



Gambling in Asian Communities

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Gambling in Asian Communities

The Final Report On the Survey of Key Informants

August, 1999

Prepared for the Addictions Foundation of Manitoba

Prepared by Malcolm Doupe

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EXECUTIVE SUMMARY

The Asian Gambling Survey was developed and administered by the Addictions Foundation of Manitoba, as a means of better understanding issues related to gambling, for individuals living in Asian communities. More specifically, the goals of this project were to better understand i) the nature of gambling and types of problems associated with this activity; and ii) how to most effectively offer prevention and rehabilitation services, each within the Asian community.

Leaders from each of the Chinese, Laotian, Filipino, and Vietnamese communities were chosen to complete the Asian Gambling Survey. These individuals were chosen because of their experience in working with community members. It was felt that these individuals could provide AFM with important information and perspective as it relates to gambling in an Asian community. In total, 62 Key Informants from these four communities provided the data for this study.

The present document is a summary of the key findings from the Asian Gambling Survey. First and foremost, these data indicated that gambling is a real and important issue for individuals living in Asian communities. This activity most effects the Asian individual as it relates to the themes of family (abuse, neglect, divorce), finances (having to borrow excessive amounts of money to account for money lost gambling), and employment (having difficulty keeping, or loss of a job).

These data also indicated that AFM is currently not being used to the extent it should, to both prevent gambling problems, and assist those who have concerns related to gambling. Survey respondents indicated that at present, they hesitate to use AFM's services, because they do not feel that AFM fully understands the cultural complexity of gambling related problems in Asian communities. In addition, most individuals were quite uncertain of the exact nature of services provided by AFM.

Respondents have advised that AFM begin to provide rehabilitation services that are sensitive to the cultural needs of the Asian individual. Culturally sensitive education programs that demonstrate the negative effects of gambling were also advised. Sources of advertisement, such as community newspapers, pamphlets, and local television were thought to be appropriate avenues to advertise AFM's services, such that community members would feel more comfortable approaching AFM for assistance.

Gambling in Asian Communities

Survey of Key Informants

INTRODUCTION:

At present, the Addictions Foundation of Manitoba has targeted four Asian communities for outreach initiatives, as it relates to gambling and the provision of educational / rehabilitative services. Given AFM's limited experience in working with these communities, it was felt that input from community members was an essential first step in better understanding i) the nature of gambling and the type / extent of problems caused by this activity, and ii) how to most effectively offer gambling services to community members. The Asian Gambling Survey was developed and administered by AFM to help provide this information. Data was collected from 62 Key Informants (KI) from the Chinese, Laotian, Filipino, or Vietnamese communities. Each of these individuals have extensive work experience in their community, and were therefore thought to have a sound understanding of the general needs and issues of community members.

The general purpose of the Asian Gambling Survey was two fold. First, data were gathered to determine the impact of gambling on individuals living in each of the Chinese, Laotian, Filipino and Vietnamese communities. Respondents were asked to comment on issues such as the prevalence of gambling, problems that are caused because of excessive gambling, and reasons that an individual would continue to gamble in spite of its potential negative outcomes. Second, respondent opinion was sought as to how AFM could best function as a resource to both prevent problem gambling in each community, and provide rehabilitation programs targeted specifically for this culture of individuals.

The purpose of the present report is to summarize the findings of the Asian Gambling Survey, so that staff of AFM may better understand how to most effectively provide both preventative and rehabilitative gambling services to individuals living in Asian communities. Findings are presented under four primary headings: i) Demographics; ii) Asian Gambling; iii) AFM – Awareness and Rehabilitation; and iv) AFM – Awareness and Prevention. A discussion of the most important findings is provided at the end of each of these sections. The Conclusion section of this report highlights issues that AFM could consider, when planning gambling related services for individuals living in Asian communities.

METHODS:

I) Data Collection

In total, 124 Key Informants from one of the Chinese, Filipino, Laotian, or Vietnamese communities were selected by AFM staff to take part in this study. Each of these individuals were contacted by a staff member of AFM, who explained the purpose of the survey, and requested that the Key Informant take part in the study. Potential participants were mailed a package of information, that included the Asian Gambling Survey, gambling brochures, information about AFM, as well as the name of AFM's Asian gambling prevention consultant. After allowing for a brief period of time to review information, respondents were again contacted to arrange for either an in person or telephone interview to complete the survey. On several occasions, multiple contacts with Key Informants was necessary in order to gather survey data. Most interviews were conducted either at the Key Informants' office, community centers, or restaurants, and took place on evenings and weekends to accommodate respondent schedules. In total, 62 Key Informants completed the Asian Gambling Survey. Key Informant breakdown by community is as follows: Chinese (17 KI), Laotian (15 KI), Filipino (16 KI), and Vietnamese (14 KI).

II) Data Coding and Data Frequency:

Key Informant responses to survey questions results in either quantitative or qualitative data. To summarize quantitative data, responses were tallied for each Key Informant, and an overall community response frequency was recorded for a given response category. To summarize qualitative data, all KI responses were extensively reviewed for a given question, and a series of themes were developed to best represent the range of responses submitted. KI responses were then coded according to these themes, and an overall community response frequency was recorded for each theme or category. An overview of both quantitative and qualitative response categories listed by survey question, and the community response frequency associated with each, is presented in Appendix I¹. In Appendix I, each question is coded as "OPEN" (an indication that the survey question was open ended, and themes were developed from qualitative responses) or "CLOSED" (an indication that respondents were required to check off any number of pre-recorded quantitative responses listed in the survey). In addition, data from each question includes a category termed "# of respondents", which is an indication of how many respondents completed the question in one manner or another. Both absolute and relative data are provided for each theme / category of a given question (absolute value followed by relative value in brackets). As respondents were allowed to provide multiple responses for a given question, on most occasions the summed absolute scores of all themes exceeds the value under the heading "# of respondents". Finally, Goodness of Fit tests are provided, where appropriate, as a means of determining if the response rate for given theme differs between Asian community. This statistical procedure is expanded on in the next section of this text.

Appendix II provides a more detailed explanation of each qualitative response code (or theme) that was developed for a given question.

III) Statistical Analysis:

The majority of the data in this report is nominal, exception Question VIIIA which is ratio data. For nominal data, Goodness of Fit Testing is the appropriate statistical procedure to determine if there are significant differences between Asian communities. Appendix I includes the results of this testing. In many instances, Goodness of Fit testing could not be completed because basic assumptions of this statistical test were not met². If the statistical test was not performed for a given response category, the cell body in Appendix I was filled (/////////). If the Goodness of Fit Test was completed but no significant difference was found between communities, the symbol "NS" (non significant) was inserted. If a significant difference was found between communities, the symbol "S" (significant) was recorded along with the appropriate level of significance. In most cases, further testing was completed to determine the exact nature of the between community differences, and Chi squared values were reported in the text.

RESULTS and DISCUSSION:

A. Demographics:

The Demographics section of this report involves each of questions #I through III in the Asian Gambling Survey. The general purpose of this section is to report who the Key Informants are (the type of organization they belong to and their role within this organization), as well as their opinion on some of the more common issues facing clients that use their services.

The respondents approached in this survey provided an overall wide range of services to Asian communities, ranging from the themes of education (providing culturally specific educational services or helping ESL individuals in the school system), health (providing health related services), culture (hosting cultural or social events), resource (providing

counseling for various issues such as housing, job training, finances, family matters, etc.) and religion (religious institutions). Table I demonstrates the overall frequency of these responses, as well as those listed by community.

Table I: Frequency of Responses to Question #I "What Services does your organization provide?"

	# of respondents	education	health	culture	resource	religion
TOTAL		18 (32.1)	5 (8.9)	14 (25)	26 (46.4)	10 (17.9)
Chinese	15	9 (60)	2 (13.3)	7 (46.7)	8 (53.3)	0 (0)
Laotian	14	1 (7.1)	0 (0)	0 (0)	7 (50)	6 (42.9)
Filipino	13	5 (38.5)	0 (0)	4 (30.8)	2 (15.4)	3 (22.1)
Vietnamese	14	3 (21.4)	3 (21.4)	3 (21.4)	9 (64.3)	1 (7.14)
Goodness of Fit Results		////////	////////	////////	////////	////////

From Table I, it is apparent that respondents reported the theme of resources most frequently (26 responses), followed by education (18 responses). The themes of culture and religion were reported on moderate occasions (14 and 10 responses respectively), while that of health was reported minimally (5 responses). It is important to note the type of service provision reported by Key Informant varied at least to some degree between the community these individuals represented. For example, Key Informant responses from the Chinese community focused on educational, resource and cultural services, while Laotian respondents focused on resource and religious services. Key Informant responses from the Filipino community had a slight focus on educational and cultural services, while those from the Vietnamese community focused primarily on resource services. Respondents from the Vietnamese community were the only group with representation from all themes listed in Table I.

In terms of respondent role within a given agency (**question II**), each community was well represented by both administrator and counselor roles (Table II).

Table II: Frequency of Responses to Question #II "What is your role within your organization?"

	# of respondents	administrator	counselor
TOTAL		35 (56.5)	29 (46.8)
Chinese	17	10(58.8)	8 (47.1)
Laotian	15	12(80)	4 (26.7)
Filipino	16	8(50)	8 (50)
Vietnamese	14	5 (35.7)	9 (64.3)
Goodness of Fit Results		NS	NS

Given the reported differences in service provided, it is not surprising that common issues faced by clients also vary to some extent by community type (**question III**). These data are presented in Table III.

Table III: Frequency of Responses to Question III "What are some of the more common issues facing clients that come to use your service?"

	# of respondents	isolation	cultural barrier	employment	health	conflict
TOTAL		6 (12)	22 (44)	22 (44)	7 (14)	18 (36)
Chinese	11	4 (36.4)	4 (36.4)	4 (36.4)	4 (36.4)	1(9.1)
Laotian	15	0 (0)	5 (33.3)	11 73.3)	1 (6.7)	8 (53.3)
Filipino	10	0 (0)	4 (40)	4 (40)	0 (0)	4 (40)
Vietnamese	14	2 (14.3)	9 (64.3)	3 (21.4)	2 (14.3)	5 (35.7)
Goodness of Fit Results		////////	////////	////////	////////	////////

While there are five themes that emerged from these data, client issues related to employment (maintaining a job / having adequate finances - 22 responses), cultural barriers (having difficulties completing a variety of tasks due to not understanding the Canadian culture / language - 22 responses) and conflict (having conflict between family members or friends - 18 responses) were reported on a more frequent basis. It is interesting to note that the Chinese and Vietnamese informants reported client issues in all categories, while the Filipino informants reported moderate client issues related only to cultural barriers, employment and conflict. Laotian informants reported that members of their community were most effected by employment and conflict issues.

Summary Demographics:

Two overall summary statements can be made from the Demographics section. These are as follows:

- i) At least to some extent, there was a difference in the type of respondent service provision reported between Asian communities. One should recognize that these differences may be the cause of subsequent differences in opinion regarding the nature of gambling, and the extent / type of problems that are caused by this activity. However, it is also important to recognize that respondents in each community reported service provision in a minimum of three different areas (see Table I). Further, respondents from each community recognized at least three different important needs, specific to individuals living in Asian communities (see Table III). Therefore, while there are differences in respondent service between community type, overall, participants in this study represent a diverse range of service delivery to community members.
- ii) Overall, the most common service provision themes mentioned by informants include the concepts of education and resource. In addition, cultural barriers, employment and conflict themes were most commonly reported as issues effecting the individual living in an Asian community.

B. Asian Gambling:

This section is divided into two subsections. Subsection #i is termed "gambling demographics", and discusses common locations, popular forms, and problems created by gambling in Asian communities. It also discusses reasons that an individual may continue to gamble in spite of potential negative consequences. Subsection #ii is termed "gambling problems", and discusses the extent of problem gambling in Asian communities. It discusses respondents' opinion of the type of problems caused by

excessive gambling, and asks respondents to comment on the nature of past and present services that have been offered to help individuals with gambling – related problems.

I) gambling demographics:

Table IV summarizes respondents' opinion of potential reasons why an individual living in an Asian community would gamble. As shown in this table, the two most cited responses include the themes of fun (i.e., as a form of social activity / entertainment / recreation) or financial matters (i.e., to earn money or get a chance to make the "big win"). It is important to note that respondents from all communities placed the majority of their responses in one of these two categories. Interestingly, statistical analysis indicated that Laotian respondents cited the theme of finances more frequently, in comparison to respondents from other communities ($\chi^2 = 7.62, p < .006$). For the purposes of this report, it is also important to note that the theme of addiction was present in the survey data, but was the least reported reason leading to gambling. There are no other obvious trends within this set of data.

Table IV: Frequency of Responses to Question IV "What are some of the reasons people in your community might gamble?"

Q4	# of respondents	fun	financial	boredom	addiction
TOTAL		40 (67.8)	40 (67.8)	17 (28.8)	7 (11.9)
Chinese	16	14 (87.5)	8 (50)	6 (37.5)	3 (18.8)
Laotian	15	8 (53.3)	15 (100)	3 (20)	1 (6.7)
Filipino	15	9 (60)	10 (66.7)	4 (26.7)	0 (0)
Vietnamese	13	9 (69.2)	7 (53.8)	4 (34.8)	3 (23.1)
Goodness of Fit Results		NS	S(.002)	////////	////////

When asked what the most popular forms of gambling were (question V), the most cited responses included lottery tickets (57 responses) followed by each of playing cards for money, casino table games (48 responses each), and VLT / slot machines (40 responses). Table V summarizes these responses. It is important to note that this overall trend is approximately equal in each of the Asian communities. There are however, exceptions,

and significant differences between communities do exist for other forms of gambling.

These differences are reported as follows:

- i) Mahjong was reported as a very common form of gambling by each of the Chinese and Filipino respondents, but not by either of the Laotian or Vietnamese respondents ($\chi^2 = 57.15$, $p < .000$).
- ii) Horse race betting was quite frequently reported by each of the Filipino and Vietnamese respondents, but not by either of the Chinese and Laotian respondents ($\chi^2 = 17.38$, $p < .000$).
- iii) Break open scratch pads were reported quite frequently by each of the Laotian, Filipino and Vietnamese respondents, but not by the Chinese respondents ($\chi^2 = 8.56$, $p < .003$).
- iv) Bingo was reported quite frequently by the Filipino respondents, but not by each of the Chinese, Laotian and Vietnamese respondents ($\chi^2 = 7.21$, $p < .007$).

Table V: Frequency of Responses to Question V "What do you think are some of the more popular forms of gambling within your community?"

	# of respon- -dents	VLT / slot	horse race betting	cards for money	mahjong	casino table games	tickets lottery	break open	bingo
TOTAL		40 (80.6)	27 (43.5)	48 (77.4)	31 (50)	48 (77.4)	57 (91.9)	29 (46.8)	25 (40.6)
Chinese	17	13 (76.5)	6 (35.3)	11 (64.7)	16 (94.1)	13 (76.5)	16 (94.1)	3 (17.7)	5 (29.4)
Laotian	15	11 (73.3)	0 (0)	13 (86.7)	0 (0)	15 (100)	12 (80)	9 (60)	3 (20)
Filipino	16	15 (93.8)	11 (68.8)	12 (75)	14 (87.5)	8 (50)	15 (93.8)	9 (56.3)	11 (68.8)
Vietnamese	14	11 (78.6)	10 (71.4)	12 (85.7)	1 (7.1)	12 (85.7)	14 (100)	8 (57.1)	6 (42.9)
Goodness of Fit Results		//////////	S(.000)	//////////	S(.000)	//////////	//////////	S(.035)	S(.03)

When asked if gambling had the potential to cause problems for people living in their community (**question VI**), most if not all respondents agreed that such was the case. This information is presented in Table VI, and is interpreted to mean that gambling is considered as a real and important issue to respondents from each of the Asian communities.

Table VI: Frequency of Responses to Question VI "Do you feel that gambling activities can cause problems for people within your community?"

	# of respondents	yes
TOTAL		59 (95.2)
Chinese	17	16 (94.1)
Laotian	15	15 (100)
Filipino	16	16 (100)
Vietnamese	14	12 (85.7)
Goodness of Fit Results		////////

When respondents were asked to explain the type of problem caused by excessive gambling (**question VIa**), family related matters (i.e., divorce, conflict, abuse, neglect) were the most commonly cited response (49 responses), followed by financial problems (33 responses). Employment (hindrance of work performance / loss of a job – 16 responses) was reported to some extent, whereas education (dropping out of school or related educational experiences – 3 responses) was reported minimally. This overall trend was also reported within each type of community. Interestingly, significantly fewer Vietnamese respondents recorded the theme of finances, in comparison to the other communities ($\chi^2 = 6.58, p < .026$). Informant responses to this information is presented in Table VII.

Table VII: Frequency of Responses to Question VIa "What types of problems can gambling cause for people in your community?"

	# of respondents	financial	family	employment	education
TOTAL		33 (61.1)	49 (90.7)	16 (29.6)	3 (5.6)
Chinese	16	11 (68.8)	14 (87.5)	5 (31.3)	1 (6.3)
Laotian	11	9 (81.8)	10 (90.9)	1 (9.1)	1 (9.1)
Filipino	16	10 (62.5)	15 (93.4)	6 (37.5)	0 (0)
Vietnamese	11	3 (27.3)	10 (90.9)	4 (36.4)	1 (9.1)
Goodness of Fit Results		S(.05)	////////	////////	////////

When asked the type of gambling that was most likely to create these problems (**question VIb**), respondents indicated that VLT / slot machines were the most problematic (31 responses), followed closely by casino table games (29 responses) and card games (22 responses). A summary of this information is presented in Table VIII (please refer to

Appendix I for a summary of responses to all categories). Again, this overall trend was generally noted by respondents from each of the Asian communities. In addition, respondents from each of the Filipino and Chinese communities seemed more likely to report that mahjong was a problematic form of gambling. This information is not surprising, as respondents from these communities were also more likely to report this activity as a common form of gambling (see Table V).

Table VIII: Frequency of Responses to Question VIB "Which gambling activities are more likely to cause problems?"

	# of respondents	VLT / slot	cards for money	mahjong	casino table games
TOTAL		31 (67.4)	22 (39.1)	8 (17.4)	29 (63)
Chinese	10	7 (70)	3 (30)	4 (40)	5 (50)
Laotian	15	8 (53.3)	5 (33.3)	1 (6.7)	11 (73.3)
Filipino	12	10 (83.3)	6 (50)	3 (25)	7 (58.3)
Vietnamese	9	6 (66.7)	4 (44.4)	0 (0)	6 (66.7)
Goodness of Fit Results		////////	////////	////////	////////

An obvious question to ask at this point is why a community member would continue to gamble, in spite of the potential negative consequences of this activity (question VII). When asked this question, the most common response involved the theme of the "big win" (for a chance to gain a large amount of money in a short period of time - 38 responses). Interestingly, the theme of addiction (19 responses) was stated as the second most important issue. This general trend (i.e., reporting either the concept of big win or addiction) was noted within each type of community. Data from this discussion are presented in Table IX.

Table IX: Frequency of Responses to Question VII "What are some of the reasons a person may continue to gamble even though their gambling is causing problems?"

	# of respondents	addiction	excitement	big win	escape
TOTAL		19 (34.5)	4 (7.3)	38 (69.1)	5 (9.1)
Chinese	14	5 (35.7)	2 (14.3)	9 (64.3)	2 (14.3)
Laotian	15	0 (0)	1 (6.7)	15 (100)	0 (0)
Filipino	14	6 (42.9)	1 (7.1)	8 (57.1)	1 (7.1)
Vietnamese	12	8 (66.7)	0 (0)	6 (50)	2 (16.7)
Goodness of Fit Results		////////	////////	////////	////////

Summary Asian Gambling - Gambling Demographics:

Two overall summary statements can be made from this section. These are as follows:

i) The Significance of Gambling:

Respondents clearly indicated that gambling is a potentially dangerous practice. When asked why they thought individuals would begin to gamble, the concept of "addiction" was mentioned, albeit to a lesser degree than issues related to excitement or financial gain. When asked why individuals would continue to gamble in spite of its negative consequences, the concept of "addiction" was again mentioned by respondents from all communities, second only to the concept of financial gain. Further, between 85% and 100% of respondents in each community indicated that gambling had the potential to cause significant problems in their community. Regardless of community type, respondents felt these problems were mostly related to family matters (abuse, neglect, divorce), financial problems (having to borrow excessive amounts of money to get out of debt due to money lost gambling), and to a lesser extent employment related problems (loss of job).

ii) Forms of Gambling:

The majority of respondents in each community agreed that lottery tickets, playing cards for money, casino table games, and VLT / slot machines were the most common forms of gambling practiced by individuals living in an Asian community. In addition to this information, respondents indicated that mahjong was a popular form of gambling in each of the Chinese and Filipino communities. Horse racing was seen as a popular form of gambling in the Filipino and Vietnamese communities, whereas scratch pads was seen as popular form of gambling in each of the Laotian, Filipino, and Vietnamese communities. Finally, bingo was reported as a popular form of gambling in the Filipino community.

Despite some variance in popular forms of gambling between community type, respondents in each community felt that three of the four most popular forms of gambling (VLT / slot machines, casino table games, and playing cards for money) were also those most likely to cause problems for their community members. Interestingly, while lottery tickets was reported as one of the most common forms of gambling, few respondents felt it would cause problems for an individual living in an Asian community.

II) gambling problems:

Within each community, the majority of respondents indicated they knew at least one individual with excessive gambling habits (**question VIII**). As seen from Table X, these response rates ranged from 64 % of Chinese respondents, to 93 % of Laotian respondents.

Table X: Frequency of Responses to Question VIII "*In your opinion, have any of your clients / customers had problems with gambling?*"

	# of respondents	yes
TOTAL		41 (74.5)
Chinese	14	9 (64.3)
Laotian	14	13 (92.9)
Filipino	15	15 (66.7)
Vietnamese	12	12 (75)
Goodness of Fit Results		////////

When asked how many of their clients had problems with gambling in the last 12 months, the average overall response was 7.55 persons. As demonstrated in Table XI however, there was a significant difference in reported values between respondents from different communities. While Laotian respondents reported an average of 14.6 clients in the past year, the average for all other communities was approximately 4 clients. Analysis of Variance (ANOVA) testing on this data indicated that these average differences were significant, and that there were a larger number of reported Laotian clients in comparison to all other communities ($F = 8.425, p < .000$).

Table XI: Average Responses to Question VIIIa "About how many of your clients have had problems with gambling in the last 12 months?"

	# of respondents	average
TOTAL		7.55 (SD - 7.61)
Chinese	8	3.19
Laotian	11	14.6
Filipino	7	5.6
Vietnamese	6	2.8
ANOVA Results		F = 8.425, p < .000; Tukey's testing indicates L > all other groups, no other differences

When asked to define the type of problems their clients experienced due to gambling (question VIIIb), respondents reported the theme of family problems (divorce, abuse, neglect - 36 responses) most frequently, followed by financial problems (loss of property, having to borrow excessive money - 29 responses). Problems related to work (loss of employment) and wellbeing (personal health problems such as depression) were reported on a less frequent basis. Again, it seems that this general trend was similar in each community type. Data from this discussion are presented in Table XII.

Table XII: Frequency of Responses to Question VIIIb "What problems do you think gambling was causing in their lives?"

	# of respondents	family problems	financial	work	wellbeing
TOTAL		36 (85.7)	29 (69)	6 (14.3)	6 (14.3)
Chinese	9	8 (88.9)	6 (66.7)	2 (22.3)	1 (11.1)
Laotian	14	12 (85.7)	12 (85.7)	2 (14.3)	1 (7.1)
Filipino	10	9 (90)	5 (50)	0 (0)	3 (30)
Vietnamese	9	7 (77.8)	6 (66.7)	2 (22.2)	1 (11.1)
Goodness of Fit Results		////////	////////	////////	////////

Given their experience with problem gamblers, Key Informants were asked if their organization provided any assistance to these individuals (question VIIIc). Most respondents indicated that either some type of internal assistance (counseling of some sort within their organization - 16 responses) was provided, or that no assistance was provided whatsoever (14 responses). Again, this general trend seems to exist within each community type. For the purpose of this report, is important to note that Vietnamese

respondents were the only individuals who reported referring clients to AFM services. Data from this discussion are presented in Table XIII.

Table XIII: Frequency of Responses to Question VIIC "Did your organization provide them with any assistance?"

	# of respondents	no	internal	external	AFM
TOTAL		14 (40)	16 (45.7)	2 (5.7)	3 (8.6)
Chinese	10	6 (60)	4 (40)	0 (0)	0 (0)
Laotian	12	2 (16.7)	10 (83.3)	0 (0)	0 (0)
Filipino	4	4 (100)	0 (0)	0 (0)	0 (0)
Vietnamese	9	2 (22.2)	2 (22.2)	2 (22.2)	3 (33.3)
Goodness of Fit Results		////////	////////	////////	////////

Summary Asian Gambling - Gambling Problems:

Three very important overall summary statements can be made from the Gambling Problems section. These are as follows:

- i) Gambling Prevalence:
- i) From these survey results, it is clear that gambling is a potential problem in Asian communities, as the majority of respondents reported knowing at least one client with gambling – related problems in the past year (Table X). However, the extent of problem gambling is difficult to determine from these data. While the average number of individuals with gambling problems was reported as 7.55 in a one year period, it is important to recognize that 50 % of survey respondents did not provide information on this data. The exception to this trend is the Laotian community. These individuals reported knowing an average of 14.6 "problem" gamblers in the last twelve months, with a response rate of 75% (11 out of 15 respondents). More detailed population based research is needed to better understand the extent of problem gambling in Asian communities. This study was not a general study of the prevalence of gambling within the Asian community and the results must not be interpreted as such.

ii) **Problem Caused By Gambling:**

In this section respondents clearly indicated that the problems caused by gambling include each of the concept of family (divorce, abuse, neglect), finances (loss of property, having to borrow excessive money), loss of employment, and personal health problems such as depression.

iii) **The Role of AFM:**

While respondents from each community recognized gambling as an important issue, they also reported that the primary type of assistance provided to individuals with gambling problems occurred through informal counseling from within their organization. Further, a large percentage of respondents from each community reported that many individuals with gambling related problems were not provided with assistance (Table XIII). This information is extremely important to AFM, as it implies there is a real and significant need for this organization to provide services to individuals living in these Asian communities.

C. **AFM – Awareness and Rehabilitation:**

This current section discusses respondent's awareness of various services provided by AFM, as well as their willingness to utilize AFM services. Respondent opinion on i) client access barriers to AFM and ii) manners by which AFM can more effectively help individuals with gambling problems will also be discussed.

Respondent's general awareness of AFM (**question IX**) does seem to differ somewhat between community type. About 90 % of Filipino and Vietnamese respondents indicated they were aware that AFM existed, while slightly over half of the Chinese respondents were aware of this organization. A mere 26% of the Laotian respondents stated they were aware that AFM existed. Data from this discussion is presented in Table XIV.

Table XIV: Frequency of Responses to Question IX "Are you aware of the Addictions Foundation of Manitoba?"

	# of respondents	yes
TOTAL		40 (64.5)
Chinese	17	9 (52.9)
Laotian	15	4 (26.7)
Filipino	16	15 (93.8)
Vietnamese	14	12 (85.7)
Goodness of Fit Results		////////

A similar trend was seen when respondents were asked if they were aware of AFM's ability to provide rehabilitation services to problem gamblers (**question IXa**). Again, significantly less Laotian respondents were aware of these services, in comparison to all other communities ($\chi^2 = 9.71, p < .002$). This latter information has particular meaning, as the respondents that reported the highest number of problem gamblers were also those least informed of AFM and its ability to help individuals with gambling related concerns. Data from this discussion is presented in Table XV.

Table XV: Frequency of Responses to Question IXa "Are you aware that the Addictions Foundation of Manitoba provides treatment for gambling problems?"

	# of respondents	yes
TOTAL		33 (54.1)
Chinese	14	9 (52.9)
Laotian	15	3 (20)
Filipino	16	13 (81.3)
Vietnamese	13	8 (61.5)
Goodness of Fit Results		S(.005)

Respondent's willingness to refer an individual with gambling related problems to AFM is very interesting (**question X**). The majority of Laotian respondents, while being the most uninformed about AFM, indicated they were willing to refer to this organization. In addition, most of the Filipino respondents indicated they would be willing to refer clients with gambling related problems to AFM. Such was not the case however, for each of the Chinese and Vietnamese communities. Slightly less than half of the respondents from

each of these latter communities indicated they would be willing to refer clients with gambling related problems to AFM. These data are summarized in Table XVI.

Table XVI: Frequency of Responses to Question X "Would you ever refer someone who was having problems with gambling to AFM?"

	# of respondents	yes
TOTAL		35 (62.5)
Chinese	16	7 (43.8)
Laotian	15	12 (80)
Filipino	12	10 (83.3)
Vietnamese	13	6 (46.2)
Goodness of Fit Results		//////////

Key Informants had very informative responses when asked why individuals from their community would hesitate to use AFM's services (**question XI** and Table XVII). The most common overall response to this question included the theme of barriers (30 responses overall). In this theme, respondents advised that community members would hesitate to use AFM's services for two overall reasons. First, respondents felt that community members did not trust that AFM's services would be provided in the appropriate language. Second, respondents felt that community members did not trust AFM to provide these services in a manner that was culturally appropriate and sensitive to their needs. This information has particular importance to AFM, as it challenges this organization to develop programs that are culturally sensitive and presentable in an appropriate language.

In addition to the theme of barriers, a large percentage of respondents (27 responses) also indicated that community members would not use AFM's services simply because they were not aware it existed (Table XVII). It is interesting to note that this latter theme was reported more frequently by each of Chinese and Filipino respondents, in comparison to Laotian and Vietnamese respondents ($\chi^2 = 5.70, p < .017$). While no further statistical trends can be concluded, it is also interesting to note that the Laotian respondents reported the theme of denial (individuals not willing to admit they have a problem with excessive gambling) more than other respondents, while each of the Chinese and Filipino respondents reported the theme of embarrassment on a more frequent basis.

Table XVII: Frequency of Responses to Question XI "What are some of the reasons people from your community may not use AFM's services?"

	# of respondents	not aware	barriers	denial	embarrassment
TOTAL		27 (48.2)	30 (53.6)	9 (16.1)	18 (32.1)
Chinese	15	10 (66.7)	9 (60)	1 (6.7)	6 (40)
Laotian	14	3 (21.4)	8 (57.1)	5 (35.7)	3 (21.4)
Filipino	16	10 (62.5)	6 (37.5)	1 (6.3)	8 (50)
Vietnamese	11	4 (36.4)	7 (63.6)	2 (18.2)	1 (9.1)
Goodness of Fit Results		S(.04)	NS	////////	////////

When asked how AFM could better meet the needs of community individuals (question XII), the most common response in all communities involved the theme of outreach, defined as providing both educational and rehabilitation programs in the community. Once again however, respondents emphasized that these programs should take into account the cultural needs of the Asian community member, and be offered in a language that the client easily understands. Respondents from all communities also reiterated that the development of these programs in and of itself was insufficient, but that AFM needed to advertise (through brochures, community papers, etc.) that culturally sensitive programs did indeed exist. While mentioned less frequently, respondents from most communities also advised that AFM could better help community members by establishing partnerships with existing Asian cultural organizations. Data from this discussion are presented in Table XVIII.

Table XVIII: Frequency of Responses to Question XII "What could AFM do to better meet the needs of people from your community who are having problems with gambling?"

	Q12	# of respondents	outreach	partnerships	advertise
TOTAL			36 (76.6)	6 (12.8)	15 (31.9)
Chinese		12	8 (66.7)	1 (8.3)	6 (50)
Laotian		12	9 (75)	3 (25)	1 (8.3)
Filipino		13	10 (76.9)	2 (15.4)	5 (38.5)
Vietnamese		10	9 (90)	0 (0)	3 (30)
Goodness of Fit Results			////////	////////	////////

Summary Awareness and Rehabilitation:

Two very important summary statements can be made from the AFM – Awareness and Rehabilitation section. These are as follows:

i) Awareness of AFM:

In this section, respondents indicated their organization could be more educated about AFM. Table XIV and XV indicate that only 50 % of the Chinese respondents were aware of AFM and its gambling related services, while only 26 % of Laotian respondents were aware of these services. It is interesting to note that the Laotian respondents, while reporting the largest number of problem gamblers (Table XI), were also the individuals who were least aware of AFM's ability to help these individuals.

ii) Referral to AFM:

Information from this section is perhaps the most important to be gathered from this survey, and two general points should be recognized.

- A. While the majority of Laotian and Filipino respondents indicated they would refer clients to AFM, less than 50% of the Chinese and Vietnamese respondents indicated they would do so. This data in and of itself is important to AFM, as Laotian respondents are now characterized as those having the most clients with gambling related problems (Table XI), being the least informed about AFM (Tables XIV and XV), but being one of the most willing to refer to these services (Table XVI). These data indicate that AFM could potentially recognize a large increase in service utilization by Laotian respondents, if these individuals were more aware of the AFM organization.

- B. When asked why community members would hesitate to use AFM's services, respondents clearly indicated that cultural and language barriers are extremely important issues. While this information is perhaps more important for the Chinese and Vietnamese respondents (as the majority of these individuals were not willing to refer to AFM), all respondents clearly challenged AFM to provide services in both an appropriate language, and in a manner that was culturally appropriate and sensitive to the needs of the community member. In addition, respondents challenged AFM to educate clients that such services are developing. Again however, respondents advised that this educational process should strongly consider the cultural needs of the Asian community member, and be offered in a language that the client easily understands.

D. AFM – Awareness and Prevention:

This section is divided into two subsections. Subsection #i ("education and prevention") summarizes respondents' willingness to use AFM's education and prevention services, and discusses their opinion on appropriate methods to provide community members with gambling information. Respondent opinion of current AFM educational brochures is also discussed. Subsection #ii ("gambling significance") will briefly discuss respondent's opinion of gambling in relation to a variety of other daily issues faced by an Asian community member.

I) education and prevention:

The majority of Chinese, Filipino and Vietnamese respondents indicated they were aware of AFM's educational services (**question XIII**), only 20 % of Laotian respondents were aware of these services ($\chi^2 = 6.76, p < .026$). Table XIX summarizes these data.

Table XIX: Frequency of Responses to Question XIII "Are you aware that the Addiction Foundation of Manitoba provides education and information services on problem gambling?"

	# of respondents	yes
TOTAL		30 (48.4)
Chinese	17	9 (52.9)
Laotian	15	3 (20)
Filipino	16	11 (68.8)
Vietnamese	14	7 (50)
Goodness of Fit Results		S(.04)

Despite not knowing a great deal about AFM and its educational services, the majority of respondents indicated a willingness to use these services as it relates to problem gambling (question XIV). This information is important, as it indicates that respondents are not "turned off" from AFM, but recognize that this organization can provide a very useful service to community members, as it relates to educating people about the potential problems of gambling. Table XX summarizes these results.

Table XX: Frequency of Responses to Question XIV "Do you think that your organization would ever make use of AFM's education and information services related to problem gambling?"

	Q14	# of respondents	yes
TOTAL			49 (78)
Chinese		15	12 (80)
Laotian		15	13 (86.7)
Filipino		16	13 (81.3)
Vietnamese		13	8 (61.5)
Goodness of Fit Results			//////////

When asked why they would hesitate using AFM's education service (question XIVa), themes were difficult to develop due to a limited number of responses. This limitation aside, lack of service awareness was the most common response (4 responses overall). It is important to note that once again the theme of trust was mentioned on three occasions, defined as a respondent's feeling that AFM could not provide culturally appropriate programs that were sensitive to the needs of the client. These data are presented in Table XXI.

Table XXI: Frequency of Respondent Responses to Question XIVa "What are the reasons that your organization would not make use of AFM's education and information services related to problem gambling?"

	# of respondents	awareness	lack of trust	politics
TOTAL		4 (50)	3 (37.5)	1 (12.5)
Chinese	3	3 (100)	0 (0)	0 (0)
Laotian	1	0 (0)	1 (6.7)	0 (0)
Filipino	1	0 (0)	0 (0)	1 (100)
Vietnamese	3	1 (33.3)	2 (66.7)	0 (0)
Goodness of Fit Results		////////	////////	////////

Respondents were provided with a list of educational methods, and were asked to select those which would be appropriate for educating community members about the risks of gambling. While respondents generally indicated that all methods would be suitable educational tools, the use of newspaper advertisements (25 responses), pamphlets (21 responses) and television (17 responses) were cited most frequently (question XVa). Again, similar data was reported by respondents from each community. Statistical analysis indicated that more respondents in each of the Chinese and Vietnamese communities felt that newspaper advertisement was a valuable form of education, in comparison to respondents from the Laotian and Filipino communities ($\chi^2 = 10.15$, $p < .001$). Data from this discussion is summarized in Table XXII.

Table XXII: Frequency of Responses to Question XVa "What methods would be best for providing community members with information on problem gambling?"

	# of respondents	newspaper	pamphlets	radio	posters	telephone	TV	other
TOTAL		25 (46.3)	21 (38.6)	14 (25.9)	11 (20.4)	6 (11.1)	17 (31.5)	12 (22.6)
Chinese	17	11 (64.7)	7 (41.2)	7 (41.2)	4 (23.5)	1 (5.9)	4 (23.5)	1 (5.9)
Laotian	12	3 (20)	7 (46.7)	1 (6.7)	1 (6.7)	1 (6.7)	5 (33.3)	3 (20)
Filipino	11	2 (12.5)	3 (18.8)	4 (25)	2 (25)	2 (12.5)	2 (12)	6 (37.5)
Vietnamese	14	9 (64.3)	4 (28.6)	2 (14.3)	4 (28.6)	2 (14.2)	6 (42.9)	2 (14.3)
Goodness of Fit Results		S(.016)	////////	////////	////////	////////	////////	////////

Question XVI was a five part question asking respondents to comment on the appropriateness of current English written AFM brochures for use in Asian communities. Responses to this question are summarized in Table XXIII. In general, respondents from all communities felt the overall length of the brochures were appropriate, although some respondents from each of the Chinese, Filipino and Vietnamese communities felt that each were too long. While the majority of the Chinese and Laotian respondents indicated that the language used was fine, a large percentage of Filipino and Vietnamese respondents indicated that the language needed to be changed to that of the community member (i.e., "unclear" in Table XXIII). The majority of respondents in all communities indicated that the overall message was clear. While the majority of Chinese, Laotian and Vietnamese stated the overall brochure look was "okay", the majority of the Filipino community stated the layout needed to be changed. Indeed the concept of layout was mentioned in every community type, meaning that the brochures would be more effective if they: i) had better color, ii) provided contact names, iii) provided more examples of individuals in trouble due to gambling, or iv) included "oriental individuals" as examples. While very few respondents included information under the heading of "other", suggestions included either the concept of translation (having the brochure printed in the community member's language) or format (providing cultural specific examples of gambling problems, as well as contact names as a component of brochure information).

Table XXIII: Frequency of Responses to Question XVI "I would like to get your initial reaction on how appropriate these pamphlets would be for your community."

	Length	# of respondents	good	short	long	
TOTAL			29 (70.7)	2 (4.9)	11 (26.8)	
Chinese		14	10 (71.4)	0 (0)	4 (28.6)	
Laotian		10	9 (90)	2 (20)	0 (0)	
Filipino		7	4 (57.1)	0 (0)	3 (42.9)	
Vietnamese		10	6 (60)	0 (0)	4 (40)	
Goodness of Fit Results			////////	////////	////////	
	Language	# of respondents	clear	unclear		
TOTAL			23 (48.9)	24 (51.1)		
Chinese		15	15 (60)	6 (40)		
Laotian		11	8 (72.7)	3 (27.3)		
Filipino		10	3 (30)	7 (70)		
Vietnamese		11	3 (27.3)	8 (72.7)		
Goodness of Fit Results			////////	////////		
	Message	# of respondents	fine	strong language	unconvincing	
TOTAL			35 (89.7)	1 (2.6)	3 (7.7)	
Chinese		12	12 (83.3)	1 (8.3)	1 (8.3)	
Laotian		10	10 (100)	0 (0)	0 (0)	
Filipino		7	6 (85.7)	0 (0)	1 (14.3)	
Vietnamese		10	9 (90)	0 (0)	1 (10)	
Goodness of Fit Results			////////	////////	////////	
	Look	# of respondents	okay	not good	crowded	layout
TOTAL			23 (59)	3 (7.7)	2 (5.1)	11 (28.2)
Chinese		13	47.1 (61.5)	1 (7.7)	1 (7.7)	3 (23.1)
Laotian		10	8 (80)	0 (0)	0 (0)	2 (20)
Filipino		7	1 (14.3)	2 (28.6)	0 (0)	4 (57.1)
Vietnamese		9	6 (66.7)	0 (0)	1 (11.1)	2 (22.2)
Goodness of Fit Results			////////	////////	////////	////////
	Other	# of respondents	translation	format		
TOTAL			7 (41.2)	10 (58.8)		
Chinese		6	3 (50)	3 (50)		
Laotian		4	4 (75)	1 (25)		
Filipino		6	1 (16.7)	5 (83.3)		
Vietnamese		1	0 (0)	1 (100)		
Goodness of Fit Results			////////	////////		

Summary AFM Awareness and Prevention – Education and Prevention:

Two summary statements can be made from the Education and Prevention section. These are as follows:

i) Respondent Use of AFM:

It is important to recognize that the majority of respondents from each of the Chinese, Filipino and Vietnamese communities, and only 20 % of respondents from the Laotian community were aware of AFM's prevention and awareness services. The majority of respondents in all communities indicated they would make greater use of these services if they were more aware of the type of service that was offered. It is difficult to determine why respondents would hesitate to use these services, because of the limited response rates to this question (Table XXI). This limitation aside, lack of awareness and a lack of trust that programs would be culturally sensitive were the two most reported reasons. This information is very similar to other sections of this report, and indicates that AFM should focus on providing programs that consider the cultural and language needs of Asian community members.

ii) Education of Community Members:

Respondents advised that the use of community newspapers, pamphlets, and television were the three most suited methods to educate community members of AFM and the services it provides. When asked to comment on existing brochures, respondent advice included use of community member first language, and increasing cultural sensitivity by providing culturally specific problems that could arise from excessive gambling. Once again therefore, the concept of culture was considered to be very important in educating the community members about the services of AFM.

II) gambling significance:

This brief section is included to discuss responses to the final two questions included in the Asian Community Gambling Survey. These questions were included to help determine respondent opinion on i) how important it is to educate youth about issues related to gambling, and ii) the relative importance of gambling related problems, in comparison to a variety of other issues faced by individuals living in Asian communities. Table XXIV summarizes Key Informant responses to the former of these questions (question XVII). As noted in this table, between 75 % and 85 % of respondents from each community indicated that it was important to educate youth on the risks associated with gambling.

Table XXIV: Frequency of Responses to Question XVII *"Do you feel that education on the risks associated with gambling should be provided in the schools?"*

	# of respondents	yes
TOTAL		46 (83.6)
Chinese	17	15 (88.2)
Laotian	14	12 (85.7)
Filipino	12	10 (83.3)
Vietnamese	12	9 (75)
Goodness of Fit Results		////////

Table XXV illustrates data from the latter of these questions (question XVIII). When respondents were asked (in an open – ended format) what the three most important issues were facing Asian communities, the concept of gambling was reported most frequently (27 responses), followed by employment (the ability to keep a job - 24 responses) and family related issues such as abuse, neglect, etc. (20 responses). In all, gambling was the most cited response by each of the Laotian and Filipino respondents, the second most cited response by the Chinese respondents, and the third most cited response by the Vietnamese respondents. This information is again instrumental knowledge for AFM, as respondents clearly indicated that gambling is a real and important issue that must be dealt with in Asian communities.

Table XXV: Frequency of Responses to Question XVIII "What are the three most important issues facing your community."

	# of respondents	gambling	employment	culture	family	health	isolation	racism
TOTAL		27 (55.1)	24 (49)	11 (22.4)	20 (40.8)	9 (18.4)	5 (10.2)	2 (4.1)
Chinese	13	6 (46.2)	7 (53.8)	5 (38.5)	5 (38.5)	3 (23.1)	3 (23.1)	0 (0)
Laotian	13	9 (69.2)	5 (38.5)	0 (0)	7 (53.8)	1 (7.7)	0 (0)	0 (0)
Filipino	10	6 (60)	5 (50)	2 (20)	0 (0)	4 (40)	2 (20)	2 (20)
Vietnamese	13	6 (46.2)	7 (53.8)	4 (30.8)	8 (61.5)	1 (7.7)	0 (0)	0 (0)
Goodness of Fit Results		////////	////////	////////	////////	////////	////////	////////

Summary AFM Awareness and Prevention – Gambling Significance:

This short section has once again demonstrated that gambling is an important issue to respondents who completed this survey. These individuals indicated that youth should be educated on the potential problems related to gambling, such that they may better cope with this activity. In addition, respondents advised that gambling, and the problems it creates, is one of the three most important issues facing an individual living in an Asian community. This information is again extremely important to AFM, as it validates the need for education, prevention and rehabilitation services for individuals living in these communities.

CONCLUSIONS:

As an overall statement, this work has demonstrated that respondents of the Asian Gambling Survey have recognized gambling as a potentially serious activity in each of the Chinese, Laotian, Filipino and Vietnamese community. The concept of "addiction" was mentioned both as a potential reason that individuals might begin to gamble, and as an important reason why certain individuals would continue to gamble in spite of its negative consequences. Respondents indicated that these negative consequences are varied, but include issues such as family break down, loss of employment, or excessive

financial strain. Gambling addiction therefore places a fundamental and significant strain on the life quality of the Asian individual, family and community.

While the reported prevalence of "problem gamblers" was relatively low in the present report, it is very possible that these values were under-reported by survey respondents. It is important to recognize that virtually all respondents indicated knowing at least one client with gambling problems in a 12 month period. Further, despite the multitude of issues facing the individual living in Asian communities, respondents still reported gambling as one of the most important. More detailed population research is needed to better understand the extent of problem gambling in Asian communities.

While survey respondents recognized that gambling is a potentially negative issue in their community, most also admitted that more could be done to both i) educate people on the risks of gambling, or ii) rehabilitate individuals that are currently experiencing gambling problems. Further, this report has demonstrated that respondents would be willing to have AFM provide this service, but have not done so for two fundamental reasons. The most clear theme from this report is the need for AFM to ensure services are in some manner culturally sensitive to the Asian individual, and where possible presented in the appropriate language. Second, survey respondents clearly indicated that both they and community members need more information about AFM and the type of services it provides.

In order to educate the Asian community member, respondents indicated that advertisement by way of newspaper, pamphlets, and television are most appropriate. Once again however, respondents emphasized that this process must take into account both Asian culture and language. The provision of culturally sensitive educational services is a fundamental first step in helping Asian community members recognize the potential negative implications of gambling.

TECHNICAL NOTES:

1. Appendix I summarizes both the quantitative and qualitative response frequencies for each response category of a given question. Each question contains a list of response codes (taken from the survey if the data was quantitative, or representing derived themes if the data was qualitative), and a series of both absolute and relative response frequencies for each code (absolute value followed by relative value in brackets). These data are listed for each community, and for the total of all communities. In addition, the number of respondents (see “# of respondents”) are listed by each community. These latter values represent the number of individuals who completed the question in one manner or another (i.e., there are 17 Chinese respondents – Appendix I indicates that 2 of these individuals did not provide a response for question #1).

It is important to note that relative values in Appendix I were calculated by excluding blank responses in the denominator of this calculation (i.e., the denominator for the Chinese community in question #1 is 15, not 17). This decision was made as one cannot assume that a blank response is an indication of a null opinion. In addition, this is the same protocol as used by the Goodness of Fit test, which is the data analysis technique used in this report.

Given this information, data in Appendix I is interpreted as follows (refer to question #1):

- i) Of all the respondent's who completed this question, 18 or 32.1 % mentioned the concept of education, while 5 or 8.9 % mentioned the concept of health, etc.
- ii) Of the 15 Chinese respondents who completed this question, 9 or 60 % mentioned the concept of education, 2 or 13.3 % mentioned the concept of health, etc.
- iii) Please refer to Note #2 for an explanation of the Goodness of Fit Test Results.

As a final point, respondents were allowed to provide multiple responses in virtually all questions, and therefore a positive response in one category is not necessarily independent of a positive response in another. For this reason, the total number of

absolute responses within a given community most often exceeds the "respondent #" (i.e., Chinese community in question #1: # of respondents = 15, and a total of 26 responses). This is an acceptable practice, as long as it is kept in mind that summed relative values will very often exceed a value of 100%.

2. Specific to this report, the Goodness of Fit (G of F) Test compares the actual or Observed frequency of responses in a given community (i.e., those reported in all tables and in Appendix I), to that which would be Expected if there were absolutely no differences in response rates between communities. This comparison of Observed and Expected results (i.e., Observed - Expected) is totaled for all communities and an overall "fit" of the Observed to Expected results is recorded. If this overall difference is small, one would conclude that the Observed data "fits" with the Expected data, and that there is no significant difference in the frequency of responses between Asian communities. If, however, the difference is large, one would conclude that the Observed data does not "fit" the Expected "random" data, and that there is a significant difference in response rates between communities. The G of F Test works very well as long as the number of Expected results in each cell remains above a value of 5. If the quantitative size of the Expected value falls below 5 in any cell, it is suggested that the Goodness of Fit Test will provide unreliable results. G of F testing was initially performed on all response categories using the SPSS statistical package. Expected values were created by SPSS for all theme / community combinations, and are not shown in this report. If any Expected result was less than the quantitative size of "5", the test was cancelled and the appropriate cell in Appendix I was filled in (/////////). In these instances no statistical inference was made between community types, but rather communities were described according to common response rates.

While one could argue that Expected values in each cell could be increased by combining themes (i.e., Question #1, combining the themes of "education" and "health"), a decision was made to not do so in this report. Theme derivation was performed independent of data analysis, and it is felt that each theme represents different constructs of community

members. Further, as the purpose of this report is exploratory in nature, it was felt that a general description of theme trends would provide valuable information to AFM.

One could also argue that combining communities could, in many cases increase Expected values above the absolute size of 5. In many instances however, it is very difficult to objectively decide which communities should be combined. In addition, creating a series of "community combinations" is a form of multiple testing which would lead to an increase in type I statistical error. For these reasons, general trends between communities are most frequently discussed without reference to statistical significance.

APPENDIX I

Absolute and Relative

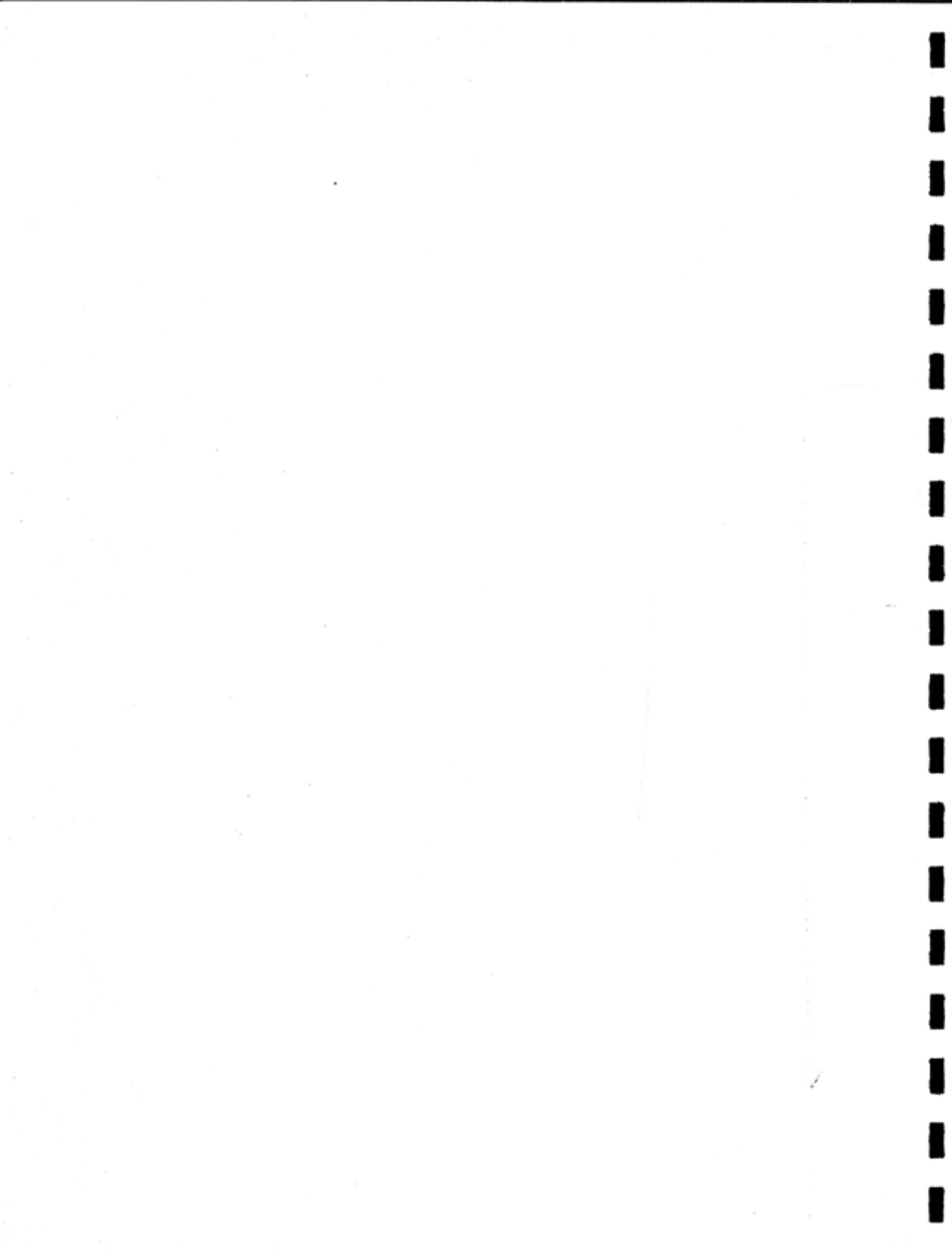
Response Frequencies

Listed By

Community

and

Response Code



Total Frequency	Question	Codes
OPEN	Q1	respondent # education
TOTAL		18 (32.1)
Chinese	15	9 (60)
Laotian	14	1 (7.1)
Filipino	13	5 (38.5)
Vietnamese	14	3 (21.4)
Goodness of Fit Results		////
	health	5 (8.9)
	culture	14 (25)
	resource	26 (46.4)
	religion	10 (17.9)
		8 (53.3)
		7 (50)
		2 (15.4)
		3 (22.1)
		9 (64.3)
		1 (7.14)
		////
OPEN	Q2	respondent # administrator
TOTAL		35 (56.5)
Chinese	17	10 (58.8)
Laotian	15	12 (80)
Filipino	16	8 (50)
Vietnamese	14	5 (35.7)
Goodness of Fit Results		NS
	counselor	29 (46.8)
		8 (47.1)
		4 (26.7)
		8 (50)
		9 (64.3)
		NS
OPEN	Q3	respondent # isolation
TOTAL		6 (12)
Chinese	11	4 (36.4)
Laotian	15	0 (0)
Filipino	10	0 (0)
Vietnamese	14	2 (14.3)
Goodness of Fit Results		////
	cultural barrier	22 (44)
		4 (36.4)
		5 (33.3)
		4 (40)
		9 (64.3)
		////
	employment	22 (44)
		4 (36.4)
		11 (73.3)
		4 (40)
		3 (21.4)
		////
	health	7 (14)
		4 (36.4)
		1 (6.7)
		0 (0)
		2 (14.3)
		5 (35.7)
		////
	conflict	18 (36)
		1 (9.1)
		8 (53.3)
		4 (40)
		////
OPEN	Q4	respondent # fun
TOTAL		40 (67.8)
Chinese	16	14 (87.5)
Laotian	15	8 (53.3)
Filipino	15	9 (60)
Vietnamese	13	9 (69.2)
Goodness of Fit Results		NS
	financial	40 (67.8)
		8 (50)
		15 (100)
		10 (66.7)
		7 (53.8)
		S(.002)
	boredom	17 (28.8)
		6 (37.5)
		3 (20)
		4 (26.7)
		4 (34.8)
		////
	addiction	7 (11.9)
		3 (18.8)
		1 (6.7)
		0 (0)
		3 (23.1)
		////

CLOSED	Q5	respondent #	VLT / slot	horse race betting	cards for money	sports betting	mahjong	paignon	casino table games
TOTAL			40 (80.6)	27 (43.5)	48 (77.4)	19 (30.6)	31 (50)	11 (17.7)	48 (77.4)
Chinese	17		13 (76.5)	6 (35.3)	11 (64.7)	4 (23.5)	16 (94.1)	8 (47.1)	13 (76.5)
Laotian	15		11 (73.3)	0 (0)	13 (86.7)	3 (20)	0 (0)	0 (0)	15 (100)
Filipino	16		15 (93.8)	11 (68.8)	12 (75)	4 (25)	14 (87.5)	1 (6.3)	8 (50)
Vietnamese	14		11 (78.6)	10 (71.4)	12 (85.7)	8 (57.14)	1 (7.1)	2 (14.3)	12 (85.7)
Goodness of Fit Results			////////	S(.000)	////////	////////	S(.000)	////////	////////

break open	lottery tickets	bingo	stocks	other
29 (46.8)	57 (91.9)	25 (40.6)	10 (16.1)	2 (3.2)
3 (17.7)	16 (94.1)	5 (29.4)	6 (35.3)	0 (0)
9 (60)	12 (80)	3 (20)	0 (0)	0 (0)
9 (56.3)	15 (93.8)	11 (68.8)	0 (0)	1 (6.3)
8 (57.1)	14 (100)	6 (42.9)	4 (28.6)	1 (7.1)
S(.035)	////////	S(.03)	////////	////////

CLOSED	Q6	respondent #	yes
TOTAL			59 (95.2)
Chinese	17		16 (94.1)
Laotian	16		15 (100)
Filipino	15		16 (100)
Vietnamese	14		12 (85.7)
Goodness of Fit Results			////////

OPEN	Q6A	respondent #	financial	family	employment	education
TOTAL			33 (61.1)	49 (90.7)	16 (29.6)	3 (5.6)
Chinese	16		11 (68.8)	14 (87.5)	5 (31.3)	1 (6.3)
Laotian	11		9 (81.8)	10 (90.9)	1 (9.1)	1 (9.1)
Filipino	16		10 (62.5)	15 (93.4)	6 (37.5)	0 (0)
Vietnamese	11		3 (27.3)	10 (90.9)	4 (36.4)	1 (9.1)
Goodness of Fit Results			S(.05)	////////	////////	////////

CLOSED	Q6B	respondent #	VLT / slot	horse race betting	cards for money	sports betting	mahjong	paignon	casino table games
TOTAL			31 (67.4)	9 (19.6)	22 (39.1)	6 (13)	8 (17.4)	5 (10.9)	29 (63)
Chinese		10	7 (70)	2 (20)	3 (30)	0 (0)	4 (40)	1 (10)	5 (50)
Laotian		15	8 (53.3)	1 (6.7)	5 (33.3)	1 (6.7)	1 (6.7)	1 (6.7)	11 (73.3)
Filipino		12	10 (83.3)	4 (33.3)	6 (50)	3 (25)	3 (25)	2 (16.7)	7 (58.3)
Vietnamese		9	6 (66.7)	2 (22.2)	4 (44.4)	2 (22.2)	0 (0)	1 (11.1)	6 (66.7)
Goodness of Fit Results			////////	////////	////////	////////	////////	////////	////////
				lottery	bingo	break	stocks	other	
				tickets	open				
				8 (17.4)	6 (13)	5 (10.9)	5 (10.9)	4 (8.7)	
				3 (30)	2 (20)	0 (0)	1 (10)	0 (0)	
				1 (6.7)	1 (6.7)	1 (6.7)	1 (6.7)	1 (6.7)	
				3 (25)	3 (25)	4 (33.3)	3 (25)	3 (25)	
				1 (11.1)	0 (0)	0 (0)	0 (0)	0 (0)	
				////////	////////	////////	////////	////////	////////

OPEN	Q7	respondent #	addiction	excitement	big win	escape
TOTAL			19 (34.5)	4 (7.3)	38 (69.1)	5 (9.1)
Chinese		14	5 (35.7)	2 (14.3)	9 (64.3)	2 (14.3)
Laotian		15	0 (0)	1 (6.7)	15 (100)	0 (0)
Filipino		14	6 (42.9)	1 (7.1)	8 (57.1)	1 (7.1)
Vietnamese		12	8 (66.7)	0 (0)	6 (50)	2 (16.7)
Goodness of Fit Results			////////	////////	////////	////////

CLOSED	Q8	respondent #	yes
TOTAL			41 (74.5)
Chinese		14	9 (64.3)
Laotian		14	13 (92.9)
Filipino		15	15 (66.7)
Vietnamese		12	12 (75)
Goodness of Fit Results			////////

OPEN	Q8A	respondent #	average
TOTAL			7.55 (SD - 7.61)
Chinese		8	3.19
Laotian		11	14.6
Filipino		7	5.6
Vietnamese		6	2.8
ANOVA Results			
F = 8.425, p < 000; Tukey's testing indicates L > all other groups, no other differences			

OPEN	Q8B	respondent #	family problems	financial	work	wellbeing
TOTAL			36 (85.7)	29 (69)	6 (14.3)	6 (14.3)
Chinese		9	8 (88.9)	6 (66.7)	2 (22.3)	1 (11.1)
Laotian		14	12 (85.7)	12 (85.7)	2 (14.3)	1 (7.1)
Filipino		10	9 (90)	5 (50)	0 (0)	3 (30)
Vietnamese		9	7 (77.8)	6 (66.7)	2 (22.2)	1 (11.1)
Goodness of Fit Results						
//////////						

OPEN	Q8C	respondent #	no	internal	external	AFM
TOTAL			14 (40)	16 (45.7)	2 (5.7)	3 (8.6)
Chinese		10	6 (60)	4 (40)	0 (0)	0 (0)
Laotian		12	2 (16.7)	10 (83.3)	0 (0)	0 (0)
Filipino		4	4 (100)	0 (0)	0 (0)	0 (0)
Vietnamese		9	2 (22.2)	2 (22.2)	2 (22.2)	3 (33.3)
Goodness of Fit Results						
//////////						

CLOSED	Q9	respondent #	yes
TOTAL			40 (64.5)
Chinese		17	9 (52.9)
Laotian		15	4 (26.7)
Filipino		16	15 (93.8)
Vietnamese		14	12 (85.7)
Goodness of Fit Results			
//////////			

CLOSED	Q9A	respondent #	yes
TOTAL			33 (54.1)
Chinese		14	9 (52.9)
Laotian		15	3 (20)
Filipino		16	13 (81.3)
Vietnamese		13	8 (61.5)
Goodness of Fit Results			S(.005)

CLOSED	Q10	respondent #	yes
TOTAL			35 (62.5)
Chinese		16	7 (43.8)
Laotian		15	12 (80)
Filipino		12	10 (83.3)
Vietnamese		13	6 (46.2)
Goodness of Fit Results			////////

OPEN	Q11	respondent #	not aware
TOTAL			27 (48.2)
Chinese		15	10 (66.7)
Laotian		14	3 (21.4)
Filipino		16	10 (62.5)
Vietnamese		11	4 (36.4)
Goodness of Fit Results			S(.04)

barriers	denial	embarrassment
30 (53.6)	9 (16.1)	18 (32.1)
9 (60)	1 (6.7)	6 (40)
8 (57.1)	5 (35.7)	3 (21.4)
6 (37.5)	1 (6.3)	8 (50)
7 (63.6)	2 (18.2)	1 (9.1)
NS	////////	////////

OPEN	Q12	respondent #	outreach
TOTAL			36 (76.6)
Chinese		12	8 (66.7)
Laotian		12	9 (75)
Filipino		13	10 (76.9)
Vietnamese		10	9 (90)
Goodness of Fit Results			////////

partnerships	advertise
6 (12.8)	15 (31.9)
1 (8.3)	6 (50)
3 (25)	1 (8.3)
2 (15.4)	5 (38.5)
0 (0)	3 (30)
////////	////////

CLOSED	Q13	respondent #	yes
TOTAL			30 (48.4)
Chinese		17	9 (52.9)
Laotian		15	3 (20)
Filipino		16	11 (68.8)
Vietnamese		14	7 (50)
Goodness of Fit Results			S(.04)
CLOSED	Q14	respondent #	yes
TOTAL			49 (78)
Chinese		15	12 (80)
Laotian		15	13 (86.7)
Filipino		16	13 (81.3)
Vietnamese		13	8 (61.5)
Goodness of Fit Results			////////
OPEN	Q14A	respondent #	awareness
TOTAL			4 (50)
Chinese		3	3 (100)
Laotian		1	0 (0)
Filipino		1	0 (0)
Vietnamese		3	1 (33.3)
Goodness of Fit Results			////////
CLOSED	Q15	respondent #	newspaper
TOTAL			53 (85.5)
Chinese		17	17 (100)
Laotian		15	13 (86.7)
Filipino		16	12 (75)
Vietnamese		14	11 (78.6)
Goodness of Fit Results			////////
			lack of trust
			politics
			1 (12.5)
			0 (0)
			1 (6.7)
			0 (0)
			1 (100)
			0 (0)
			2 (66.7)
			////////
			pamphlets
			radio
			41 (66.1)
			13 (76.5)
			5 (33.3)
			14 (87.5)
			9 (64.3)
			////////
			posters
			telephone TV
			other
			51 (82.3)
			40 (64.5)
			42 (70)
			22 (35.5)
			14 (82.4)
			14 (82.4)
			9 (52.9)
			6 (35.3)
			11 (73.3)
			5 (33.3)
			11 (73.3)
			2 (13.3)
			13 (81.3)
			11 (68.8)
			12 (75)
			8 (50)
			13 (92.9)
			10 (71.4)
			10 (71.4)
			6 (42.9)
			////////

CLOSED	Q15A	respondent #	newspaper	pamphlets	radio	posters	telephone	TV	other
TOTAL			25 (46.3)	21 (38.6)	14 (25.9)	11 (20.4)	6 (11.1)	17 (31.5)	12 (22.6)
Chinese		17	11 (64.7)	7 (41.2)	7 (41.2)	4 (23.5)	1 (5.9)	4 (23.5)	1 (5.9)
Laotian		12	3 (20)	7 (46.7)	1 (6.7)	1 (6.7)	1 (6.7)	5 (33.3)	3 (20)
Filipino		11	2 (12.5)	3 (18.8)	4 (25)	2 (25)	2 (12.5)	2 (12)	6 (37.5)
Vietnamese		14	9 (64.3)	4 (28.6)	2 (14.3)	4 (28.6)	2 (14.2)	6 (42.9)	2 (14.3)
Goodness of Fit Results			S(.016)	////	////	////	////	////	////

OPEN	Q16A	respondent #	good	short	long
TOTAL			29 (70.7)	2 (4.9)	11 (26.8)
Chinese		14	10 (71.4)	0 (0)	4 (28.6)
Laotian		10	9 (90)	2 (20)	0 (0)
Filipino		7	4 (57.1)	0 (0)	3 (42.9)
Vietnamese		10	6 (60)	0 (0)	4 (40)
Goodness of Fit Results			////	////	////

OPEN	Q16B	respondent #	clear	unclear
TOTAL			23 (48.9)	24 (51.1)
Chinese		15	15 (60)	6 (40)
Laotian		11	8 (72.7)	3 (27.3)
Filipino		10	3 (30)	7 (70)
Vietnamese		11	3 (27.3)	8 (72.7)
Goodness of Fit Results			////	////

OPEN	Q16C	respondent #	fine	strong language	unconvincing
TOTAL			35 (89.7)	1 (2.6)	3 (7.7)
Chinese		12	12 (83.3)	1 (8.3)	1 (8.3)
Laotian		10	10 (100)	0 (0)	0 (0)
Filipino		7	6 (85.7)	0 (0)	1 (14.3)
Vietnamese		10	9 (90)	0 (0)	1 (10)
Goodness of Fit Results			////	////	////

APPENDIX II

An Explanation

of

Response Codes

Listed

By

Question

Question Code	Explanation
Q1 OPEN education health culture resource religion	provide culturally specific education (society, language), or help ESL individuals in the school system provide health related services hosts of cultural / social events provide resources and counseling for various issues such as housing, job training, finances, family matters, etc religious institution
Q2 OPEN administrator counselor	administrator (president, office manager, organizer, board member) counselor (health educator, someone who has direct contact with the community member)
Q3 OPEN isolation cultural barrier employment health conflict	Needing to belong to something / loneliness Having difficulties completing a variety of tasks due to not understanding the Canadian language / culture employment / finances person health related problems having conflict between family members or friends
Q4 OPEN fun financial boredom addiction	as a form of social activity / entertainment / recreation / for excitement to earn money / for a chance at the "big win" due to a lack of anything else to do because they are addicted / it is a habit

Q5

CLOSED

VLT's / Slots
Horse race betting
Cards for money
Sports betting
mahjong
paignon
Casino table games
Lottery tickets
Breakopen
bingo
stocks
other

VLT's / Slots
Horse race betting
Cards for money
Sports betting
mahjong
paignon
Casino table games
Lottery tickets
Breakopen/scratch tickets
bingo
stocks
other

Q6

CLOSED

yes

A 'yes' or 'no' response

Q6A

OPEN

financial
family
employment
education

financial problems
family (divorce, conflict, abuse, neglect)
hinders work performance / loss of job
dropping out of school or related educational experiences

Q6B

CLOSED

VLT's / Slots
horse race betting
cards for money
sports betting
mahjong
paignon
casino table games
lottery tickets
breakopen
bingo
stocks
other

VLT's / Slots
horse race betting
cards for money
sports betting
mahjong
paignon
casino table games
lottery tickets
breakopen/scratch tickets
bingo
stocks
other

Q7	OPEN addiction excitement big win escape	they are addicted for fun or excitement for money / a chance to get the "big win" to escape from reality, or because there is nothing else to do
Q8	CLOSED yes	a 'yes' or 'no' response
Q8A	OPEN n	An indication of how many in the last 12 months
Q8B	OPEN family problems financial work wellbeing	family problems (divorce, abuse, neglect, etc) financial (property loss, having to borrow excessive money, etc) loss of employment personal health (depression, etc)
Q8C	OPEN no internal external AFM	no yes, internal counseling yes external counseling, but not AFM yes, referred to AFM
Q9	CLOSED yes	a 'yes' or 'no' response
Q9A	CLOSED yes	a 'yes' or 'no' response
Q10	CLOSED yes	a 'yes' or 'no' response

Q11	OPEN not aware barriers denial embarrassment	not aware of AFM / the service it provides due to language / cultural barriers (a concern that the services at AFM would not be culturally sensitive or appropriate) individuals will not admit to having a gambling problem individuals do not want anyone to know of their "problem" because they are embarrassed
Q12	OPEN outreach partnerships advertise	outreach to community (provide educational workshops and treatment in the community, using the appropriate language / cultural terminology) establish partnerships with other established cultural organizations advertise and provide information to the community (brochures, community newspapers, etc)
Q13	CLOSED yes	A 'yes' or 'no' response
Q14	CLOSED yes	A 'yes' or 'no' response
Q14A	OPEN awareness lack of trust politics	do not know enough about AFM do not feel that AFM can provide culturally appropriate programs that would be sensitive to the needs of our clients feel that AFM is in a conflict of interest because it is a government funded project
Q15	CLOSED newspaper pamphlets radio posters telephone TV other	newspaper pamphlets radio announcements posters telephone information line TV other

Q15A	CLOSED	newspaper news pamphlet radio posters phone TV other	newspaper pamphlets radio announcements posters telephone information line TV other
Q16A	OPEN	good short long	good or appropriate too short too long (needs to be shortened)
Q16B	OPEN	clear unclear	good / appropriate / clear needs to be in the community member's own language and use culturally appropriate words
Q16C	OPEN	fine strong language unconvincing	fine language is too strong message is not convincing enough / requires examples
Q16D	OPEN	okay not good crowded layout	okay not good (with no explanation) too crowded / need to increase font size / too much information i) had better color, ii) provided contact names, iii) provided more examples of individuals in trouble due to gambling, or iv) included "oriental individuals" as examples
Q16E	OPEN	translation format	translation required decrease length / improve format / provide cultural examples / provide contact name
Q17	CLOSED	yes	A 'yes' or 'no' response

Q18

OPEN

gambling
employment
culture
family
health
isolation
racism

gambling
employment / education / financial strain
continuing to understand own culture
family related problems (abuse, neglect, etc)
personal health problems
lack of friends / and social events to attend
racism

