



SG OPERATING STANDARDS RESPONSIBLE GAMBLING EFFECTIVE DATE: JANUARY 15, 2023

OVERVIEW

A Lottery Sports Gaming Proprietor (LSGP) shall establish and maintain a Responsible Gambling Program and shall comply with the Time Out Ohio program.

REFERENCE DOCUMENTS

Ohio Administrative Code [3770:2-8-01](#), [02](#), [03](#), [04](#), [05](#) Responsible Gaming Rules
Ohio Administrative Code [3770:3-7-03](#) Advertising
Ohio Administrative Code [3772-12-03](#) Responsibilities of voluntarily excluded individuals
Ohio for Responsible Gambling website at <https://org.ohio.gov>

STANDARDS

In 2012, the State of Ohio created the Ohio for Responsible Gambling (ORG) initiative aimed at promoting responsible gambling in Ohio. Four state agencies are working together in this effort: The Ohio Lottery Commission (Lottery), the Ohio Casino Control Commission (OCCC), the Ohio State Racing Commission, and the Ohio Department of Mental Health and Addiction Services.

Responsible Gaming Awareness Initiatives – An LSGP must establish a program which complements the ORG program for implementation within their sports gaming system. The responsible gambling program must be approved by the Lottery. At minimum, the program should include the following:

- Signage, both fixed and electronic, with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966 and/or National Problem Gambling Helpline 1-800-GAMBLER.
- Training staff upon hiring and on an annual basis to recognize and respond appropriately to problem gambling warning signs.
- Advertising and marketing materials which include a responsible gambling message with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966 and/or National Problem Gambling Helpline 1-800-GAMBLER. In addition, on educational messages, reference the ORG website (<https://org.ohio.gov>).

All signage and advertising messaging, both electronic and in-venue, must be conspicuous and legible at all times.

Voluntary Exclusion Program – In addition to running their own responsible gaming initiatives, the LSGP must meet the Ohio VEP standards.

The State of Ohio maintains a database of individuals who have chosen to ban themselves from participating in gaming. In 2019, the State of Ohio created the Ohio Voluntary Exclusion Program (Ohio VEP) that is available at all Ohio casinos, and VLSA facilities. A participant can agree to



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self-exclude for one year, five years or lifetime. In 2022 the Ohio VEP was branded as Time Out Ohio. Time Out Ohio includes all aspects of the Ohio VEP, including all active participant agreements.

The additions to the Time Out Ohio program include an online portal to complete enrollment to ban individuals from all Ohio sports gaming. Visit [TimeOutOhio.com](https://www.timeouthio.com) to see FAQs for additional information.

The LSGP must meet the following Time Out Ohio standards:

- An LSGP is required to make all reasonable attempts to stop all direct marketing efforts to these individuals.
- The LSGP must implement steps to deter account creation, wagering, and prize payments.
- Pursuant to OAC 3770:2-8-04, any reportable prize submitted for payment is required to be verified first in the LSGP electronic systems using the current Time Out Ohio data.
- The LSGP will download the Time Out Ohio data at the time mailed in prize claims are processed to verify status changes of any Time Out Ohio participant.
- Any Time Out Ohio participant who mails a prize claim for \$600 or more to the LSGP, shall surrender the prize to the LSGP. The LSGP shall follow the Financial Processing operating standard for instructions on the remittance to the Lottery.
- If any participant in the Time Out Ohio program submits a reportable prize claim, the LSGP shall:
 - Take possession of any prizes, credits or sports bets/vouchers.
 - Provide a report on the Time Out Ohio database at [www.TimeOutOhio.com](https://www.timeouthio.com) within 72 hours of the incident:
 - The Time Out Ohio participants name/ ID#
 - The Time Out Ohio participants date of birth
 - The Time Out Ohio participants gambling activity/reportable prize won
- If the LSGP maintains a corporate excluded list, the LSGP shall submit for approval to the Lottery their standard operating procedures for processing these participants.
- LSGP is required to keep participant data confidential.

TECHNICAL COMPONENTS

The LSGP will provide to the Lottery the users accessing the system and will provide direct instruction regarding account set-up.

The data fields provided to the LSGP will be provided separately but include full legal name; address; email; last 4 digits of the social security number; date of birth; and enrollment details. An LSGP is expected to maintain the confidentiality of participant data.



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COMPLIANCE

The LSGP will be expected to annually provide a status on awareness campaigns and training as part of their annual business plan.

CONTACT

Questions regarding the Ohio Responsible Gambling Program may be directed to susan.diamond@lottery.ohio.gov and sportsgaming@lottery.ohio.gov.