Canadian Gambling Digest 2009-2010

CANADIAN PARTNERSHIP
for RESPONSIBLE GAMBLING

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Introduction

The Partnership

In 2004, a group of non-profit organizations, gaming providers, and gaming regulators came together to form the *Canadian Partnership for Responsible Gambling* (CPRG). The first priority of the Partnership was the assembly of reliable and accurate gambling-related information across the country. The result was the *Canadian Gambling Digest,* an annual report of statistics related to gambling in each of the ten Canadian provinces. This edition of the *Digest* is the eighth report released to date.

The Report

The *Digest* is arranged by subject matter, starting with general industry data (venues, games, charitable gaming licences), followed by revenues, revenue distributions, gambling participation, problem gambling prevalence, problem gambling assistance, and on-site support centres at gaming venues. Data in each section is presented in tables and figures. Accompanying text describes the data and highlights some of its more salient features. While considerable effort was made to ensure that the data in a given table or figure is comparable across provinces, this was not always possible due to differences in record keeping and other factors. Unless stated otherwise, all data pertain to fiscal 2009-10 (April 1, 2009 to March 31, 2010). Revenues have been rounded off to the nearest thousand.

Data Sources

Information in the *Digest* is obtained from annual reports, other publicly available documents, web sites, previous *Digests* and their addendums, and extensive direct contact with gaming providers, regulators, and other individuals from various organizations and government departments. Data that were inaccessible at the time of publication or could not be determined are denoted throughout the report as "unavailable." Further detail about the data presented may be found in the documents listed in the *References* section.

Venues, Games, Charitable Gaming Licences

Table 1 shows the number of gaming venues available across Canada in 2009-10. As can be seen, all provinces had venues with electronic gaming machines (EGMs), as well as horse racing venues and lottery ticket outlets. Only some provinces, however, had bingo facilities, casinos, electronic keno venues, player-banked poker rooms or areas, and sports betting rooms or areas. Across the country overall, there were approximately 36,176 gaming venues in total. This is 436 less than the 36,612 reported in 2008-09 (CPRG, 2010; 2011). Québec and Ontario had the highest number of venues (10,720 and 10,327); Prince Edward Island had the lowest (226).

Table 1. Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo Facilities										
Total Bingo Facilities	28	32	14	2	74	45	0	0	0	0
Casinos										
First Nation (On Reserve)	1	5	6	2	2	0	0	0	0	0
Non-First Nation	16	19	2	2	8	4	0	2	2	0
Total Casinos	17	24	8	4	10	4	0	2	2	0
Electronic Gaming Machine (EGM) Venues										
Bars, Lounges, etc. with VLTs	0	1,032[1]	641	517[2]	0	1,938[3]	313	394[4]	40	467
Bingo Facilities with Slots	15	0	0	0	0	0	0	0	0	0
Casinos with Slots	17[5]	24	8	4	10	4	0	2	2	0
Racetracks with Slots or VLTs	0	3	0	1	17	0[6]	0[7]	0	0[8]	0
Total EGM Venues	32	1,059	649	522	27	1,942	313	396	42	467
Electronic Keno Venues										
Total Electronic Keno Venues	3,914	80	0	880	0	3	0	0[9]	0	0
Horse Racing Venues										
Major Racetracks	2	3	2	1	17	1	2	3	2	1
Minor Racetracks	3	2	2	7	4	1	1	0	0	0
Teletheatres	25	45	3	9	70	0	1	4	0	0
Total Horse Racing Venues	30	50	7	17	91	2	4	7	2	1
Lottery Ticket Outlets										
Total Lottery Ticket Outlets	4,044	2,466	800	872	10,152	8,731	908	1,131	182	1,073
Player-banked Poker Rooms or Areas										
Days Used per Month	30	30	Unavailable	30	30	30	0	26	23	0
Total Poker Rooms or Areas	9	22	Unavailable	3	10	4	0	2	2	0
Sports Betting Rooms or Areas										
Days Used per Month	0	0	0	0	30	0	0	0	0	0
Total Sports Betting Rooms or Areas	0	0	0	0	2	0	0	0	0	0
Total Venues 2009-10	**4,119**	**3,604**	**1,470**	**1,410**	**10,327**	**10,720**	**1,225**	**1,534**	**226**	**1,541**
Total Venues 2008-09	4,121	3,533	1,461	1,383	10,161	11,164	1,409	1,602[10]	266	1,512
% Change	0.0	2.0	0.6	2.0	1.6	-4.0	-13.1	-4.2	-15.0	1.9

Total venues 2009-10: 36,176. Total venues 2008-09: 36,612. Overall change: -1.2 %. **Note:** Some venues in Table 1 are contained within other gaming venues and are therefore not added to the total. Bingo facilities are venues designated for bingo full-time (e.g., bingo association halls). Casinos are permanent, and include those termed 'Aboriginal,' 'charity,' 'commercial,' 'community,' 'destination,' 'exhibition,' 'First Nation', and 'government-run.' Electronic keno venues are facilities where rapid (electronic) keno can be played. Players select several numbers between 1 and 80 that are matched against randomly-generated winning numbers. Draws occur at regular, short intervals (e.g., every four to ten minutes). No provinces have stand-alone electronic keno venues. They are therefore not added to *Total Venues* in order to avoid double counting. Horse racing venues are facilities issued at least one permit by the Canadian Pari-Mutuel Agency (CPMA) to conduct pari-mutuel betting in fiscal 2009-10. Figures do not include facilities issued permits that did not ultimately conduct any pari-mutuel activity during the period that the permits were valid for. *Major Racetracks* are those that held 15 or more live days of racing in 2009-10; *Minor Racetracks* are those that held fewer than 15. *Teletheatres* are buildings where horse races are televised and off-track bets are placed. Player-banked poker is poker played against other patrons rather than the house. *Rooms or Areas* are those in a gaming venue where player-banked poker took place at least once per month. The rooms or areas could have been used for poker only, or for poker and other purposes at different times (e.g., meetings, other gaming activities). *Days Used per Month* may be estimates only. Sports betting is gambling on professional or college sports in specific, designated rooms or areas of a gaming venue. It does not include the purchase of sports lottery tickets (e.g., Pro-line) at lottery ticket outlets, nor does it include betting on horse races at racetracks or teletheatres. Players bet on the winner, point spread, total score, or other statistic occurring in *multiple* sporting events rather than a single event (which is prohibited by Canadian law). *Rooms or Areas* are those in a gaming venue where sports betting took place at least once per month. The rooms or areas could have been used for sports betting only, or for sports betting and other purposes at different times (e.g., meetings, other gaming activities). *Days Used per Month* may be estimates only.

1 Includes 71 Video Gaming Entertainment Rooms (VGERs).

2 Includes 34 sites on First Nations reserves. The sites were age-restricted but not necessarily liquor-licensed.

3 Includes 2 gaming halls (which used to be VLTs-at-racetrack facilities) and 85 establishments awaiting installation.

Footnotes from previous page continued…

4 Includes 40 VLT sites on First Nations reserves, which were not counted in previous *Digests*.

5 Includes *Fraser Downs Racetrack & Casino* and *Hastings Racecourse Casino,* both of which are casinos co-located at a racetrack.

6 There are no longer any VLTs-at-racetrack facilities in Québec. Two of the racetracks that used to have VLTs are now gaming halls, and included in *Bars, Lounges, etc. with VLTs*.

7 While there were two racetracks with VLTs in New Brunswick in 2009-10, they are considered to be part of the *Bars, Lounges, etc. with VLTs* network.

8 The two racetracks with slot machines are considered to be casinos located at a racetrack (both the casinos and the racetracks are operated by Atlantic Lottery). As such, they are included in *Casinos with Slots*.

9 Electronic Keno was discontinued in Nova Scotia in September, 2009. Until that time, there were 131 venues that offered the game.

10 For comparison purposes, this figure has been restated from the original 2008-09 *Digest* to include the 40 VLT sites on First Nations reserves.

Table 2 presents the availability of games across the country in 2009-10. As shown, only some provinces had electronic bingo units, gaming tables, or Internet gaming. All provinces, on the other hand, had EGMs—although the particular type they had and where the machines were located varied somewhat by jurisdiction. Across Canada overall, there were 104,745 games in total. This is 3,119 more than the 101,626 reported in 2008-09 (CPRG, 2010; 2011). Ontario and Alberta had the highest number of games (24,817 and 20,662); Prince Edward Island had the lowest (524).

Table 2. Games

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Electronic Bingo Units										
Handheld Devices	0	1,256	0	0	92	0	0	0	0	0
Terminals	4,955	60	0	650[11]	450	0	0	0	0	0
Total Electronic Bingo Units	4,955	1,316	0	650	542	0	0	0	0	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	1,816	0	0	0	0	0	0	0	0	0
Slots at Casinos	9,501[12]	12,038[13]	2,865	3,158	12,606	6,262	0	936	248	0
Slots or VLTs at Racetracks	0	835	0	140	11,073	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	5,983[14]	3,984	5,655[15]	0	11,614[16]	1,975	2,819[17]	268	2,059
Total EGMs	11,317	18,856	6,849	8,953	23,679	17,876	1,975	3,755	516	2,059
Gaming Tables										
Electronic	43	5	0	0	14	14	6	4	0	0
Live	444	485	96	110	582	245	0	41	8	0
Total Gaming Tables	487	490	96	110	596	259	6	45	8	0
Internet Gaming										
Internet Gaming Available	Yes	No	No	No	No	No	Yes	Yes	Yes	Yes
Total Games 2009-10	**16,759**	**20,662**	**6,945**	**9,063**	**24,817**	**18,135**	**1,981**	**3,800**	**524**	**2,059**
Total Games 2008-09	15,075	20,518	6,950	8,976	24,005	17,312	2,312	3,811[18]	515	2,152
% Change	11.2	0.7	-0.1	1.0	3.4	4.8	-14.3	-0.3	1.7	-4.3

Total games 2009-10: 104,745. Total games 2008-09: 101,626. Overall change: 3.1%. **Note:** Gaming tables are generally those at permanent facilities only. *Electronic* gaming tables are fully-automated, with several player stations that allow patrons to play a variety of games electronically (e.g., blackjack, poker, roulette). Typically, a horizontal plasma screen displays the table top and game activity, while an upright plasma screen displays a video dealer.

11 These are both bingo terminals and slot machines. As such, they are also included in *Slots at Casinos* under *EGMs*. They are not counted twice, however, in *Total Games*.

12 Includes the 461 slot machines at *Fraser Downs Racetrack & Casino,* and the 596 slot machines at *Hastings Racecourse Casino*.

13 Does not include the 542 slot machines at summer fair casinos or other temporary exhibitions.

14 Includes 71 VLTs at Video Gaming Entertainment Rooms (VGERs).

15 Includes 1,173 VLTs on First Nations reserves. The sites were age-restricted but not necessarily liquor-licensed.

16 Includes 410 VLTs at gaming halls, but does not include their electronic poker or roulette units (totalling 125 gaming positions).

17 Includes 585 VLTs on First Nations reserves, which were not counted in previous *Digests*.

18 For comparison purposes, this figure has been restated from the original 2008-09 *Digest* to include the 585 VLTs on First Nations reserves.

Table 3. Type of Internet Gaming Available

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	✓	–	–	–	–	–	✓	✓	✓	✓
Ingenio	–	–	–	–	–	–	✓	✓	✓	✓
Lottery Tickets	✓	–	–	–	–	–	✓	✓	✓	✓
Online Instant/Scratch Tickets	✓	–	–	–	–	–	✓	✓	✓	✓

Note: Ingenio was only available in the Atlantic Provinces until September, 2009.

Table 4. Number of Lottery Ticket Terminals Available

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Self-service Terminals	2,150	0	0	0	0	59	0	40	0	0
Retailer Terminals	4,002	2,466	800	880	10,210	8,668	911	1,131	182	1,077
Total Terminals 2009-10	**6,152**	**2,466**	**800**	**880**	**10,210**	**8,727**	**911**	**1,171**	**182**	**1,077**

Total terminals: 32,576. **Note:** Self-service lottery ticket terminals allow players to *purchase* lottery tickets themselves, not merely check the tickets to see if they have won.

The number of venues and games available per 100,000 people 18+ across Canada in 2009-10 is shown in Table 5. As can be seen, EGM venues and EGMs, as well as lottery ticket outlets and terminals, generally had the highest per capita numbers.

Table 5. Venues and Games per 100,000 People 18+

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Venues										
Bingo Facilities	0.8	1.1	1.7	0.2	0.7	0.7	0.0	0.0	0.0	0.0
Casinos	0.5	0.8	1.0	0.4	0.1	0.1	0.0	0.3	1.8	0.0
EGM Venues	0.9	36.5	80.7	54.9	0.3	30.4	51.2	51.5	37.0	112.1
Electronic Keno Venues	106.3	2.8	0.0	92.6	0.0	0.0	0.0	0.0	0.0	0.0
Horse Racing Venues	0.8	1.7	0.9	1.8	0.9	0.0	0.7	0.9	1.8	0.2
Lottery Ticket Outlets	109.9	85.0	99.5	91.7	96.8	136.8	148.6	147.2	160.5	257.5
Poker Rooms or Areas	0.2	0.8	Unavailable	0.3	0.1	0.1	0.0	0.3	1.8	0.0
Sports Betting Rooms or Areas	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Games										
Electronic Bingo Units	134.6	45.4	0.0	68.4	5.2	0.0	0.0	0.0	0.0	0.0
EGMs	307.5	650.3	851.9	942.0	225.7	280.1	323.3	488.8	455.0	494.2
Gaming Tables	13.2	16.9	11.9	11.6	5.7	4.1	1.0	5.9	7.1	0.0
Lottery Ticket Terminals	167.1	85.0	99.5	92.6	97.3	136.8	149.1	152.4	160.5	258.5

Average bingo facilities: 0.5. **Average casinos:** 0.5. **Average EGM venues:** 45.6. **Average electronic keno venues:** 20.2. **Average horse racing venues:** 1.0. **Average lottery ticket outlets:** 133.4. **Average poker rooms or areas:** 0.4. **Average sports betting rooms or areas:** 0.0. **Average electronic bingo units:** 25.4. **Average EGMs:** 501.9. **Average gaming tables:** 7.7. **Average lottery ticket terminals:** 139.9. **Note:** Some venues in Table 5 are contained within other gaming venues. The age at which it is legal to gamble often varies across provinces and gaming activities. For example, to gamble at casinos in Alberta, Manitoba, and Québec, one must be 18. In all other provinces, one must be 19.

Table 6 presents the number of charitable gaming licences that were issued across Canada in 2009-10. As can be seen, the greatest number of licences was generally issued for bingo and raffles. Across the country overall, approximately 40,364 licences were issued in total. This is 582 less than the 40,946 reported in 2008-09 (CPRG, 2010).

Table 6. Charitable Gaming Licences

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo	347	771[19]	743	283	8,483	1,919[20]	257	230	29	412[21]
Break Open / Pull-tickets	0	192[22]	343	207	299	685[23]	15	25	Unavailable	268[24]
Casinos	37	3,494	1	2[25]	0	0	5[26]	0	5	13
Poker	114	0	255	72	0[27]	0	18	0	0	0
Raffles	8,022	293[28]	1,787	235	193	1,186	587	933	248	2,108
Other	27	0	0	7	56	0	0	4,971	840	232
Total Licences 2009-10	**8,547**	**4,750**	**3,129**[29]	**806**[30]	**9,031**[31]	**3,105**[32]	**882**	**6,159**	**1,122**	**2,833**[33]
Total Licences 2008-09	7,539	5,082	3,175	855	9,632	3,043	859	6,560	905	3,296
% Change	13.4	-6.5	-1.4	-5.7	-6.2	2.0	2.7	-6.1	24.0	-14.0

Total licences 2009-10: 40,364. Total licences 2008-09: 40,946. Overall change: -1.4%. **Note:** Charitable gaming licences are licences issued to charitable and religious organizations to conduct gaming events. One licence is typically valid for many individual events, and may, in some cases, be valid for up to three years and/or for more than one type of gaming activity. Figures may be estimates only and may exclude licences issued by First Nations and local municipalities. They may also exclude licences issued to organizations that were not required to submit financial reports for their gaming operations, due to the small value of prizes awarded and/or the revenues raised. Casino licences may be for social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador). Some provinces other than those indicated in the table may permit poker to be played at certain charitable gaming events, but they do not issue licences for poker specifically. Total licences 2009-10 may not equal its subtotals due to overlap between categories. *Bingo* licences, for example, sometimes include licences for combined bingo/break open events, which are also included in licences for *Break Open / Pull-tickets*.

19 Includes current fiscal year data for bingo events conducted at licensed bingo facilities, and prior year data for bingo events conducted at community bingo facilities. Does not include community bingos with gross sales under $2,500.

20 Includes 685 licences for combined bingo/break open events.

21 Includes 200 licences for combined bingo/break open events.

22 Data based on current fiscal year data for pull-tickets sold at licensed bingo facilities, and prior year data for pull-tickets sold at all other locations.

23 Licences for combined bingo/break open events only.

24 Includes 200 licences for combined bingo/break open events.

25 Licences for Monte Carlo nights only, not for ongoing charity casinos.

26 Licences for Monte Carlo nights. Games were played for prizes only, not for cash.

27 While poker was permitted for two licences issued under *Fairs and Exhibitions,* licences were not issued for poker specifically.

28 Data based on current fiscal year data for raffles with gross sales under $10,000, and prior year data for raffles with gross sales over $10,000.

29 Does not include licences issued by Indigenous Gaming Regulators (IGR) for On-reserve charitable gaming activity.

30 In addition to these licences, 693 licences were issued to organizations that, due to reporting thresholds, were not required to submit financial reports or licensing fees (117 for bingo, 2 for media bingo, 34 for break open, 531 for raffles, and 9 for other activities).

31 All Ontario figures reflect licences issued by the Alcohol and Gaming Commission of Ontario (AGCO) only. They do not include licences issued by municipalities or First Nations.

32 Figure does not equal its subtotals because 685 licences for combined bingo/break open events are included in both *Bingo* licences and *Break Open / Pull-ticket* licences and are therefore not counted twice.

33 Figure does not equal its sub-totals because 200 licences for combined bingo/break open events are included in both *Bingo* licences and *Break Open / Pull-ticket* licences and are therefore not counted twice.

Revenues

The next set of tables and figures presents government-operated, horse race, and charity-operated gaming revenues across Canada in 2009-10. *Government-operated gaming* is conducted and managed by provincial governments, typically by Crown corporations; revenue generally goes to the provinces. *Horse race* and *charity-operated gaming* are conducted and managed by private, charitable, or religious organizations under provincial and federal regulations; revenue generally goes to the horse racing industry and charitable or religious organizations, respectively. As can be seen in Table 7, EGMs generated the most revenue of all forms of government-operated gaming except in British Columbia, where casinos generated the most (revenue measured as wagers less prize payouts, before operating expenses deducted). Across the country overall, total revenue generated from government-operated gaming was approximately $13,645,249,000. This is $316,037,000 less than the $13,961,286,000 reported in 2008-09 (CPRG, 2010). Revenues were highest in Ontario and Québec ($4,733,785,000 and $2,761,257,000), while they were lowest in Prince Edward Island ($42,758,000).

Table 7. Total Government-operated Gaming Revenue

(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo										
Total Bingo Revenue	185,529,000[34]	10,907,000[35]	0[36]	3,369,000	13,944,000[37]	15,504,000	0	0	0	0
Casinos										
Total Casino Revenue	1,321,625,000	1,115,245,000[35]	366,411,000	247,300,000	1,749,457,000[38]	829,810,000	0	78,466,000	11,642,000	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	143,959,000	0	0	0	0	0	0	0	0	0
Slots at Casinos	954,599,000	1,115,245,000	345,478,000	220,827,000	1,300,267,000	611,393,000	0	67,816,000	10,817,000	0
Slots at Racetracks	0	48,321,000	0	0	1,684,755,000	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	601,938,000	225,835,000	329,499,000[39]	0	1,043,332,000[40]	143,517,000	145,078,000[41]	17,778,000	121,558,000
VLTs at Racetracks	0	0	0	8,176,000	0	0	0	0	0	0
Total EGM Revenue	1,098,558,000	1,765,504,000	571,313,000	558,502,000	2,985,022,000	1,654,725,000	143,517,000	212,894,000	28,595,000	121,558,000
Internet Gaming										
Lottery Tickets	13,204,000	0	0	0	0	0	994,000	1,597,000	203,000	786,000
Other	1,567,000	0	0	0	0	0	763,000	1,231,000	145,000	647,000
Total Internet Gaming Revenue	14,771,000	0	0	0	0	0	1,757,000	2,828,000	348,000	1,433,000
Lottery Tickets										
Internet	13,204,000	0	0	0	0	0	994,000	1,597,000	203,000	786,000
Other	417,900,000	308,913,000	81,803,000	95,940,000	1,285,629,000	872,611,000	68,482,000	82,331,000	12,990,000	78,517,000
Total Lottery Ticket Revenue	431,104,000	308,913,000	81,803,000	95,940,000	1,285,629,000	872,611,000	69,476,000	83,928,000	13,193,000	79,303,000
Total Revenue 2009-10	**1,939,825,000**	**2,085,324,000**	**674,049,000**	**684,284,000**	**4,733,785,000**	**2,761,257,000**	**213,756,000**	**308,703,000**	**42,758,000**	**201,508,000**
Total Revenue 2008-09	1,950,440,000	2,253,152,000	668,619,000	687,583,000	4,838,369,000	2,778,769,000	220,556,000	318,093,000	43,592,000	202,113,000
% Change	-0.5	-7.4	0.8	-0.5	-2.2	-0.6	-3.1	-3.0	-1.9	-0.3

Total revenue 2009-10: $13,645,249,000. Total revenue 2008-09: $13,961,286,000. Overall change: -2.3%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand. Total revenue 2009-10 may not equal its subtotals due to overlap between categories. For example, *Total Casino Revenue* includes revenue from casino slot machines, which is also included in *Slots at Casinos* under *Electronic Gaming Machines (EGMs)*. In the Internet gaming category, *Lottery Tickets* include traditional lottery tickets (e.g., LOTTO 649, LOTTO Max), as well as keno, poker, Scratch/Instant Win, break open, and/or sports lottery tickets. *Other* includes bingo, Ingenio, and/or Pick'n Click.

34 Includes revenue from paper bingo, electronic bingo, and slot machines at bingo facilities.

35 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, only revenue from electronic bingo and casino slot machines is included in Table 7 (including revenue from slot machines at summer fair casinos and other temporary exhibitions). Revenue from paper bingo and casino table games is included in Table 10.

36 There were no bingo revenues reported for Saskatchewan in 2009-10 even though there were bingo facilities (Table 1) because all bingo revenues went to charity, not to government.

37 Revenue from bingo conducted and managed by Ontario Lottery and Gaming (OLG) only. There are many bingo halls in Ontario that have nothing to do with OLG, and operate under a different part of the Criminal Code. Revenues for these other venues is unavailable.

38 Does not include table game revenue from *Great Blue Heron Charity Casino,* an Aboriginal casino owned by the Mississaugas of Scugog Island First Nation. Its table games are conducted and managed by a non-profit charitable association, not the Crown corporation that conducts and manages its slot facility.

39 Includes revenue from First Nations VLTs.

40 Includes VLT revenue from gaming halls, as well as the revenue from electronic poker and roulette units in the halls.

41 Does not include revenue from First Nations VLTs.

Table 8 shows the percentage of total government-operated gaming revenue that was derived from the major gaming sectors presented in Table 7. As can be seen, EGMs accounted for the greatest proportion of revenue in all provinces except British Columbia, where casinos accounted for the greatest proportion.

Table 8. Percentage of Total Government-operated Gaming Revenue Derived from Major Gaming Sectors

(Revenue after prizes paid, before expenses deducted)

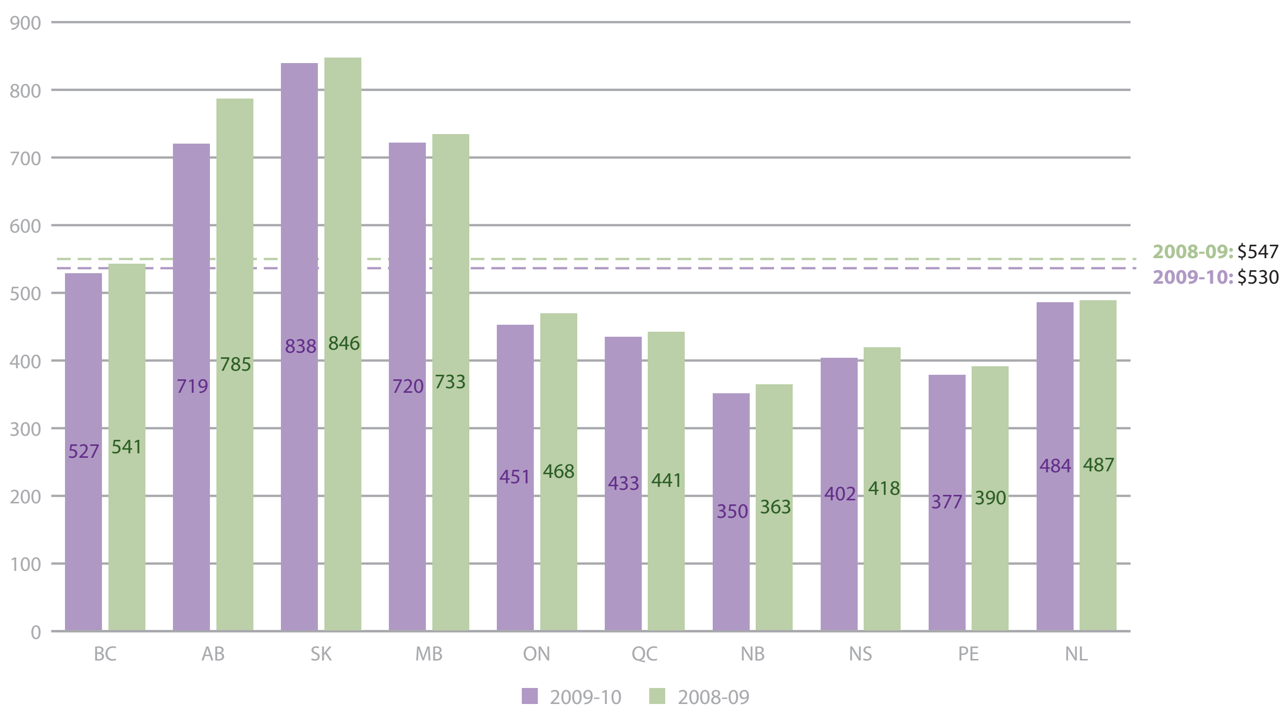
	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	9.6	0.5[42]	0.0	0.5	0.3	0.6	0.0	0.0	0.0	0.0
Casinos	68.1	53.5[43]	54.4	36.1	37.0	30.1	0.0	25.4	27.2	0.0
EGMs	56.6	84.7	84.8	81.6	63.1	59.9	67.1	69.0	66.9	60.3
Internet Gaming	0.8	0.0	0.0	0.0	0.0	0.0	0.8	0.9	0.8	0.7
Lottery Tickets	22.2	14.8	12.1	14.0	27.2	31.6	32.5	27.2	30.9	39.4

Average bingo: 1.1%. **Average casinos:** 33.2%. **Average EGMs:** 69.4%. **Average Internet gaming:** 0.4%. **Average lottery tickets:** 25.2%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Percentages do not add up to 100 because of overlap between sectors.

The amount of government-operated gaming revenue that was generated per person 18 years and over in 2009-10 is shown in Figure 1. As can be seen, the amount ranged from a low of $350 in New Brunswick to a high of $838 in Saskatchewan. Across the country overall, the average was $530. This is $17 less than the $547 reported in 2008-09 (CPRG, 2010).

Figure 1. Total Government-operated Gaming Revenue per Person 18+

(Revenue after prizes paid, before expenses deducted)



Average 2009-10: $530. Average 2008-09: $547. Overall change: -3.1%. **Note:** 2009-10 figures represent *Total Revenue 2009-10* in Table 7 divided by the population 18+. 2008-09 figures taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010). The reader should interpret the data with caution, as the age at which it is legal to gamble often varies across provinces and gaming activities. For example, to gamble at casinos in Alberta, Manitoba, and Québec, one must be 18; in all other provinces, one must be 19.

[42] Calculated from *electronic* bingo revenue only. Paper bingo is conducted and managed by charitable and religious organizations, not the provincial government.

[43] Calculated from casino *slot machine* revenue only. Casino table games are conducted and managed by charitable and religious organizations, not the provincial government.

Table 9 shows the amount of revenue that was generated from horse racing at racetracks and teletheatres across Canada in 2009-10 (revenue measured as wagers less prize payouts, before operating expenses deducted). As can be seen, revenue was highest in Ontario ($244,029,000) and lowest in Newfoundland and Labrador ($487,000). Across the country overall, total horse racing revenue was approximately $362,455,000. This is $38,477,000 less than the $400,932,000 reported in 2008-09 (CPRG, 2010).

Table 9. Total Horse Racing Revenue

(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Total Revenue 2009-10	**44,306,000**	**37,164,000**	**3,130,000**	**7,353,000**	**244,029,000**	**19,579,000**	**1,650,000**	**3,011,000**	**1,746,000**	**487,000**
Total Revenue 2008-09	50,108,000	41,555,000	3,348,000	7,952,000	253,977,000	37,539,000	1,364,000	2,873,000	1,796,000	420,000
% Change	-11.6	-10.6	-6.5	-7.5	-3.9	-47.8	21.0	4.8	-2.8	16.0

Total revenue 2009-10: $362,455,000. Total revenue 2008-09: $400,932,000. Overall change: -9.6%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand.

Table 10 presents the amount of revenue generated from charity-operated gaming across the country in 2009-10 (revenue measured as wagers less prize payouts, before operating expenses deducted). As the table shows, raffles and bingo typically generated the most revenue—the one exception being in Alberta, where charitable casinos generated the most. Although difficult to calculate exactly because of the unavailability of data in some provinces, total charity-operated gaming revenue across Canada was at least $1,055,833,000 in 2009-10. This is $32,785,000 more than the estimated $1,023,048,000 reported in 2008-09 (CPRG, 2010). Revenues were highest in Ontario and Alberta ($416,000,000 and $352,613,000), and lowest in Newfoundland and Labrador ($15,799,000).

Table 10. Total Charity-operated Gaming Revenue

(Revenue after prizes paid, before expenses deducted)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Bingo	4,687,000	36,751,000[44]	18,053,000	11,074,000	148,000,000	25,024,000	11,547,000	13,869,000	2,715,000	5,822,000[45]
Break Open / Pull-tickets	0	22,953,000[46]	4,230,000	1,198,000	102,000,000	18,460,000	99,000	677,000[47]	52,000	4,057,000[45]
Casinos	820,000	195,150,000[44]	0	2,000	0	0	66,000	0	Unavailable	39,000
Poker	402,000	25,015,000[48]	161,000	463,000	0	0	21,000	0	0	0
Raffles	68,822,000	97,759,000[49]	22,682,000	17,310,000	166,000,000	23,602,000	11,001,000	13,959,000	Unavailable	9,359,000
Other	415,000	0	0	10,000	Unavailable	0	0	Unavailable	Unavailable	550,000
Total Revenue 2009-10	**75,146,000**	**352,613,000**[50]	**45,126,000**	**30,057,000**	**416,000,000**[51]	**67,086,000**	**22,734,000**	**28,505,000**	**Unavailable**	**15,799,000**[52]
Total Revenue 2008-09	57,042,000	354,193,000	43,695,000	24,277,000	439,000,000	Unavailable	19,447,000	32,497,000	Unavailable	15,211,000
% Change	31.7	-0.4	3.3	23.8	-5.2	N/A	16.9	-12.3	N/A	3.9

Total revenue 2009-10: $1,055,833,000. Total revenue 2008-09: $1,023,048,000. Overall change: 3.2%. **Note:** Revenue measured as wagers less prize payouts, before operating expenses deducted. Figures rounded off to the nearest thousand. Data should be interpreted with caution, as charitable organizations are not always required to submit financial reports for their gaming operations. It often depends on the amount of revenue raised and/or the value of prizes awarded. Figures may also be estimates only and may exclude revenues generated from the gaming operations of First Nations and local municipalities. Casino revenues may be from social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador).

44 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, bingo and casino revenue in Table 10 includes revenue from all paper bingo and casino table games in the Province, respectively. Revenue from electronic bingo and casino slot machines is included in Table 7.

45 Includes $4,028,000 from combined bingo/break open events.

46 Data based on current fiscal year for pull-tickets sold at licensed bingo facilities, and prior year data for pull-tickets sold at all other locations.

Footnotes from previous page continued…

47 In prior years, charities did not record this revenue properly and combined it with *Bingo* revenue. This explains the variance in both amounts compared to previous editions of the *Digest*.

48 While Alberta does not issue licences for charitable poker events, charities receive the rake (maximum $5 per hand or 10% from tournaments) from all poker games played at gaming venues in the Province (e.g., casinos).

49 Data based on current fiscal year for raffles with gross sales under $10,000, and prior year data for raffles with gross sales over $10,000.

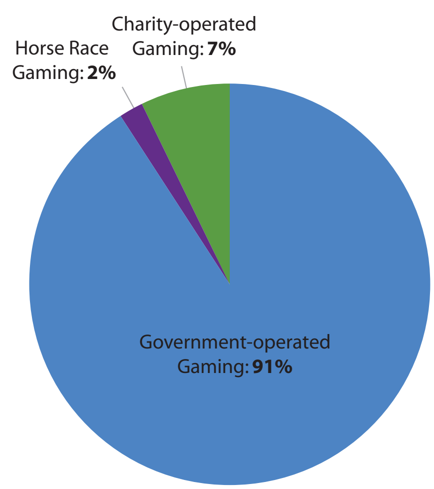
50 Figure does not equal its subtotals because poker revenue is included in casino revenue and is therefore not counted twice.

51 All Ontario figures are estimates only and include revenue from licences issued by municipalities and First Nations.

52 Figure does not equal its subtotals because revenue from combined bingo/break open events ($4,028,000) is included in both *Bingo* and *Break Open / Pull-ticket* revenue and is therefore not counted twice.

Figure 2 shows the percentage of overall revenue that was generated from government-operated, horse race, and charity-operated gaming across Canada in 2009-10 when all three sources of revenue are combined (revenue measured as wagers less prize payouts, before operating expenses deducted). As shown, government-operated gaming contributed by far the most to overall revenue (91%).

Figure 2. Percentage of Overall Gaming Revenue Derived from Government-operated, Horse Race, and Charity-operated Gaming



Note: Revenue measured as wagers less prize payouts, before operating expenses deducted.

The net amount of gaming revenue that went to provincial governments in 2009-10 is shown in Table 11 (revenue measured as wagers less prize payouts and operating expenses[53]). Where revenues are available for comparisons to be made, one can see that EGMs contributed the most to government of all forms of gaming. Across the country overall, total net gaming revenue to government was approximately $6,952,944,000. This is $199,545,000 less than the $7,152,489,000 reported in 2008-09 (CPRG, 2010; 2011). Revenues were highest in Ontario and Alberta ($1,855,305,000 and $1,605,931,000), and lowest in Prince Edward Island ($26,975,000).

Table 11. Net Gaming Revenue to Government

(Revenue after prizes and expenses paid)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo										
Total Bingo Revenue	81,053,000[54]	7,540,000[55]	0[56]	1,465,000	0	-2,205,000	0	0	0	0
Casinos										
Total Casino Revenue	731,281,000	782,725,000[55]	114,147,000	72,665,000[57]	209,934,000[58]	136,246,000	0	29,487,000	11,696,000	0
Electronic Gaming Machines (EGMs)										
Slots at Bingo Facilities	99,423,000	0	0	0	0	0	0	0	0	0
Slots at Casinos	664,332,000	782,725,000	Unavailable	172,556,000	Unavailable	Unavailable	0	28,669,000	Unavailable	0
Slots at Racetracks	0	41,191,000	0	0	804,634,000	0	0	0	0	0
VLTs at Bars, Lounges, etc.	0	511,167,000	183,114,000	174,516,000[59]	0	661,488,000[60]	100,352,000	99,481,000[59]	11,169,000	81,025,000
VLTs at Racetracks	0	0	0	4,291,000	0	0	0	0	0	0
Total EGM Revenue	763,755,000	1,335,083,000	Unavailable	351,363,000	Unavailable	Unavailable	100,352,000	128,150,000	Unavailable	81,025,000
Horse Racing										
Total (Tax) Revenue	1,878,000[61]	8,435,000	1,047,000	2,666,000	32,119,000	5,299,000	50,000[62]	1,376,000	794,000	218,000
Internet Gaming										
Lottery Tickets	4,509,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Other	535,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Total Internet Gaming Revenue	5,044,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Lottery Tickets										
Internet	4,509,000	0	0	0	0	0	Unavailable	Unavailable	Unavailable	Unavailable
Other	259,824,000	254,873,000	6,331,000[63]	55,201,000	808,618,000	466,108,000	Unavailable	Unavailable	Unavailable	Unavailable
Total Lottery Ticket Revenue	264,333,000	254,873,000	6,331,000	55,201,000	808,618,000	466,108,000	30,407,000[64]	32,851,000[64]	3,316,000[64]	28,136,000[64]
Total Revenue 2009-10	**1,079,080,000**	**1,605,931,000**	**304,639,000**	**410,695,000**	**1,855,305,000**	**1,266,936,000**	**130,809,000**	**163,195,000**	**26,975,000**	**109,379,000**
Total Revenue 2008-09	1,092,564,000	1,720,845,000	322,945,000	416,147,000	1,829,459,000	1,331,107,000	133,465,000	169,729,000	28,550,000	107,678,000
% Change	-1.2	-6.7	-5.7	-1.3	1.4	-4.8	-2.0	-3.8	-5.5	1.6

Total revenue 2009-10: $6,952,944,000. Total revenue 2008-09: $7,152,489,000. Overall change: -2.8%. **Note:** Revenue measured as wagers less prize payouts and operating expenses with the exception of horse racing revenue, which is generally measured as the amount of money raised from taxes/levies on amount wagered. Figures rounded off to the nearest thousand and may be estimates only. They may also include win tax and/or revenue from beverage, food, and other items. Total revenue 2009-10 may not equal its subtotals due to overlap between categories. For example, *Total Casino Revenue* includes revenue from casino slots machines, which is also included in *Slots at Casinos* under *Electronic Gaming Machines (EGMs)*.

53 The one exception is *Horse Racing* revenue, which is generally measured as the amount of money raised from taxes/levies on amount wagered. Note that the actual amount of revenue retained by government from this source may be considerably lower than that reported in the table due to provincial legislation governing commissions, etc.

54 Includes revenue from paper bingo, electronic bingo, and slot machines at bingo facilities.

55 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, only net revenue from electronic bingo and casino slot machines is included in Table 11 (including revenue from slot machines at summer fair casinos and other temporary exhibitions). Net revenue from paper bingo and casino table games is included in Table 12.

56 There were no bingo revenues reported for Saskatchewan in 2009-10 even though there were bingo facilities (Table 1) because all bingo revenues went to charity, not to government.

57 Does not include revenue from the First Nations *Aseneskak* or *South Beach* casinos. All revenue from First Nations casinos in Manitoba go to First Nations operators, not the Provincial government. Figure is lower than casino slot revenue below because there are several more expenses deducted from it (i.e., wages, amortization, interest, second-level GST, expenses from various support units both within the casinos and the corporate campus).

58 Does not include table game revenue from *Great Blue Heron Charity Casino,* an Aboriginal casino owned by the Mississaugas of Scugog Island First Nation. Its table games are conducted and managed by a non-profit charitable association, not the Crown corporation that conducts and manages its slot facility.

59 Does not include revenue from First Nations VLTs.

60 Includes VLT revenue from gaming halls, as well as the revenue from electronic poker and roulette units in the halls.

61 Although $5,759,000 was collected by the Province in the form of a tax/levy on amount wagered, only $1,878,000 of this amount was actually directed to government (to offset the cost of administrating horse racing). The remainder was directed to the horse racing industry.

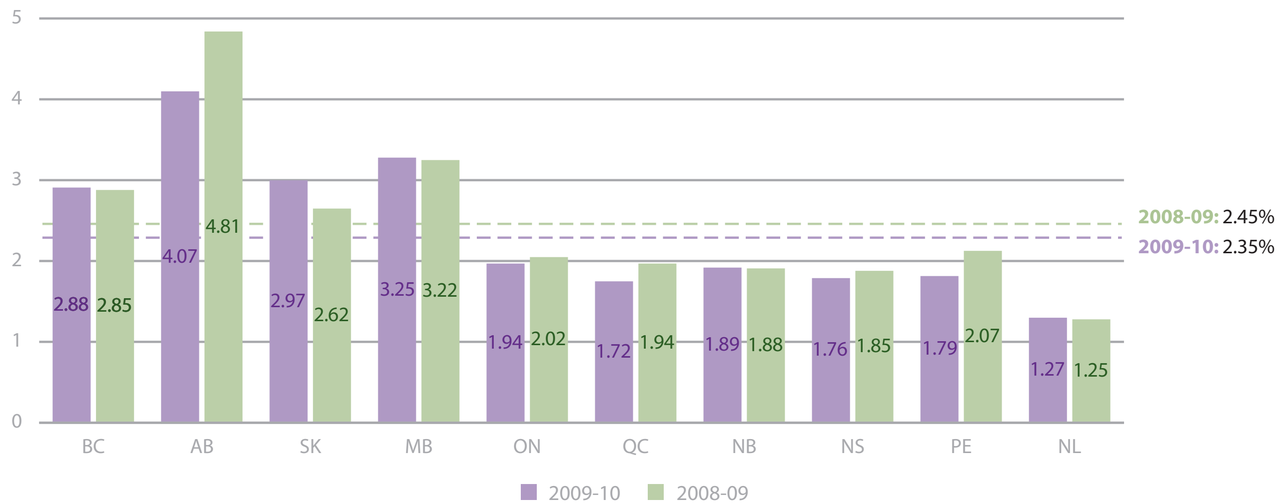
62 Although $685,000 in pari-mutuel tax was collected by the Province, only $50,400 of this amount (which has been rounded off in the table) was retained by government; the remainder was directed to the horse racing industry. Approximately 10% of horse racing (tax) revenue reported in previous editions of the *Digest* was similarly the only amount that went to the Provincial government from pari-mutuel betting.

63 Licensing fee—the only lottery revenue that goes to the Provincial government in Saskatchewan.

64 Also includes revenue from other forms of Internet gaming besides lottery tickets (i.e., iBingo, Ingenio, Pick'n Click).

Figure 3 shows the percentage of each province's overall revenue that was derived from gaming in 2009-10. As can be seen, the percentage was highest in Alberta (4.07%) and lowest in Newfoundland and Labrador (1.27%). Across the country overall, the average percentage was 2.35—slightly less than the 2.45 reported in 2008-09 (CPRG, 2010; 2011).

Figure 3. Percentage of Provincial Revenue Derived from Gaming



Average 2009-10: 2.35%. Average 2008-09: 2.45%. Overall change: -4.0%. **Note:** 2009-10 data calculated from Table 11 and provincial public accounts. 2008-09 data taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010) and *Canadian Gambling Digest 2008-2009: Addendum* (CPRG, 2011).

Table 12 presents the net amount of revenue that went to charitable organizations from their gaming activities in 2009-10 (revenue measured as wagers less prize payouts and operating expenses). Based on the data available, one can see that charitable organizations earned the most in Ontario and Alberta ($157,000,000 and $151,247,000). Across the country overall, they earned at least $469,800,000. This is $2,835,000 more than the estimated $466,965,000 reported in 2008-09 (CPRG, 2010).

Table 12. Net Gaming Revenue to Charitable Organizations

(Revenue after prizes and expenses paid)

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Bingo	2,736,000	6,505,000[65]	8,459,000	5,922,000	50,000,000	20,287,000	7,649,000	8,723,000	863,000	2,484,000[66]
Break Open / Pull-tickets	0	17,170,000[67]	3,300,000	861,000	40,000,000	Unavailable	57,000	499,000[68]	8,000	1,349,000[66]
Casinos	422,000	69,902,000[69]	0	0	0	0	40,000	0	Unavailable	24,000
Poker	250,000	6,254,000[70]	138,000	261,000	0	0	13,000	0	0	0
Raffles	30,765,000	57,670,000[71]	15,110,000	11,383,000	67,000,000	20,097,000	6,901,000	8,579,000	Unavailable	4,986,000
Other	262,000	0	0	8,000	Unavailable	0	0	Unavailable	Unavailable	444,000
Total Revenue 2009-10	**34,435,000**	**151,247,000**[72]	**27,007,000**	**18,435,000**	**157,000,000**[73]	**Unavailable**	**14,660,000**	**17,801,000**	**Unavailable**	**7,960,000**[74]
Total Revenue 2008-09	35,580,000	153,504,000	26,395,000	15,494,000	167,000,000	Unavailable	13,354,000	20,298,000	Unavailable	9,136,000
% Change	-3.2	-1.5	2.3	19.0	-6.0	N/A	9.8	-12.3	N/A	-12.9

Total revenue 2009-10: $469,800,000. Total revenue 2008-09: $466,965,000. Overall change: 0.6%. **Note:** Revenue measured as wagers less prize payouts and operating expenses. Figures rounded off to the nearest thousand. Data should be interpreted with caution, as charitable organizations are not always required to submit financial reports for their gaming operations. It often depends on the amount of revenue raised and/or the value of prizes awarded. Figures may also be estimates only and may exclude revenues from the gaming operations of First Nations and local municipalities. Casino revenues may be from social occasion casinos (British Columbia), table games at ongoing charitable casinos (Alberta), or Monte Carlo nights (Saskatchewan, Manitoba, New Brunswick, Prince Edward Island, Newfoundland and Labrador).

65 Alberta has adopted a charitable gaming model for its bingo and casino operations. Its *electronic* bingo and casino *slot machines* are conducted and managed by the Alberta Gaming and Liquor Commission (AGLC), while its *paper* bingo and casino *table games* are conducted and managed by charitable and religious organizations through a licence granted by the AGLC. As such, bingo and casino revenue in Table 12 includes revenue from all paper bingo and casino table games in the Province, respectively. Net revenue from electronic bingo and casino slot machines is included in Table 11. In addition to the revenue that charities earned from their bingo operations, they also received commissions on electronic bingo and Keno sales, as well as additional proceeds from electronic bingo and Keno distributed through the Alberta Lottery Fund. For 2009-10, this amounted to $7,086,000 from electronic bingo and $410,000 from Keno.

66 Includes $1,327,000 from combined bingo/break open events.

67 Data based on current fiscal year for pull-tickets sold at licensed bingo facilities, and prior year data for pull-tickets sold at all other locations.

68 In prior years, charities did not record this revenue properly and combined it with *Bingo* revenue above. This explains the variance in both amounts compared to previous editions of the *Digest.*

69 See footnote 65. Charities also received commissions on revenue from government-operated slot machines and Keno at casinos. These commissions were $164,632,000 and $18,000, respectively.

70 While Alberta does not issue licences for charitable poker events, charities receive the rake (maximum $5 per hand or 10% from tournaments) from all poker games played at gaming venues in the Province (e.g., casinos).

71 Data based on current fiscal year for raffles with gross sales under $10,000, and prior year information for raffles with gross sales over $10,000.

72 Figure does not equal its subtotals because poker revenues are included in casino revenues and are therefore not counted twice.

73 All Ontario figures are estimates only and include revenues from licences issued by municipalities and First Nations.

74 Figure does not equal its subtotals because revenue from combined bingo/break open events ($1,327,000) is included in both *Bingo* and *Break Open / Pull-ticket* revenue and is therefore not counted twice.

Revenue Distributions

Table 13 shows the amount of government gaming revenue that was distributed to charity, problem gambling, and responsible gaming in 2009-10. Based on the data available, one can see that British Columbia and Ontario distributed the most to charity ($160,100,000 and $126,181,000), while Ontario and Québec distributed the most to both problem gambling ($40,200,000 and $21,958,000) and responsible gaming ($9,843,000 and $9,825,000). Across the country overall, total distributions to charity, problem gambling, and responsible gaming were at least $406,359,000, $82,721,000, and $30,551,000, respectively. In 2008-09, these amounts were $390,411,000, $81,153,000, and $30,454,000 (CPRG, 2010; 2011).

Table 13. Distributions to Charity, Problem Gambling, and Responsible Gaming

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Charity Distributions										
Total Charity 2009-10	**160,100,000**	**Unavailable[75]**	**71,699,000**	**5,700,000**	**126,181,000**	**37,000,000**	**1,200,000**	**4,479,000**	**0**	**Unavailable[76]**
Total Charity 2008-09	156,300,000	Unavailable	68,374,000	5,900,000	116,520,000	37,800,000	1,200,000	4,317,000	0	Unavailable
% Change	2.4	N/A	4.9	-3.4	8.3	-2.1	0.0	3.8	N/A	N/A
Problem Gambling (Health) Distributions										
Awareness	2,290,000	Unavailable	2,177,000	1,652,000	9,040,000	3,250,000	328,000	Unavailable	0	Unavailable
Research	9,000	1,500,000[77]	350,000	0	4,000,000	1,115,000	87,000[78]	Unavailable	0	Unavailable
Treatment	2,303,000	Unavailable	1,738,000	1,101,000	27,160,000	16,423,000	549,000	Unavailable	142,000	Unavailable
Other	542,000	Unavailable	485,000	394,000	0	1,170,000	10,000	Unavailable	469,000	Unavailable
Total Problem Gambling 2009-10	**5,144,000[79]**	**Unavailable**	**4,750,000[80]**	**3,147,000**	**40,200,000**	**21,958,000**	**974,000**	**4,437,000[81]**	**611,000**	**Unavailable**
Total Problem Gambling 2008-09	5,385,000	Unavailable	4,750,000	3,023,000	38,600,000	21,990,000	915,000	4,843,000	Unavailable	Unavailable
% Change	-4.5	N/A	0.0	4.1	4.1	-0.1	6.4	-8.4	N/A	N/A
Responsible Gaming (Industry) Distributions										
Total Responsible Gaming 2009-10	**1,949,000**	**2,500,000**	**1,365,000[82]**	**1,059,000[83]**	**9,843,000**	**9,825,000[84]**	**429,000[85]**	**3,042,000**	**190,000[85]**	**349,000[85]**
Total Responsible Gaming 2008-09	2,042,000	2,160,000	Unavailable	792,000	9,631,000	12,475,000	285,000	2,770,000	107,000	192,000
% Change	-4.6	15.7	N/A	33.7	2.2	-21.2	50.5	9.8	77.6	81.8

Total charity distributions 2009-10: $406,359,000. Total charity distributions 2008-09: $390,411,000. Overall change: 4.1%. **Total problem gambling distributions 2009-10:** $82,721,000. Total problem gambling distributions 2008-09: $81,153,000. Overall change: 1.9%. **Total responsible gaming distributions 2009-10:** $30,551,000. Total responsible gaming distributions 2008-09: $30,454,000. Overall change: 0.3%. **Note:** Figures rounded off to the nearest thousand. Distributions reflect areas related to gambling provision only; there may be distributions to other areas not represented in the table. Charity distributions refer to the money given to charity and other non-profit organizations through a distinct grants-based system. The distributions should not be confused with the money that charitable organizations earned directly from their own gaming operations (Table 12). Problem gambling (health) distributions generally refer to the money that government health ministries or departments distribute to problem gambling initiatives. There may be overlap between categories and figures may be estimates and/or budgeted amounts only. Responsible gaming (industry) distributions refer to the money that the government gaming industry (e.g., Crown corporations) distributes to its own responsible gaming initiatives (e.g., on-site brochures, self-exclusion programs, RG training, etc.). Figures may be budgeted amounts and/or estimates only.

75 Revenue from slot machines, VLTs, and lottery tickets went into the Alberta Lottery Fund. The funds were allocated to granting foundations and ministries, which in turn distributed the funds to various volunteer, public, and community-based organizations. The specific amounts distributed to charity are unavailable.

76 All revenue received by the Province is deposited into the Consolidated Revenue Fund and is appropriated through the budget process. Consequently, it is not possible to state that gaming revenue is or is not distributed to charity. Government does provide grants as part of its budget process, but it is not possible to identify the source.

77 Funds came from the Alberta Gaming and Liquor Commission (AGLC), not a government health ministry or department.

78 Cost of the 2009 New Brunswick gambling prevalence study, which was funded entirely by the New Brunswick Lotteries and Gaming Corporation. The Department of Health participated in the study's development and delivery.

79 Funds for problem gambling initiatives are distributed by the Provincial gaming regulator—not a government health ministry or department.

80 In Saskatchewan, both the Provincial government and the Federation of Saskatchewan Indian Nations (FSIN) allocate funds to problem gambling initiatives. In 2009-10, the *Provincial* distribution was $2.5 million: $800,000 to awareness, $100,000 to research, $1,300,000 to treatment, and $300,000 to other areas. The *FSIN* distribution was $2.25 million: $1,377,000 to awareness, $250,000 to research, $438,000 to treatment, and $185,000 to other areas.

81 Figure includes distributions used by the Department of Health and Wellness (DHW), Gambling Awareness Nova Scotia (GANS; formerly, the Nova Scotia Gaming Foundation), and District Health Authorities. Figures for the specific areas denoted in the table are only available for DHW and GANS. They are, for *awareness:* $914,000 (DHW) + $110,000 (GANS); for *research:* $6,000 (DHW) + $142,000 (GANS); for *treatment:* $359,000 (DHW); and for *other:* $467,000 (DHW) + $95,000 (GANS). Total problem gambling distributions were lower in 2009-10 than in 2008-09 because there were fewer DHW staff available to conduct all planned projects. As well, no large-scale research projects (e.g., prevalence studies) were conducted. Some salaries are not included in the figures.

82 Figure is comprised of distributions from three sources: 1) The Saskatchewan Liquor and Gaming Authority ($300,000); 2) SaskGaming ($925,000–which only includes dollars specifically allocated to RG. It does not include portions of the Director's and Vice President's budget, which also contribute to SaskGaming's RG program. Nor does it include the portion of the security budget which is used for facial and licence plate recognition of attempted self-exclusion re-entries); and 3) the Saskatchewan Indian and Gaming Authority ($140,000–for on-site brochures, self-exclusion, Director of RG's salary, and RG collaterals/employee handbooks/kiosks/training).

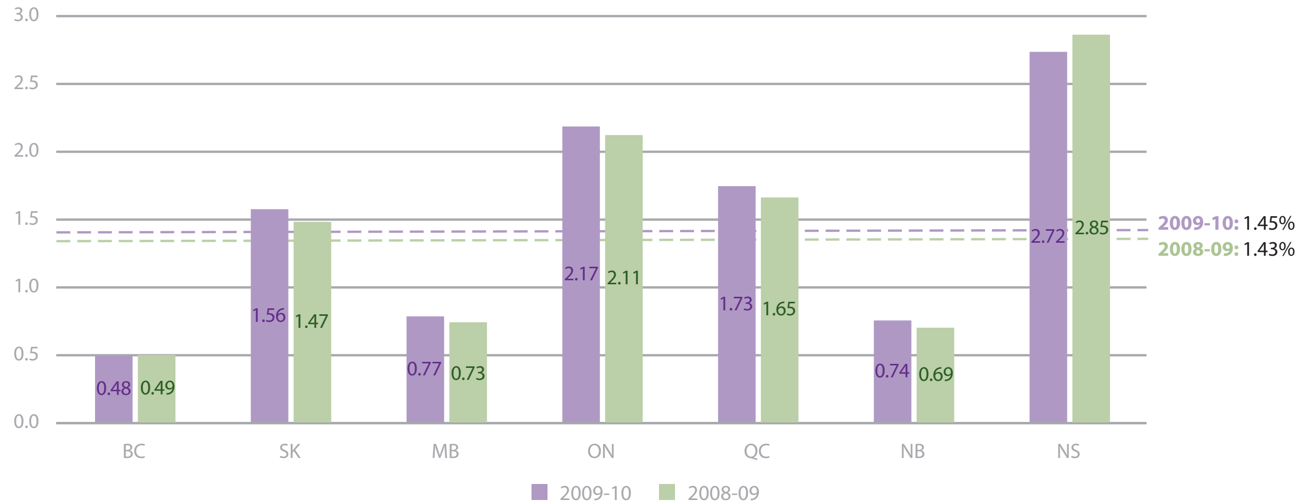
83 Figure is considerably higher than in 2008-09 because it includes salaries and benefits. Manitoba Lotteries also spent more money on internal research.

84 Loto-Québec also distributed $3,000,000 to the Régie des alcools, des courses et des jeux (RACJ) to finance the management of measures involved in controlling access to VLTs.

85 Responsible gaming costs are considerably higher than in 2008-09 due to initiatives such as World Lottery Association (WLA) Level 4 certification and retailer training initiatives.

Figure 4 shows the percentage of net government gaming revenue that was distributed to problem gambling across Canada in 2009-10. As can be seen, among those provinces where data is available, the figure was highest in Nova Scotia (2.72%), followed by Ontario (2.17%). Across the country overall, the average was 1.45%, slightly higher than the 1.43% reported in 2008-09 (CPRG, 2010; 2011).

Figure 4. Percentage of Government Gaming Revenue Distributed to Problem Gambling



Average 2009-10: 1.45%. Average 2008-09: 1.43%. Overall change: 1.7%. **Note:** 2009-10 figures represent *Total Problem Gambling 2009-10* in Table 13 divided by *Total Revenue 2009-10* in Table 11. 2008-09 data taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010) and *Canadian Gambling Digest 2008-2009: Addendum* (CPRG, 2011). Figures for Alberta and Prince Edward Island, as well as Newfoundland and Labrador, are unavailable.

The amount of net government gaming revenue that was distributed to problem gambling per person 18 years and over in 2009-10 is shown in Figure 5. As can be seen from the data available, the figure was highest in Saskatchewan ($5.91), followed by Nova Scotia ($5.78). Across the country overall, the average was $3.61—slightly lower than the $3.69 reported in 2008-09 (CPRG, 2010).

Figure 5. Amount of Government Gaming Revenue Distributed to Problem Gambling per Person 18+

Average 2009-10: $3.61. Average 2008-09: $3.69. Overall change: -2.1%. **Note:** 2009-10 figures represent *Total Problem Gambling 2009-10* in Table 13 divided by the population 18+. 2008-09 figures taken from *Canadian Gambling Digest 2008-2009* (CPRG, 2010). Figures for Alberta and Prince Edward Island, as well as Newfoundland and Labrador, are unavailable.

Table 14 shows how the provinces determined the amount of money that they distributed to problem gambling in 2009-10. As can be seen, most determined the amount by budget allocation rather than by formula.

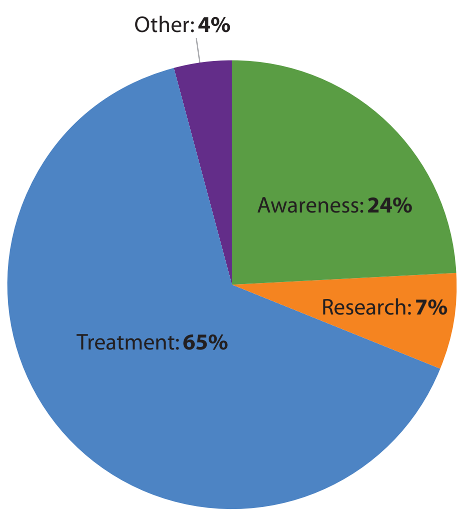
Table 14. How Problem Gambling Distributions Were Determined

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
By Formula	No	No	No	No	Yes	No	No	DHW	No	No
Formula Changes Annually	–	–	–	–	No	–	–	No	–	–
By Budget Allocation	Yes	Yes	Yes	Yes	No	Yes	Yes	GANS	Yes	Yes
Allocation Changes Annually	Yes	Yes	No	Yes	–	No	Yes	Yes	Yes	Yes

Note: Data based on *Problem Gambling (Health)* distributions in Table 13. In British Columbia, funds distributed to problem gambling initiatives are allocated as part of the Gaming Policy and Enforcement Branch's annual budget. The amount distributed can change year to year. In Alberta, revenue from slot machines, VLTs, and lottery tickets goes into the Alberta Lottery Fund. The revenue, including that for problem gambling initiatives, is allocated to various granting foundations and ministries. The specific amounts distributed to problem gambling depend on Alberta Health Services' annual budget process. In Saskatchewan, both the Provincial government and the Federation of Saskatchewan Indian Nations (FSIN) allocate funds to problem gambling initiatives. The Provincial funds are a fixed amount ($2,500,000): $1,500,000 from Saskatchewan Health, $500,000 from the Saskatchewan Liquor and Gaming Authority (SLGA), and $500,000 from the Community Initiatives Fund (CIF). Saskatchewan Health assists in managing programs that are funded by the SLGA and CIF, but the money does not flow into Saskatchewan Health's budget. FSIN funds are $2,250,000 annually and are determined as follows: $80,000 per Tribal Council and $25,000 per Independent Community. In Ontario, 2% of gross revenue from slot machines at Ontario Lottery and Gaming (OLG) charity casinos and slot facilities at racetracks is distributed annually to problem gambling initiatives. In Québec, the Provincial government allocates $22,000,000 annually to the Ministry of Health and Social Services for problem gambling initiatives. In New Brunswick, the amount distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Regional Health Authorities. In Nova Scotia, the formula that the Department of Health and Wellness (DHW) uses to determine its problem gambling distributions has been fixed since 2005, pending the new Provincial gaming strategy. Fifty percent of the funds are divided equally among the four shared service areas/districts; the remaining 50% is divided based on per capita. Gambling Awareness Nova Scotia (GANS; formerly, the Nova Scotia Gaming Foundation) distributions are based on a budgeted amount which is subject to change annually. In Prince Edward Island, the amount distributed to problem gambling depends on what is required to support various initiatives as identified and undertaken by the Department of Health and Health PEI. Detailed information on how problem gambling distributions were determined in Manitoba and Newfoundland and Labrador is unavailable.

The breakdown of the country's 2009-10 problem gambling distributions is shown in Figure 6. As can be seen, most of the money was distributed to treatment (65%), followed by awareness (24%), then research (7%).

Figure 6. Percentage of Problem Gambling Distributions Allocated to Awareness, Research, and Treatment



Note: Data based on *Problem Gambling (Health)* distributions in Table 13.
Figure does not include distributions in Alberta, Nova Scotia, or Newfoundland and Labrador, as information on their distributions is unavailable or incomplete.

The amount of government gaming revenue that was distributed to federal and municipal governments in 2009-10 is shown in Table 15. As can be seen, Ontario and Québec distributed the most to the former ($25,452,000 and $15,249,000), while British Columbia and Ontario distributed the most to the latter ($81,958,000 and $77,858,000). Across the country overall, distributions to federal and municipal governments were $65,100,000 and $179,516,000, respectively. In 2008-09, these amounts were $64,914,000 and $183,098,000 (CPRG, 2010).

Table 15. Distributions to Federal and Municipal Governments

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Federal Distributions										
Total Federal 2009-10	**8,676,000**	**7,243,000**	**1,951,000**	**2,333,000**	**25,452,000**	**15,249,000**	**1,344,000**	**1,718,000**	**233,000**	**901,000**
Total Federal 2008-09	8,697,000	7,170,000	1,844,000	2,345,000	25,482,000	15,290,000	1,295,000	1,653,000	227,000	911,000
% Change	-0.2	1.0	5.8	-0.5	-0.1	-0.3	3.8	3.9	2.6	-1.1
Municipal Distributions										
Total Municipal 2009-10	**81,958,000**	**0**	**0**	**19,300,000**	**77,858,000**	**0**	**0**	**0**	**400,000**	**0**
Total Municipal 2008-09	83,859,000	0	0	19,200,000	79,639,000	0	0	0	400,000	0
% Change	-2.3	N/A	N/A	0.5	-2.2	N/A	N/A	N/A	0.0	N/A

Total federal distributions 2009-10: $65,100,000. Total federal distributions 2008-09: $64,914,000. Overall change: 0.3%. **Total municipal distributions 2009-10:** $179,516,000. Total municipal distributions 2008-09: $183,098,000. Overall change: -2.0%. **Note:** Figures rounded off to the nearest thousand. Federal distributions refer to the annual payments that provincial lottery corporations make to the Government of Canada under a 1979 agreement that the latter would withdraw from the lottery field. The provinces pay, on a combined basis annually, $24 million in 1979 dollars (adjusted for inflation). Municipal distributions refer to the money that provinces give municipalities for allowing certain gaming activities to take place in their communities. In some provinces (e.g., Alberta and Ontario), Crown corporations distribute this money directly. In other provinces (e.g., British Columbia and Manitoba), the provincial government distributes it.

Gambling Participation

The percentage of adult Canadians who have participated in different types of gambling activities in the past year is generally tracked in two ways. One is through individual *provincial* surveys; the other is through Statistics Canada's *national* survey (Marshall & Wynne, 2004). The data from each of these sources are presented in Tables 16 and 17. As can be seen, the most common activities engaged in are ticket lotteries, charities, and Scratch/Instant Win. According to the provincial surveys, overall gambling participation is highest in Nova Scotia and Saskatchewan (87.0% and 86.6%). According to the national survey, it is highest in Québec and Nova Scotia (79% and 78%).[86] Across the country overall, data from the two survey types together suggest that approximately 76 to 79 percent of adult Canadians have participated in some form of gambling in the past year.

Table 16. Gambling Participation: Provincial Surveys

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	18+	18+	19+	18+	18+	18+	19+	19+	18+	19+
Size of Sample	3,000	1,804	1,848	6,007	3,604	11,888	2,821	2,500	1000	4,002
Year of Survey	2007	2001	2001	2006	2005	2009	2009	2007	2005	2009
Activity										
Bingo	5.0	8.5	8.4	12.9	4.8	4.6	7.5	11.6	6.9	8.7
Bookies	In Sports Events	0.3	0.2	0.2	0.4	–	In Sports Events	–	0.4	In Sports Events
Cards	22.0	9.2	10.8	18.0	8.5	3.2	4.6[87]	8.5	12.2	6.5[88]
Casino Slots	25.0[89]	15.9[90]	20.3	23.9	16.5	10.1	7.6[89]	15.5	6.1	4.8[91]
Casino Table Games	In Casino Slots	5.7	7.3	6.4	6.5	–[92]	In Casino Slots	3.6	3.7	In Casino Slots
Charities	32.0	49.5	63.7	75.3	28.7	30.7	39.5	50.5	50.4	39.4
EGMs (Non-casino)	3.0	13.4[93]	17.7	27.7	8.9[94]	4.6	6.4	13.6	8.4	8.2
Games of Skill	In Cards	6.5	6.8	–	3.7	3.8	4.9	1.8	2.3	3.3
Horse Racing	4.0	4.7	2.7	7.3	4.1	0.6	0.9	1.3	7.4	0.4
Internet	3.0	0.3	0.2	1.5	1.7	1.4	0.9	0.2	0.7	0.4[95]
Scratch/Instant Win	In Lotteries	29.2	27.5	41.7	24.9	31.1	32.2	49.8	50.4	28.0
Speculative Investments	5.0	12.3	8.4	–	1.9	1.9	1.6	–	–	1.2
Sports Events	9.0	6.4	9.3	12.2	4.2	3.0	4.2	6.9[96]	5.5	4.0
Sports Lotteries	3.0	3.1	5.3	6.6	4.3	1.5	2.8	–	2.8	2.4
Ticket Lotteries	59.0	61.8	62.6	74.4	52.4	65.2[97]	58.3	77.6	66.6	61.3
Any Activity	**73.0**	**82.0**	**86.6**	**85.6**	**63.3**	**70.4**	**78.0**	**87.0**	**82.0**	**77.0**

Average any activity: 78.5%. **Note:** Cards generally refer to card and/or board games played with family and friends outside of gaming venues, with some exceptions. In *British Columbia,* the category also includes private games (e.g., dice, dominoes) and games of skill. In *New Brunswick* and *Newfoundland and Labrador,* the category excludes board games and poker (participation in poker was asked about separately—its participation rates were 10.0% and 10.6%, respectively). In *Nova Scotia,* the category only refers to poker with friends and family. Games of skill generally refer to pool, bowling, darts, golf, and other similar activities. Scratch/Instant Win generally includes break open tickets (Nevada strips, Pull-tabs). The three exceptions are in Nova Scotia, New Brunswick, and Newfoundland and Labrador. In these Provinces, break open ticket participation was asked about separately (rates were 12.0%, 6.6%, and 19.1%, respectively). Speculative investments generally refer to stocks, options, and commodities. Sports events generally include sports pools, with some exceptions. In British Columbia and New Brunswick, the category also includes wagering through bookies. In Alberta, Saskatchewan, and Manitoba, betting on sports events was asked about separately (participation rates were 4.4%, 4.0%, and 6.1%, respectively). Ticket lotteries may or may not include daily lotteries. "–" signifies data that was either not collected or cannot be determined.

86 Provincial and national survey data may differ due to differences in research methodology.

87 Does not include participation in board games or poker. (Participation in poker was asked about separately. Its participation rate was 10.0%).

88 Does not include participation in board games or poker. (Participation in poker was asked about separately. Its participation rate was 10.6%).

89 Includes participation in casino table games.

90 Includes participation in racetrack slot machines.

91 Participation in casino gambling out of province.

92 Participation in casino table games was not asked about separately. Overall participation in casino gambling was 10.4%.

93 Participation in VLTs only. Participation in racetrack slot machines is included in *Casino Slots.*

94 Participation in EGMs at Ontario racetracks or venues outside of Ontario.

95 Does not include participation in poker, which was asked about separately. It had a participation rate of 1.5%.

96 Includes participation in sports lottery tickets.

97 Includes participation in Scratch/Instant Win (31.1%) and raffle/fundraising tickets (30.7%). Does not include participation in sports lotteries (1.5%).

Table 17. Gambling Participation: National Survey

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	15+									
Size of Sample	Approximately 30,000									
Year of Survey	2002									
Activity										
Bingo	6	8	9	11	8	9	13	11	11	13
Casinos	21	18	25	29	26	18	11	19	9	6
Horse Racing	3	4	2E	5	6	2	2E	1E	11	1E
Instant Win	44	31	36	30	38	32	40	41	43	36
Ticket Lotteries	63	61	64	63	64	71	65	67	61	64
VLTs (Non-Casinos)	3	12	15	21	2	7	10	12	7	12
Any Activity	**75**	**72**	**76**	**74**	**75**	**79**	**76**	**78**	**75**	**75**

Average any activity: 76%. **Note:** Instant win includes daily lottery and scratch tickets. Ticket lotteries include raffle and other fund-raising tickets. E signifies interpret with caution.

Tables 18 and 19 below present the problem gambling prevalence data taken from the provincial and national surveys discussed on the preceding pages. As can be seen, according to the provincial surveys, the prevalence of *Moderate Risk* and *Problem* gamblers combined ranges from 1.6% in Prince Edward Island to 6.1% in Manitoba. According to the national survey, it ranges from 1.6% in both Québec and New Brunswick to 3.1% in Manitoba.[98] Across the country overall, data from the two survey types together suggest that approximately 2.5 to 3.8 percent of adult Canadians can be classified as moderate risk or problem gamblers.

Table 18. Problem Gambling Prevalence: Provincial Surveys

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	18+	18+	19+	18+	18+	18+	19+	19+	18+	19+
Size of Sample	3,000	1,804	1,848	6,007	3,604	11,888	2,821	2,500	1000	4,002
Year of Survey	2007	2001	2001	2006	2005	2009	2009	2007	2005	2009
CPGI Levels (%)										
Non-gamblers	27.1	18.0	13.4	14.4	36.6	29.7	21.6	13.0	18.1	22.8
Non-problem Gamblers	59.6	67.0	71.4	69.9	54.1	66.0	68.7	80.9	79.1	68.7
Low-risk Gamblers	8.7	9.8	9.3	9.6	5.8	2.4	5.7	3.6	1.2	6.2
Moderate Risk Gamblers	3.7	3.9	4.7	4.7	2.6	1.3	2.7	1.6	0.7	1.7
Problem Gamblers	0.9	1.3	1.2	1.4	0.8	0.7	1.3	0.9	0.9	0.7
Total Moderate Risk and Problem	**4.6**	**5.2**	**5.9**	**6.1**	**3.4**	**2.0**	**4.0**	**2.5**	**1.6**	**2.4**

Average moderate risk and problem: 3.8%. **Note:** The CPGI (Canadian Problem Gambling Index) is a standardized instrument used to measure problem gambling in the general population (Ferris & Wynne, 2001).

Table 19. Problem Gambling Prevalence: National Survey

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Survey Details										
Age of Sample	15+									
Size of Sample	Approximately 30,000									
Year of Survey	2002									
CPGI Levels (%)										
Non-gamblers	25.5	28.4	24.0	25.7	25.1	20.5	23.6	22.1	25.3	24.6
Non-problem Gamblers	69.3	66	68.9	67.3	70.0	75.9	72.3	73.4	71.1	70.6
Low-risk Gamblers	3.2	3.4	4.1	3.9	2.8	2.0	2.5E	2.5	1.8E	2.8E
Moderate Risk Gamblers	1.4	1.6	1.9E	2.5	1.6	1.3E	1.1E	1.1E	1.3E	1.4E
Problem Gamblers	0.5E	0.5E	1.1E	0.6E	0.4E	0.3E	F	0.8E	F	F
Total Moderate Risk and Problem	**2.0**	**2.2**	**3.0**	**3.1**	**2.0**	**1.6E**	**1.6E**	**1.9E**	**1.7E**	**2.0E**

Average moderate risk and problem: 2.5%. **Note:** The CPGI (Canadian Problem Gambling Index) is a standardized instrument used to measure problem gambling in the general population (Ferris & Wynne, 2001). E signifies interpret with caution. F signifies too unreliable to report. Total Moderate Risk and Problem may not equal its subtotals due to rounding and/or weighting.

98 Provincial and national survey data may differ due to differences in research methodology.

Problem Gambling Assistance

Table 20 shows the number of calls made to provincial problem gambling helplines in 2009-10. It also shows the number of agencies funded by government to deliver problem treatment; the number of designated, full-time equivalent (FTE) problem gambling counsellors there were; and the number of people who sought help from problem gambling counselling services. Across the country, at least 38,367 helpline calls were made in total—the majority being for one's own gambling problems and for miscellaneous reasons. There were at least 101 government-funded treatment agencies; at least 182 FTE problem gambling counsellors; and at least 16,027 individuals sought counselling—mainly for their own, as opposed to someone else's, gambling problem. In 2008-09, the number of helpline calls, counsellors, and clients was at least 44,682, 351, and 15,970, respectively (CPRG, 2010).[99]

Table 20. Helpline Calls and Counselling

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Helpline Calls										
Own Problem	2,541	600	589	803	1,325	5,607	366	Unavailable[100]	No Helpline	Unavailable
Other's Problem	442	275	158	286	937	1,408	15	Unavailable[100]	No Helpline	Unavailable
Total Problem	2,983	875	747	1,089	2,262	7,015	381	Unavailable	No Helpline	Unavailable
Miscellaneous	2,943	Unavailable[101]	493	2,024	12,673	1,385[102]	1,302	Unavailable	No Helpline	Unavailable
Total Helpline Calls 2009-10	**5,926**	**Unavailable**	**1,240**	**3,113**	**14,935**	**8,400**	**1,683**	**2,195**[103]	**No Helpline**	**Unavailable**
Total Helpline Calls 2008-09	6,228	1,697	1,394	2,992	17,963	9,786	1,858	2,579	No helpline	185
% Change	-4.8	N/A	-11.0	4.0	-16.9	-14.2	-9.4	-14.9	N/A	N/A
Government-funded Treatment Agencies										
Total Agencies 2009-10	**5**	**5**	**12**	**1**[104]	**50**	**16**[105]	**2**	**10**	**Unavailable**	**Unavailable**
Full-time Equivalent (FTE) Counsellors										
Total FTE Counsellors 2009-10	**28**	**Unavailable**[106]	**16**	**9.5**[107]	**99**	**Unavailable**	**7**	**17.5**[108]	**Unavailable**	**5**
Total FTE Counsellors 2008-09	36	Unavailable	16	9.5	99	150	7	31	2	Unavailable
% Change	-22.2	N/A	0.0	0.0	0.0	N/A	0.0	N/A	N/A	N/A
Counselling Clients										
Own Problem	Unavailable	1,877	363	427	4,092[109]	4,622	347	483	Unavailable	Unavailable
Other's Problem	Unavailable	234	36	50	1,382[110]	Unavailable	Unavailable	63	Unavailable	Unavailable
Total Clients 2009-10	**1,403**	**2,111**[111]	**399**	**477**[112]	**6,132**[113]	**Unavailable**	**Unavailable**	**536**[114]	**Unavailable**	**Unavailable**
Total Clients 2008-09	1,280	2,206	386	538	5,910	Unavailable	Unavailable	414	87	63
% Change	9.6	-4.3	3.4	-11.3	3.8	N/A	N/A	29.5	N/A	N/A

Total helpline calls 2009-10: 38,367. Total helpline calls 2008-09: 44,682. **Total FTE counsellors 2009-10:** 182. Total FTE counsellors 2008-09: 351. **Total counselling clients 2009-10:** 16,027. Total counselling clients 2008-09: 15,970. **Note:** Figures may be estimates only. Miscellaneous helpline calls refer to calls made for information (e.g., statistics, resources, winning numbers), in addition to prank calls, hang-ups, and/or misdialed phone numbers. Government-funded treatment agencies may not include First Nations agencies funded by government. FTE counsellors are generally designated for problem gambling specifically. Counselling clients may have other addictions besides gambling and may be new clients only. Counsellors and clients may not include those in private treatment.

99 Number of government-funded treatment agencies was not reported in the 2008-09 *Digest*. Comparisons to 2009-10 can therefore not be made.

100 Whether someone phoned the helpline for their own versus someone else's gambling problem was only tracked when a new counselling file was opened (approximately half of all calls were made by first time callers). Of all new files opened, 67% (124 individuals) were for one's *own* gambling problem; 33% (62 individuals) were for someone *else's* gambling problem.

101 In Alberta, the toll-free Addiction Services Helpline handles calls for concerns related to gambling, as well as alcohol, drugs, and tobacco. It is therefore difficult to calculate how many miscellaneous calls are related to gambling specifically.

102 May include calls made by individuals requesting help for their client.

103 Includes all calls made to the helpline, whether they were from first-time or repeat callers.

104 Refers to Manitoba Lotteries funding of the Addictions Foundation of Manitoba (AFM) only. Does not include First Nations agencies funded by government.

105 There were 16 public rehabilitation centers for individuals and their loved ones struggling with gambling-related problems and other addictions. There were also 12 private and community organizations certified by the Department of Health and Social Services that offered lodging to individuals experiencing gambling and other addiction-related issues.

106 All addiction counsellors in Alberta are trained to assist clients with gambling-related problems as well as alcohol and drug abuse. As such, determining the FTEs dedicated to gambling specifically would be difficult.

107 Addictions Foundation of Manitoba (AFM) counsellors only.

108 Figure is much smaller than reported in 2008-09 because it only includes counsellors who were provincially funded specifically for problem gambling work.

109 There were 4,353 active admissions whereby people were receiving help from treatment agencies for their own gambling problems. This represents 4,092 individuals.

110 There were 1,426 active admissions whereby people were receiving help from treatment agencies because of someone else's gambling problems. This represents 1,382 individuals.

111 Figure represents the number of individual clients who received treatment from Alberta Health Services. There were also 249 admissions to government-funded agencies for problem gambling-related issues, but individuals can have more than one admission in a given fiscal year so the 249 may not represent unique individuals.

112 Addictions Foundation of Manitoba (AFM) clients only.

113 Figure does not equal its subtotals because it includes 658 clients whose reason for seeking treatment is unknown.

114 Figure does not equal its subtotals because 10 clients sought help for both their own and someone else's gambling problem.

On-site Support Centres at Gaming Venues

Table 21 shows the number of centres that were available on-site at gaming venues to offer information, referral, self-exclusion support, and/or counselling to patrons across the country in 2009-10. The table also provides information on the centres' operating hours and staffing, and the number of people who visited the centres for problem and responsible gambling purposes. As can be seen, casinos had the greatest number of centres except in Ontario, where racetracks with slot machines had the greatest number. Across Canada overall, there were 88 centres in total—6 more than in 2008-09. Roughly 90 full-time equivalent (FTE) staff members worked at the centres (82 worked at the centres in 2008-09) and approximately 314,043 people visited the centres for problem and responsible gambling purposes (120,845 people visited the centres for this purpose in 2008-09).

Table 21. On-site Support Centres at Gaming Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL
Population 18+	3,680,749	2,899,754	804,013	950,422	10,491,416	6,380,957	610,834	768,197	113,412	416,660
Quantity										
Bars, Lounges, etc. with VLTs	0	0	0	0	0	2[115]	0	0	0	0
Bingo Facilities with Slots	15	0	0	0	0	0	0	0	0	0
Casinos	17[116]	15	2[117]	2	9	3	0	2	2	0
Racetracks with Slots	0	1	0	0	18	0	0	0	0	0
Other Gaming Venues	0	0	0	0	0	0	0	0	0	0
Total Centres 2009-10	**32**	**16**	**2**	**2**	**27[118]**	**5**	**0**	**2**	**2**	**0**
Total Centres 2008-09	31	16	2	2	24	4	0	2	1	0
% Change	3.2	0.0	0.0	0.0	12.5	25.0	N/A	0.0	100.0	N/A
Operating Hours and Staffing										
Centres Always Open When Venue Open	Yes	Yes	Varies	Yes	No	Yes	N/A	No	Yes	N/A
Centres Always Staffed When Open	No[119]	No	Varies	Yes	No[120]	Yes	N/A	Yes	No[121]	N/A
Total FTE Staff 2009-10	**25**	**16**	**6.5**	**2.5**	**32**	**2**	**0**	**5**	**1**	**0**
Total FTE Staff 2008-09	25	16	6	2.5	24.5	2	0	5	1	0
% Change	0.0	0.0	8.3	0.0	30.6	0.0	N/A	0.0	0.0	N/A
Visitors for Problem/Responsible Gambling Purposes										
Total PG/RG Visitors 2009-10	**22,059[122]**	**87,800[123]**	**Unavailable[124]**	**6,144**	**168,077[125]**	**26,163**	**0**	**3,240**	**560**	**N/A**
Total PG/RG Visitors 2008-09	9,776	48,358	Unavailable	8,509	27,957	22,512	0	3,541	192	0
% Change	125.6	81.6	N/A	-27.8	501.2	16.2	N/A	-8.5	191.7	N/A

Total centres 2009-10: 88. Total centres 2008-09: 82. Overall change: 7.3%. **Total FTE staff members 2009-10:** 90. Total FTE staff members 2008-09: 82. Overall change: 9.8%. **Total PG/RG visitors 2009-10:** 314,043. Total PG/RG visitors 2008-09: 120,845. Overall change: 159.9%. **Note:** On-site support centres are dedicated rooms or areas in a gaming venue that offer information, referral, self-exclusion support, and/or counselling to patrons for problem and responsible gambling purposes. In British Columbia, the centres are called *GameSense Info Centres.* In Alberta, they are called *Responsible Gambling Information Centres.* In Saskatchewan, Manitoba, and Prince Edward Island, they are called *Responsible Gaming Information Centres.* In Ontario, they are called *Responsible Gaming Resource Centres.* In Nova Scotia, they are called *Responsible Gambling Resource Centres.* In Québec, they are called *Au Centre du Hasard*. Some centres may attract more visitors than others because of where they are located in the gaming venue, the number of special events they have, their operating hours, etc.

115 Centres were at the Québec and Trois-Rivières gaming halls.

116 Includes centres at *Fraser Downs Racetrack & Casino* and *Hastings Racecourse Casino,* both of which are casinos co-located at a racetrack.

117 Centres were at the two casinos operated by SaskGaming. Casinos operated by the Saskatchewan Indian Gaming Authority did not have any on-site support centres, but did have free-standing responsible gambling kiosks.

118 Nineteen centres were classified as *self-service;* 8 were classified as *full-service.* Both types of centres provide problem/responsible gambling information through brochures, kiosks, and educational events, but full-service centres allow for more staff/patron interaction and also offer support for self-exclusion sign-up and reinstatement.

119 Centres at *casinos* were staffed up to 35 hours per week on a wide-ranging schedule that varied daytime and evening hours, up to seven days per week. Centres at *bingo facilities with slot machines* (community gaming centres, CGCs) were self-service.

120 People could use the tools in the centres during all hours of operation, but the centres were not staffed at all times. Staff at *self-service* centres were on-site for one shift twice per month; staff at *full-service* centres were on-site for 35-115 hours per week. Staff members were on call during all other hours that the gaming venue was open.

121 People could access the tools and reading materials in the centres during all hours of operation, but the centres were not staffed at all times.

122 Figure is much higher than in 2008-09 because the British Columbia Lottery Corporation (BCLC) introduced new and improved GameSense Info Centres, GameSense Advisors, and regular formal programming that included targeted educational and promotional responsible gambling activities.

123 Figure is considerably higher than in 2008-09 because in 2008-09, some centres had only recently opened.

124 Number of visitors to the centres is not tracked. Interactions of a responsible gambling nature may take place at a variety of locations on the gaming floor, which is where the majority of interactions with players occur. In 2009-10, there were 9,556 documented interactions. Of these, 8,202 included some form of education/information sharing; 4,552 included a referral for further information/resources available through the RGIC or outside resources. Subtotals do not add up to the total because not all interactions resulted in a referral.

125 Figure is considerably higher than in 2008-09 despite there being only 3 new centres because in 2008-09, some centres had only recently opened.

Venues, Games, Charitable Gaming Licences

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Venues	–	▲	▲	▲	▲	▼	▼	▼	▼	▲	▼
Games	▲	▲	▼	▲	▲	▲	▼	▼	▲	▼	▲
Charitable Gaming Licences	▲	▼	▼	▼	▼	▲	▲	▼	▲	▼	▼

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "–" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Revenues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Total Government-operated Gaming Revenue	▼	▼	▲	▼	▼	▼	▼	▼	▼	▼	▼
Total Government Gaming Revenue per Person 18+	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼
Total Horse Racing Revenue	▼	▼	▼	▼	▼	▼	▲	▲	▼	▲	▲
Total Charity-operated Gaming Revenue	▲	▼	▲	▲	▼	N/A	▲	▼	N/A	▲	▲
Net Gaming Revenue to Government	▼	▼	▼	▼	▲	▼	▼	▼	▼	▲	▼
% Provincial Revenue Derived from Gaming	▲	▼	▲	▲	▼	▼	▲	▼	▲	▲	▲
Net Gaming Revenue to Charitable Organizations	▼	▼	▲	▲	▼	N/A	▲	▼	N/A	▼	▲

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "–" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Revenue Distributions

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Charity Distributions	▲	N/A	▲	▼	▲	▼	–	▲	N/A	N/A	▲
Problem Gambling (Health) Distributions	▼	N/A	–	▲	▲	▼	▲	▼	N/A	N/A	▲
% Government Gaming Revenue to PG	▼	N/A	▲	▲	▲	▲	▲	▼	N/A	N/A	▲
$ Government Gaming Revenue to PG per Person 18+	▼	N/A	▼	▲	▲	▼	▲	▼	N/A	N/A	▼
Responsible Gaming (Industry) Distributions	▼	▲	N/A	▲	▲	▼	▲	▲	▲	▲	▲
Federal Distributions	▼	▲	▲	▼	▼	▼	▲	▲	▲	▼	▲
Municipal Distributions	▼	N/A	N/A	▲	▼	N/A	N/A	N/A	–	N/A	▼

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "–" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

Helpline Calls and Counselling

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Helpline Calls	▼	N/A	▼	▲	▼	▼	▼	▼	N/A	N/A	▼
FTE Counsellors	▼	N/A	–	–	–	N/A	–	N/A	N/A	N/A	N/A
Counselling Clients	▲	▼	▲	▼	▲	N/A	N/A	▲	N/A	N/A	▲

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "–" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

On-site Support Centres at Gaming Venues

	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CANADA
Centres	▲	–	–	–	▲	▲	N/A	–	▲	N/A	▲
FTE Staff	–	–	▲	–	▲	–	N/A	–	▲	N/A	▲
PG/RG Visitors	▲	▲	N/A	▼	▲	▲	N/A	▼	▲	N/A	▲

Note: ▼ indicates a decrease from 2008-09 to 2009-10. ▲ indicates an increase from 2008-09 to 2009-10. "–" indicates no change from 2008-09 to 2009-10. "N/A" indicates the direction of change cannot be calculated or the variable is not applicable.

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