



## Responsible Gaming Yearly Report for 2019

Colonial Downs Group LLC d/b/a Rosie's Gaming Emporium® ("Rosie's") submitted four Virginia Gaming License Applications in 2019 to operate Rosie's in New Kent, Vinton, Richmond, and Hampton. Each application addressed Rosie's commitment to social responsibility.

Furthermore, we promised to "exhibit an industry-leading responsible gaming program in conjunction with the Virginia and National Councils on Responsible Gaming organizations", which is "one form of social responsibility". A summary of our social responsibility activities for 2019 is listed below, prefaced with the verbiage from the Problem Gaming Collateral available to all Rosie's patrons and team members.

**Responsible Gaming Program Includes:** Distributing Responsible Gaming pamphlets with complete information about the program and cards that contain the toll-free phone number for Virginia's problem gambling help line to the general public, Rosie's patrons, and ALL team members. Cards and Pamphlets are accessible to everyone that visits each Rosie's location and are conspicuously located in plastic holding brackets at both the Cashiers Counter and the Players Club. Furthermore, there are signs in visible locations at each property advertising the toll-free number for Virginia's Help Line, which is 888-532-3500.

**NCPG:** Colonial Downs Group partners with the National Council on Problem Gambling (NCPG) and has three designated members. These three members are representatives of CDG and have voting rights at NCPG. This partnership is valuable to Colonial Downs Group, as it is utilized to promote best practices for preventing problem gambling.

**Training employees on the signs of problem gambling:** All team members receive a Team Member Handbook. Responsible Gaming is prominently addressed in the handbook. Furthermore, all newly hired team members attend a 60-minute training session on Responsible Gaming. In 2019, approximately 1,225 people have attended Responsible Gaming trainings; whereas, an estimate of 800 are current team members. Stephanie Wisneski, General Manager; Yvonne Jones, Human Resources Training Manager; and Mindi Townsend, Compliance Manager are responsible for conducting the trainings. We have set a goal for 2020 to have Managers and Supervisors receive additional managerial training in this arena. As each Rosie's location has a Virginia Alcohol Beverage Control License, there is additional training included to cover the symptoms to identify patrons who have consumed excessive amounts of alcohol to prevent such patrons from continuing to engage in wagering activity while impaired.



**Limiting access to money:** The following elements address this aspect of the Responsible Gaming program.

- The Cage Department requires all patrons to have a Players Club Card to conduct a transaction. The card allows the Cage team members to access the patron's account, where concerns would be included in the compulsory notes section.
- Rosie's complies with CFR Title 26, Commerce and Foreign Trade which prescribes a cash limit of \$1,000 per gaming day for check cashing.
- The Ticket Redemption Units are placed in locations where no one under the age of 18 has access.
- Patrons have the option to call and self-limit themselves with Colonial Downs check cashing vendor, Everi Holdings, Inc. Everi describes its self-limit program as follows: "Everi's Personal Self Transaction Exclusion Program (STeP) is a way for patrons to block access to cash across the company's national network of ATMs, cash access kiosks, and booth services. The program works in conjunction with a casino's [gaming facility's] own exclusion program. Patrons who believe they have a problem can download a form to Request to Block Transactions and indicate what cards and accounts they wish to block. Once Everi processes the form, the identified account is blocked at participating Everi access points for at least one year." (Source: [everi.com/we-are-everi/social-responsibility/responsible-gaming/](http://everi.com/we-are-everi/social-responsibility/responsible-gaming/))

#### **Enforcing Underage gaming policies and practices**

- Guests under the age of 18 are not permitted on the gaming floor at any time.
- Guests with children can visit the racetrack in designated areas during live racing.
- Security Officers are stationed at the main entrance podium at each location to check IDs for any guest appearing to be 30 or younger. Guests who appear to be 30 years old or younger and do not have photo identification to verify their age are not allowed entry in our gaming establishments.

**Offering a Self-Exclusion Program:** Any Patron who wishes to self-exclude is directed to speak with the property's Security Manager to initiate the process. The patron will then complete the applicable paperwork to ensure the request is honored. This discussion and subsequent documentation are completed to prevent such individuals from continuing to engage in pari-mutuel wagering and to aid these individuals to address problem gambling activity.

- Guests may elect to self-exclude from gaming. This includes:
  - Not allowing entry into gaming areas / facility (including racing)
  - Revoking gaming privileges
  - Removing patron from the promotion mailing lists
  - Applicable to Rosie's locations
- Eleven patrons completed the Self-Exclusion paperwork in 2019 at the following locations:  
New Kent: 2; Vinton: 2; Richmond: 3 and Hampton: 4

## 10 Rules of RESPONSIBLE GAMING

- 1 If you choose to gamble, do so for entertainment purposes. If your gambling is no longer an enjoyable activity, ask yourself why you're still "playing."
- 2 Treat the money you lose as the cost of your entertainment. Treat any winnings as a bonus.
- 3 Set a dollar limit and stick to it. Decide before you go what you can "afford" to lose, and how much you want to spend. Do not change your mind after losing.
- 4 Decide how much of your time you want to allow for gambling. Leave when you reach the time limit whether you are winning or losing.
- 5 Play for the entertainment experience and anticipate losses. Not every play wins a jackpot.
- 6 Do not borrow money to gamble.
- 7 Create balance in your life. Gambling should not interfere with or substitute for friends, family, work or other worthwhile activities.
- 8 Avoid "chasing" lost money. Chances are, the more you try to recoup your losses the larger your losses will be.
- 9 Do not gamble as a way to cope with emotional or physical pain.
- 10 Become educated about the warning signs of problem gambling. The more you know, the better choices you can make.



**Virginia Problem Gambling Help Line**  
**1.888.532.3500 (24/7 Free & Confidential)**  
 730 E. Broad Street, RM 3080  
 Richmond, VA 23298

If you or someone you know needs help,  
 please contact the Virginia Council on  
 Problem Gambling at 888.532.3500 for help.

**National Problem Gambling Helpline**  
**1.800.522.4700**

## Commitment TO COMMUNITY



# What is RESPONSIBLE GAMING?

## Responsible Gaming for Individuals means:

Responsible Gaming for the player means he/she has the general understanding that gambling is for pleasure and entertainment, but, is aware of the likelihood of losing and understands the associated risks.

Responsible Gaming means he/she is able to exercise control over his/her gaming activity; that responsible gaming occurs in balance with other activities in his/her life and that it is not causing problems or harm for themselves or others.

## Responsible Gaming for Rosie's Gaming Emporium

Responsible Gaming for Rosie's means a shared responsibility of generating awareness for the risks associated with gambling.

Responsible Gaming means creating and promoting environments which prevent or minimize problem gambling.

Responsible Gaming means being responsive to individual and community concerns pertaining to gambling.

## Commitment

While most guests gamble for fun and entertainment, a small percentage will experience problems. We are committed to ensuring every effort is made to prevent the development of gambling problems and to promote Responsible Gaming. When interventions are appropriate we will initiate customer service practices that support the individual and protect other guests from the consequences of problem gambling.

## Our Commitment and Responsible Gaming program involves

- Implementing Responsible Gaming policies
- Enforcing underage gaming policies and practices
- Offering a self-exclusion program
- Providing information and messaging
- Supporting informed decision making
- Identifying guests who may have problems with gambling
- Limiting access to money
- Training employees on the signs of problem gambling

**Problem Gaming?**  
**Call Virginia's Help Line**  
**at 1-888-532-3500.**

