

Casino Employee Training

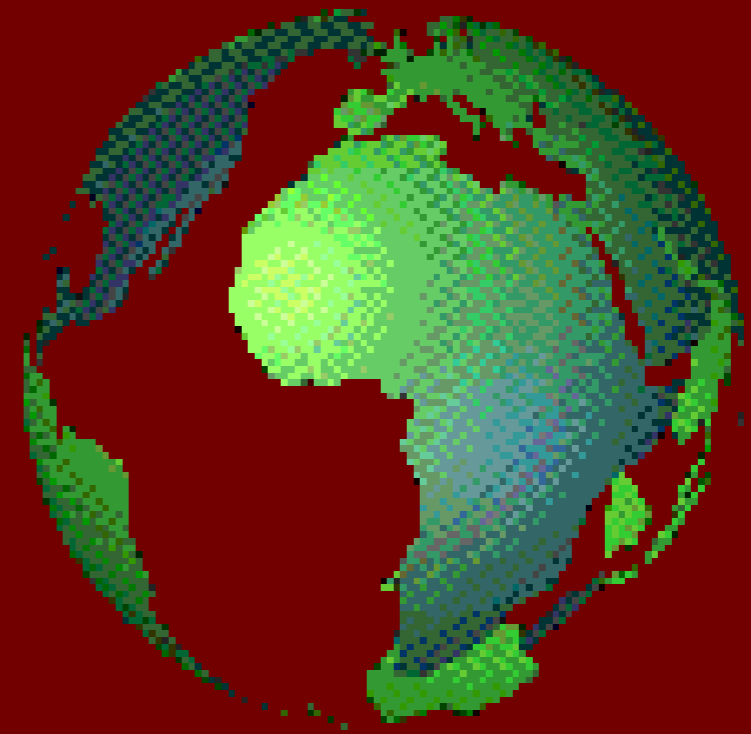
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Responsible Gambling Programs

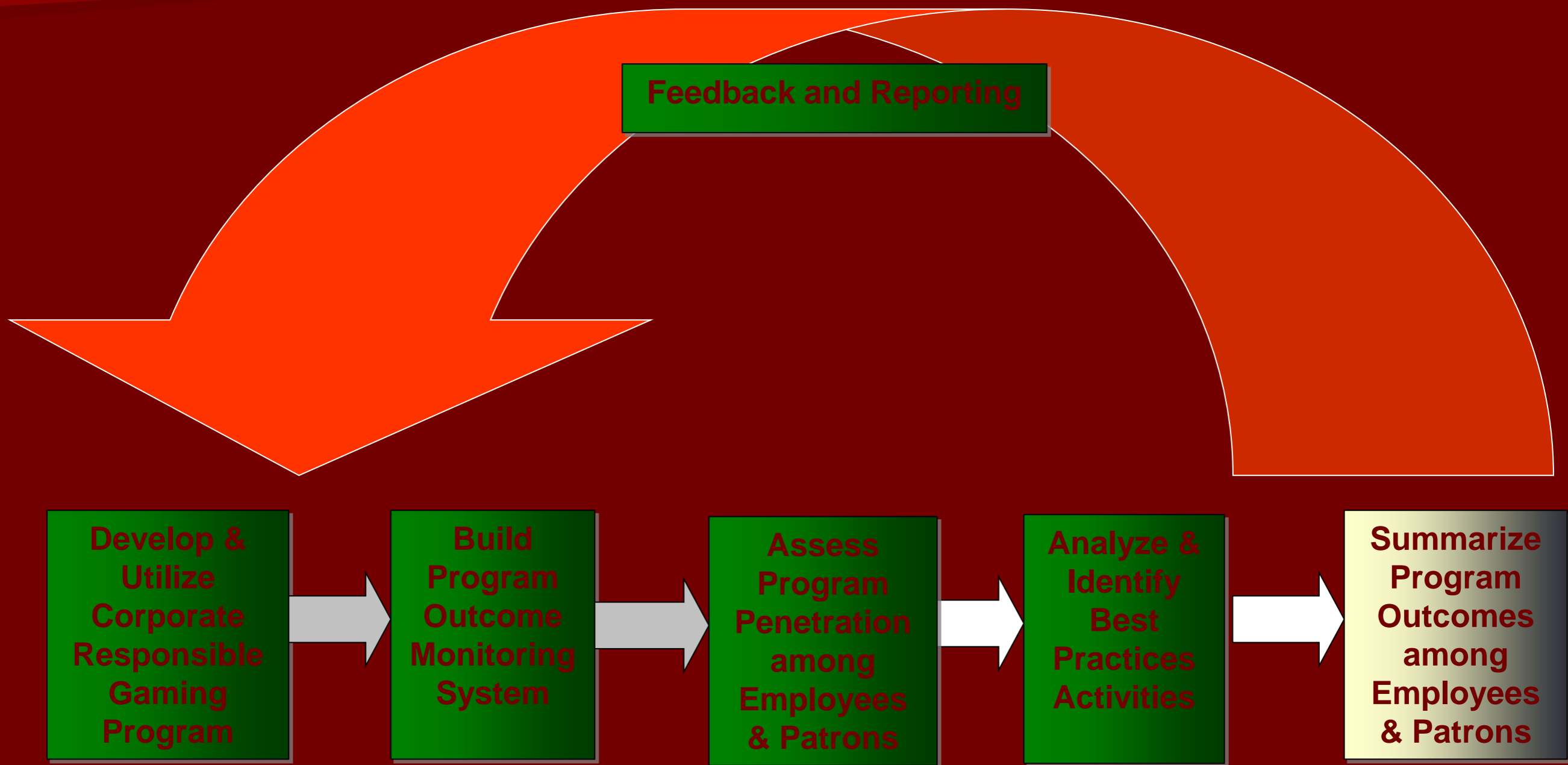
- Gambling expansion is widespread and ongoing
- In response, key stakeholders have both encouraged and required operators to implement responsible gambling training programs



Program Evaluation

- Although well intentioned, prevention, intervention, and treatment programs are rarely evaluated
 - Psycinfo yielded just **4** responsible gambling training evaluations in the peer review literature
 - Presumption of efficacy
- Without evaluation, we do not know whether a program's results will be:
 - **Positive**
 - **Negative**
 - **Neutral**

Program Evaluation: Guide to Activities



Why else is it important to evaluate casino employee training?

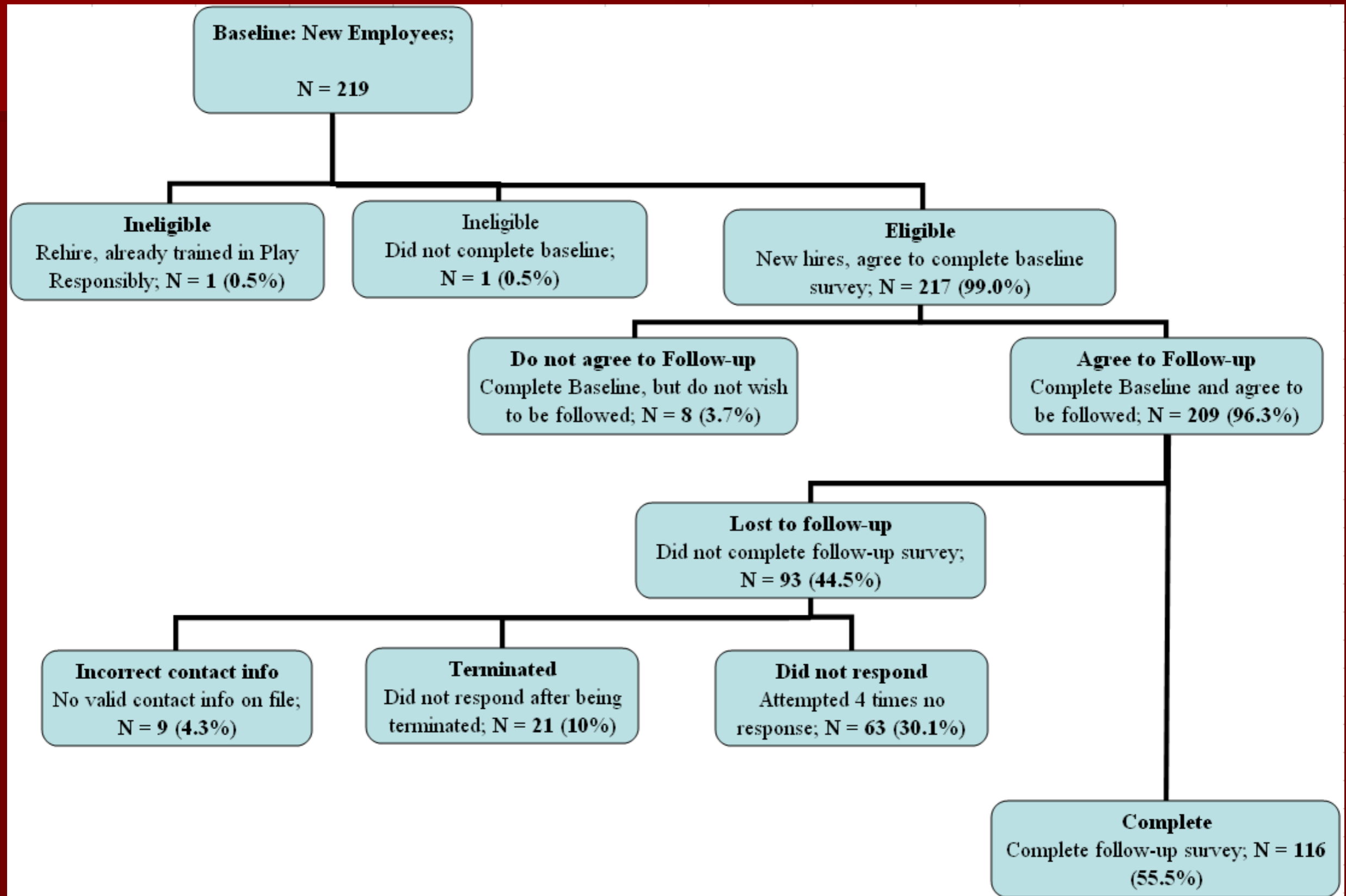
- Rapidly expanding workforce
- Contact with customer-base engaging in risky behaviors: smoking, drinking, gambling
- Required to facilitate help-seeking
- Personally at-risk for problems

Evaluating Casino Training

Employees

- Population: employees hired between July-December 2008
- Purpose: measure the effect of training on employees' knowledge
 - Disordered gambling
 - Opinions toward gambling
 - Ability to implement responsible gambling practices

New Employee Sample Acquisition



Employee Demographics

- 217 new employees in analytic sample
 - 67.4% female
 - Average age of 36.5 (SD 11.8)
 - Country of origin: 47.7% United States; 14.2% Mexico; 6.9% China
 - 4.0 (SD 5.5) years of casino service experience

Employee Demographics

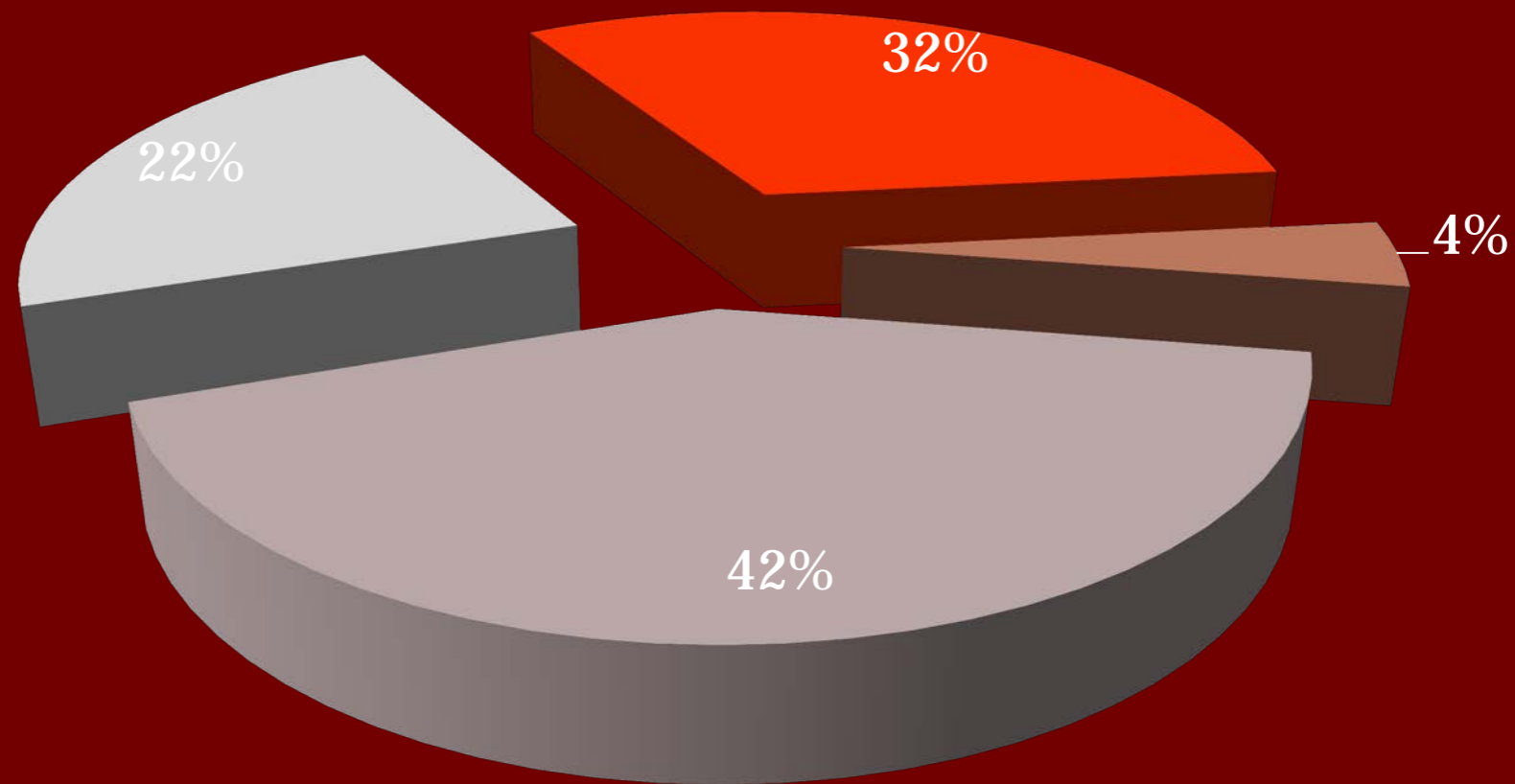
(continued)

- Primary language at home
 - 46.8% English
 - 16.5% English and some other language
 - 23.4% Spanish
 - 4.6% Chinese

Employee Demographics

(continued)

Job Category



■ Casino Services

■ Food and Beverage

■ Hotel Operations

■ Other

Survey Instrument

- 44 question survey included:
 - Demographic and health characteristics
 - Knowledge about disordered gambling
 - Casino Inc.'s responsible gaming policies
 - Opinions about responsible gambling and gambling problems

Findings Spotlight

- Merit Scores
- Demerit Scores
- Pre-post Changes
- Natural Knowledge Groups
- Overall Impact
- Divergent Impact
- Differentiated Impact

Overall Program Impact on Employees' Knowledge

- Improved scores for each knowledge areas and for total knowledge

– Total knowledge showed a 15% 


- What is addiction

11% 

- Gambling & Public Health

16% 

- Gaming Regulations

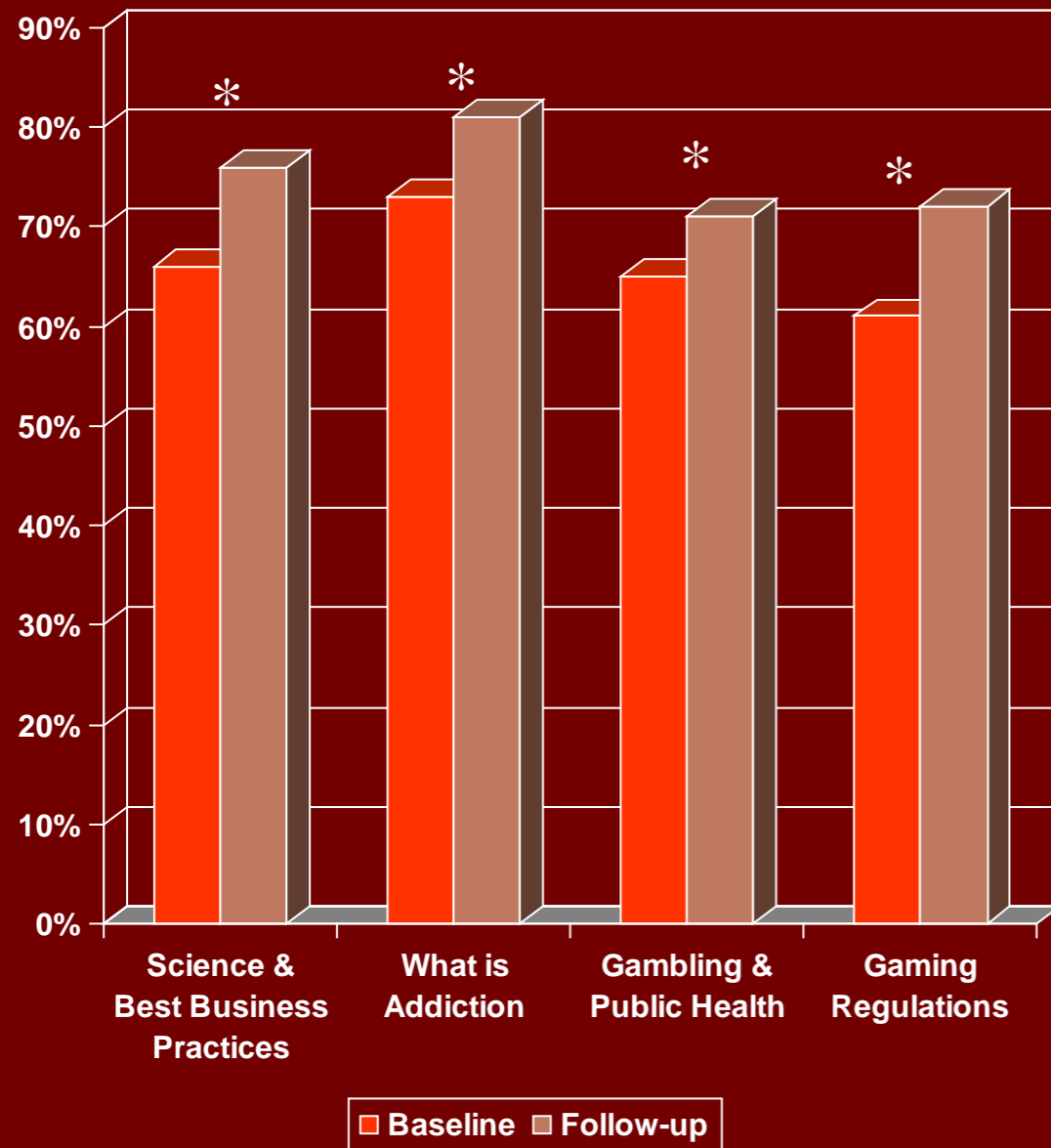
 8%

- Science & Best Business Practices

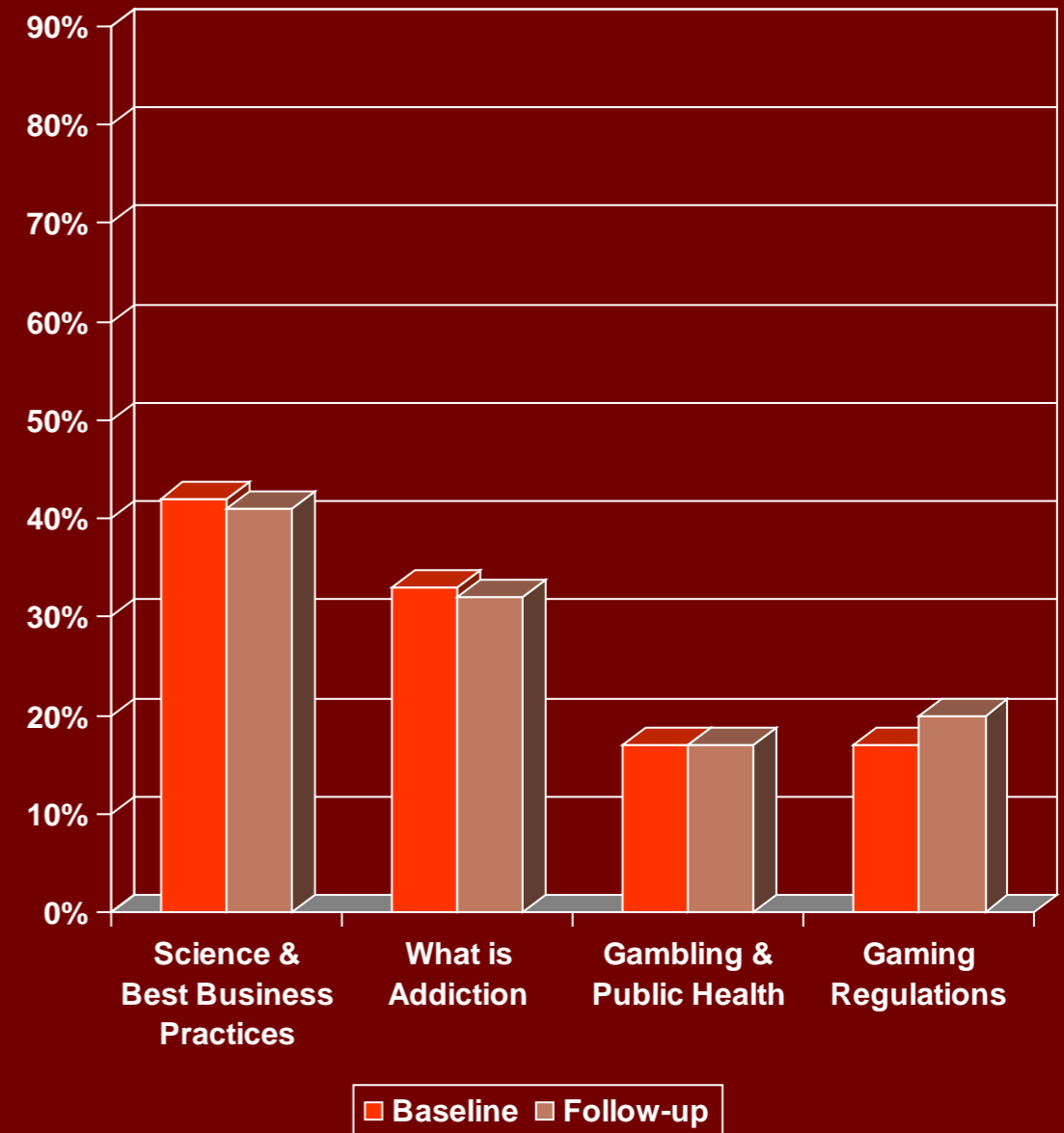
 20%

Divergent Impact: Perseverance

Merit Scores



Demerit Scores



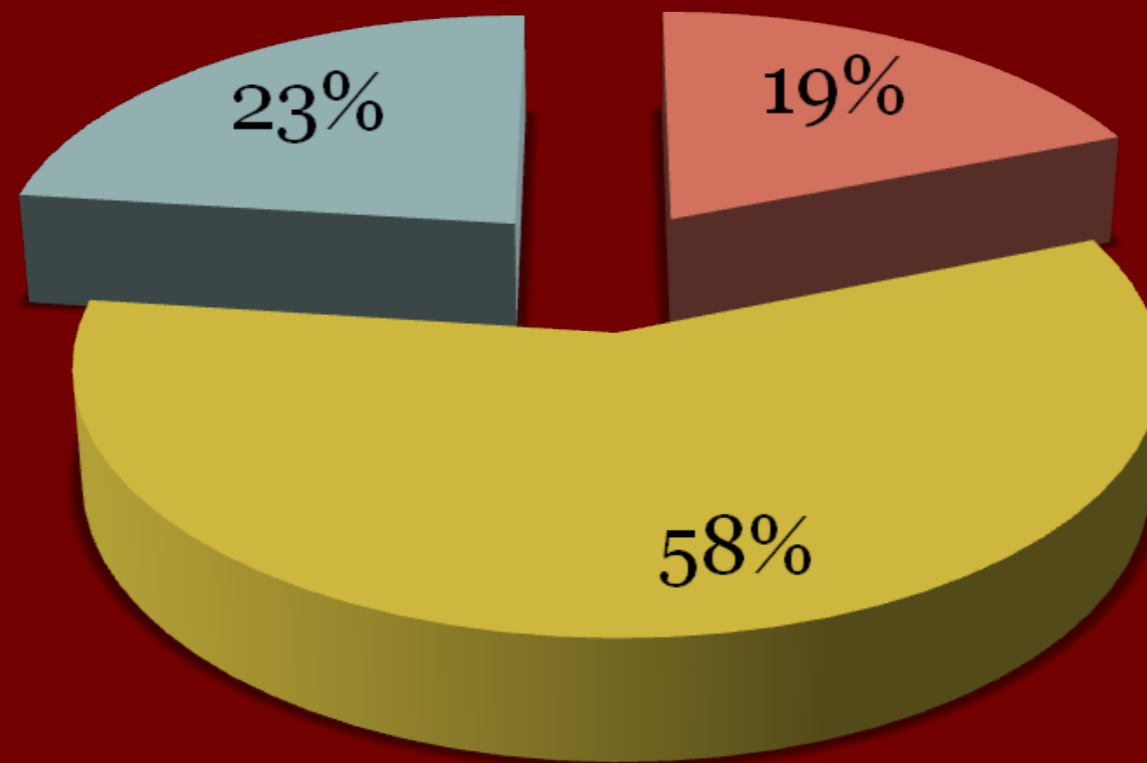
Differentiated Impact

- Trainings typically use a one-size-fits-all approach to employee education
 - Is one-size-fits-all appropriate?
 - Or, are there natural knowledge groups among pre-trained new employees?



Natural Employee Group Results

Employee Pre-training Orientation



■ Oriented

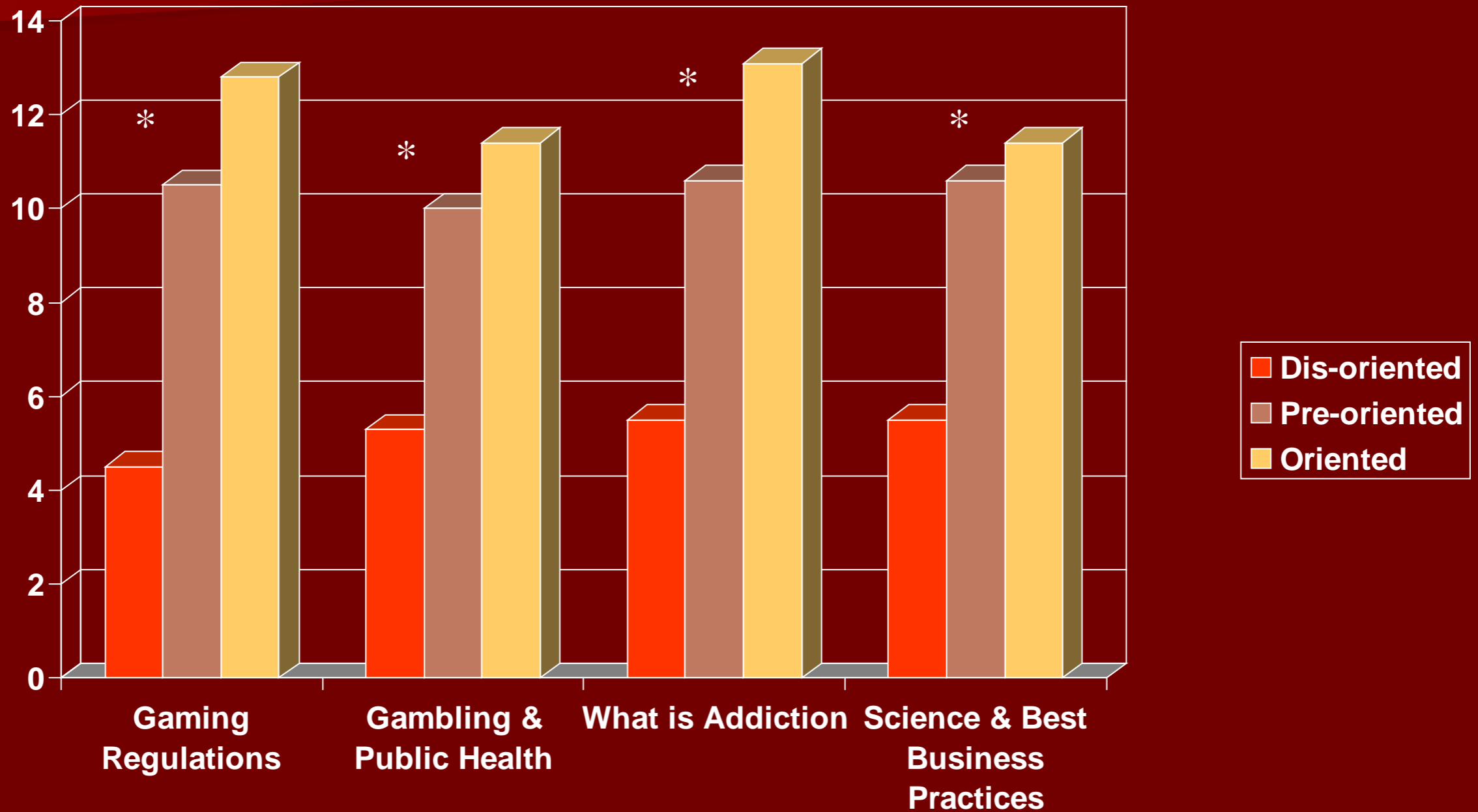
■ Pre-oriented

■ Dis-oriented

Disorientation

- Regulations require that employee responsible gaming training programs include instructions for diagnosing disordered gambling
- Exposure to certain objects, like drugs, always causes addiction
- The prevalence of pathological gambling in the U.S. is 10-20%
- Gambling is risking something on the outcome of an event when the outcome is certain
- Employees should take it upon themselves to determine if someone has a gambling problem and stop him or her from gambling

Baseline Merit Scores by Orientation Group



Employee Characteristics that did NOT Associate with Orientation Groups

- Self-reported job category
- Age
- Number of years with the gaming industry

Employee Characteristics that DID Associate with Orientation Groups

- “Dis-oriented” group had larger proportions of
 - Women
 - Employees who did not gamble during the past 12 months
 - Employees who did not primarily speak English within their home
- “Oriented” group had larger proportions of
 - Employees who gambled during the past 12 months
 - Employees who primarily speak English in their home

Moving Forward

- Consider targeted training to avoid over- or under-training employees
 - Take into consideration employees' pre-existing opinions and knowledge
- Focus on improving attempts to minimize responsible gambling misconceptions
- More program evaluation is needed to verify the programs have appropriate impact

Thank you!

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Main Websites:

www.divisiononaddictions.org

www.basisonline.org

www.thetransparencyproject.org

Specialty Websites:

Your First Step to Change

http://www.basisonline.org/selfhelp_tools.html

Brief Biosocial Gambling Screen

http://divisiononaddictions.org/bbgs_new/