



Lottery Retailer Training Checklist

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This guide was developed by the National Council on Problem Gambling (NCPG) to provide guidance for lotteries to conduct and advise on the training of lottery retailers. The document is not exhaustive but includes basic guidelines to incorporate in training efforts.

Requirements and regulations for responsible gambling training vary greatly between jurisdictions and within different segments of the industry. Users of this document are advised to obtain a copy of the statutes, regulations, policies, etc. (if any), related to retailer training, responsible gambling, problem gambling, advertising requirements, self-exclusion, exclusion, intoxicated gambling, underage gambling and unattended minors. Local regulations should supersede the advice given in this document.

Lottery Retailer Training Should Include the Following:

Procedural Content

- ☐ Company governance policies, lottery retailer policies and employee gambling policies.
- ☐ Local laws and regulations regarding the retail of lottery products.
- ☐ How and when to contact lottery personnel.

Responsible Gambling Content

- ☐ Definition of responsible gambling and why responsible gambling is a responsibility of lottery retailers.
- ☐ The lottery's responsible gambling program.
- ☐ Definitions and explanations of chance and randomness.
- ☐ Descriptions of all games sold and associated odds.
- ☐ Common myths about gambling and lottery games and how to dispel them.
- ☐ Risks of youth gambling and policies for the prevention of sale to minors.
- ☐ What responsible gambling tools are available and how to use them (from the customer's perspective).

Problem Gambling Content

- ☐ Definition of problem gambling.
- ☐ Signs and symptoms of a gambling problem.
- ☐ The effects of problem gambling on individuals and affected others.
- ☐ The National Problem Gambling Helpline (1-800-GAMBLER) and contact details.
- ☐ State's Problem Gambling Helpline and contact details (if different than 1-800-GAMBLER).
- ☐ Problem gambling materials available for patrons and how to access/provide them.
- ☐ Protocol for a customer showing signs of a gambling problem.
- ☐ Protocol for a retail employee showing signs of a gambling problem.

Patron Interaction Content:

- ☐ Customer complaint resolution process.
- ☐ Approaching customers with information on problem gambling support resources.
- ☐ Policies and procedures for handling distressed patrons.
- ☐ De-escalation techniques for distressed customers and protocols for individuals at risk of harm.
- ☐ Where employees can find resources and receive additional support when assisting customers.

Overall Training Considerations:

- ☐ Where to find resources and additional support for customers.
- ☐ Standardization of gambling-related terminology for clarity.
- ☐ Incorporation of interactive training methods and real-life scenarios.
- ☐ Integration of gambling addiction lived experience and recovery perspectives.
- ☐ Pre/post-testing and evaluation plan for measuring retention and understanding.
- ☐ Utilization of person-first language and non-stigmatizing terminology.
- ☐ Collaboration with an independent third party for training development and review.
- ☐ Responsible gambling training for new staff and high turnover rates.

Regular updates and assessments are necessary to ensure the effectiveness of the training program.

Questions? Please contact NCPG at NCPG@ncpgambling.org.