

RG COMMUNITY

CHAIRMAN'S ADDRESS DR PATRICK LIEW



Welcome to the fifth edition of “RG Community”. This year, we focus on “How to improve Responsible Gambling”, by building on existing practices and relying on ground-up initiatives. In this issue, Responsible Gambling Ambassadors (RGAs) from both casinos share their thoughts on the Enhanced Training they've attended. We also hear Albirex Niigata Football Club's experience of sharing the RG message through an event for members. RG is an ongoing effort. I strongly encourage all to keep up the good work as champions of RG and to continue looking for innovative means to improve current programmes.

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**CHAIRMAN'S
ADDRESS**

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**SHARING BY ALBIREX
NIIGATA FOOTBALL
CLUB (SINGAPORE)**

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**RESPONSIBLE GAMBLING AMBASSADORS
ON MSF'S ENHANCED TRAINING**

Spreading the Responsible Gambling message

ALBIREX NIIGATA FOOTBALL CLUB (SINGAPORE)



2004

Professional football club playing in the Singapore Professional Football League, the Singapore Premier League.



Besides professional football, Albirex is also active in Corporate Social Responsibility (CSR) activities such as community football and outreach to schools and residents in the Yuhua constituency, where its football team is based.

Jan
2016

Adoption of National Council on Problem Gambling's (NCPG) Responsible Gambling Code, making it one of the first Sports Clubs in Singapore to promote Responsible Gambling (RG).

Since the adoption, Albirex has supported many RG activities such as the Responsible Gambling Awareness Week (RGAW) roadshows for patrons. At the Albirex Niigata Clubhouse in Chinatown, posters and LED screens promoting RG are displayed at the entrance and in strategic prominent places in the jackpot room; while brochures on help advice for problem gambling are readily available. Our staff have also attended training courses on problem and responsible gambling.



Dec
2019

Organised its first club-initiated RG activity with fun games for its 300 members. Through these games, members were happy to win NCPG collaterals such as pens and water bottles. At the same time, they were reminded to play within their limits and exercise self-control, and were given the helpline number in case of need.

RG is an integral component of Albirex Niigata's CSR strategy. Our Club is committed to be socially responsible, not only in football activities, but also to be active in promoting RG to its members.

Enhanced Training for Responsible Gambling Ambassadors

MSF rolled out an Enhanced Training for the casinos' Responsible Gambling Ambassadors (RGAs) in December 2019. Developed by Paul Smith, Founder of SustainableGAMING (Canada), the training aims to build on the Ambassadors' Responsible Gambling (RG) knowledge and engagement skills for meaningful interaction with casino patrons. Let's hear from participants who have already attended the session ...

Marina Bay Sands



*Chan Lai Lai
Cage Senior Supervisor
6 years RGA*



*Josephine See
Table Games Pit Manager
7 years RGA*



*Sandy Teo
Responsible Gambling
Manager
2 years RGA*

How did you feel when you were first told to attend another RG training?
Did you expect anything different between
MSF's Enhanced Training and your in-house RG training?

I was thrilled to know that I would be able to attend another RG training to expand my knowledge about responsible gambling. I wasn't expecting a big difference between MSF's Enhanced Training versus the in-house training that Marina Bay Sands provides.

I was enthusiastic and had been looking forward to an exciting and interesting training session prepared for us. I fondly remember one story shared during the session which touched my heart. It was a true story of a person who managed to overcome his personal gambling problem with the assistance of a Social Service Agency.

I was delighted to know that there are more opportunities available to learn and improve my RG knowledge. I believe both trainings have their own merits as they are developed from different perspectives. Our RGA training is built upon a solid research-based foundation whereas the MSF training focuses more on learning through role play scenarios.

What did you like most from the Enhanced Training session?

Chan Lai Lai

The Enhanced Training session turned out to be extremely helpful and informative. It was also well-organised and provided several effective case studies and role playing scenarios that I could learn from. I gained valuable tips from the training session that I will be able to use when engaging with patrons on the casino floor.

Josephine See

I found the role play exercise to be the most valuable and engaging part of the session. Participants gave their all in this exercise and demonstrated great acting skills by role playing as patrons and as RGAs assisting the patrons. It was hilarious and entertaining, while most importantly being a good learning experience. I was able to establish stronger bonds with my fellow RGA colleagues from different departments through the role play exercises.

Sandy Teo

The session was comprehensive and suitable for our learning needs. It was highly beneficial as the trainer provided useful and clear ways for RGAs to understand more about the spectrum of gambling issues. We even learned how to classify different scenarios to a suitable problem gambling category.

What would you like to say to your fellow RGAs who have not attended this Enhanced Training?

Chan Lai Lai

A message to the rest of the RGAs who have not attended the Enhanced Training – “It’s fun, interactive and enlightening!”

Josephine See

They can look forward to an exciting and fruitful session. It will definitely enhance their knowledge about RG – something they may not get a chance to learn from elsewhere. This is truly a once in a lifetime experience to expand their knowledge through the MSF training session. RGAs have the opportunity to use the skills they have learnt through this session to assist patrons who may have problems in gambling and help them live better lives.

Sandy Teo

Early intervention for patrons who exhibit signs of problematic gambling behaviour can be done through educating patrons with appropriate responsible gambling information. This will gradually result in a positive outcome for the patron. I believe this will create a more sustainable and healthier environment for patrons who visit our casino.

Resorts World Sentosa



*Lim Su Yaw
Table Games Pit Manager
2 years RGA*



*Amy Chen
Electronic Gaming Machines
Assistant Manager
6 years RGA*



*Arion Ng
Hospitality Executive
(Casino F&B)
2 years RGA*

How did you feel when you were first told to attend another RG training?
Did you expect anything different between
MSF's Enhanced Training and your in-house RG training?

I felt grateful when I was being informed of the training. I was expecting more role plays as it would help enhance my communication and engagement skills and allow me to better apply what I've learnt when I encounter such scenarios.

I was glad to be nominated to attend this training to refresh my knowledge as RGA. It looked like an enhanced refresher training course in line with the content and direction of our in-house RG training.

I did not have much expectations at first but was pleasantly surprised after completing the training.



What did you like most from the Enhanced Training session?

Llm Su Yaw

I like the topic “RG Communication Framework” and the role play section. The training has enhanced our knowledge in handling patrons with problem gambling.

Amy Chen

I like the training which comprised real life scenarios which we can practice with. The trainer offered valuable comments and advice.

Arion Ng

The trainer made the class very lively. I have benefited a lot from the role play exercise. I have also learnt to see things from another perspective e.g. focusing on solutions and using positive language.

What would you like to say to your fellow RGAs who have not attended this Enhanced Training?

Llm Su Yaw

“The beautiful thing about learning is nobody can take it away from you”. Hence, please look forward to attending the training and gaining valuable knowledge and insights.

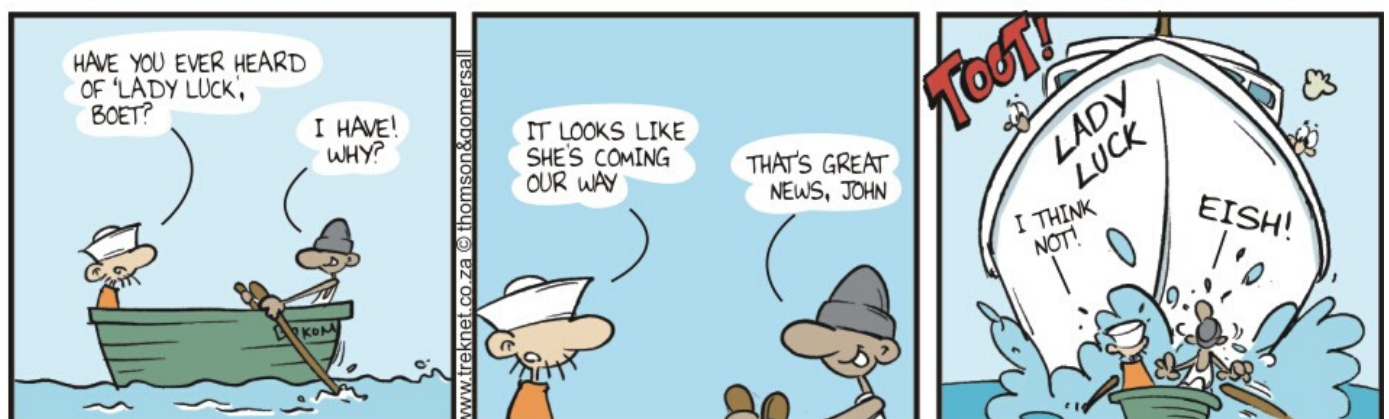
Amy Chen

This training is so interesting and you definitely won't feel bored. You will learn the “magic” of RG communication and engagement.

Arion Ng

Fellow RGAs must attend this training as it will definitely add value to your role as an RGA.

TREK NET



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RESPONSIBLE GAMBLING FORUM MEMBERS

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