

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