

## Know when to play, and when to step away.

Perhaps you've been gambling longer than you planned. Or you've often gambled until your last dollar was gone. Or you've used your savings or paycheck to gamble while bills go unpaid.

The first step to gain control of your gambling is to decide if you need or want to change. If so, the **Voluntary Self-Exclusion Program** can be a valuable resource for you.

### What is the Voluntary Self-Exclusion Program?

The program enables you to voluntarily exclude yourself from all Massachusetts gaming venues for a pre-determined length of time.

## For more information and to enroll, contact:

- GameSense Info Center  
Located at Plainridge Park Casino
- Massachusetts Gaming Commission  
617-533-9737
- Massachusetts Council on Compulsive Gambling located in Boston  
800-426-1234

## Learn more at [GameSenseMA.com](http://GameSenseMA.com)

If you or someone you know needs immediate help with a potential gambling problem, call the **Massachusetts Council on Compulsive Gambling Helpline - 24 hours:**

**800-426-1234**



**GameSense**

# Voluntary Self-Exclusion

Know when to step away.



**GameSense**

## How do I sign up to be voluntarily self-excluded?

To access the program, visit one of the following locations:

- The GameSense Info Center located at Plainridge Park Casino. If a GameSense Advisor isn't available you can also ask any casino staff for help. Sign up is available 24 hours a day.
- The Massachusetts Council on Compulsive Gambling. Call 800-426-1234 for an appointment.
- The Massachusetts Gaming Commission located in Boston. Call 617-533-9737 for an appointment.

## What happens while I'm signing up?

No matter where you choose to sign up, you will meet with a professional who has been trained to handle requests for self-exclusion. They understand the difficult decision you're making and will offer support to help you make a knowledgeable choice.

You will need to show your government-issued identification, one that includes your signature and a photograph – e.g., a driver's license, passport, or other identification. You will also sign the Voluntary Self-Exclusion Agreement and have your photograph taken.

While additional help isn't required, the professional you meet with will discuss options and refer you to additional resources. Again, the choice is yours.

## How long will I be self-excluded?

The length of the exclusion period is up to you. Your choices include: six months; one year; three years; five years or lifetime. You can renew or extend the period at any time but you can't reduce amount of time you select.

## What happens when the term of my Voluntary Self-Exclusion ends?

If you choose to remain in the program: You can re-enroll at the Massachusetts Gaming Commission, Massachusetts Council on Compulsive Gambling or other authorized agent. It's not recommended that you go to the GameSense Info Center at Plainridge Park Casino.

## What happens once I'm voluntarily self-excluded?

During the period of your exclusion you will not be allowed to enter the gaming floor of any Massachusetts casino. To reduce the temptation to return to the casino, all reward points will be forfeited and marketing materials to you suspended. Persons who break the agreement and are found on the casino floor will be escorted from the gaming floor and forfeit any winnings.

Once you've signed up, the information you provide will be given to all security offices in gaming venues throughout the Commonwealth. It is intended as a service to help you honor your commitment.

## Is there additional help available?

Yes! In fact, research has shown that Voluntary Self-Exclusion, when combined with other support, can be an effective means to stop gambling or successfully regain control of your gambling behavior. In addition to voluntary exclusion you can access help by visiting the GameSense Info Center or by calling the Massachusetts Council on Compulsive Gambling. Additional help is available in the following ways:

- **Individual Counseling:** In addition to Voluntary Self-Exclusion you may wish to consider seeking the help of a qualified clinical professional. Depending on your situation, these services may be available to you at a free or reduced rate. You will receive help and support from trained professionals who will understand what you're experiencing, not judge you, and who can help you address and reduce problems associated with gambling. If interested, just ask.
- **Self-help Options:** If you aren't interested in counseling but still want to examine the role of gambling in your life, you may wish to consider the many self-help options.
- **Your First Step to Change** is a booklet that helps you decide if you want to change your approach to gambling. (Available in print and electronic formats.)
- **Gamblers Anonymous** or other 12-step programs may interest you.
- **Referrals** to allied health professionals, credit counseling, or an attorney.

## How do I un-enroll from the program?

You'll need to participate in a brief information session. A trained professional will discuss with you safe gaming tips, risks of gambling and help available should you want it. It is required that you attend this session.

## Can I exclude a spouse or family member?

It's understandable that you want to help a loved one who is experiencing a problem with gambling. However, only individuals seeking exclusion can sign up. No one can do it for them. Information about how to help loved ones with a gambling problem can be found at the GameSense Info Center or by contacting the Massachusetts Council on Compulsive Gambling.

## Voluntary Self-Exclusion isn't for me. Are there other options?

Yes! Voluntary Self-Exclusion may not be what you're looking for but the good news is there are other steps you can take.

- Voluntary credit suspension allows you to restrict access to credit in Massachusetts gaming facilities.
- Voluntary marketing suspension allows you to stop all marketing and promotional materials from being mailed to you by specific casinos.

GameSense Advisors can help you sign up for these programs and other resources that you may find helpful.



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