



OPERATING STANDARDS

RESPONSIBLE GAMBLING PROGRAM/TIME OUT OHIO

EFFECTIVE DATE: DECEMBER 21, 2022

OVERVIEW

A Video Lottery Sales Agent (VLSA) 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 through 3770:2-8-05](#) and [3772-12-03](#)
Video Lottery Sales Agent Terms and Conditions
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 (OLC); the Ohio Casino Control Commission; the Ohio State Racing Commission; and the Ohio Department of Mental Health and Addiction Services.

A VLSA must establish a program which complements the ORG and OLC programs for implementation at the VLSA. The responsible gambling program must be approved by the Lottery. At minimum, the program must include the following:

- In-venue announcements and displays encouraging responsible gambling, some of which utilize the multi-agency ORG logo.
- Signage, both fixed and electronic, with referral information to the Ohio Problem Gambling Helpline 1-800-589-9966.
- Signage, both fixed and electronic, with referral information to www.TimeOutOhio.com.
- 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. In addition, on educational messages, reference the ORG website (<https://org.ohio.gov>).

In 2019, the State of Ohio created the Ohio Voluntary Exclusion Program (Ohio VEP) that is available at all Ohio casino, and VLSA facilities. A participant can agree to 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.



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The additions to the Time Out Ohio program includes an online portal to complete enrollments at TimeOutOhio.com and the ban of all Ohio sports gaming. See TimeOutOhio.com FAQs for additional information. [FAQ - The Ohio Voluntary Exclusion Program \(fahlgrendigital.com\)](#)

The VLSA must meet the following Time Out Ohio standards:

- A customer can also complete the Time Out Ohio application in person at any Ohio VLSA or casino facility. The VLSA is required to provide a safe and secure area with audio and video for the applicant, in the presence of an Ohio Lottery Investigations and Security representative, to complete the process. The VLSA is required to permanently retain surveillance of the application process in the secure area.
- The VLSA will download the Time Out Ohio data at least once every seven calendar days and add the new data to the VLSA's electronic systems as appropriate.
- VLSAs are required to enforce the terms of the VLSA's property voluntary exclusion program for participants who enrolled in Ohio prior to March 1, 2019 and have not been removed from the program. Those participants shall continue their voluntary exclusion pursuant to the terms of each property's program at the time of the original enrollments.
- If any Time Out Ohio participant or property voluntary excluded patron is found on premises regulated by the OLC, the VLSA shall:
 - Immediately contact the Ohio Lottery Investigations and Security representative on property for an in person meeting.
 - Assist with the surrender and take possession of any money the participant has converted or attempted to convert into a wagering instrument and any prize won, claimed, or attempted to be claimed including, but not limited to jackpots, credits, vouchers and/or sports betting tickets/vouchers and follow the OLC Financial Processing operating standard located on the OLC [VLT Central website](#).
 - Provide a written report for any breach to vlt@lottery.ohio.gov and copy the property regulation manager containing the following information within 72 hours of the incident:
 - The Time Out Ohio participant's name
 - The Time Out Ohio participant's date of birth
 - The circumstances of discovery of the Time Out Ohio participant's presence at the facility.
 - The Time Out Ohio participant's gambling activity, if any; and
 - The documentation of the jackpots, VLT credits, vouchers and/or sport bets/vouchers in the possession of the individual, or any prize won, claimed, or attempted to be claimed at the VLSA facility.
 - Permanently maintain any surveillance of any breach by the Time Out Ohio participant.



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- Submit a summary of the incident in the Time Out Ohio participant record at TimeOutOhio.com.
- If the VLSA maintains a corporate excluded list, the VLSA shall submit for approval to the OLC their standard operating procedures for processing these participants .
- VLSA is required to keep participant data confidential.

COMPLIANCE

The VLSA will be expected to annually provide a status on awareness campaigns and training.

CONTACT

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