

# DO THIS

# NOT THAT

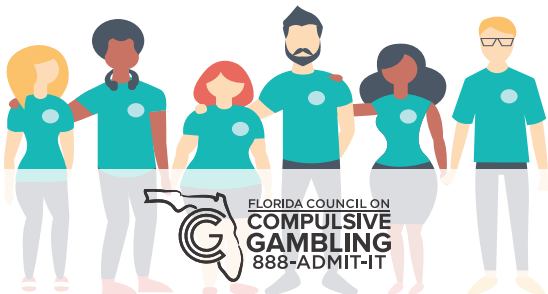
## When You See...

- A guest performing rituals or becoming irritable while playing
- A customer who is crying or upset
- A player chasing losses by placing larger and larger bets or repeatedly using an ATM
- Someone sleeping at or playing one machine or game all day

## When You Hear...

- Someone asking to borrow money or offering to sell belongings to gamble
- A customer yelling or banging on a table or machine
- A guest blaming you or others for their losses
- A question about self-exclusion or banning oneself from returning to your facility

**This list is not exhaustive but is intended to provide insight on what to watch for with problem gambling.**



# DO THIS

Approach the person calmly and ask if you can be of assistance.

Ask an open-ended question in a gentle tone of voice to start the conversation.

If necessary, move to a private location to ease the pressure and help them feel comfortable.

Be attentive to what players are saying and let them know you're listening and there to help.

Suggest a break in play to take advantage of other facility amenities.

# NOT THAT

Don't assume that the person has a gambling problem.

Don't ask "Yes/No" or loaded questions, and avoid using an intimidating or judgmental tone.

Don't continue a private conversation on the gaming floor or in other crowded areas.

Don't interrupt, check your phone, pity, or belittle guests.

Don't be afraid to ask a supervisor for assistance if you feel uncomfortable.

Help guests to understand that thousands of Floridians reach out to 888-ADMIT-IT (236-4848) for help each year, and they're not alone. Assure them that the HelpLine is a completely confidential resource.

**For Help with a Gambling Problem:  
CALL 888-ADMIT-IT**

Text  
321-978-0555



LiveChat  
gamblinghelp.org



Email  
fccg@gamblinghelp.org

