

10. If, after reviewing the licensee's written casino surveillance system plan, the chairman determines the plan does not comply with subsection 9, the chairman shall notify the licensee in writing, and the licensee shall revise the plan to comply with subsection 9 and submit the revised plan within 30 days after receipt of the chairman's written notice.

(Adopted and Effective: 11/21/91. Amended: 7/05.)

#### **5.170 Programs to address problem gambling.**

1. As used in this section "licensee" means each person who is licensed to conduct restricted or nonrestricted gaming operations.

2. Each licensee shall post or provide in conspicuous places in or near gaming and cage areas and cash dispensing machines located in gaming areas written materials concerning the nature and symptoms of problem gambling and the toll-free telephone number of the National Council on Problem Gambling or a similar entity approved by the chairman of the board that provides information and referral services for problem gamblers.

3. Each licensee shall implement procedures and training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature and symptoms of problem gambling behavior and assisting patrons in obtaining information about problem gambling programs. This subsection shall not be construed to require employees of licensees to identify problem gamblers. Each licensee shall designate personnel responsible for maintaining the program and addressing the types and frequency of such training and procedures. Training programs conducted or certified by the Nevada Council on Problem Gambling are presumed to provide adequate training for the period certified by the Nevada Council on Problem Gambling.

4. Each licensee that engages in the issuance of credit, check cashing, or the direct mail marketing of gaming opportunities, shall implement a program containing the elements described below, as appropriate, that allows patrons to self-limit their access to the issuance of credit, check cashing, or direct mail marketing by that licensee. As appropriate, such program shall contain, at a minimum, the following:

(a) The development of written materials for dissemination to patrons explaining the program;

(b) The development of written forms allowing patrons to participate in the program;

(c) Standards and procedures that allow a patron to be prohibited from access to check cashing, the issuance of credit, and the participation in direct mail marketing of gaming opportunities;

(d) Standards and procedures that allow a patron to be removed from the licensee's direct mailing and other direct marketing regarding gaming opportunities at that licensee's location; and

(e) Procedures and forms requiring the patron to notify a designated office of the licensee within 10 days of the patron's receipt of any financial gaming privilege, material or promotion covered by the program.

5. The chairman of the board may request that any licensee submit any of the elements of the licensee's program described in subsections 2 through 4 to the chairman for review. If the chairman makes an administrative determination that the licensee's program does not adequately address the standards as set forth in subsections 2 through 4 above, then the chairman may issue such a determination identifying the deficiencies and specifying a time certain within which such deficiencies must be cured. Any licensee affected by such an administrative determination may appeal the determination as provided in NGC Regulations 4.190 and 4.195.

6. Failure by a licensee to establish the programs set forth in subsections 2 through 4, or to cure a deficiency identified pursuant to subsection 5, constitutes an unsuitable method of operation and is grounds for disciplinary action.

7. Subsections 1, 2, 5, 6 and 7 of this regulation shall become effective on January 1, 1999. Subsections 3 and 4 shall become effective March 31, 1999.

(Adopted: 11/98. Effective as identified at 7.)

#### **5.180 Operation of an inter-casino linked system.**

1. Definitions. As used in this section:

(a) "Chairman" means the chairman of the board or his designee.

(b) "Licensed establishment" means the gaming establishment of a licensee.