



General Administration	Responsible Gaming
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Introduction

Nisqually Red Wind Casino provides a variety of gaming, dining, and entertainment options for the enjoyment of our guests. The casino recognizes that while most of our guests enjoy gaming as a fun pastime, for some of our guests, recreational gaming can become problem gambling, and can have a significant, negative impact on their lives and on those of their families.

The implementation of this Responsible Gambling Policy shall ensure guests are making informed decisions in regards to their gaming activities, minimize impacts to individuals and the surrounding community, and enable casino management and frontline Team Members to address the needs of all our guests, with an emphasis on those guests who are adversely affected by problem gambling. This policy is prepared in conformity with the Nisqually Tribe-State of Washington gaming compact.

Policy

Training

Training is essential in recognizing problem gambling behaviors, and connecting guests with appropriate resources. The following training requirements shall apply to all Gaming, Security, and Cage Team Members of Red Wind Casino.

1. Team Members shall attend Responsible Gaming training upon hire and annually thereafter. Training for all Team Members shall incorporate, minimally, the following topics:
 - a. Understanding the difference between responsible gaming and problem gambling, including the nature and symptoms of problem gambling.
 - b. What problem gambling information and resources are available at the casino, and how to direct guests to these resources;
 - c. How to answer, or refer to the appropriate department, questions about odds of winning, game randomness, how to dispel superstitions, and how to refer guest disputes to the appropriate leadership;
 - d. How to respond to apparently intoxicated guests attempting to gamble;
 - e. How to recognize and respond to extended and/or intensive play;
 - f. How to respond to unattended minors;
 - g. How to respond to guest requests for self-exclusion; and
 - h. What resources are available for Casino Team Members experiencing issues related to problem gambling.
2. In addition to the above training content for the above specified Team Members, training for designated Casino Leadership shall include:
 - a. How to support and coach Team Members on this Responsible Gaming Policy;
 - b. How to appropriately handle and escalate guest disputes;

- c. Addressing apparently intoxicated guests;
- d. How to refer apparent problem-gambling issues and/or self-exclusion requests to the Nisqually Tribal Gaming Agency (NTGA); and
- e. How to respond to Team Members in need of problem gambling resources.

Information

The following resources shall be made available throughout the casino to provide information on responsible gaming and problem gambling to Guests and Team Members.

1. Brochures shall be posted and readily available at Club Red Cashiers, Keno, Sports Book, and all entrances. Brochures shall be additionally available upon request at Table Games Pits, Slots Station and Host Offices. Available brochures shall include:
 - a. Red Wind Casino approved responsible gaming resource brochure. Contents of the responsible gaming brochure shall minimally include:
 - i. A summary of the casino's Responsible Gaming Policy;
 - ii. Basic information on game randomness;
 - iii. Odds of winning at available gaming hubs, including major prizes and promotional drawings;
 - iv. Description of the dispute resolution process, including points of contact for gaming departments and escalation process;
 - v. Signs of problem gambling; and
 - vi. How to make a self-exclusion request.
 - b. Problem Gambling brochures from Evergreen Council on Problem Gambling, or other approved Problem Gambling resource. Such brochures shall include a toll-free telephone number to connect to Problem Gambling resources.
2. Problem gambling messaging (whether through print or electronic means) will be displayed on the Mobile Sports Wagering Application, at each Sports Wagering Kiosk, and all other kiosks when possible.
3. The Red Wind Casino website shall include information describing responsible gaming, a description of the casino's Responsible Gaming Policy, problem gambling resources, and self-exclusion request form.
4. Problem gambling resources (minimally, posters with a toll-free problem gambling resource telephone number, or problem gambling brochures) will be made available in Team Member congregation areas (i.e. Team Member Dining Room and break areas), Human Resources, and Security.

Marketing

For the purposes of this policy, advertising and marketing includes, but is not limited to: print, radio and television ads, direct mail, social media, billboards, and internet promotions. Casino Marketing will make a serious effort to avoid advertisements that:

1. Make false or misleading claims of or create the suggestion that probabilities of winning or losing at various games of the casino or sports betting are different than those actually experienced;
2. Contain any images, symbols, celebrity/entertainer endorsements and/or language designed to or which could be perceived as appealing specifically to children and minors;
3. Feature anyone who is or could be perceived to be below the minimum gambling age participating in casino gambling or sports betting or imply that they engage in casino gambling or sports betting;

4. Contain claims or representations that gambling activity will guarantee benefits to any individual's social, personal, or financial success;
5. Are placed with such intensity or frequency that they saturate a given medium where they are placed, or become excessive;
6. Are placed where a majority of the receiving audience could ordinarily be expected to be below the minimum gambling age to participate in casino gambling or sports betting, to include logo placement in sponsorships;
7. Imply, suggest, or entice illegal activity of any kind;
8. Are placed in media specifically oriented to children and/or minors;

Whenever practicable, advertisements will contain a Responsible Gaming message and/or a toll-free Problem Gambling resource phone number as well as the minimum gambling age.

Minors

The casino shall make diligent efforts to exclude underage individuals from participating in any casino gambling or sports betting activity, prevent loitering in any gaming area of the casino, and restrict access to any mobile wagering activities.

1. The casino identifies guests accessing the casino in accordance with the Identification Policy.
2. Notices are posted at each entrance, and included in the General Rules, specifying the minimum gambling age.
3. General Rules additionally specify the minimum age for accessing non-gaming amenities of the casino, and any additional conditions for underage individuals accessing these areas.
4. Any suspected underaged individual on the gaming floor (who is gaming, unattended, or otherwise in violation of the General Rules) shall be immediately brought to the attention of Security.
5. Any underaged individual otherwise appearing to be unsupervised or in violation of casino rules, or any local, state or tribal law should be immediately brought to the attention of Security. Security shall take reasonable measures to locate a parent or responsible third party or refer the matter to NTGA and law enforcement as necessary.
6. Team Member training shall specifically address recognition of underage gambling, minor identification, and unattended minors.

Intoxication

1. In accordance with Washington State liquor laws and Nisqually Tribal Code, all Beverage Servers, Bartenders, and Waitstaff are required to hold a Class 12/13 Mixologist Permit, and accordingly receive training in recognizing signs of intoxication. It is prohibited for any Team Member to knowingly serve any minor, or to provide alcoholic beverages to any visibly intoxicated individual.
2. Any visibly intoxicated individual presenting themselves at a casino entrance shall be denied entry. Any guest who becomes intoxicated during the course of their visit shall be referred to the Beverage department for evaluation and cut-off as appropriate.
3. The casino will not offer promotions or discounts on alcoholic drinks based upon guests' gaming activity (e.g., drink specials specific to play on table games).

Self-Exclusion

Guests may request self-exclusion from the casino at any time from NTGA in accordance with the Barring Policy. Frontline Team Members who receive an inquiry regarding self-exclusion from a guest shall refer these guests to Security. Security shall serve as a liaison, referring the guest to NTGA.

Review

This Responsible Gaming Policy shall be reviewed on an annual basis for effectiveness and any needed additions in consideration of emerging trends, technology and best practices.