

May 17, 2018

Ministry of Public Safety & Solicitor General
BC Coroners Service
Office of the Chief Coroner
PO Box 9259, Stn. Prov. Govt.
Victoria, BC V8W 9J4

**Attention: Lisa Lapointe
Chief Coroner**

Dear Ms. Lapointe:

Re: Verdict at Inquest into the death of DU, Phuong Na (Tony) & 2014-0380-0007

Thank you for your letter and accompanying copy of the Verdict at Inquest concerning the death of Tony Du, including the jury's recommendations. BCLC has carefully considered recommendations directed at our organization and I am writing to provide you with a summary of BCLC's actions related to each.

Recommendation 28: *"That BCLC liaise with the Ministry of Mental Health and Addictions to provide on-site counselling or support services for persons ejected from casinos or other gaming venues following a mental health incident."*

BCLC Commitment and Actions:

BCLC is committed to continuing to work with the Gaming Policy and Enforcement Branch, the Ministries of Health and Mental Health and Addictions and the public health community to identify opportunities to enhance assistance to individuals who may be experiencing harm from their gambling behaviour. BCLC focuses on providing comprehensive training and support on the ground at all casinos to enable casino staff to refer individuals requiring assistance to the range of support services available.

All gambling facility staff in B.C. receive mandatory Appropriate Response Training in order to identify and assist those who may be in distress or experiencing a problem controlling their gambling. This training program provides comprehensive information to gaming workers about the range of problem gambling services available to support individuals who require assistance.

BCLC is expanding the presence of GameSense Advisors throughout British Columbia, to provide increased coverage and on-site support to players and gaming workers in all gambling facilities.

The Gaming Policy and Enforcement Branch recently launched the Gam-Info Rep program at B.C. gambling facilities to provide community outreach support to people negatively impacted by gambling or at risk by assessing needs and connecting them to harm reduction-support community resources and appropriate services in the community. The Gam-Info Rep accepts referrals from the Gambling Help-Line, allied professionals and GameSense Advisors to offer interim support and assisted referrals to appropriate community support services. These include treatment services offered by the Responsible and Program Gambling Program at the Gaming Policy and Enforcement Branch within the Ministry of Attorney General.

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Recommendation 29: "That BCLC establish standards for gaming venues to ensure that persons barred from one venue includes a barring from all venues in B.C."

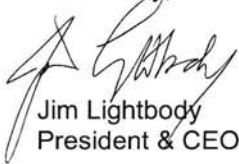
BCLC Commitment and Actions:

Under BCLC's current policy, when an individual enrolls in the Voluntary Self-Exclusion program, BCLC bars that individual automatically from all gambling facilities in the province and our regulated online gambling website, PlayNow.com. BCLC and/or its Gaming Service Providers may also bar individuals from attending a gambling facility if that individual's behaviour is undesirable. Depending on the nature of the undesirable behaviour, a specific Casino Service Provider may bar the individual from just the gambling facility at which the behaviour occurred or, if the behaviour is sufficiently egregious, BCLC may bar the individual from all B.C. gambling facilities.

BCLC will review its policies and procedures governing Voluntary Self-Exclusion barrings. In particular, and in light of the jury's recommendation, BCLC will consider the operation of those policies where there is a suspected mental health issue involved.

BCLC appreciates the opportunity to review and consider the jury's recommendations to strengthen our programs and ensure that they continue to meet the needs of our players and our communities. If you have any questions, or would like additional information, please reach out to me at 250-828-5650.

Yours truly,



Jim Lightbody
President & CEO

cc: John Mazure, Assistant Deputy Minister, GPEB
Rob Kroeker, CCO & VP, Legal, Compliance, Security
Susan Dolinski, VP, Social Responsibility & Communications