

Atlantic Lottery continues to follow all public health directives and requirements as part of the ongoing efforts to prevent and contain the spread of COVID-19. We care about the safety of players and retail staff and we have worked with you to implement many safety measures in your venue.

Every one of us has been touched by this pandemic and for some the isolation has been difficult. Financial stresses have been felt by many. Our customers may require additional sensitivity as we help inform them of ways to play safely in these unprecedented times.

This information will help support you and your customers by promoting responsible gambling during this pandemic.

### **Potential Impacts**

- You and/or your players may be wary about interpersonal interactions.
- Many people around the world in lockdown report increased anxiety, depression, substance use and financial problems.
- Players may be more agitated or possessive of their favourite games.
- Players may experience binge gambling and increased enthusiasm to play. They may have more anxiety, depression or substance use.

### **Key Considerations for Interacting in These Times**

- Keep interactions focused and friendly: people may have “information overload”.
- Try to check in more often with players and staff and ask how they are doing. If they share concerns about their gambling, ask if they need anything.
- Regular players may have intensified gambling behaviours.
- Reinforce the value of limit setting for *all* players.
- Normalize the use of limit setting: COVID-19 impacted us all, setting limits is helpful for everyone.
- Responsible Gambling features and information may be even more important now, as people need some stress relief.
- We want players to be safe and enjoy themselves.
- COVID-19 is affecting us all: not just people with risky play habits.