

OHIO CASINO CONTROL COMMISSION

RESOLUTION 2012-25

**WHEREAS**, Article XV, Section (6)(C)(4) of the Ohio Constitution created the Ohio Casino Control Commission ("Commission") to ensure the integrity of casino gaming by, among other things, licensing and regulating all gaming authorized by Article XV, Section (6)(C) of the Ohio Constitution;

**WHEREAS**, R.C. 3772.03 authorizes the Commission to adopt regulations as are necessary for completing the functions of licensing, regulating, investigating, and penalizing, among others, casino operators, management companies, and holding companies;

**WHEREAS**, R.C. 3772.03(D)(24) mandates that the Commission establish procedures to ensure that casino operators, management companies, and holding companies are compliant with the Compulsive and Problem Gambling Plan submitted under R.C. 3772.18 and the rules adopted thereunder;

**WHEREAS**, A.C. 3772-12-04(B) requires that each casino operator develop and implement an internal control plan for compliance with the Voluntary Exclusion Program that includes, at a minimum, the following:

- (A) Procedures to prevent employees from permitting an individual on the Voluntary Exclusion List from engaging in gambling activities at the casino facility;
- (B) Procedures to identify and remove voluntarily excluded individuals from the casino facility;
- (C) Procedures to prevent an individual on the Voluntary Exclusion List from receiving any advertisement, promotion, or other direct marketing mailing 15 days after receiving notice from the Commission that the individual has been placed on the Voluntary Exclusion List;
- (D) Procedures to prevent an individual on the Voluntary Exclusion List from having access to credit or from receiving complimentary services, check-cashing services, junket participation, and other benefits; and
- (E) Procedures to ensure the confidentiality of the identity and the information of the voluntarily excluded individual;

**WHEREAS**, the internal control plan required under A.C. 3772-12-04(B) must be submitted in writing to the Commission for approval at least 60 days before the operator's anticipated opening date;

**WHEREAS**, R.C. 3772.18 and A.C. 3772-12-06 require that each casino operator develop and implement a Compulsive and Problem Gambling Plan that includes, at a minimum, the following:

- (A) The goals of the plan and procedures and timetables to implement the plan;
- (B) The identification of the individual who will be responsible for the implementation and maintenance of the plan;
- (C) Policies and procedures including the following:
  - (1) The commitment of the casino operator to train appropriate employees;
  - (2) The duties and responsibilities of the employees designated to implement or participate in the plan;
  - (3) The responsibility of patrons with respect to responsible gaming;
  - (4) Procedures for compliance with the Voluntary Exclusion Program;
  - (5) Procedures to identify patrons and employees with suspected or known compulsive and problem gambling behavior, including procedures specific to loyalty and other rewards and marketing programs;
  - (6) Procedures for providing information to individuals regarding the Voluntary Exclusion Program and community, public and private treatment services, gamblers anonymous programs and similar treatment or addiction therapy programs designed to prevent, treat, or monitor compulsive and problem gamblers and to counsel family members;
  - (7) Procedures for responding to patron and employee requests for information regarding the Voluntary Exclusion Program and community, public and private treatment services, gamblers anonymous programs, and similar treatment or addiction therapy programs designed to prevent, treat, or monitor compulsive and problem gamblers and to counsel family members;
  - (8) The provision of printed material to educate patrons and employees about compulsive and problem gambling and to inform them about the Voluntary Exclusion Program and treatment services available to compulsive and problem gamblers and their families, including examples of the material to be used as part of its plan;

- (9) Advertising and other marketing and outreach to educate the general public about the Voluntary Exclusion Program and compulsive and problem gambling;
  - (10) An employee training program, including training materials to be utilized and a plan for periodic reinforcement training and a certification process established by the casino operator to verify that each employee has completed the training required by the plan;
  - (11) Procedures to prevent underage gambling;
  - (12) Procedures to prevent patrons impaired by drugs or alcohol, or both, from gambling; and
  - (13) The plan for posting signs within the casino facility, containing information on gambling treatment and on the Voluntary Exclusion Program, including examples of the language and graphics to be used on the signs as part of its plan;
- (D) A list of community, public and private treatment services, gamblers anonymous programs, and similar treatment or addiction therapy programs designed to prevent, treat, or monitor compulsive and problem gamblers and to counsel family members; and
- (E) Any other information, documents, and policies and procedures that the Commission requires;

**WHEREAS**, A.C. 3772-10-02(C) requires that each casino operator submit, in writing, its Compulsive and Problem Gambling Plan, as detailed under A.C. Chapter 3772-12, to the Commission for review and approval at least 60 days before the operator's anticipated opening;

**WHEREAS**, A.C. 3772-10-02(C) prohibits a casino operator from opening a casino facility to the public absent Commission approval of the Compulsive and Problem Gambling Plan;

**WHEREAS**, on March 14, 2012, Rock Ohio Caesars Cleveland LLC submitted its internal control plan for compliance with the Voluntary Exclusion Program for the Commission's consideration;

**WHEREAS**, Rock Ohio Caesars Cleveland LLC submitted all other information required by the Commission regarding its internal control plan for compliance with the Voluntary Exclusion Program, if any;

**WHEREAS**, on March 14, 2012, Rock Ohio Caesars Cleveland LLC submitted its Compulsive and Problem Gambling Plan for the Commission's consideration;

**WHEREAS**, Rock Ohio Caesars Cleveland LLC submitted all other information required by the Commission regarding its Compulsive and Problem Gambling Program, if any; and

**WHEREAS**, the Commission reviewed all submitted information and materials and considered the matter at its public meeting on April 18, 2012.

**NOW, THEREFORE, BE IT RESOLVED** by the Commission that Rock Ohio Caesars Cleveland LLC internal control plan for compliance with the Voluntary Exclusion Program is **APPROVED**.

**BE IT FURTHER RESOLVED**, that Rock Ohio Caesars Cleveland LLC Compulsive and Problem Gambling plan is **APPROVED**.

**BE IT FURTHER RESOLVED**, that Resolution 2012-25 does not in any way affect, negate, or otherwise absolve the requirement that Rock Ohio Caesars Cleveland LLC obtain the Commission's Executive Director's (or the designee thereof) final approval of each conditional licensing item in accordance with A.C. 3772-10-02.

**BE IT FURTHER RESOLVED**, that Resolution 2012-25 does not in any way affect, negate, or otherwise absolve Rock Ohio Caesars Cleveland LLC from its duty to seek Commission approval to amend its internal control plan for compliance with the Voluntary Exclusion Program or Compulsive and Problem Gambling Plan in accordance with A.C. 3772-10-28(A) and 3772-12-06(B), respectively.

**BE IT FURTHER RESOLVED**, that Resolution 2012-25 does not in any way affect, negate, or otherwise absolve Rock Ohio Caesars Cleveland LLC from its duty to submit an annual summary of its Compulsive and Problem Gambling Program to the Commission in accordance with 3772-12-06(C).

**BE IT FURTHER RESOLVED**, that Resolution 2012-25 does not in any way affect, negate, or otherwise absolve Rock Ohio Caesars Cleveland LLC from its duty to submit quarterly updates and an annual report of its adherence to the plans and goals submitted under A.C. 3772-12-06 to the Commission in accordance with 3772-12-06(D).

**BE IT FURTHER RESOLVED**, that Resolution 2012-25 does not restrict or limit the Commission's future exercise of authority and discretion with respect to imposing additional conditions or taking further action with respect to Rock Ohio Caesars Cleveland LLC under R.C. Chapter 3772 and the rules adopted thereunder.

Adopted:

April 18, 2012