.
Just to try and win money I guess.
to try to win money.
I wanted to win more money and I felt playing more would better my chances.
Because I was getting a good return on it.
I was trying to win, trying to beat the machine. I never had enough money, so I wanted to have extra by winning on the VLT's.
To try and win money.
Trying to win more. I would see other friends winning money so it made me want to play more.
The chance to win money. Saw someone win a couple hundred and hoped I would be the next to win. Looking for the big win that never comes.

Q7b. Why did you start playing more often? Under what circumstances? Continued

I got hooked on them. I got an adrenaline rush when I won, I guess I anticipated a win and that would excite me.
Winning here and there little bits led me to play more often. I had no kids at home and nothing to stop me.



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They are addictive. I can't really say, I just started playing a lot and I couldn't stop. I don't even know why. I can't narrow it down, I just wanted to play them all the time, but really I don't know exactly why.

It became a habit and I played more and more.

I just got hooked on the machines they draw you in to it I guess. I don't really know anything other than that.

I was addicted to them. I had to play them every time I saw one, it seemed like it was calling my name.

You win some, then you go play some more and get hooked. It was all I thought about. I went home and couldn't sleep some nights if I didn't win.

I started playing more when I started to win a lot and was basically hooked from the first time.

Because I won once and awhile and I figured I could win more. I was hooked on them and couldn't stop myself. It was addictive.

I just won a lot at first so I was hooked right from that.

I started getting hooked on it. I was trying to get back the money I lost.

I don't know, it was a stress relief maybe.

I did it to get out of the house.

Because my husband was making more money then previous years and I could afford to play.

Because I won the first couple of times so it was easy money.

I won the first few times I played so I figured I'd keep winning.

I won the first few times.

It was easy money I was winning more than I was spending.

I won the first few times I played so I played more often hoping to keep on winning.

I was winning on them all the time. It wasn't costing me anything.

We won a few bucks on them.

Because I won the first time.

Because I won a lot at the beginning, I would say that prompted me to play more.

Because I had a big win and I thought I would win every time.

Because I won.

Thinking I could win more and more. I won \$500 and got greedy and wanted more money. Trying to beat the machine.

I won right away so I kept on playing.

I won thirty dollars and I started to play more to see if I could win more.

I won at first quite a bit.

I was winning quite often so I kept playing.

Because at the time the machines were winning. As long as I was winning I was playing.

I won at first I guess.

I won and I wanted to win more, obviously.

Because at one point I won so I played more I guess.

Because I had a few big wins at first and that kept me playing.

I played more often because I was winning all the time.

Q7b. Why did you start playing more often? Under what circumstances? Continued

I thought I could beat the machines because the payouts were good at first it seems

I had a big win. Thought I could be a winner all the time.

I won a lot at first.

I'd felt I'd win more if I played more.

To try to win back the money that I had lost.

Because I lost my money the first time.



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When you lose money you try to win the money back. The thrill of winning.
I don't really know, no reason really.
I don't know why I started playing the VLT's more often.



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Coding Mastersheets & Verbatim Listings**

P12c. At the time you started developing problems with the time and/or money you spent on video lottery, was there anything in particular or different going on in your life?

CODE	DESCRIPTION
100	Nothing
01	Change in job
02	Loss of job
03	Retired from job
04	Problems with spouse/partner
05	Loss of spouse/partner
06	Divorce/separation
07	Spouse/partner absent/away working
08	Children leaving home
09	Illness
10	Lonely
11	Bored
12	Depressed
13	Money problems



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P12c. At the time you started developing problems with the time and/or money you spent on video lottery, was there anything in particular or different going on in your life?

Less hours at work, very stressful.

Change in job.

I was forced into early retirement from the plant because it closed down so we lost our jobs.

Money problems/lack of work and no money and we thought we could make money playing.

I lost my job (not due to VLT's) and tried to compensate by winning off the machines.

Marriage problems.

Nothing it seems except problems with the other half.

Problems at home with my child and also with my boyfriend.

I was in a bad relationship.

I was in a bad marriage, I needed a place to get away.

I was going through a divorce and I was having problems with my husband as well

My partner worked at sea. Normal marital problems and no kids to keep me at home.

Problems with spouse, lonely, bored.

Personal problems and also depressed.

My fiancée didn't want me to play them and we broke up because of it.

A divorce was taking place in the family and it was a difficult time.

Break up four years ago and I was upset, angry and hurt at the time and loneliness played a part in it too.

Got separated and I was depressed

Children leaving home/Lonely/Bored.

Sometimes if I got bored I would play.

I was bored I guess.

I just didn't care about how I spent my money.

I didn't have enough money to get by and tried to compensate by playing VL's and trying to win.

Financial difficulties.

I was having financial problems.

Just like to play for the entertainment.

I really didn't have an excuse.

Nothing.



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P13h. How did you get your VL spending under control?

CODE	DESCRIPTION
01	Stopped playing altogether
02	Gradually reduced play
03	Sought informal assistance/help
04	Sought out formal assistance/help
05	Restricted access to cash
06	Avoided VL locations
07	Avoided friends who played
08	Machines were taken out of cornerstores
09	Avoided specific places where I used to play
10	Realized/Admitted I couldn't win
11	Financial Problems



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P13h. How did you get your VL spending under control?

- I stopped playing cold turkey.
- I just gave them up period.
- I just stopped playing them altogether for a while.
- Didn't play them anymore.
- Stopped totally.
- I quit on my own cold turkey.
- Stopped totally.
- Stopped paying altogether.
- I stopped totally.
- I stopped playing them totally.
- Just gave it up cold turkey.
- After my husband passed on I could not afford to play more.
- We realized things weren't going the way it should be going and we were spending money we didn't have and weren't winning so we had to call it quits.
- I quit cold turkey.
- Stopped going altogether.
- Just stopped cold turkey.
- I just got up one day and gave it up just like when I quit smoking. I just woke up one morning and decided that I was gonna quit so I did.
- I started cutting down on my play and then just quit cold turkey.
- Stopped playing altogether, stay away from bars, got some professional help.
- I saw a pamphlet for a gambling hot line, called them and they told me how to get a hold of GA and I started going to meetings. I also punish myself by not allowing myself into anyplace that has VLT's and if I do go to a place that has them I stay on the other side of the building.
- I decided to stop. I made a conscious decision to stop and I avoided VL locations where I played, not all locations, altogether.
- I stayed away from the machines and the people who played and I stopped playing cold turkey.
- I stopped playing and avoided places where they were.
- I just stopped going to the store as much because that's where I always played them.
- Gradually reduced play.
- Gradually reduced play.
- I gradually slowed down.
- I couldn't afford to keep it up. We just built a house and didn't have a lot of extra money then.
- Gradually reduced to once a month, I did it myself.
- Stopped playing so much, reduced the number of times I went to play.
- I gradually reduced play.
- Stopped paying as often.
- I walked away after I spent my five dollars.
- I had to try to cut down, I told people I didn't play so I'd have someone to get on my case if I did play.
- I gradually reduced play because I was frustrated as a result of losing money all the time.
- I started to reduce my play because I felt it was a waste of time.
- I never won much anymore so I decided not to play as often.



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P13h. How did you get your VL spending under control? Continued

Just realized I was wasting my money. Just stopped playing, not really stopped but cut back on playing.

Got info from GA and slowed down on the playtime.

I avoided bars at first to reduce play at first to reduce play and only bring money, leave bank card home.

I just reduced the number of times I went to play and only took the twenty five dollars with me.

Gradually reduced play. Restricted access to cash.

I started to avoid the bars and just cut back on how often I play.

I stayed away from the bars so I could cut down on my VL play.

I gradually reduced my play because common sense told me VLT's were not where I wanted to be.

I just decided not to spend that much money on VLT's. That they changed the odds on the machines. They don't pay out as much money as they used to.

Sought out formal assistance Bill Littleton Dept. of Health-Drug Dependency.

I started to go to GA.

I went to Gamblers Anonymous.

Started G.A. A friend told me about it.

I tried GA but I didn't feel comfortable and then did the rest on my own.

I took less money with me when I went out and I also went to see a psychiatrist.

Went to GA and then a counselor and stayed away from the VLT's.

No money to play with now, I'm on a restricted budget.

I just took my budgeted amount of money and left my bank card at home.

Changed the situation I was in, I stopped going to the places the VLT's were in.

Move out of town and settled down with my spouse.

Avoided the locations, I don't feel comfortable going into places that have the VLT's. I don't trust myself.

Staying away from where the machines are.

I avoided the place where I played so I wouldn't spend my money on them.

Stayed away from the places that had the machines.

I stopped going to places where they are and stayed away from people who played.

They took them out of the stores. Stopped playing because it was a waste of money.

I realized it was a lose/lose situation. The payout is lower now than it used to be.



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P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem?

CODE	DESCRIPTION
01	Money problems/Financial – couldn’t pay bills, spent entire pay cheque, spent investments, went bankrupt
02	Family/Relationship problems
03	Work problems
04	Lying about play
05	Physical health problems
06	Mental health/Well-being problems
07	Behavioural problems
08	Recognized waste/Lack of return; too much time, realized how much time/money I was spending
09	Lack of control
10	Lifestyle change
11	Someone else told me I had a problem
12	Just had enough of VLT’s



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P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem with your VLT gambling or was it a gradual process? What happened?

The bank statement led me to believe I had a problem.

When I found out I couldn't keep up with my bills, started taking from my investments.

Realized I was playing more often and spending more money and not winning anything. It was a reality check.

I blew my rent money and I had no money left at all. No bills were paid and eventually we went bankrupt.

I started realizing I was broke more often.

People were nagging me and getting down my back telling me I was wasting money and I never had anything to show for the money I made.

I never had any money left. Financially broke big time.

Nothing really I just noticed cash flow was getting really low.

We had extra money for our new house and for new things and we spent the money, so then we couldn't purchase all of the new things we wanted.

I spent my entire paycheck and had no money left and that was the first time I did that.

I lost two hundred and fifty dollars and just decided it was time to quit. I lost it in one day.

We were spending money we need for other things, we were spending way too much.

I noticed I didn't have any money and that I was blowing it all on the machines.

I lost a lot of money after I played regularly for a while and realized this was not a good thing.

After we lost a thousand dollars each time we played, two times, we realized it was time to stop.

I did my taxes and saw how much money I made. I could have made a lump sum payment on our house.

Spending too much of my money and when I looked at my bank statement and saw how much money I actually spent on VLT's and was shocked.

I was losing too much money, didn't have the money to pay other things. Bills and things I wanted to buy.

I started going over my budget and I took two hundred dollars from my bank account.

I noticed that I had less and less cash. I was spending way too much money on VLT's.

I didn't have any money to spend on anything.

One day I just realized how much money I was spending on VLT's and said that's it enough is enough.

Noticed I didn't have as much spending money as I used too.

I said I must be crazy giving my money to the government because the government gets enough now and now I'm giving it to them in the machines.

I put about five hundred on my visa and spent every cent from my bank account and woke up the next morning and realized I was broke.

I started taking more money than usual and spent it all. I then knew I had a problem.

My financial problems were getting worse. I spent all of my bill money and was borrowing on top of that and getting money illegally too.

Well in the last few years I've known that I was spending too much money. I spend all my money all of the time until I never have any more on me.

I saw I was spending money that I never had and I had to stop.

P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem with your VLT gambling or was it a gradual process? What happened? Continued



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Well I lost all my money I had to re-mortgage my home to pay bills and I'm in debt again and will have to do it again soon.

I spent my paycheck and I didn't have any money for 2 weeks until I got my check again I was broke.

I was spending all the money I had on me and spending my emergency money and then I'd go to the bank to get more so I knew I was in trouble.

I was just falling behind on my bills.

I was spending way too much money and I spend rent money only once so I had to slow down my play.

I think it was a gradual thing and I was spending way too much money and I knew it. My spending went from forty to one hundred dollars and that was too much.

I spent my rent money it was five hundred twenty-five dollars and I did that twice. I got evicted from my apartment. I spent my son's birthday money for his party and present. It was sickening I had to pawn things for more money, no bills paid, no food.

The amount of money I spend was too much. I spent savings, bill money and it was affecting my home life.

I started arguing with my girlfriend about where I was for five hours. Got to the point where I physically had to go , even if I didn't have the money to play I had to go down to look at them.

I realized I was wasting my money on them and my wife wasn't happy about it either.

I spent half my mortgage on the VLT's and my wife was very upset and cried about it.

My wife realized the problem and told me how much I was spending.

It was to the point I was using money I didn't have all the money I had for bills and board and my family was getting mad at me.

I started lying about where the money went and not paying the bills and started lying about myself and destroying my life.

I gradually noticed I started taking more money to go play. I'd play longer, I didn't want my wife to know I was playing so I'd go play when she wouldn't be around to know about it. It took me a long time to admit that I had a problem.

My visa bill just kept going up and I couldn't get it back down again. I started getting a guilty conscious when I realized I wasn't being honest about how much money I lost (i.e., if I lost eighty dollars I'd lie and say I only lost twenty dollars).

I just couldn't handle the secretiveness behind it, there was money missing from household funds, all the spending caught up with me.

When I realized I spent all of my savings that I had to buy my car. When I finally went through my bank statements it made me sick.

I looked back at the thousands of dollars that I lost and realized I couldn't keep going at that rate. I was thinking about the machines and I couldn't sleep all I wanted to do was play.

It was a matter of having no more money. I felt stupid and guilty and had thoughts of killing myself.

Because I would get upset when I didn't win, more money through other means to try and win my money back over and over again, and it was like that all the time. I got money through ways I never thought I would and I knew I was in trouble.

I spent too much money (200) and too much time (four hrs.) playing once. After I was finished that day I was upset with myself and depressed.

P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem with your VLT gambling or was it a gradual process? What happened? Continued



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I went overboard with money I was spending too much. Should have spent on my mortgage and other things. I would wake up next morning feeling guilty about how much I spent the night before.

I was getting stressed out and I was spending too much money I had for bills and I started to fall apart.

After I spent my entire paycheck I was looking in my truck going through my junk just to find a quarter to play that's when I said to myself I have a problem.

I sat at a machine and spent all my money I had for bills and I never did that before and I was shocked I did and I knew then I was in over my head.

I realized I was going too much and spending way too much money.

I was sitting at a machine question why I was there when I couldn't afford it and it was starting to affect my home life.

I just realized that I was going too often and I was spending too much money and that it was a problem.

I started realizing I would win \$500 and play down to nothing without cashing out. I would realize I should have taken out the cash and left. They are addictive. The odds are against you. I couldn't leave with any money.

I lost \$1200.00 in one day and I said I must be stupid I can't continue at this rate.

Just realized I was spending too much money and time there because I like to go a lot.

The guy I was with at the time told me I spent less time with him than at the bar.

My husband and I split up. Partially due to my gambling.

My fiancée and I broke up because of my excessive gambling and I knew then that I had a major problem.

I knew we had a problem. After my husband's death I didn't want to go back. I would say it took his death to stop me.

Everything was getting worse. My life at home, my work was hurting, relationships were hurting.

A day came when I reached my breaking point and decided not to play so much.

I would go in and play and come out broke every time. I'd call myself stupid and the next day do the same thing.

We pulled the seat of the truck out of the vehicle to look for quarters to play machines.

I realized after time that playing was a waste of time and money.

I realized I was simply wasting my money because I never won anything near what I put in so I decided to walk away from VLT's then.

I started to notice I was spending more time playing.

My wife started telling me and I realized I was spending my hard earned money on this, just throwing it away.

I just knew I was spending too much money myself and that I had to stop.

I was playing them every day. I spent the same amount of money each time, but everyday was a little too much for me.

There wasn't any return on my so called investments.

I was going to play too often. Spending too much money.

I found they didn't pay out like they should have. I expected to win more.

I just realized I could be spending my money on better things and that I was spending too much money on VLT's and was getting nowhere.

P14a. Was there a specific event or moment that occurred in your life when you recognized and admitted you had a problem with your VLT gambling or was it a gradual process? What happened? Continued

One day I just decided that I had enough of the VLT's and decided to try and quit.



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I just woke up one day and said enough of this and I quit playing.

I'm realizing the time and money I'm wasting.

Basically the money I was putting into the machines, it was starting to add up.

I just knew that I was spending too much money and that if I played I would keep spending all of my money each time I played until it was all gone.

Going to play too much, almost everyday or so because I went to the store for something everyday.

I was playing more than I wanted to.

I just felt one day I reached my breaking point and knew I'd had enough and wanted to control my problem.

I just decided that I had a problem and it had to slow down before it escalated further.

I had a child and so had better things to do and to stay home for.

Nothing in particular we just liked to play.



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P14b(2). Who did you tell you had a problem?

CODE	DESCRIPTION
01	Spouse (husband/wife)
02	Children
03	Parents
04	Girlfriend/Boyfriend
05	Sibling (brothers/sisters)
06	Other family
07	Friends
08	Other players
09	Gamblers Anonymous
10	Health Professional



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P14b. Who did you tell you had a problem?

Another player.
Boyfriend
Boyfriend
Boyfriend.
Child.
Children/Spouse.
Cousin.
Daughter and Son.
Daughter.
Daughter.
Best friend.
Friend.
Friend.
Friend.
friends
Friends I played VLT's with.
Friends.
Friends.
Friends.
Girlfriend.
GA
Husband and Brother.
Husband.
Husband.
Husband.
Husband.
Husband.
Husband.
Husband.
Husband.
I told my wife, a psychiatrist and friends at work.
Mother.
Mother.
My family/N.S. Hospital/GA
My father.
My husband
Parents/Friends.
Son.
Spouse.
Spouse.
Spouse.
Spouse.
Wife.
Wife.
Wife.



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Q15a. Situations playing a role in how you came to stop problem VL play.
Q15b. Specify.

CODE	DESCRIPTION
01	Restricting machines to licensed establishments (only play in cornerstores – removed temptation – made me play less – don’t go to bars much)
02	Reduced money – couldn’t afford to play anymore, broke all the time
03	Realized I wasn’t winning (experience) – it was a waste of money (payouts were reduced)
04	Serious financial ramifications (bankruptcy, losing house, losing job, not paying bills)
05	Sought out help/assistance (professional help)
06	Lost interest in play (boring), wasn’t fun anymore
07	People I played with (friends/family) stopped playing, moved away
08	Started getting involved in other activities (darts, bowling, golf)
09	Had a child
10	Relationship change
11	Changed job status/position – more work responsibilities
12	Lifestyle – stopped going to bars so often, places that had machines
13	Spending too much time
14	Started getting involved in other forms of gambling
15	Didn’t like the person I was becoming/Mental health
16	Just decided not to play anymore/Had enough
100	Nothing



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Q15a. Which of the following best describes how you came to stop playing video lottery games?

I mostly played in the fast food places or corner stores.

Machines moved and then I would have to go to a bar and make a night of it. My other interests are none of your business.

Machines moved out of corner stores and restricted to bars.

This was the only place I played so when I stopped going there I didn't play anymore.

Once they weren't in the stores I didn't have much access to them only when I went to the legion or a bar.

Once they went out of the corner stores I didn't play much because you had to go to a bar and I didn't go there often.

The machines were moved out of the bowling alley and the bowling alley was closed.

They were taken out of my store so I just couldn't have been bothered to play them after that.

They were moved to bars and I don't go to bars very often.

When it moved out of the corner stores. I decided not to play because I don't go to bars much.

I didn't play as much because they were restricted after they went out of corner stores.

I played less cause they were taken out of the corner stores and put in licensed establishments.

The payouts are lower so I don't play as often.

They were moved from corner stores and I don't go to bars much.

They were moved from the corner store so the VLT's are not as accessible as they were before, to me anyway.

I don't go to bars much so when the VLT's were removed from the stores I said I wouldn't play as often.

I played less often when they moved out of stores. If they still had them in the stores I wouldn't be talking to you. Decision because of arguing at home.

Because the VLT's were moved from the bowling alley and put into bars only and I don't go to bars very often.

It helped when they moved them out of the stores because they weren't as readily available.

I guess I wasn't winning as often so I decided not to play and I don't go to bars and because the VLT's were taken out of the corner stores, not as accessible.

Decided to play darts and bowl instead of VLT. Realized money we spent wasn't coming back. Breathing people's smoke was not fun. The temptation at the stores was not there anymore.

I realized it was a waste of time and money so the temptation was not there. (machines were moved from stores)Out of sight, out of mind.

Once they took them out of the stores it was harder to play and I would just go to the Legion and stay there for hours. When I would get a paycheck I wouldn't go to work I'd go play the machines instead. I'd take the bill money and put it into the machine.

They moved them out of the stores and I'm not a bar person and I got married around the same time and moved to the city.

I don't visit bars often so when they were removed from the stores my play reduced.

Significant event I lost my job.

I was strapped, no cash completely broke.

We built a new house and we decided not to spend as much money playing because we couldn't afford it.

I was putting too much money in them and was spending most of my own.

Q15a. Which of the following best describes how you came to stop playing video lottery games? Continued



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We couldn't afford to play as much as we were playing.

The death of my husband caused me to stop. I could not afford to play anymore. I had to look after myself and didn't have the money to put in a poker machine, so I decided not to play.

I decided on my own to cut back because I couldn't afford to play as often as I was.

Just decided to reduce my play because I knew I was spending too much.

I knew I was spending too much money and we had to stop. We just purchased a new house and I couldn't afford to play anymore like I was playing.

I got married and had a child plus I wasn't working at the bar and I normally spent my tip money in the VLT's and since I stopped I don't have tips so I cut back.

I'm away in University now. I don't have the money spend and we don't go to the pool hall anymore.

Reduced the play both money and time because I knew I couldn't afford it.

Just decided to reduce how often I played and I'd leave my bank card at home. I took only a budgeted amount of money with me and when the money was gone I'd leave.

Just decided not to bother playing them anymore because it was a waste of money.

Started to win less often so I decided to stop playing.

Waste of money I hardly ever won so I just stopped.

Because I wasn't winning anything.

I think they're rigged so no one could win.

I just decided to stop wasting my money that I could spend on other things like clothes.

I just never won much money so I didn't see any sense in playing them so I decided to stop.

Because it's a losing game, no winners in the VLT. You see how addictive it is and it made me sick.

I saw it was a waste on money.

I just stopped I knew I was wasting my money and I never won much so I just gave them up.

It was just a waste of money so I decided to stop.

I made a conscious decision to stop playing because I didn't like seeing all kinds of people spending money they didn't have to.

I don't like to waste too much money so I reduced my play.

I'm saving up to buy a car so I can go to Halifax and visit the casino more.

Decided to play less because we aren't winning as much. We are disgusted with the machine payouts now. They changed the crystal in the machine, now you can't win anything.

I found I wasn't winning so I figured I'd spend my money elsewhere.

I just put five dollars in on fifty credits for two spins. If I win I take it out, if I lose I'm done.

I didn't want to waste my money. I found I never have much money overall.

I decided that it was a waste of money and not to play them.

I decided enough was enough because I worked hard for that money.

I just wanted to stop wasting my money, so I said I must stop.

I wasn't gaining anything I put more money in that I took out.

I reduced play after I decided they weren't paying out like I thought and I was losing.

Because I guess I was spending money better used elsewhere like a trip or something.

I realized how much money I was wasting on the machines.

I wanted my money to go to other places besides a VLT machine. I just wanted to buy stuff and never had the money.

Q15a. Which of the following best describes how you came to stop playing video lottery games? Continued

I just got tired of playing because I wasn't winning any money, it became boring to play so I decided to stop.



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I just didn't bother with it. I was losing money so I stopped playing so often.

It just got boring after awhile and the wins weren't as often as before so I guess over time the amount I go to play has been less.

Tired of playing. The government dropped the winning rate. Seemed \$10 lasted longer in the beginning. The odds in the machine seemed to be turned down to load. Watching friends throw money away playing machines turned me off them.

We could find better ways to spend money. It wears off, the excitement of it when it's new, we got bored with it.

I never won so I decided to not go as often to play.

Got married and had a baby. Less time and less money to spend at them. Knowing that money needed to go somewhere else instead of being wasted on the machine.

My kids, when I had my kids I had better things to spend my money on, or I should say more important things to spend my money on.

Just got a life, I got married and lost interest and didn't win as often so I just thought that it was a waste of money.

I realized I had better things to do with my time and money.

I realized I couldn't keep doing what I was doing and I was so sick I just couldn't live like that anymore.

It's not worth it. I couldn't control myself, I have a family and can't waste money on gambling when I need it for my family. I just decided to quit.

I consciously stopped playing because I think they're "money eaters" and I lost a lot of money in them.

The fear of losing my house, my family.

I was broke more and more often and decided to make the money the old fashioned way, by working for it instead of gambling.

I realized I was hurting myself and destroying my life.

I was spending all my time playing not talking to family or friends, spending bill money, all my money and I had to stop.

Because I spent my whole paycheck and I decided I wasn't going to do that anymore.

I spent money on the machine that I could be using to get something for myself so I decided to reduce play. Heard stories about people losing everything and ending up in jail due to these machines and that scared. Fear of losing my home.

I had to get a grip and stop. I just couldn't keep up financially.

I lost two hundred and fifty dollars in one day and decided to stop.

Money being spent on machines when it could have been spent on other things as in bills, so I decided to stop playing.

I decided to reduce playing because I was losing so much. I was going to beat one of the machines up or end up in jail.

Because I couldn't keep on not paying bills and I decided to stay away from places where the VLT's are.

Because of the way I felt, you might as well kill yourself your killed financially and I was also bad off personally.

Q15a. Which of the following best describes how you came to stop playing video lottery games? Continued

My wife and I decided to get help.

A friend told me he had a problem and we both went to GA. GA really helped me out. I heard sad stories and realized I still had time to help myself. The split up with my husband also really played a role. I figure it was my gambling that caused the problem.



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Made a conscious decision to stop playing.

I got bored with them over a period of time so I stopped. Also people smoking around me bothered me.

I just decided on my own, I had a family with a VL problem and even though I never had any problems I just decided not to play VLT's.

I just decided I didn't want to play them.

I didn't go out in the winter so that's why I stopped. Why play for an hour and then get into a cold car. No way. I only go to bars to drink or eat not to play.

Just stopped playing - no real reason.

I got bored playing them. The machines are a waster of time they are mind-washing; extremely boring after a few minutes.

I just wanted to stop playing as often.

I just quit cold turkey one day and didn't play again after that. So far it's working out pretty good.

I made the decision to reduce playing because I knew it wasn't where I wanted to be and I just did it.

I just decided that I had enough of the VLT's. I quit cold turkey.

I lost interest in playing VLT's my friend who I played with moved away and I lost interest in playing.

A combination of a decision made to stop playing and had more sensible things to do.

There was no special reason I guess, I just quit playing them as much. I started a new job and don't have as much time with job as my old one.

I got a job as a truck driver and was not around much and I was bored with them so I stopped.

Gradually started playing less, new interest of lifestyle. Had moved out of town and have a house to buy.

I wanted to stop playing, felt it was a waste of my time. I got bored.

My son was involved in sports so I was travelling with him, more family events.

I got involved in more volunteer stuff and started spending more time with my kids.

I started aerobics and spent more time working out.

I went to Bingo more often because I wasn't winning any money playing VLT's.

Started bowling and playing golf.

I just play \$5 once in awhile and when that is gone I stop. Only play once in awhile, find other things to do with my time.

I was more involved in sports.

My kids are getting older and keeping me busy.

I decided to stop playing and I started getting addicted to healthy things, e.g., gym working out.

I made a conscious decision to stop playing and bought a boat that my wife went on a lot and took metal detectors to find things.

I started doing other activities and going to bars less often.

I got a satellite dish and spent a lot of time watching TV. Also I stopped going to the store as often.

I had a child so I don't have time anymore.

We had a child so I had to spend money for that reason so I decided not to play as much.

Q15a. Which of the following best describes how you came to stop playing video lottery games? Continued

I had a son. I just realized I had to put my money to him now.

Birth of my child.



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I got married and I decided I couldn't affect my family by spending all of our money playing VLT's. I had a child and money was useful elsewhere.

We had children and weren't near the machines more often, we moved and it would be thirty minutes time to get to a bar.

I stopped playing when I got pregnant because I wasn't working at the store where the machine was anymore. Didn't have time to go to bars to play them.

I have two children and I don't get out much anymore and plus I can spend my few bucks elsewhere now that I have kids.

My wife left me about six years ago and now I have a new girlfriend and I do things with her like got to the movies. She helps take my mind off of playing.

I knew me and my husband couldn't continue this. He was worse than I was and we're having problems and eventually split up and when he left I wasn't as encouraged to play because I mostly played with him and he wanted to play all the time.

Changing job position.

I gradually started working more and paying more attention to my family.

I just don't go to bars as often so I don't play as often. I don't work at a bar anymore either.

The main reason I was there was my girlfriend worked at the bar where the machines I played were. When we broke up. I stopped.

I just don't go to bars so I stopped playing.

The casino opened so I now play there.

Well now I have more time to spend with friends.

I've been hanging around different people who aren't playing so I don't play as much.

Just stayed away from the bars.

I got a job and I'm going to University.

My wife and I would go out every now and then and play them briefly when we were out but she took ill and we don't go out anymore.

I like playing the slot machines better so I gave up the VLT's I had more luck on the slots.

I knew I was going to stop. I got depressed and disgusted with my behavior and said that's enough.

I made a conscious decision to reduce playing because I didn't like the person I'd become.

None.

That covers it.

None

I have never stopped or reduced my play.

None, I play the same as always, but I spend the same amount of money.

I've been playing the same all along, no more and no less, I haven't cut back or reduced, I'm on an even keel.

I play my normal amount of times and I haven't stopped. I'm even paced with my play so I haven't stopped or reduced.

I still play the same no more no less.

None.

Q15a. Which of the following best describes how you came to stop playing video lottery games? Continued

I've played once or twice a month since I started, haven't stopped really.

None

Stopped going to the legion where I used to always play.

Too many people smoking around me.

Watching my friends spend thousands of dollars.

My girlfriend and I broke up.



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The bad weather.
Just stopped playing - no real reason.
The payouts are lower.
Gamblers Anonymous
Got a satellite dish and spent a lot of time watching TV.
Quit cold turkey.



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Q16c. In the past, what triggered or led you to start playing again after you had stopped?

CODE	DESCRIPTION
01	Exposure to the machines (just seeing them) (machines are a magnet – draw you in)
02	Urge to play (get the bells again)
03	Wanting to see if I could play again (and walk away)
04	Friends/Family <u>encouraging</u> /wanting me to play
05	Friends/Family playing
06	Exposure to other gambling (lottery tickets, casino)
07	Depression/Personal Problems
08	Boredom/Loneliness
09	(Just to try) A new game or machine
10	Change in my pocket (a loonie)
11	Chasing losses/To win money
12	Didn’t want to quit
13	For entertainment



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Q16c. In the past, what triggered or led you to start playing again after you had stopped?

Being in a place that had them.

Just walking into a place that had them. I seen them and I wanted to play.

I was walking by a machine, put five dollars in and won, so that brought me back to playing.

Going to a bar and seeing them and other people playing them.

Just going for a beer or to eat and I was just drawn into them again just like that.

I went to same place where the machine were and I played them when I thought I wouldn't.

I stopped and I went in a bar for a drink and ended up playing.

I just ended up playing for some reason. They are addictive play wise, I don't know why.

Being where they were.

Happen to be at a place that had machines.

We went to visit people we know and have a coffee and the machines were there so we ended up playing them.

Just in a place where they are and every time I play, every single time.

I go into the legion for a beer and after a couple of beer I'll just go play them. Just seeing them makes me want to play.

It seems that when I say I'm not going to play I go to the bar for a few beers but end up playing.

It was a spur of the moment thing. I would be somewhere where they had machines and I would just go to play them again.

I just went into a bar and started playing every single time and I don't know why I just did.

I always end up playing and can't stop I don't know why.

In a place where the VLT's are and I see someone win the bells and then I want to play too.

I just happen to be where they were so I wanted to play and now I go to play where they are because I still want to play them when I feel like it.

I went into places where they were and I went with a friend who played a lot.

Just walked around and saw the machines and played again. Wanted to try a new machines that was there.

The addiction. I never really got away from it. If I had a loonie in my pocket I had to put it in.

Just if they are there. As soon as I walk in a location and see them, I want to play.

Just the urge to get the bells and to play the VLT's because getting the bells was fun when I got them.

I thought I could control my money but I found out I couldn't at that time.

Never one hundred percent stopped. It was always a feeling that I needed and wanted to play.

I just started thinking about them. They were something to do.

The thought is always in the back of my mind to go and play and eventually I do. No real reason.

I don't know, I have no idea. When I see them I can't stop myself.

An argument with my spouse to get back at him. Stress from my job or our financial situation. A strong craving to play.

I just always end up playing. If I go to the bank or the store and I'm out I have to play. I'm bored because there is nothing for me to do around here.

I don't know if I have \$20.00 I will spend it on the machine and I just can't seem to stop.

Just to see if I was cured type of thing. To see if I could put one dollar in and walk away.

I think probably I thought I could probably play without any problems at all but that wasn't true.

I met different people and thought I could play them and stop like everyone else. I realized I couldn't.

I went to play to see if I could play without anymore problems, but that wasn't so.



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**Q16c. In the past, what triggered or led you to start playing again after you had stopped?
Continued**

Boredom. The thrill of beating the machine. I stopped for 8 months and went to the casino with no problems and when I got home within two weeks I was back in the bars playing again. Thought it wouldn't be a problem cause the casino went so well.

My friends wanted me to go play with them.

Friends tried to get me to play.

Friends are playing and say here, here's fifty dollars, go play and they gave me money to play with and they never encouraged me to stop, instead they were encouraging me to play.

My husband played so I went to play with him he was into them big time.

At time when I would go to the bar and my friends were playing I just ended up playing too.

A friend would say he was going to play so I did too.

Out and bought lottery tickets so also tried machines. That would start the whole thing again.

Just got depressed, or bored with my job and my personal relationships.

Usually it would be I'm bored after working all week I would be tired and stressed so I would play.

The financial stress and personal problems.

We like to play it's a good past time. So me and the wife just go and play again.

Being bored. Looking at the four walls. A chance to get out of the house.

Boredom. It was something to do as a past time, maybe I had a couple of drinks.

I just did it for the heck of it, something to do. I f you win, great. If you don't that's okay too.

Boredom.

I just played for something to do, to pass the time.

Boredom, nothing else.

Boredom.

Well, that's another hard question. If I go somewhere and there's nothing going on then I'd put a couple of bucks in it.

Having some extra money.

I had money burning a hole in my pocket.

I had some extra money that I tried to turn into more money by playing the machines.

I just had extra money and time and gave it a whirl

I guess I would lose a couple of hundred dollars and decide to quit and then I'd go back to try to win my money back.

Not having any extra money around. Wanting more beer. I'd play the machines trying to get extra beer money.

The money, I thought I could win again and change my losing streak.

I always knew it was possible to win, that's what kept me playing.

Financial reasons. Not having enough money, trying to play to win money.

My wife smokes and she won't quit so I used that as an excuse. "You won't quit so neither will I."

Didn't play at Xmas and then once Xmas was over I started playing again.

We just played for entertainment when we were out.

The enjoyment and possibility of winning money.

Nothing did. I stopped once. (not playing now)

Nothing I haven't started playing again since I decided to quit.



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Q16e. IF BOTH: Which of these two ways of stopping did you find most effective for you in stopping play? (cold turkey, reduced, both, neither) WHY?

Because you stop losing money right away, you notice the difference in money you have available immediately.

By gradually reducing my play it was easier to give up cold turkey.

Reducing you play is no good at all when you do play whether you win or lose you still hate yourself for not being able to stop, you just feel like a bag of ... sometimes and going cold turkey is just too hard. I went through really bad withdrawals.

When you stop slowly you still play, you can't go anywhere where the machines are.



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Q16f. In your opinion, why have you been able to successfully stop playing VLT’s this time?

CODE	DESCRIPTION
01	Financial constraints/No money
02	Realization/Acceptance you can’t win (understanding how the games work)/Waste
03	Lifestyle change (changing priorities, involvement with family/others)
04	Restricted accessibility – don’t go to bars or VL locations
05	Relationship(s) change (avoiding other players, new spouse/partner)
06	Have sought out formal help (G. A.)
99	Don’t know why
100	Nothing



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Q16f. In your opinion, why have you been able to successfully stop playing VLT’s this time. What is different between now and your earlier attempts? Continued

Because I finally realized how much money I was actually spending.

Because I'm mean with my money now after I watched the balance on my bank account disappear.

Because now they are not in the corner stores and that's where I played the VLT machines at all the time.

I can see I was spending lots of money and I don't go where the VLT's are now at all.

I can see I wasn't winning anything back anymore and I was wasting my money and the government payouts are less.

I can see it was a waste of money and that the payouts now are almost nil.

I can see that I was spending foolishly and I knew we couldn't keep it up. So I decided to reduce my play and I did.

I can't afford it now anyway.

I don't frequent the places I used to go. The money situation isn't great. The bills piled up and there is no extra money.

I don't have any extra money to play. I know my mind, I can't go and play. If I had the money I know I would be playing.

I feel better emotionally. I know now, I sat and watched people and saw the looks on their faces when they lost and had to go get more money and thought that used to be me.

I feel now that you just can't win on them. I feel chips (computer) in the machine have been changed and the government is ripping people off.

I feel they're useless and you usually don't win. I'm at that point where I don't play as much because of that.

I haven't stopped now but I've cut down a lot. I spend a lot of time with my son and don't have time to play.

I honestly don't know.

I honestly don't know. I was lucky that God listened to my prayers and answered me. I had the discipline to stop through my prayers and the group. I leaned a lot on the Serenity Prayer. (The group prayer).

I just realized it was a money issue. I wasn't going to waste no more than twenty-five dollars each time and that was it.

I just stayed away from the places where the VLT's are altogether.

I just wasn't winning any money at the end and it felt like I was giving my money away.

I realized that I couldn't keep on living like I was. I spent my bill money, rent money and it made me sick. I want a better life for me and my son.

I think because the payouts aren't as big as what they used to be and I don't get any of my money back like I used to.

I think for me I had a family and I had different priorities (a child) and I feel more responsible now than then.

I thought if I kept playing like this I would lose everything. That really scared me. I was scared that I wouldn't be able to pay my bills.

I've moved since then so my environment is different. I remind myself of how broke I was. I don't have the local bars I used to go to since I moved.

I went to a counselor and she helped me. I see I was spending too much time and money on machines and not with my family and I got interested in art again.



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SURVEY #1 AND SURVEY #3

Q16f. In your opinion, why have you been able to successfully stop playing VLT's this time. What is different between now and your earlier attempts? Continued

I work six days a week and I don't have time to play more even if I wanted to.

I'm done giving them large amounts, I can limit myself to a certain extent.

I'm hard on myself and look back at what I've lost. I remember what I felt like after I lost a few hundred dollars and I don't want to feel like that.

I'm not around them any more. I don't work at the same place anymore.

I'm realizing now that I have more important priorities in my life than the machines - my family.

It just became too much financially. I just decided it was time to do something about it.

Just a lot of realization. I lost a lot of money playing.

Lucky. I don't know why. (only made the one attempt, successfully)

More money to pay out, I have two vehicles and have more things to do around the house (yard work that type of thing).

My husband isn't around to make me want to go play, he played them all the time and now we're broke up. I can manage on my own I find it's better.

None, I've stopped again now.

Nothing.

Now we realize it was a waste of money. Before we always might win and get a quick buck. I now realize the machines are designed to make the money, not pay it out to you.

Out of site out of mind. I won't allow myself to go into any places that have them, and going to GA helped out a lot.

The money isn't there to play them. We're on a low income and have two kids so the money just isn't there to spend on the machines.

They don't pay out like they used to and not as much fun.

They don't payout as much now so I don't play as often now as I did before.

This is my first time really trying to stop. I've never really tried to stop before.

Well I'm in a different relationship. We don't go to the bars so I'm not tempted to now.

Well this time I admitted my problems to myself and made changes in my life. Going to GA helped me face it.

Nothing.



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S16f. What are the most important factors interfering with ability to stop playing.

CODE	DESCRIPTION
01	Lack of willpower/Craving/Addiction/Lure of the game
02	Accessibility of the machines
03	Boredom/Something to do
04	Others encouraging and facilitating play/Playing with others
05	Chasing losses
06	Escape – fun (thrill of play), don’t want to stop, relaxation (want to play – pleasure)
100	Nothing



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PS16f. What is/are the most important factor(s) interfering with your ability to stop playing VLT’s at this time? (IF THEY NOTE THEY ARE ADDICTED, PROBE TO OBTAIN CONTRIBUTING FACTORS)

I don't know I just need to play them, it's weird I used to be addicted to cocaine and I stopped that no problem but the machines are a different story for some reason.

I don't know it was just like an urge to try one more time.

I don't really know as I've said they draw me in and I don't know why.

I just always have the urge to play whenever I'm in a place where they are.

I see them, I can't stop. I'm addicted to them. I can't stop.

Lack of will power, that's all.

No idea. I can't figure that out. They are like some kind of magnet drawing you to play them. I see them and I can't stop

You just kind of crave it. The addiction, we just like to play.

It seems like the machines are everywhere and I always want to play all of the time and I can't stop.

The fact that they're in every store in the community don't help and everybody plays here.

Because they are here and easily accessible I want to play. I'm in a pool league and when I play pool I want to play the machines and I do.

I'm not doing anything and I'm bored. I live in the country area with nothing to do so I play the machines all of the time.

Knowing how much money I was losing, know that I can't ever recover any of that money but you still have to try one more time to win even when you know that you can't win it all back, that and having a friend that gives you money and encourages you to play.

I would like to get my money back. I enjoy playing. It's relaxing and something for me to do . I like playing at the quiet places and not the noisy ones.

I don't want to stop I like playing them.

I just want to play them even though I can't afford to do it. I still want to play the VLT's.

It's that they are fun and I don't really want to stop playing them at this time even though I know it's a waste of money.

Just to see if I can win some money and I like playing them.

The thrill of the game. Trying to beat the machine. Not the money but the machine. If you beat the machine you beat the government.

I have stopped playing now.

Nothing, I can play when I want and stop when I want, I can control it now.



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Q18a. What positive changes, if any, did you notice when you stopped or reduced playing VLT’s?

CODE	DESCRIPTION
01	More money
02	More time for friends/family
03	More involvement in other activities
04	Less likely to go to bars/VLT locations
05	Better self-esteem/self-confidence (mental health), happier
06	Physically healthier (no more headaches, sitting in smoke, sleeping better)
07	Greater control over own life
08	Improved family life/relationships
09	Less pressures and frustrations
10	More time for work/Do job better
100	Nothing



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Q18a. What positive changes, if any, did you notice when you stopped (or reduced) playing VLT’s?

- Have a couple of dollars in my pocket.
- More money.
- Had more money to spend on the other things I needed.
- I had more money in my pockets.
- I had more money to spend elsewhere.
- More money to drink.
- An extra twenty dollars in my pocket.
- More cash on hand.
- More money to spend elsewhere.
- I had more money.
- A little more money.
- More money.
- I had more money.
- More money.
- More money.
- More happy, more money, less lies.
- I had more money on me in my pockets.
- I have money to spend on the things that my family needs.
- I had more money for other things.
- No changes, more money.
- I had money in my pocket.
- I saved a lot of money.
- I had more money again.
- I had more money to spend.
- More money.
- The bills are getting paid.
- More money.
- I could put my money to better use. Buy things for myself and the house instead of wasting it on machines.
- More money.
- More money in my pocket.
- I had more money, I felt I wasn't wasting it for a change.
- More money.
- More money
- I had more money.
- More money.
- More money now.
- Less stress - emotional and financial.
- I found I had more money that I wouldn't have had if I was still playing so much.
- I have more money now.
- More money in my pocket.
- More money in the bank.
- More money

Q18a. What positive changes, if any, did you notice when you stopped (or reduced) playing VLT’s? Continued

Lots of money.



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More money.
More money and I was not as stressed out.
More money
I have more money when I am not playing.
More money.
More money in my pocket.
More money.
Had more money and more time with friends and family.
Had more spending money. Using my time better for exercise and personal fulfillment. Building relationships.
I felt better. Spent more time with my family. Had money all the time.
More money. More time for friends and family.
More Money. More time for friends/family.
I had more time for my family and friends, more self esteem and more money. Got into art.
Everything is so much better now. I'm not as nervous and uptight any more. I get along with my wife better now, the bills are all paid off now. I get along better at work now.
More time with family and more money too.
More money and I spend more time with my wife.
I have more money and better quality time with my friends and family and increased self esteem.
I had much more money and more time to enjoy different activities with my family.
More money, more time for friends/family more involvement in other things. All these things were better in my life because I cut down VL play.
I have more money and better use of my time. I have more time to spend with my family and I play Nintendo with my kids now.
I have more money and more time for friends, family and me.
I have more money now, my visa bill is finally going down, I have more time for other people (friends and family).
I had a little more money. I started watching TV a lot more and going to hockey games.
I stayed at home more and had a few extra bucks. I had more time to do things like hobbies that I had been neglecting.
You have more money I guess. I kept away from those places that had so much smoke that I can't stand.
I feel better with myself and I have more money.
More money, not fighting at home, less likely to go to bars.
I had more money and I felt better about myself because my family said they were proud of me.
I had more money and I felt better about myself. I have more self respect now.
My bank account went up. Would wake up not grumpy from spending too much money the night before.
I had more money. There's a big change in my standard of living now. Had money in my account all the time. Mentally I feel better about myself.
I felt better about myself. I'm not watching my money go down the drain. I've got money now.

Q18a. What positive changes, if any, did you notice when you stopped (or reduced) playing VLT's? Continued

I had more money, I knew where it was going I could control it more.
I had more money and **my wife was happier.**
I feel a lot better (happier) and I have more money.
I had more money and I didn't get irritable because I was losing money.
I spent more time with friends.



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I go and do things more with my family instead of playing so much.
Reading books and spending more time at home.
More time with friends, started doing other things with friends.
I was more involved in aerobics I guess.
I could go to Bingo more often.
More involved in other activities, dancing, pool, darts etc. at the lounge where I played.
More involvement in other activities.
I didn't want to go to the bar scene to go play. I only did it because it was in the corner stores.
I found I didn't have a desire to go to bars etc. when I stopped playing.
Spending less time at bars.
Less likely to go to bars/VLT locations.
Less likely to go to bars/VLT locations.
I felt better about myself, more self esteem, felt like I accomplished something.
That I was able to stop. Not everyone is able.
Peace of mind.
I began to like myself again and could look myself in the mirror and could sleep better at night.
Self esteem, not hating yourself, no headaches.
I was happier, felt I was in control of my life.
I was more sociable with friends, had money in my pocket. It didn't control my life anymore. I would plan my schedule around playing and I don't do that now.
My lungs are better off because there was a lot of smoke in the place where we went.
My headaches went away. Watching the screen gave me headaches I think.
More quality time at home.
More time at work and seeing friends. More time with family.
No frustration in spending money that you didn't have.
None really.
None. I never spent much in them to notice any change.
Nothing.
Didn't notice any changes as I never played enough or spent enough money.
None
Nothing.
None. Never. Stopped.



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P18b. What negative changes, if any, did you notice when you stopped or reduced playing VLT’s?

CODE	DESCRIPTION
100	Nothing
01	Bored/Too much time to fill
02	Couldn’t go out to bars/VLT locations
03	Couldn’t see friends and/or family
04	Nervous/Irritable/Cranky
05	Physical symptom (insomnia, headaches)
06	Constant urge to play
07	Depressed



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P18b. What negative changes, if any, did you notice when you stopped (or reduced) playing?

I was bored because I didn't have anything to do while waiting for food.

I was bored.

I got bored and missed playing the VLT's and had to find different things to do.

Bored/Too much time to fill.

Bored/too much time to fill. Nervous, irritable, cranky.

I had an urge to play. Boredom.

Bored, constant urge to play.

I couldn't socialize at bars.

I can't go where the VLT's are or I will play.

I couldn't go out to bars.

Miss playing them, I couldn't go where they were.

I couldn't go out to bars.

I can't go to bars, nervous/irritable/cranky, physical symptoms.

Couldn't see friends and/or family. Nervous/irritable/cranky. Depressed.

My attitude, sometimes I get irritable.

Nervous/irritable/cranky.

Nervous/irritable/cranky.

Irritable/depressed/constant urge to play.

I still wanted to play them. I still feel the need.

I still wanted to play them.

I missed the want of playing.

I always have a constant urge to play even though I have reduced my play.

I still want to play the machines.

I still want to play VLT's.

Still wanted to play them.

Physical symptoms. Constant urge to play. Depressed.

None.

None at all. I had everything rationalized about playing VLT's and never had a problem anyway.

I just played while waiting for a pool table when we went to play pool.



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Q19b. What did you miss about playing?

CODE	DESCRIPTION
01	The thrill/rush of playing/Excitement of the risk, fun, suspense, feeling alive
02	Something to fill the time
03	The chance to win – getting big money
04	The flashing lights/Physical part of play, hitting the stop button
05	Getting out of the house
06	The company of other players
99	Don't Know



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Q19b. What did you miss about playing VLT’s?

I don't know. I think I miss the anticipation and excitement waiting to see what was going to come on the screen and seeing if I was going to win.
I don't really know if it was more of a mental thing for me. I just missed the machines.
I just miss playing. I really enjoyed playing them all the time.
I miss just playing them - no real reason other than that.
It became a habit. I was used to playing them.
It was a habit and I felt like I should always be playing them.
Just playing, if that makes any sense.
Just playing them.
Just playing them in general. I really enjoyed the poker and swinging bells.
Just playing them that's all.
Just playing.
Just sitting there with no one else bothering you, just sitting there enjoying myself. I'm the type of person who likes to do things alone.
Just the entertainment, the fun of playing.
Just the excitement of playing and playing with my friends.
The adrenaline or rush in playing them. I don't know how to describe it. It was just a rush that made me feel alive.
The adrenaline rush when I won.
The adrenaline rush when your credits would get high or the rush of the thought of winning.
The entertainment, the sound of the bells and the excitement of playing.
I don't know. I can't say anything specific. The excitement of playing and thought of winning.
I even today watch people play and I enjoy the 8-line machine. I wish I could buy one and bring it home. The chance of winning a jackpot.
I just missed the excitement of each roll just to see if I would get the bells.
Just the fun of playing and hoping to win money.
Just the thrill of playing them, the chance of winning I guess.
Seeing those damned seven's and the ability to win money.
The chances of winning some money, the excitement of the risk.
The enjoyment, seeing friends, chance of winning.
The fun of playing and hoping to get the bells.
The fun of playing them. The thrill of seeing all fruit or the 7's. A good payout. The suspense.
The risk or the chance involved. Getting the big money.
The thrill of it. The rush of gambling, the chance of winning. The adrenaline I got from gambling.
To describe it I would say the excitement. I was attracted to the colors, the chance of winning. It always seems to be so close but you can never win.
The fun and entertainment and the excitement of a good hit . I really like to play.
I really don't know, I was bored sometime, I just don't know.
Something to do. Me and my friends would go to play. When I stopped it was boring for awhile.
Pushing the button and trying to beat the machine. I'm bored so I go to play to entertain myself.
Being able to perhaps win.
I don't know, when I don't think of them I'm fine but when I think of them I really want to play.
Not sure really what I miss. I miss winning money.

Q19b. What did you miss about playing VLT’s? Continued

I don't know. The chance to win some money.



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I just want to play and to try and win money.
Just playing them trying to win because you always have that chance to win.
Missed the fact of a chance to win money.
Nothing specific. Maybe the chance for the win of money.
The chance of winning.
The chance to win money I guess.
The chance to win money.
The excitement of winning money.
The excitement of winning.
The thrill of hoping to win.
The thrill of winning.
Winning money.
Just the chance to get the bells and win.
The flashing lights, the chance of winning my money back. I think that I just put a couple of hundred bucks in the machine and now someone else is winning my money.
The lights, the bells, looking at that little screen. Bragging about wins. Even when you are in a location and you win, everyone there jumps up excited and you're the center of attention. They are all excited for you.
I missed the fun and excitement of hitting them to win.
Just something you get in the habit of doing. The sound, the lights, like playing bingo, you just miss it.
The bells ringing and the pinkish colors of the machine when you get the four corners and all the fruit. It was hypnotizing.
The sounds of the machine itself, just playing, the color of the bells and fruit baskets. I liked the colors. I was in awe with the machines.
Trying to stop the machine at the right spot to win.
Socializing with friends at the bar.
I missed the relaxation and seeing friends who are at the place we play VLT's.
The company of other people.
I can't really say. I know I just missed playing them a lot.



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Q20a. What, if any, are the positive/benefits of play?

CODE	DESCRIPTION
01	Fun/Entertainment/Amusement
02	Socializing with others
03	Chance to win a few bucks/some money
04	Entertainment while waiting for someone/something else (food, friends, pool)
05	It passes/fills time (kills time), something to do
06	Relaxing
07	A challenge to beat machine/Stimulating
08	Didn't get addicted like my friends
100	Nothing



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Q20a. What, if any, were the benefits or positive things you got out of your VLT play?

Amusement and entertainment for awhile.
Entertainment(for fun).
Entertainment.
Entertainment.
Fun and entertainment basically.
Fun and entertainment I would say.
Fun and entertainment.
Fun and entertainment.
I do it for enjoyment, that's all.
I don't know. Just had fun.
I enjoy it. I enjoy gambling.
I like it and I enjoy playing VLT's for entertainment and fun.
I liked the entertainment they were fun to play.
It was fun to play.
It was fun, something to do for entertainment for fun I guess.
Just entertainment for fun.
Just fun and entertainment really when I was out having a drink or two.
Just the entertainment.
A couple moments of entertainment. I double my money for a free drink.
Fun and entertainment and passes the time, it's sociable too.
Fun and meeting different people and talking to them too I guess.
Just to pass time, talk to people, for fun.
Relaxation. Entertainment and socializing with other people.
Fun and entertainment and winning money.
Fun I guess, a chance to win some money.
Just entertainment and for fun. It was great when I won big money.
Just entertainment and fun to see if I can win.
Just entertainment to kill some time I guess and you always have that once chance to win.
Just for fun to see if I could win money.
Just for fun to see if I could win.
Recreation time. Takes up some time in a day and get enthused when I win, which is rarely.
Sometimes I won some money, fun and entertaining to play.
The excitement and the thought of winning big.
The fun - the chance to win money if I could and to pass time for entertainment.
The fun and enjoyment of winning money.
The possibility of winning they're entertaining.
To pass the time and for entertainment to see if you can win some money.
Amusement - for fun mostly. I enjoyed them to waste time for fun.
Cheap entertainment. It passes my time away.
Entertainment and fun and to pass a few minutes..
Fun, passing time for awhile.
Fun, to pass a few minutes by myself.
I enjoyed it, it passed the time away for me.

**Q20a. What, if any, were the benefits or positive things you got out of your VLT play?
Continued**

I found that it was fun to play to pass some time away.
I liked it for fun and amusement to waste some time.



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It's the excitement and entertainment of playing them and it's a good way to spend some time.
Just enjoyment, fun, a pass time that's all.
Just fun and entertainment to pass time.
Just fun and relaxing to pass time.
Just to pass time and for entertainment.
I get relaxation and fun and it calms me down and helps me forget my troubles.
Relaxation and fun a little time to myself that's all.
Absolutely nothing except I enjoy it. It's exciting, I like the noises from the machines.
Fun to play, the high when you got a good hit and the excitement of playing.
Nothing. Spending time with the boys. (my friends)
Spending time with my friends.
The fun part of playing with people and socializing.
Relaxing. "High" when you win. Seeing friends at establishment.
I don't know of any. Maybe just happy when I first had a win.
I like to see if I can win money.
I used to get a few extra bucks. (Beer money)
I won a little bit of money and brought pizza home.
Occasionally I won some money.
Sometimes I win a few dollars.
Winning money.
Winning some money.
I guess it's something to do for a few minutes to see if I can win anything.
Something to do with my time, winning money.
Sometimes you would win and it would pay for your night. It passed time.
The hope to win money and it passed some time away for fun.
Win some money and just for something different to do.
For me it was excitement of the win, being a pastime, it was in a sense a leisure time I enjoyed.
Entertainment while waiting for food.
Good for entertainment.
I enjoyed the entertainment.
It filled in time while I was waiting for my bowling team.
It keeps you busy when your at a pool hall.
Something to do while at the legion, they were entertainment.
Broke up an hour out of a month, something to do.
I just played to pass the time while I was working.
Just to pass some time.
Just to pass a few minutes while at the store.
Killed time for me, passed the time away.
No benefits just mostly killing time.
To pass time, something to do.
It was an escape to get out (solitude and relaxation) .

**Q20a. What, if any, were the benefits or positive things you got out of your VLT play?
Continued**

Relaxation to keep me occupied so I'm not bored.
Relaxation, bide some time, it's an outing for me.
Basically to be lost (quiet time). Sometimes I just like to be by myself and not have to socialize with people.
It's relaxing, it just relaxes me the same when people who smoke, I don't know.



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Just it's my time to have a beer and relax, me and my wife go out together and do this.
Nothing positive. I get to go out after a few days work and relax and have a good time.
Relaxation. Well I find it a challenge and that relaxes me.
Oh the adrenaline rush of seeing if I would win.
Absolutely nothing.
I didn't get addicted like my friends.
I really can't think of any positive benefits at all.
Nothing positive at all from VLT play.
I got nothing positive out of playing them.
There are no positive things, the government is the winner.
Nothing.



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Q20b. Negative effects of play?

CODE	DESCRIPTION
01	Waste of money/Loss of money
02	Waste of time
03	Depression (over losses)
04	Frustration
05	Drinking
06	Negative effect on family (less time and money spent on family)
07	Addiction
08	The environment (e.g., smoky, dark)
09	Negative effect on friends
99	Don't Know
100	Nothing



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Q20b. What, if any, were the negative effects of VL play for you?

Waste of money.

I could have used the money elsewhere, it could have maybe been used somewhere else.

Waste of money.

Waste of money.

The loss of the money.

(Sometime I would get bored because I was used to playing) also the money I wasted had a negative effect on me.

I would say when I did lose it was the actual loss of money. Sometimes I would meet people who were playing the machines that turned me off, because they were drunk and loud.

Lost money.

Losing the money I put in.

Losing my money.

I felt I was throwing money away.

Wasting my money. I didn't spend much, but it was still a waste of money for me.

Just the waste of money.

I saw enough negative things that other players were going through that made me want to stop. E.g. people in debt, money problems.

Sometimes I spent more money than I should have.

Losing my money.

Loss of money.

Spending money I shouldn't be spending that I could have as extra money if I needed it.

Lost my toonie.

Waste of money.

I lose money.

Losing money.

If I lose, I lost twenty dollars.

Wasting my money not that I spent much but it was still a waste.

Losing money.

Lose my money and I smoke too much.

I lose my money and lots of it when I play.

Spending money I never had that I could have spent elsewhere.

I'm going in debt and losing all my money.

Losing money.

Losing my money.

I lose all my money when I play. If I have 100.00 on me I will spend it all.

Losing my money.

I lose my money I could use on other things.

I lose all my money.

Losing my money and lots of it.

Costly - Losing a lot of money.

I was wasting money and time.

Waste of time and money.

Loss of money and time.



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Q20b. What, if any, were the negative effects of VL play for you? Continued

The money, the lack of. I spend a lot of money and have regrets when I don't cash out. I regret spending the money and spending the time there.

Losing money. Guilt.

I lose my money and I feel bad.

Physically - lack of sleep, tired, stress. Financially - loss of large amounts of money. Emotionally - Depression, anger, almost broke up my marriage.

Loss of money, time with family and hard on the nerves.

I lost my money. Environment was always smoky and dark in the places the machines were.

Seeing people spending too much money. Too much cigarette smoke there.

Waste of time. Not a mind expanding experience.

Waste of time for me.

Waste of time I should be doing other things.

I feel bad that I wasted money, I could be using time more effectively.

I kept putting in money thinking I'd win and ended up disappointed.

Bad feeling when I lose. I don't know what to say, feel bad when I lose, feel good when I win.

I become depressed if I don't win, more irritable. Compulsive to keep playing and trying to win.

I get depressed. I sit around and do nothing until I get money to go play again.

Nothing, it's just frustrating when you don't win.

I don't win so I get mad at myself for playing and losing money. I'm diabetic, it's stressful when I don't win. The machine won, you didn't beat it. Nothing to do with the money it's about me against the machine.

Frustration- spending all my money and constantly not paying bills.

Frustration because I can't stop.

When I wasn't able to come home with the pizza.

Nothing really. I don't think it's good for the family. It makes you stay longer at the bar and drink and spend more.

The cost, we have less money.

I spend less time with my family and I have less money.

They got me more addicted to gambling in general, like the lottery tickets.

When I was spending time playing VLT's I never spent much time with my other friends who didn't play them.

I don't know.

None

None.

I don't think there was any. I never spent enough money for it to be a problem.

I always would go play when I got paid and now I keep my money.

No negative effects. It's just for killing time.

They're mind controlling. People become fixated with them. Not really anything for me, it's just boring. It's worse than going to work.



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Q22b(6). IF YES: Who was encouraging you not to play? (OTHER – Code 6)

Just an acquaintance I talk to once in a while.
Other players.
People who worked in bars.
Doctor



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Q24a. Help/assistance/strategies for success in managing/stopping play.

CODE	DESCRIPTION
01	Stay away from machines
02	Set a budget/limit and stick to it
03	Quit playing altogether – cold turkey
04	Seek out professional assistance
05	Understanding you can’t win/Find out about/learn how the games work (payouts, etc.)
06	Quit while you are ahead – cash out any winnings
07	The machines should be banned/Removed from province (get rid of them)
08	Set a <u>time</u> budget for play
09	Enlisting help, support from friends/family
10	Get involved in other activities/things
11	Advertising – TV, Radio, Newspaper – warning/educating people on dangers of VLT’s
12	Restrict access to machines (in casinos only)
13	Time limits on the machine (can only play XX amount of time)
14	Player cards/tokens/license – credit card style, where players set limits and can’t play beyond
15	Brochures/Pamphlets at VLT locations/Posters of dangers at locations and where to find help
16	Inform people on how games really work/Amount of profit generated, how much is lost
17	Modify the machines (e.g., turn off sound)
18	Government needs to get more involved
19	Educate people on how to recognize if a gambling problem exists/the benefits of treatment
20	Eliminate ATM’s from bars
21	Have a bartender intervention program
22	Have devices (e.g., the bracelet) that prohibit play
23	Have financial advisors available to help problem gamblers
24	Have information on VLT’s screens about problem gambling
25	Increase the age of play
99	Don’t Know
100	No/Nothing



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Q24a. Are there any other things we have not talked about that you personally have found helpful in managing your VL play? (Would you have any advice to other players who want to change the way they play?)

Stay away from the machines.
Staying away from the machines.
Don't play them.
I would say avoid the areas where the VLT's are found.
Stay away from the machines. If you are a compulsive person stay away from them.
Stay away from the machines.
You'll get addicted, don't play. Don't play if you have a family to support (take care of family first).
I don't know I don't play enough. Stay away from the machines.
I wouldn't recommend the machines to anyone. They cause more problems than they solve.
Just don't bother playing.
If you truly wanted to stop you have to stay away from the machines altogether.
Nothing really, just don't start.
In my own mind, I do not want to give the government any more money. I need the money.
Take a look around you, you don't belong here. Stop looking at the machines and look at people losing money.
Don't let it get into your system, walk away after you think you have a problem.
Stay away from the machines.
Just stay away from the VLT's.
Stay out of the places with machines. It's too accessible now.
Stay away from the machines all together.
If you play, play for recreation only. If you can do that, play them, If not, don't play. It's too addictive.
Just deciding not to play and sticking to it no matter where you are. Quit while ahead.
I'd tell them to stop playing VLT's but that wouldn't do anybody any good. I hope the government takes the VLT's out of bars.
The best thing is if they feel they have to play they should put themselves on a budget.
No advice. If this is your thing (playing machines) just restrict your budget and stick to it.
Set a limit and don't go beyond it.
Set a budget. Leave you cards at home.
If you are spending too much money quit and stay away from them.
No I can't think of anything but to try to cut down first and then just quit.
I'm not one to give advice to other people. I guess either set a budget or find other interests. Do it in moderation (a little bit of money & time) at a time.
I think you just have to quit cold turkey.
I have no advice, I would say stop playing. That's all. It cause a lot of pain for families etc.
Don't play them at all.
Quit playing altogether, it's a waste of money.
The only advice I have is if you quit you'll be less on edge, less impatient and you'll get along better with everyone.
Nothing. Quit and get help.
Stop playing, it's a waste of money. You don't win.
Nothing really, just stopping cold turkey and cut your losses you already have.



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Q24a. Are there any other things we have not talked about that you personally have found helpful in managing your VL play? (Would you have any advice to other players who want to change the way they play?) Continued

Quitting altogether. I think VLT's are evil, they should only be allowed in the casino.

Just to talk to a professional who deals with compulsive disorders.

Seek a counselor.

Well going to Gamblers Anonymous.

They have to join GA. I tried by myself and couldn't do it. Hang in with GA because it does work.

GA. Going to my family physician for help because I was depressed.

It's not a wise use of money in that it could be better spent elsewhere and you have more money to spend.

Finding out about actual payouts.

Look around and see the other people playing the machines and see how pathetic they look and then look at yourself.

Just realizing that there's more to life than just sinking your money into a machine.

Please stop or you'll lose all your money. You'll never get ahead and you won't realize until it is too late. I'd also explain the money goes to the government and is mishandled.

Realization that you are not going to beat the machine and you will lose and you will not win your money back.

Quit while you are ahead. There are no winners when it comes to gambling.

Ah, talking about it to other people and getting your feelings out in the open.

Just talking about it at times helps.

If you're married, ask your spouse to control finances etc. until you can handle things on your own again.

Well the best advice I would give would be just channel energies into other directions.

I think it's because I have other interests such as playing pool, getting involved in other activities like playing cards.

Downloading the game on my computer and playing at home for free. (Fills my need at times).

Keep the liquor away from the machines. When people start drinking they start to lose their inhibitions and say to hell with it and they just start throwing their money away.

No, only if you go late night the machines will turn off automatically and you have to cash out and go home.

One thing I found is that in some places they have the noise makers turned off on the machines and they don't seem to attract as many people as the machines with the noise maker on. Maybe they should try turning off the noise on all the machines and maybe there won't be so many people attracted to them.

None because I didn't have a problem, I only put a little money in and not very often.

Not that I can think of, it's a personal thing, I don't think the government should be involved in like Gamblers Anonymous. It's everyone's personal problem, to me the Government shouldn't be wasting the tax payers money trying to make help lines.

It was never a problem. I only spent a loonie to pass a few minutes once a week or so.

I don't have any specific advice for anyone because my problem wasn't too bad.

Nothing I don't have any trouble with them but I don't like taverns or bars spending lots of time in them playing.

I just use my common sense to play the way I do.

If you want to stop playing don't let other people say you are wasting your time.



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Q24a. Are there any other things we have not talked about that you personally have found helpful in managing your VL play? (Would you have any advice to other players who want to change the way they play?) Continued

I have no advice whatsoever for people who want to change their play.
I think a lot of people are so addicted that anything I say probably wouldn't matter.
My advice is you have to want to stop, you can't be helped if you don't want to be.
No, no advice. Take the machines away.



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Q24b. Of all the strategies or things you did, which ones do you find were the most effective in controlling or managing your play? OTHER Codes

CODE	DESCRIPTION
19	Stop cold turkey
20	Seeking professional help



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Q24b. Of all the strategies or things you did, which ones do you find the most effective in controlling or managing your play?

Quit the machines. Get the machines out of the province and take the temptation away that causes too much pain.

None really

I don't manage my play at all.

I don't give advice to other people, most people don't even know I gamble.

Realizing I'm spending all my money.

Just staying away from where the VLT's are.

Stopping playing all together and avoiding places where the VLT's are at all times.

I have no strategy. When my five dollars is gone I call it quits.

Having my husband with me.

Going to G.A. and support from my husband, family and friends.

Getting involved in something else. I liked aerobics.

Getting involved in other things, **getting professional help.**

Stopped Cold Turkey.

Just going cold turkey worked for me. I decided to stop and I have.

I didn't do anything I just decided I didn't want to play them.

Stopping cold turkey.

Just deciding not to play at all and sticking to it I guess. Know when to say when.

I never used any strategies, just quit cold turkey.

Quitting cold turkey.

Just quitting.

None of them I just quit on my own.

Going to the GA meeting.

Didn't really need managing.

I didn't have a problem, I have control over my life, and am not going to let those machines ruin my life.

I found they got boring after awhile.

Saw others losing a lot so I stopped playing. No real strategy.

**Q27a(14). Have you ever used money from any of the following sources in order to play VL machines or to solve a financial problem caused by playing VLT's?
(OTHER – Code 14)**

Winnings from other gambling.

Pop cans.



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Q30b. IF YES: Where did you go for information and/or assistance and how helpful was this source in addressing your needs?

Source 1

Family Doctor - Looking for resources.

GA- It was helpful; the fact that I could direct my friend to people who have the same problem and could probably help.

Gamblers Anonymous - Very helpful.

Hotline - They were good, they were very helpful.

Source 2

Helpline - Was for someone else I don't know.



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P31c. What was particularly helpful from these (informal) sources?

CODE	DESCRIPTION
100	Nothing
01	Support/Emotional support/Understanding
02	They listened/someone to talk to
03	Helped me realize I had a problem/How bad my problem could become
04	Gave advice/they were helpful
05	Stuck by me
06	They were not judgemental
07	Got me involved in other activities
08	Could see how concerned/scared/upset they were
09	Able to work out our problems together
10	Made me feel guilty
11	Have to help yourself



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P31c. What was particularly helpful from these sources?

Overall support.

Just being there for you and at the time he was also quitting the VLT's.

Just the emotional support, they encouraged me not to play and told me I was a good person.

She was supportive and helpful.

My fiancée's leaving was my breaking point, she made me realize I had a problem. My friend was a support system through my hard time.

Just the support in my decision not to play.

My wife was helpful because she got the finances under control when I was unable to do so.

She gave me encouragement and reassurance that I could quit.

She made me realize just how much time and money that I was spending on VLT's.

The encouragement and support.

Spouse - Just being there for me.

Support I received, financial planning to help get back on track and help in coping with my problems that came after my addiction.

Just for him to be there to talk to and talk it out openly with him - Spouse.

Encouragement, they knew I could stop if I really tried. They were there to talk to when I felt down. They supported me one hundred and ten percent.

My husband and family were supportive and encouraging and listened. My minister was the same supportive spiritually.

Just talking it out and being given support helped me a lot.

She listened to me and she was by my side and helped me a lot.

Encouragement and support toward my problem. Overall listening and understanding to me.

Spouse - Just talking to him and his support.

Spouse - Just the fact that she was helpful and supportive.

Spouse & Friends - They're understanding. Able to realize the position I was in. They became a part of the solution.

Spouse & Friends - My wife. She supported me and helped me and understood I had a problem, but stuck by me through it all.

They encouraged me not to play. My wife made me feel guilty which was good. They supported me. My wife bought me a hand held slot machines game to play instead of going to the VLT's.

Spouse - talked to me and supported me when my problem was bad. My kids were there for me and helped me do other things to keep me from playing so much.

The encouragement to get involved in other activities.

Just talking and listening to me.

Had someone to talk to .

They were trying to help me not to play and talking to me about it.

They listened to me and talking to other players who lost more than I ever did helped me see what could happen to me.

Friends.- He talked to me about his experiences and how it affected his life in general and at the time it hit home for me.

Spouse - Just telling me I spent too much time playing and helped me realize I had a problem.

She would point out the fact that if I wasn't playing I'd have more money for bills and such.

Hearing it from someone else opens your eyes.

P31c. What was particularly helpful from these sources? Continued

Just talking to me, getting on my back about wasting my money. (Friends)

They would try to show me on paper how much I owed on my bills and trying to help me see I'm spending money I don't have.



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Just their advice, well they suggested to me that I could spend my money more wisely and not to spend so much money on VLT's.

Friends- They would encourage me to go with them to do other things and take my mind off VLT's.

My husband steered me in other directions and we did other things together instead of VLT's.

The play was upsetting them and scaring them that I would lose my house. I don't like scaring my sons so that's what helped.

Husband- had same problem so we did it together.

He played too so it was good to talk to him so we both could see that we had a problem and could work it out together.

My wife and I talked about it and we both agreed to cut down on personal spending. We need money for other things.

Well he was in the same situation as me and one day we just decided that enough was enough.

We were both going through it so we were there for each other.

Wife making me feel guilty because I had money to waste on machines and not on her or my family.

Basically you have to help yourself no one else can do it for you so I punish myself. I.e. I don't allow myself to go into any place that has VLT's, I don't go out socializing with people who play VLT's.

Just being very supportive and not judgmental.

Nothing I had to want to reduce play on my own.

Nothing really. Told me to stay out of the places that had machines but I knew that.

Nothing I just still want to play even though I want to stop . She tries to help but can't.

Nothing I didn't already know myself.



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P31d. What was not particularly helpful from these (informal) sources?

CODE	DESCRIPTION
100	Nothing
01	Threatened to leave me/Left me
02	Lectures and negative comments about VLT’s, being an addict/Fights and arguments/ Telling me not to play VLT’s
03	Made me feel bad about myself
04	Couldn’t always be there
05	They didn’t realize the extent of the problem
06	They were still playing VLT’s
07	They were encouraging VL play
08	People can’t help if they haven’t been there personally
09	Something I had to do for myself
10	They also had a VLT problem



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P31d. What was not particularly helpful from these sources?

Spouse - Threatening to leave me. That made me feel bad about myself.
My wife left me so that wasn't helpful and my friends all play VLT's and I still play so that wasn't helpful either.
She said to me I don't believe you can stop.
My husband always said I was wasting my time and that he said why are you pretending this is a problem when it was a real problem for me.
Lectures and negative comments from family and friends such as why did you do that or I can't believe you are addicted. Those comments didn't make me feel good at all.
She yelled at me a lot and instead of helping me, she made me angry.
At one point people were telling me not to do it and made me want to play even more.
Repeating it all the time would irritate me and then I would go play more. That is until her words finally sunk in.
That they suggested that I play in moderation.
The nagging and disagreements caused by the knowledge of my gambling. The fights and arguments.
They nagged me everyday about it and that annoys me and I don't want to keep hearing I have a problem.
When my family threatened to kick me out the door if I didn't pay my board or other bills I have.
Friends - They couldn't be there to watch me 24 hours a day.
My husband was still playing at times and sometimes made me want to play more.
They played the machines themselves.
Well other people who were still playing never helped. It only encourages VL play, it doesn't stop it.
Too much nagging from my brothers, “when are we going to play again?” They had a problem too so they didn't know what they were talking about. One brother had to mortgage his house.
They weren't helpful because they really didn't care how much I played or if I lost money.
My wife really can't help except for emotional support or to say I'm doing a good job. In order to help a gambler or alcoholic you have to be one yourself to know what they or you are going through unless you've been there yourself you can't help someone else.
Nothing. It was something I had to do for myself, they all tried their best but not helpful.
Everything they said wasn't helpful because I needed to want to reduce play on my own.
Husband- If we relapsed we would have both gone (relapsed) together.
Nothing I can actually say he was helpful overall, he really listened and understood.
Nothing my mom was great.
There was nothing that wasn't helpful, everything was great that they did.
Nothing really my wife is a great help to me.
She knows I'm gonna play if I want. So there was nothing helpful.
Just that we both played, we were both players.
Nothing they are all really trying.
Nothing at all, it helped when we talked.



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P32. Why did you not go to any of these (informal) sources for help?

CODE	DESCRIPTION
01	Was able to stop on my own/Thought I could stop on my own/Have to stop on your own
02	Wanted to keep playing
03	Not ready for help
04	Felt ashamed/stupid
05	Didn't think they would be helpful
06	Thought they wouldn't understand/it was senseless
07	Thought it was none of their business/Didn't want them involved/It's my problem
08	Didn't think it was a big problem
99	Don't Know



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P32. IF NO FORMAL SOURCES USED: Why did you not go to any of these sources for help or to talk about your VL play?

It was something I decided to do myself because I knew I could stop playing and I did. I saw for myself I wasn't getting anywhere playing them and I knew when to walk away.

I felt that I could do it on my own.

No reason, I just did it on my own.

I solved it myself.

I just don't need them I did it all on my own without anybody's help.

Because I never felt I had to, I wanted to do it on my own terms, not on other peoples beliefs

I wanted to deal with it on my own that's all.

I didn't really need them. I did it on my own.

Because I'm strong willed and can do this by myself. I also think I deserve to go there. I work and am by myself and hey, I can go, I deserve it.

I figured it wouldn't help and that I could do it on my own.

Because they can't solve your problem you have to do it for yourself.

I didn't think I needed any help I could cut back myself.

I wanted to do it myself and it was no one else's business.

I could handle it on my own and I didn't feel the need to discuss it with anyone.

I felt I didn't have to, I handled it myself.

I didn't consider it to be a big problem, I knew I could do it on my own if I really tried.

I just wanted to keep playing. I wasn't ready for help. I heard them complaining but I wasn't ready to hear it.

I just don't want to get any help because I still want to play when I want help I will get it.

Embarrassment.

I don't know I felt ashamed and figured they wouldn't or couldn't understand it.

I would feel stupid I guess and it's my problem so I have to deal with it.

I didn't feel it was necessary

They wouldn't have helped me. I had to quit drinking first before I could quit playing VLT's.

I don't think anyone can help me to be honest with you.

I thought it was my business and my business only.

Well I suppose I didn't want them involved in my problem.

Well it's my problem and no one can help me not unless I help myself and no one has the time to worry about other people's problems.

What would be the sense I don't think it's sense to talk about something I don't have the willpower to do and it's my problem.

Because it's my problem and my business I guess. I really haven't told anyone about it.

I never really consider it to be a big thing. I was playing every single day but I wasn't spending all my money.

I didn't think it was that big of a problem. If it developed into a problem I could handle it myself.

Because in my mind it's under control, I wasn't spending money I didn't have and I wasn't spending money that was someone else's.

I didn't feel it was a big enough problem to go talk to someone.

I don't want to. I just wouldn't. I don't think my problem is that bad.

Because I don't feel I have a problem.

P33b(6). What services or programs are you aware of? (OTHER – Code 6)

Just pamphlets that I've seen, but never read.

EAP through work.

Saw some pamphlets by the VLT machines.



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Booklets on machines.
There's a couple of centres of some kind.
Pamphlets all over the place.
On the machine there is a warning.



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Q34. FOR EACH (formal) USED: Why did you give them this rating?

Source 1

Drug dependency- Wife was the most helpful. Went to department of health to appease her, but her support did the most.

GA - Because I knew I had a problem. I read up on it the info GA sent me but I still had to help myself.

GA - I felt bad about calling them in the first place, it was hard for me because I have to help myself. It's my problem and no one can help me, I have to help myself.

GA - I felt like it was a joke, I felt uncomfortable and didn't fit in.

GA - I felt really depressed when I left the meetings, they were all smokers and I didn't smoke, so it made it hard to sit with them

GA - They made me admit that I had a problem, had me face my problems and own up to being a gambling addict. They made me talk about my gambling and eventually made me feel better about myself and my life.

GA - They were encouraging. I didn't like the group setting, but they were helping in my thinking and knowing I could stop. I didn't like talking to a group.

GA - They were helpful and encouraged me. They gave me lots of information to read.

GA- I don't know it's a lot of talking and it's just talking so it wasn't that great for me.

GA- I have to drive an hour away and it is too far away. Everybody knew each other already and I felt uncomfortable.

GA-Because it helps you realize you are not the only one with this problem. These people understand your problem. The biggest part was the Serenity Prayer. I changed the things I could and accepted what I could not change.

Gamblers Anonymous - I find without their help I wouldn't survive this. Everyone is supportive and listened without judging, and it was nice to know other people who had been through it and survived.

Gamblers Anonymous- If there were people who had similar experiences it would help. Someone who would listen to you and take you seriously.

Gamblers Anonymous- They helped me feel better about myself, helped me realize I had a problem and told me I wasn't alone.

Gamblers Anonymous- You have to speak loud in front of everybody and it makes you realize how bad it is.

Gambling Helpline - They can relate to you, they've been in the same situation.



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Q34. FOR EACH (formal) USED: Why did you give them this rating? Continued

Source 2

Family doctor/therapist - He put me in touch with the department of health.

Helpline - Again I have to help myself, it's a trapped feeling, but no one can help, until I help myself no one else can.

Helpline - They were helpful but couldn't really help me how I needed it. They couldn't support me like my family could.

Gambling Helpline - They gave me the contacts that I need to get in touch with GA and where I could find a meeting.

Drug Dependency - The counselor told me I could help myself. She was understanding and she listened, passed no judgement, that meant to a lot. I found the one on one more effective because she was only listening and talking to me.

Drug dependency - Friendliness, open arms to help, talking with other people who had gone through it and people listening for your cry for help.

Gambling Helpline- They are somewhat effective, it's hard for me to say. I only called them once, but they gave me names and numbers to call.

Gambling Helpline because they only referred me to someone else, so not very helpful at all.

Community Counselors - They're helpful, they can relate with my situation. Easy to talk to.

Source 3

Gambling Helpline - They didn't seem to have any help. There wasn't enough information and I find they were lacking when it came to helping me. It was very cold and I didn't find it was a personal thing. It was just someone answering the phone and giving me another number to call.

Family doctor/therapist - He got me in touch with professional help, getting me the therapist.



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Q35. Why is it that you did not go to any of these (formal) sources for help?

CODE	DESCRIPTION
01	Was able to stop on my own/Thought I could stop on my own/Have to stop on your own
02	Wasn't ready for help/Didn't want to admit to a problem
03	Felt ashamed/stupid/Pride got in the way
04	Thought they couldn't help
05	Thought they wouldn't understand/it was senseless
06	Thought it was none of their business/Didn't want them involved/It's my problem
07	Didn't think there was a problem/Didn't need to go/Could afford to play
08	Didn't like telling problems to strangers
09	Didn't think problem was that bad
10	Wasn't sure what help was available
11	The meetings are too far away/Inconvenient



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Q35. Why is that you have not gone to any of these services or programs for assistance or help?

No. I just managed to do it myself.

Did not need to.

I just didn't. I guess it was something I wanted to do on my own because I felt like I could do it and I did.

I felt I could handle it myself.

Because I feel I solved it myself.

I'm stubborn so I wanted to try it on my own and I have done well so far.

Didn't have a problem that I couldn't solve myself.

I can do it myself, I don't think I need a service like that.

I told myself I could do it on my own and felt I didn't need to do so.

Again I never felt I needed to.

I'm stubborn I guess but I want to try on my own and I'm doing pretty good so far.

I didn't need to, I'm doing it on my own.

I didn't really need them. I did it on my own.

I figure if you're gonna do it do it on your own, you're more likely not to go back. No particular reason why I wouldn't go there.

I have to help myself and no one can do that for me. That's how I feel anyway.

Because I don't feel I need to go, I can do it on my own.

I just don't want to get help yet and when I really get to the point where I want to stop I will.

I thought I didn't have a problem then. I have slowed down myself so I think I can handle it myself. I think I might be embarrassed to go to one of those places.

My pride got in the way. That and I would like to think that I can do it on my own, quit playing.

I'm mortified, I'm embarrassed of who I might meet there. Also have a feeling in my heart that if I really want to stop I can myself.

I did it on my own and I didn't feel the need to go to any of those places.

I didn't feel I needed their help, I quit on my own.

I just feel I don't need to, I take care of it myself.

Did not need the help. I was not addicted to the machines. I had to do it myself on my own.

I guess because I never thought it had gone that far. I knew I had a problem and I wanted to fix it on my own.

I never thought I was that bad enough to go and I feel I can do it on my own and I have so far.

I don't need any help.

I don't know. I am going to call because I want to stop and I need help.

I was ashamed and didn't want to admit that I had a problem.

I know of people that have called to help someone. They were told the person having the problem would have to call and to stop wasting their time. They were cold. I was too embarrassed to call. If I would have ended up on the street I would have had to call.

Embarrassment - I haven't gotten to the point where I absolutely can't stop yet.

Because there's nothing they can really do for me, just take them out of the bars and put them in the casinos.

Because I don't think they would work for me for some reason.

I guess I never thought it would help me.

I don't think it would help to be honest.

Q35. Why is that you have not gone to any of these services or programs for assistance or help? Continued



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I didn't bother. I really didn't want to. I didn't think it would help me any.

I didn't think they would be able to help. I didn't feel strangers could do anything my friends couldn't do.

I feel it's my decision and I'm responsible for my own actions.

I don't want to go, I don't want to get help. They can't help me, it would just end up in an argument and I don't need that now. I don't want to get help and I don't want anyone calling me to offer help.

Because I consider it under control.

Because I didn't feel that I needed it. I didn't feel that I was a danger to myself. I just started leaving my bank card at home and when I ran out of money I would go home and eventually I reduced my VL playing.

Because I believe I can afford to play. Because I'm not busted. I still have the income to play. If I lost my job I guess I would have to look into the hotline.

I didn't feel I needed it and I still don't.

I think the final decision is up to yourself. I had a friend helping. I don't like telling my problems to strangers.

Because I didn't see it as that much of a problem that I couldn't control myself.

I never thought I was far enough in trouble to call.

The same reason as before, I didn't feel it was that big of a problem to ask or look for help.

I didn't think it's that big of a problem for me.

Well, I really didn't believe there was much help in that, I never knew anyone who called the number. I heard the government was supposed to start up programs to help problem players but never heard if they did or not.

The GA groups are too far away from me because I know of people who have gone to those meetings.



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Q57. What language is your mother tongue? (OTHER – Code 4)

Arabic
Mic Mac.
Mic Mac.



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Q60. Any other suggestions to help others manage play ?

CODE	DESCRIPTION
01	Stay away from machines
02	Set a budget/limit and stick to it
03	Quit playing altogether – cold turkey
04	Seek out professional assistance
05	Understanding you can’t win/Find out about/learn how the games work (payouts, etc.)
06	Quit while you are ahead – cash out any winnings
07	The machines should be banned/Removed from province (get rid of them)
08	Set a <u>time</u> budget for play
09	Enlisting help, support from friends/family
10	Get involved in other activities/things
11	Advertising – TV, Radio, Newspaper – warning/educating people on dangers of VLT’s
12	Restrict access to machines (in casinos only)
13	Time limits on the machine (can only play XX amount of time)
14	Player cards/tokens/license – credit card style, where players set limits and can’t play beyond
15	Brochures/Pamphlets at VLT locations/Posters of dangers at locations and where to find help
16	Inform people on how games really work/Amount of profit generated, how much is lost
17	Modify the machines (e.g., turn off sound)
18	Government needs to get more involved
19	Educate people on how to recognize if a gambling problem exists/the benefits of treatment
20	Eliminate ATM’s from bars
21	Have a bartender intervention program
22	Have devices (e.g., the bracelet) that prohibit play
23	Have financial advisors available to help problem gamblers
24	Have information on VLT’s screens about problem gambling
25	Increase the age of play
99	Don’t Know
100	No/Nothing



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Q60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play?

Avoid the machines, stay away from places where they are.

Should just stay out of places the machines are if you can't manage your play.

Just to stay away from the machines if they can't manage their play.

Stay away from places where the VLT's are.

Try not to go where the VLT's are if you have an urge to play them.

Stay away basically from where the VLT's are.

I don't know what could help. Maybe staying away from places that have VLT's.

Nothing other than if you have a problem you should stay away but I don't know how to fix that.

Stay away from the VLT locations if you have a problem.

No. Just stay away from them, period.

Never put in that first quarter. Don't push away friends and family that are trying to help you.

Don't put any money in to begin with.

I find staying away works the best.

I think you have to stay away.

Stop going to play and take a look at your life and your finances.

Stay away from bars and avoid the machines.

Just to stay away from the machines, don't go where they are.

If you want to keep wife and kids and sanity stay away. The machines are not there for us to get rich.

The best thing to do if you feel you have a problem is stay away from places that have the machines.

Just don't go into places that have VLT's.

No, just stay away from them. Set a budget.

Set a maximum limit of how much you can spend at one location.

Just set your budget and don't go over it for any reason and if you do ask yourself why you did that?

Budget an amount for themselves to play VLT's with.

Take a good look at your finances.

If they feel they're starting to have a problem talk about it and leave cards and extra money at home and pay bills.

No, maybe a Video Lottery form of A.A.

If your spending too much time and money then you should realize that you are starting to have a problem and talk to someone right away.

A lot more availability of treatment for gamblers; not have them so wide spread, have them monitored.

Go to GA to a counselor and talk out your problems. I found one on one helpful for me, and pray to God just pray for help if you want it.

People would have to voluntarily go in and talk to an organization. The 1-800# isn't the answer. You need to have office set up so people could walk right in, especially after they have a big loss because that's when people are ready to quit.

Get them to talk to people who've lost a lot of money to realize where they're headed.

Just get help for yourself.

Wake up and cut your losses because those machines will never make you rich.

The odds of actual payouts should be listed and if people knew their real chances of winning were slim they probably wouldn't play.

I'd rather not see the VLT's anywhere, they're not needed.



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Q60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play? Continued

Take them out of the province altogether.

Get rid of them period.

Take the damn things out of Nova Scotia.

Remove them altogether. Get rid of them all.

Get rid of the machines.

Take the machines out. Make them illegal. Shut the casino down in Sydney.

Get rid of them.

Outlaw it all together.

No, I just think get rid of them

Get rid of them completely.

Remove them from everywhere.

Just get rid of those machines altogether.

Get rid of the machines altogether.

Take the machines right out of Nova Scotia.

Get rid of them totally.

Take them out of public places.

Removing all the VLT's out of the province completely.

Shut them down.

Get rid of them.

Ban all machines in N.S. except for in the casinos. I think the government should pay someone to go and watch the people gambling and see what really goes on. Maybe if someone from the government got paid to sit and watch this all day everyday, then maybe the government might do something about banning those machines.

Get rid of all the machines or put them all in one location.

No I can't. Only one solution and that is to take the machines out altogether. Leave them at the casinos

Just get rid of the machines or put them all in the one place.

Get rid of the machines altogether. Get someone to help get their finances in order.

Count on friends and family.

Just find something else you like to do and spend time doing that if you can.

I live in a small town and if the town had any social programs for people to do, people might not play VLT's as often.

Find different things to do, meet new people who don't play.

TV ads to make them not want to play. Newspaper ads to make people not want to play.

I think that the VLT's should be minimized to select bars only. I think the bracelet idea was a good one for a self help tool on your own and maybe more advertising on TV for support groups and make people aware that this is a serious problem for real people.

1-800 numbers for addicted gamblers. TV ads. Helpless.

Get rid of the machines. Leave them in the casino's

Less access, they (machines) should be in casinos, that's it.

Take machines out of bars because people will spend more while drinking not even realizing it.

Take them out of the bars or wherever.

Get rid of the machines altogether.

Q60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play? Continued



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If the machines were not located in bars or pool halls that would help a lot.

Being honest I don't think the machines should be in bars because the more they drink the more they play.

Take machines out of bars and put them in the Casino. Ninety percent of people playing wouldn't go downtown to the Casino to play.

Take them away so far you have to make a special trip to play.

Get rid of some of the machines (less machines in bars) might help people cut back or put all VLT's in casinos only.

When your that far gone nothing helps. I think they need to hit rock bottom. Only help I can think of is take all machines out and leave them in the casino.

Take them out of hotels, classy places. They should be in a place where people specifically go to gamble. I.e. casinos.

I think that the VLT's should be restricted to one location and that's the casino, make VLT's less accessible.

Take the liquor away from the machines.

Get them out of the bars.

Have the VLT's in 3-5 limited areas in N.S.

Take the machines out of the bars and take bank machines away from the bars too.

Limit the VLT's to one place like a casino that way they won't be as accessible as they are now.

I don't even know where to start the machines should be in casino's where people just go to gamble.

Have all the VLT machine in one place only.

Time limits on the machines.

If they could just buy a limited amount of tokens it might help control their play.

Maybe have it so you have to have a license to play and if you are considered a problem gambler you wouldn't be able to play because you would have that license taken away.

Having an access card to get to use the machine. Programmed limit on the card. If budget gone can't play until the next month or the new card comes. For everyone to play you need the card. Players would have the choice to set the limit.

Not really unless you could monitor who's playing and if they had something like a credit card to play it's a pay up front card and when it's gone it's gone.

Keep cash (ATM) machines out of bars and have a user ID to log on so you can track the amount spent and maybe have a letter sent out stating how much you have spent so far.

Contact the numbers on the VLT machines if you have a problem with you play.

Have brochures and pamphlets right there at locations telling people there is help out there.

Put up posters in bars with what places are available for help and with people's stories of what bad things happened to them.

People should be talking to others about playing, more warning signs on problem gamblers posted in the bars.

Educational advertising. Should have some horror stories to scare people.

Have posters up in the bar with the phone number on it (big posters).

More advertising on the machines screens.

Q60. Can you think of anything else that might be helpful in assisting people in managing their video lottery play? Continued

Show how much profits were being made off VLT's. Might show people how much they are really losing.

I think if it were recognized as a serious problem by the government, only then could they be helpful.



Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report Coding Mastersheets & Verbatim Listings

Know when you have a problem and take action then.

The person who is playing VLT's has to realize the people trying to stop them care about their best interests.

Remove bank machines from bars, money isn't as accessible.

I would think a bartender should be talking to people whom they see playing quite often and spending lots of money, especially while drinking, it's just a thought.

If bartenders see someone in all the time, spending all their money they should have the authority to report it just like a drunk driver is reported.

Making the establishments more responsible for their patrons play. If they see a person with a problem cut them off.

The owners of bars should take action and talk to the people who are in every day spending all their money and try to help before it becomes a serious problem.

Well, the bracelet idea to stop people from playing is a good idea, people could use that.

I think the only other thing would be there should be a place to call to get a device (like a watch) to prevent you from physically playing, e.g., a computer chip will not let you play.

Put more details on the VLT screens about problem gambling instead of the screen telling you that you have X amount of money or credits available.

I don't like to see young people playing their paychecks away, they should up the age to twenty-one.

No I can't.

No, not really. People have to recognize the problem on their own. For old people who play who cares if they waste their pension cheque. They are only hurting themselves. For young families I hope there is something to help them because they have kids. Not sure what that could be though.

Get rid of the machines altogether.

That's something that people have to decide for themselves.

Get rid of the machines. Leave them in the casino's

No, I can't, I guess they would have to hit rock bottom first before they would want help anyway.

You either play or you don't. They have to want to battle the problem themselves.

No, it doesn't matter what anyone says because people who want to play them will.

No, it's none of my business.

I can't think of anything else that would be of assistance.

I can't help people for the most part until people reach their breaking point they won't stop.

Not really they will have to do it on their own.

I would suggest people be more honest, if people know you're gambling they are more prone to interfere and try to stop you.



APPENDIX D

PROJECT STATISTICS SUMMARY



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
PROJECT STATISTICS SUMMARY**

CLIENT: NOVA SCOTIA DEPARTMENT OF HEALTH

RE: LAPSED VL PLAYERS STUDY

DATES OF DATA COLLECTION: FEBRUARY 22 – APRIL 06/ 2000

AREA SAMPLED: (NOVA SCOTIA) - RETURN TO SAMPLE (FROM REG VL STUDY (98-0082) LAPSED PLAYERS

SAMPLE SIZE:	SURVEY 1 (NON PROBLEM/NON PLAYER)	n= 46
	SURVEY 2 (NON PROBLEM/PLAYER)	n= 37
	SURVEY 3 (PROBLEM RESOLVED/NON PLAYER)	n= 73
	SURVEY 4 (PROBLEM NOT/RESOLVED PLAYER)	n= 25
	TOTAL	n=181

SURVEY LENGTH: RANGE: 23 - 76 minutes
AVERAGE: 46 minutes

SAMPLE	INCIDENCE OF QUALIFIED RESPONDENT ON SAMPLE (14/D)	RESPONSE RATE (D/B)	REFUSAL RATE (10+11+12)/C
LAPSED PLAYERS (n=105)	91%	79%	9%
PROBLEM PLAYERS (n=50)	89%	70%	11%
NON-PROBLEM PLAYERS (n=26)	79%	64%	16%
TOTAL (n=181)	≈ 88%	≈74%	≈ 11%

COMPLETION RATE PER STAFF HOUR: 0.46



**Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report
Project Statistics Summary**

CALL DISPOSITION REPORT

CONTACT DESCRIPTION	LAPSED PLAYERS SAMPLE		PROBLEM PLAYERS SAMPLE		NON PROBLEM PLAYERS SAMPLE		TOTAL	
A. TOTAL UNIQUE NUMBERS ATTEMPTED	192	100%	93	100%	86	100%	371	100%
1. Not In Service	20	10%	7	8%	5	6%	32	9%
2. Fax/Modem	4	2%	1	1%	1	1%	6	2%
3. Business/Cottage	1	1%	1	1%	1	1%	3	1%
4. Wrong #/Moved/Deceased	34	18%	12	13%	21	24%	67	18%
4a. Duplicate Number	---	---	1	1%	---	---	1	<1%
B. TOTAL ELIGIBLE NUMBERS	133	69%	71	76%	58	67%	262	71%
5. Answering Machine	2	1%	1	1%	4	5%	7	2%
6. No Answer (3+)	2	1%	4	4%	1	1%	7	2%
7. Language	---	---	---	---	---	---	---	---
8. Illness, Incapable	---	---	---	---	---	---	---	---
9. Selected / Eligible Respondent Not Available (Includes Outstanding Call Backs)	11	6%	10	11%	9	10%	30	8%
C. TOTAL ASKED	118	61%	56	60%	44	51%	218	59%
10. Household Refusal	---	---	---	---	3	3%	3	1%
11. Respondent Refusal	11	6%	6	6%	4	5%	21	6%
12. Qualified Respondent Break Off	---	---	---	---	---	---	---	---
D. CO-OPERATIVE CONTACTS	107	56%	50	54%	37	43%	194	52%
13. Disqualified (After Screening) - Non Problem Players	2	1%	---	---	11	13%	13	4%
14. Completed Interviews	105	55%	50	54%	26	30%	181	49%
- S1	(44)	(23%)	---	---	(2)	(2%)	(46)	(12%)
- S2	(28)	(15%)	---	---	(9)	(10%)	(37)	(10%)
- S3	(28)	(14%)	(33)	(35%)	(12)	(14%)	(73)	(20%)
- S4	(5)	(3%)	(17)	(18%)	(3)	(3%)	(25)	(7%)



APPENDIX E
BIBLIOGRAPHY



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APPENDIX F

GLOSSARY OF TERMS



Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report Glossary Of Terms

Play Status:

Regular VL Players – Includes those who played VLT’s on a **regular basis of once a month or more often**.

Casual VL Players – Includes those who tried or played VLT’s without taking up regular play patterns.

Lapsed Regular VL Players – Includes those who played VLT’s on a regular basis of once a month or more often **and have either stopped playing or have reduced play to casual levels**.

Five Primary Player Segments:

Non-Problem Past Players – Includes those who have **never** experienced problems with VLT’s and **no longer play** VLT’s.

Non-Problem Players – Includes those who have **never** experienced problems with VLT’s, either currently or in the past, and **currently play** VLT’s.

Problem Resolved Past Players – Includes those who have **experienced VL problems** with VLT’s, who **fully resolved** their VL problem and **no longer play** VL.

Resolved Present Players – Includes those who have **experienced VL problems** with VLT’s, who **fully resolved** their VL problem and **currently play** VL.

Unresolved Present Players – Includes those who have **experienced VL problems**, who have **not completely resolved** their VL problem and **continue to play** VL.

Two Secondary Player Segments:

Non-Problem Players – Includes those who have **never** experienced problems with VLT’s irrespective of their current VL play status (e.g., Non-Problem Past Players & Non-Problem Players).

Problem Players – Includes those who **have experienced problems** with VLT’s irrespective of their current VL play status (e.g., Problem Resolved Past Players, Resolved Present Players, & Unresolved Present Players).



Department Of Health – NS Regular VL Players’ Follow-Up Study – Technical Report Glossary Of Terms

Occupation Categories:

White Collar -- White Collar occupations are generally salaried positions most of which are performed indoors involving little to no manual labour. The following occupations are included in the White Collar segment:

- Supervisor/Manager/Executive;
- Professionals (Doctor, Lawyer, Engineer, Teacher);
- Owner/Self-Employed;
- Sales Representative/Agent/Insurance Representative, Real Estate, Finance.

Grey Collar -- Grey Collar occupations include traditional "skilled and semi-skilled" occupations. Most involve some period of formalized training (e.g., vocational training, apprenticeship, community college). The attainment of a standard of skill is often recognized by a diploma, license or title (e.g., Journeyman). Many of the Grey Collar occupations pay higher wages than do some White Collar positions. The following occupations are included in the Grey Collar category:

- Clerical/Secretarial/Clerk;
- Technical (e.g., electronic, technicians);
- Skilled Service (Police, Nurse, Loans Officer);
- Skilled Trades (Mechanic, Carpenter, Draftsman);
- Armed Forces.

Blue Collar -- Blue Collar occupations are generally hourly paid positions involving elementary skill levels, which can typically be mastered in a short period of on-the-job training. The jobs involve a large component of manual labour and are classified under unskilled service or unskilled trades. Occupations in this category include:

- Waiter/Taxi Driver, Janitor, Personal Care Worker/Babysitter/Parking Attendant/Orderlies;
- Factory Workers, Labourers, Housekeepers, Painters, Letter Carriers.

Income Supported -- This occupation category refers to those individuals who are not currently employed in the work force and, therefore, are referred to as "Income Supported". This segment includes:

- Unemployed;
- Homemakers;
- Retired;
- Disabled (unable to work);
- Students.

