



Community Outreach and Awareness

Presented By:

**Phil West, B.A. (Honours), CGC
Windsor Regional Problem Gambling Services**



Responding to the Needs of a Community

- ◆ PGS: Serving Windsor-Essex County for the last 15 years, yet...
- ◆ Still a relatively unknown service
- ◆ Most clients are referred by family, friends, legal/financial professionals
- ◆ Surprisingly, not many referrals from the health care community...



Responding to the Needs of a Community (continued)

- ◆ Universities and Colleges
- ◆ Spiritual Leaders
- ◆ Social Service Agencies
- ◆ Services for Older Adults
- ◆ Youth/Adolescents



Some Successful Past Initiatives...

- ◆ **The Chase**; Made possible by **BIG**
- ◆ The Bingo Industry Group (BIG) is a partnership between:
 - **Windsor Regional Problem Gambling Services**
 - **City of Windsor**
 - **Bingo Halls/Owners**
 - **Local Charities**

Some More Successful Past Initiatives...

- ◆ “Baskets for Banks”
- ◆ Problem Gambling Prevention Month
- ◆ Lynn Martin Radio Show
- ◆ Working together with OLG staff @ Windsor Raceway
- ◆ Billboard Campaign
 - U of W & OPGRC





Current Outreach Initiatives...

- ◆ Golf Pencils
- ◆ Local Health and Social Service Agency Outreach...
- ◆ Reaching out to Spiritual Leaders
- ◆ Workshops for schools & Social Services



What seems to work...

- ◆ Promotional items: quality and utility
- ◆ Face-to-Face vs. the cold call
- ◆ Interactive= Interested
- ◆ Bottom-up approach to community outreach
- ◆ Networking is Key!!

Room for improvement...



- ◆ Public display board
 - Update look, feel, language, etc.
- ◆ Printed literature
 - Brochures, posters, newsletter
- ◆ Website?
- ◆ Media Materials
 - Videos (promotional & informational), PSAs, games and activities



Residential Treatment Program

Presented By:

**Brenda Bartosek, H.B.A., A.T.P., C.P.G.C
Windsor Regional Problem Gambling Services**



Brief History

- ◆ Began CFCG April, 1994 with 1 staff for 3 years
- ◆ 1997 with 3 staff
- ◆ Became WRH-PGS in 1999

Presently

- ◆ 7500 square feet
- ◆ 18 staff-8 Full time Gambling Counselors; 6 Attendants-2 clerical
- ◆ Consulting psychiatrist
- ◆ Art therapist

Services We Provide...

For Gamblers

- ✓ Individual Counselling
- ✓ Pre-treatment Group
- ✓ 12 Week Outpatient Group
- ✓ 12 Week Aftercare Group
- ✓ Residential/Day Treatment
- ✓ 24 hour Crisis Service
- ✓ +55 Outpatient Tx. Group
- ✓ +55 Aftercare group
- ✓ Continuing Support Group

For Family/Friends

- ✓ Individual Counselling
- ✓ Pre-treatment Group
- ✓ 2 day weekend Family Workshop
- ✓ Spouse's Support Group
- ✓ 24 hour Crisis Service



Residential Program Stats...

- ◆ Currently on cycle #56 (began in June 2005)
- ◆ 307 Residential clients/ 50 Day Treatment clients
- ◆ 62% men, 38% women
- ◆ 86% completion rate: Why?
 - 10% leave program: physically incapable, emergencies back home, just not ready to work!
 - 5% are asked to leave: disruptive in group or threatening to other clients, no ready for change, caught with drugs (2 people since 2005)

Referring Clients to Residential Tx

- ◆ ALL clients are referred to the program through one of 50 designated gambling Tx sites in Ontario
- ◆ Once assessment and referral are complete, a personal intake is completed over the phone
- ◆ All clients must abstain from alcohol/drug use at least **2 weeks** prior to entering Tx, but are not denied Tx if another addiction is present
- ◆ After completing the program, clients are expected to continue their personal Tx plan with referring agency
- ◆ An in depth discharge summary is forwarded to the original referring treatment provider

What does Residential Treatment for Gamblers look like??

- ◆ 6:30am-11:00pm every day
- ◆ Start and end the day with meditation
- ◆ Programming from 8:30 am to 4:30 pm week days
- ◆ Some programs on weekends
- ◆ Clients are expected to complete homework nightly



What does Residential Treatment for Gamblers look like??



- ◆ Each client assigned a primary counsellor
- ◆ Groups every night of the week, except Friday
- ◆ Clients do clean-up and care for own rooms/laundry
- ◆ Buddy system used for all outings
- ◆ No newspapers, no TV and limited phone use
- ◆ Clients are with a counsellor or attendant with exceptions of outings



Residential Program Schedule

Week one: Self-Awareness

- Stress reduction and meditation/journaling
- Problem gambling -Addiction theory 1&2
- Feelings
- Trust and self-disclosure
- Rational Emotive Therapy (RET)
- Application of RET
- Defense mechanisms
- Honesty
- Laughter and humour



Week two: Stress Management

- Cognitive distortions/irrational thinking
- Achieving self change/goal setting
- Spirituality
- Assertiveness 1&2
- Credit counselling
- Understanding anger 1&2
- Effects on others
- Relationship skills, conflict resolution, problem solving
- Weekly gym (x3), art therapy, individual counselling

Week three: Relapse Prevention and Recovery

- **Preparing for success 1 - Relapse prevention, the warning signs**
- **Preparing for success 2 - High risk situations, plan development, coping skills**
- **Intimacy**
- **Reintegration 1 & 2 - Problem solving, conflict resolution**
- **Self-help resources**
- **Aftercare**
- **Goodbye letters**
- **Closure (healthy endings), Evaluations**

Family Weekend Workshop



Why services for the family???

- ◆ **Research shows that gamblers who have a partner/family member involved in treatment experience significantly better outcomes**
- ◆ **Family members are usually struggling themselves. They are angry, confused, ashamed and embarrassed, often blame themselves for the gambler's behaviour**
- ◆ **While they experience the impact of problem gambling they rarely truly understand the illness**
- ◆ **Family members usually have poor skills for healthy self-care and need to learn to protect themselves from future harm**
- ◆ **Family members are often isolated need to know they are not alone**



First step...The Invitation!

- ◆ First day of treatment clients are asked to submit names of individuals they would like PGS to invite to the weekend workshop.
- ◆ Workshop is held 2nd weekend of treatment on both Saturday and Sunday
- ◆ Family members are encouraged to attend both days, but many can only attend one day



Who attends?

- ◆ Partners
- ◆ Siblings and Children
- ◆ Grandparents
- ◆ Friends, Co-Workers
- ◆ Business partners
- ◆ Clergy
- ◆ 12 step sponsors



Important details....

- ◆ Family needs to arrange for transportation and accommodations as required
- ◆ Residents may request extended permissions to spend time with family overnight
- ◆ Overnight visit is based on discretion of primary counselor and team
- ◆ Partner/family must be agreeable
- ◆ Lunches are provided



Family Workshop Format

Saturday

Morning session:

- ◆ Introductions and Feelings
- ◆ Goals and sharing
- ◆ Family members share how they have been impacted by the gambling
- ◆ Residents are requested to listen without comment

Saturday

Afternoon session:

- ◆ Family members education – problem gamblers not present
- ◆ What is gambling addiction?
- ◆ Custer's V chart/ spouse's chart
- ◆ Family share feelings/ thoughts to gambler-no rebuttal
- ◆ Review goals; how do they feel now



Sunday

Morning Session:

- ◆ Introduction of new members
- ◆ Q and A from previous day
- ◆ Check in
- ◆ Video: Betting on Mary



Sunday

Afternoon session

- ◆ Group discussion of video
- ◆ Effects on Family (education)
- ◆ Family thoughts and feelings (no rebuttal from gambler)
- ◆ Closure- residence and family talk about the weekend
- ◆ Evaluations
- ◆ Family Time



Benefits to Family & Friends

- ◆ Provides education to family members about problem gambling
- ◆ Provides family with an opportunity (often for the first time) to share openly and honestly about how they have been impacted
- ◆ Allows them to connect with others in similar situations
- ◆ Provides them with some new coping techniques in dealing with problem gambling
- ◆ Allows family members to understand the addiction by seeing similar behaviors in other gamblers



Benefits to Problem Gamblers

- ◆ Allows the problem gambler to witness (with new eyes) the consequences of their gambling and feel the impact of their gambling on loved ones
- ◆ Residents with no family in attendance benefit from listening to other partners/family members
- ◆ Emphasizes the need for Aftercare and ongoing support for both the resident and family member
- ◆ Gives hope and encouragement to both the family member and the resident

Challenges Faced During Family Workshop

- ◆ Client willingness to submit names

Problem gambler often hasn't been totally honest about extent of gambling and other behaviours and is fearful of family attending

Shame and guilt

- ◆ Family members willingness to attend

Family hurt and angry, distrusting recovery

Family see the gambling as **their** problem

Family is financially not able to travel

Childcare concerns

What Clients and their Families have to say....

- ◆ **“I have a better understanding of what it really means to have a gambling addiction and how it affects my whole family.”**
- ◆ **“I learned that I have to take care of me before I take care of others.”**
- ◆ **“Excellent workshop-This was good therapy for me to see and hear other stories from other family members and from gamblers.”**
- ◆ **“For the first time in years, my son has hope and so do we!”**
- ◆ **(Most clients say it opened up the floodgates for more and better communication)**

What our staff says about the family workshop....

- ◆ **“The workshop allows family to understand underlying factors and risk issues of the gambling behavior.”**
- ◆ **“I’ve never once heard a negative comment about the weekend from the residents-they all say it was very beneficial.”**
- ◆ **Families begins to realize the need for self care, setting limits and healthy boundaries”**
- ◆ **“The problem gamblers begin to see the real consequences of their gambling which often inspires them to change.”**
- ◆ **“Our residential program would not be complete if we didn’t have this vital component to assist our clients in their recovery!”**
- ◆ **“I love facilitating this workshop. I see great leaps of growth before my eyes each and every time!”**



Further Information

If you would like to learn more
or to make a referral:

519 • 254 • 2112

or

www.gamblerhelp.ca