

## APPENDIX M

### Standards for Self-Exclusion and Responsible Gaming

Arizona Tribal-State Gaming Compact

The Tribe and the State Gaming Agency agree to this Appendix to implement the provisions of Compact Section 3.v.

**I. Signage.**

- A. The Gaming Facility Operator shall post signage at all public entrances and exits of each Gaming Facility which shall be in English and Spanish and shall state that help is available if a Person has a problem with gambling and, at a minimum, provide the statewide toll-free helpline telephone number, text message and website information established by the Arizona Department of Gaming – Division of Problem Gambling.
- B. The Gaming Facility Operator shall display signage visible on the gaming floor and on or in close proximity to all cash access, check cashing and automated teller machines (ATMs) in the Gaming Facility stating that help is available if a Person has a problem with gambling and, at a minimum, provide the statewide toll-free helpline telephone number, text message and website information established by the Arizona Department of Gaming – Division of Problem Gambling.

**II. Self-exclusion.** The State Gaming Agency and the Tribe shall comply with the following provisions to allow problem gamblers to voluntarily exclude themselves from Gaming Facilities statewide:

- A. The State Gaming Agency shall establish a list of Persons who, by acknowledging in a manner to be established by the State Gaming Agency that they are problem gamblers, voluntarily seek to exclude themselves from Gaming Facilities statewide. The State Gaming Agency shall establish procedures for the placement on and removal from the list of self-excluded Persons. No Person other than the Person seeking voluntary self-exclusion shall be allowed to include any Person's name on the self-exclusion list of the State Gaming Agency.
- B. The Tribe shall establish procedures for advising Persons who inquire about self-exclusion and offer self-exclusion application forms provided by the State Gaming Agency to those Persons when requested.
- C. The State Gaming Agency shall compile identifying information concerning self-excluded Persons. Such information shall contain, at a minimum, the full name and any aliases of the Person, a photograph of the Person, the social security or driver's license number of the Person, and the current physical and electronic contact information, including mailing address, of the Person.
- D. The State Gaming Agency shall, on a weekly basis, provide the compiled information to the Tribal Gaming Office and the Gaming Facility Operator. The Tribal Gaming Office and the Gaming Facility Operator shall treat the information received from the State Gaming Agency under this Section as confidential and such information shall not be disclosed except to vendors who operate credit services or check cashing services within the Gaming Facility or other vendors

deemed necessary by the Tribal Gaming Office or the State Gaming Agency for purposes of compliance with this Section, appropriate law enforcement agencies if needed in the conduct of an official investigation, or if ordered by a court of competent jurisdiction.

- E. The Gaming Facility Operator shall check the most recent self-excluded Persons list provided by the State Gaming Agency before issuing or re-issuing any slot or player's club card and shall deny a card to any self-excluded Person. The Gaming Facility Operator shall remove all self-excluded Persons from all mailing lists of the Gaming Facility Operator and shall revoke and deny any casino services, privileges (to include complimentary items and promotions), and player's club cards.
- F. The Gaming Facility Operator shall take reasonable steps to ensure that Persons on the State Gaming Agency's list of self-excluded Persons are denied access to all financial transactions, including the extension of credit. This shall not apply to the purchase of non-gaming related items or cash purchases that do not generally require the check of a Person's identification.
- G. The Gaming Facility Operator, including security and surveillance personnel, shall take reasonable steps to identify self-excluded Persons who may be in a Gaming Facility and, once identified, promptly escort the self-excluded Person from the Gaming Facility.
- H. If a self-excluded person is removed from a Gaming Facility, the Tribal Gaming Office shall report to the State Gaming Agency, at a minimum, the name of the self-excluded person, security staff involved, date of removal, amount or value of any monies, prizes, or awards forfeited, if any, and any other action taken. The report shall be provided to the State Gaming Agency on a monthly basis by the 10th day of the following month.
- I. The Gaming Facility Operator shall not pay any jackpot, prize, or award (whether cash, property, or in any other form), where a Person's identification must be verified, to a Person who is on the State Gaming Agency self-exclusion list and shall require that such certification is acknowledged on the appropriate documentation. Any jackpot, prize, or award won by a Person on the self-exclusion list shall be forfeited and shall be donated by the Gaming Facility Operator on a timely basis to an Arizona-based non-profit charitable organization primarily dedicated to the treatment or prevention of problem gambling or other addiction treatment services.
- J. Neither the Tribe, the Gaming Facility Operator, the Tribal Gaming Office, nor any employee thereof, shall be liable to any self-excluded Person or to any other party in any proceeding and neither the Tribe, the Gaming Facility Operator, nor the Tribal Gaming Office shall be deemed to have waived its sovereign immunity with respect to any Person for any harm, monetary or otherwise, which may arise as a result of:

- (1) The failure of the Gaming Facility Operator or the Tribal Gaming Office to withhold or restore gaming privileges from or to a self-excluded Person; or
  - (2) Otherwise permitting a self-excluded Person to engage in Gaming Activity in a Gaming Facility while on the list of self-excluded Persons.
- K. Neither the Tribe, the Gaming Facility Operator, the Tribal Gaming Office, nor any employee thereof shall be liable to any self-excluded Person or to any other party in any proceeding, and neither the Tribe, the Gaming Facility Operator, nor the Tribal Gaming Office shall be deemed to have waived its sovereign immunity with respect to any Person for any harm, monetary or otherwise, which may arise as a result of disclosure or publication in any manner, other than a willfully unlawful disclosure or publication, of the identity of any self-excluded Person or Persons.
- L. Notwithstanding any other provision of this Compact, the State Gaming Agency's list of self-excluded Persons shall not be open to public inspection.

**III. Problem Gambling.** The Gaming Facility Operator shall develop and maintain a program to mitigate problem gambling and curtail compulsive gambling, which may be in conjunction with the Arizona Department of Gaming – Division of Problem Gambling and which shall include the following safeguards:

- A. The Gaming Facility Operator shall maintain and provide a comprehensive problem gambling training and education program, which may be in coordination with the Arizona Department of Gaming - Division of Problem Gambling, to every new Gaming Employee who interacts with patrons.
- B. The Gaming Facility Operator shall provide contact information for the Arizona Department of Gaming - Division of Problem Gambling on the Tribe's Gaming Facilities internet website(s).
- C. The Gaming Facility Operator shall make educational and informational materials provided by the Arizona Department of Gaming - Division of Problem Gambling available to patrons at conspicuous locations in the Gaming Facility, including the cage, players club, and cash access machine areas.
- D. The Gaming Facility Operator shall include a responsible gaming message with the Arizona Department of Gaming - Problem Gambling's statewide toll-free crisis helpline telephone number on all advertisements for Gaming Activity where practicable, including on television, radio, and printed advertisements and on billboards.

**IV. Program Evaluation.** To ensure that self-exclusion and problem gambling programs are applied effectively within the State of Arizona, the parties agree that, within two (2) years of the Effective Date, the Arizona Department of Gaming - Division of Problem Gambling shall have completed a problem gambling/self-exclusion program evaluation with the assistance of an independent third party. The purpose of the evaluation will be

to gain feedback on how the program is administered and how it can be improved. The results of the evaluation shall be shared with the Tribe and used to develop and further best practices.

