



ADG Updates Related to COVID-19

The Arizona Department of Gaming (ADG) is committed to staying connected with its customers and continuing to provide exceptional service. As updates related to the COVID-19 situation become available, ADG will share any new developments or changes to processes on its website: www.azgaming.gov.

Protecting your health and safety

ADG is taking the following precautions to protect staff and customers:

- ADG is encouraging customers to conduct business electronically and use online services on ADG's [website](http://www.azgaming.gov) 24/7 whenever possible.
- ADG is encouraging customer use of credit/debit card payments instead of cash.

Commissions' Open Public Meetings

- Arizona Boxing & Mixed Martial Arts Commission – To ensure the safety of all participants and staff while continuing to conduct essential work, the Commission is conducting its meetings telephonically until further notice. For updated information, visit ADG's Boxing & Mixed Martial Arts Division [calendar](#) and [meetings](#) pages on the ADG website.
- Arizona Racing Commission – For updated information, visit ADG's Racing Division [calendar](#) and [meetings](#) pages on the ADG website.

Frequently Asked Questions (FAQs)

Q: Is ADG's office open?

Yes. ADG is doing its part "Stay home, Stay healthy, Stay connected" and help slow the spread of COVID-19. While most staff are working remotely, we're staying connected as a team, and more importantly, in contact with our customers and stakeholders. Until further notice, any in-person services are available by appointment only. As needed, ADG is continuing to conduct business related to hearings and settlement conferences telephonically.

Please call (602) 771-4263 if you have a question. ADG representatives are available to assist customers who call between 8 a.m. and 5 p.m. Monday through Friday. Customers are reminded that most business can be conducted electronically with ADG's business units directly and by using online services available at www.azgaming.gov.

Q: Are Arizona's tribal casinos open?

At this time, all Arizona casinos are temporarily closed until further notice. ADG is in contact with its respective Tribal Gaming Office partners and is providing technical assistance and guidance based on each Tribe's decision to suspend casino operations as a precautionary measure in response to COVID-19. It is within the authority of each sovereign Tribal partner to determine appropriate measures, including reopen dates.

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Page 2 of 2

Q: Are problem gambling treatment services available?

ADG's Division of Problem Gambling (DPG) is continuing to provide Tribal- and State-funded problem gambling treatment services uninterrupted:

- For 24/7 confidential help, call 1-800-NEXT-STEP or text "NEXTSTEP" to 53342.
- Find a provider: [statewide treatment providers](#).

Q: How can I voluntarily exclude myself from casinos in Arizona?

ADG DPG casino self-exclusion appointments, normally available in-person at ADG's office, are suspended until further notice. Individuals who wish to voluntarily self-exclude themselves from Tribal casinos in Arizona may download the self-exclusion form from the [ADG DPG website](#), complete the form, have it notarized, and then mail it to ADG. Pictures may be emailed or attached to the form.

Q: Is live horseracing being conducted in Arizona?

To assist Arizona in slowing the spread of the illness, affected live race meetings at Rillito Park Race Track in Tucson and Turf Paradise in Phoenix were suspended.

Q: Is off-track betting (OTB) available in Arizona?

All off-track betting sites (OTBs) in Arizona are temporarily closed until further notice. Arizona's OTBs are located in bars and restaurants, which have temporarily closed due to COVID-19.

Q: Are unarmed combat sports events being conducted in Arizona?

At this time, there are no sanctioned unarmed combat sport events scheduled through the middle of May 2020.

Best practices for protecting your health

For the latest updates on how to stay healthy and reduce risk to yourself and the community, visit [azhealth.gov](#).

More questions?

Customers and stakeholders can call ADG's main number at (602) 771-4263, or email specific ADG contacts by selecting a topic from the drop down menu on ADG's website [contact page](#).

Stay engaged

Keep up with the latest developments by following ADG on [Facebook](#), [Twitter](#), [LinkedIn](#) and [Instagram](#).

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