

Presentation within the Cross-training program of the Douglas  
Mental Health University Institute, in collaboration with the  
Research chair on gambling

**“Gambling: basic notions  
and resources to support intervention”**

at the Douglas Hall of the Douglas Mental Health University Institute


**Tuesday, June 6, 2017, from 9am to 4:30 pm**



# Gambling: Help and Referral

Managed by the Information and referral centre of greater Montreal  
*with financial support from the Ministère de la Santé et des Services sociaux*

- 24/7 Telephone service (1992)
- Email service (2006)
- Telecounseling program for excessive gamblers (2012)



# Gambling: Help and Referral(GHR) Telephone and email service



## Mandate

- Support
- Inform
- Refer



## Target clientele

- Gamblers(at risk and pathological)
- Entourage (spouses, parents, adult children, friends, employers)
- Staff members(mandates other than gambling)



# GHR

## Telephone and email service

- Intervention philosophy
  - Anonymous
  - Confidential
  - Without judgment
  - Target the present moment
  - Restore hope and power

**1.800.461.0140**

**24/7**



# GHR

## Telephone and email service

- ▶ Mandate
  - Support (crisis calls, prevention of relapse, accompanying the person)
  - Information (excessive gambling, addiction)
  - Referrals (specialized services in ARC, budget management, support groups, Telecounseling for excessive gamblers, social reinsertion)



# GHR

## *Telecounseling for excessive gamblers*

- ▶ Program based on a short-term psychological intervention by telephone, offered since 2012, funded by the MSSS
  
- ▶ Objectives
  - Improving quality of life
  - Regaining control over one's behaviours with respect to gambling
  
- ▶ Target clientele
  - All persons having lost control over their gambling behaviours
  - Having a good ability to understand and read



# GHR

## *Telecounseling for excessive gamblers*

- Cognitive-behavioural inspiration program:
  - Evaluation
  - Session I: the motivation
  - Session II: the finances
  - Session III: the erroneous ideas
  - Session IV: the triggers
  - Session V: the replacement activities
  - Session VI: the maintenance of acquired information
  - 4 follow-ups: at 1, 3, 6, and 12 months at the end of the program



# GHR

## *Telecounseling for excessive gamblers*

- ▶ Some numbers:
  - Gender (50/50)
  - Age (35 years old)
  - Level of education (Secondary/high school)
  - Regions (All)
  - Retention in program (33%)
  - Reduction in amount of gambling (90%)
  - Satisfaction of participants (+Relation with counselor and facility of access / - Length of program and place to express emotions)

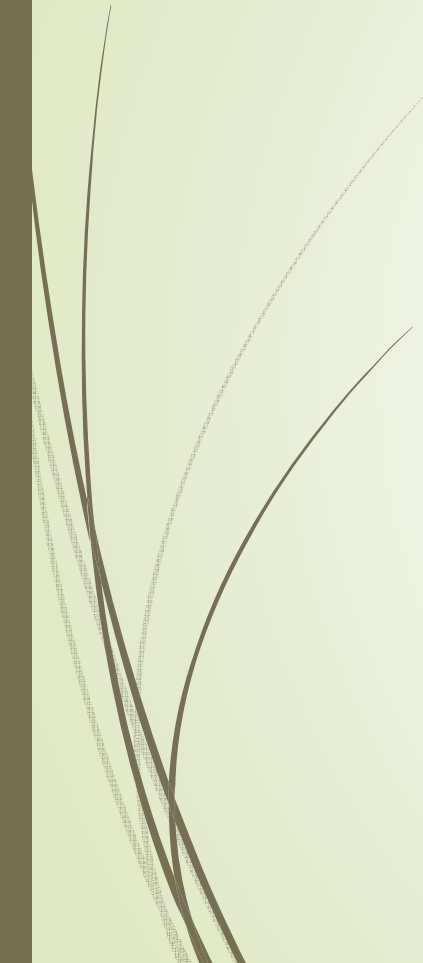




# GHR

## *Telecounseling for excessive gamblers*

### ■ Challenges

- Pilot project with persons requesting self-exclusion from the Lac-Leamy casino
  - Enrich the program by providing room for the management of emotions
  - Enrich the follow-up sessions by adding indicators for success
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*Thank you!*

Hélène Hamel, M.I.T.

Coordinator and advisor

Information and referral centre of greater Montreal