

# PROBLEM GAMBLING Care Options



## Problem Gambling Help Line

Overwhelming feelings of shame and embarrassment often hold back problem gamblers and their families from getting help. The sad truth is that very few people connect with helping services, or by the time they do the circumstances of their situation are devastating. It doesn't have to be that way.

Helpline staff are always ready to listen, to provide support, and assist in connecting people to the services they need.

Taking the first step is hard, so that's why the Helpline is making it easier for people to connect to help. For those that are not ready to call, they now have the option to text, email or live chat.

### Ways to connect to help

**Call Free of Charge**  
**1-800-306-6789**

**24 hours a day,**  
**7 days a week**

**Text**  
**1-306-400-2785**

**7 pm–midnight,**  
**7 days a week**

**Live chat**  
**[problemgamblinghelp.ca](http://problemgamblinghelp.ca)**

**7 pm–midnight,**  
**7 days a week**

**Email**  
**[SPGHL@mcsregina.ca](mailto:SPGHL@mcsregina.ca)**

**Response time**  
**12-48 hours**

## What services does the Helpline provide?

Depending on the situation and the needs of the client, Helpline staff can:

- Provide immediate, short-term support to those dealing with the effects of a gambling problem, including family and friends.
- Respond immediately to a crisis situation, including thoughts of suicide.
- Connect clients to appropriate, on-going helping services.
- Give perspective to complex situations, offer objective assistance and lay the ground work for positive change.
- Offer encouragement to those that are reluctant to connect with on-going, longer term support.
- Act as a support to clients, who feel the urge to gamble or are experiencing on-going issues, when other services may not be available.
- In a crisis situation, assist clients, who do not speak English by accessing a translation service.



**“After calling, I realized I am not alone. Helpline staff are always there when I need to talk.”**

# Counselling Services

## Individual Counselling

Confronting the effects of a gambling problem can be overwhelming and feelings of embarrassment and shame can prevent individuals from reaching out for help. But, working with a trained professional can help individuals overcome what feels like the most desperate situation.

Health region counsellors are trained in the area of problem gambling and have experience working with gamblers and their families to regain control over their lives.

### What to Expect

- CONFIDENTIALITY.
- HOPE and optimism for the future.
- ACCEPTANCE of your situation.
- SUPPORT in developing a recovery plan that will match your circumstance.
- KNOWLEDGE which will empower you to regain control over your life.
- PERSONAL SKILL DEVELOPMENT (i.e. effective communication, conflict resolution, self-esteem, money management, etc.).
- RELAPSE PREVENTION strategies will be developed to combat the urge to gamble.



**“Thank you for the care and counselling you provided to me during the worst time of my life.”**

### Ready to move forward?

The **Problem Gambling Help Line (1-800-306-6789)** can connect you to a trained counsellor. Health region counselling services are free of charge and available throughout the province.

## Video Counselling (also known as TeleHealth)

Live one on one video counselling can be accessed in more than 60 locations across the province and is a good option for people living in remote areas where in-person services are limited. This no cost service is provided in a confidential setting by a qualified health region problem gambling counsellor.

The client can expect a similar process to those described under individual counselling, the only difference is the counsellor and client are meeting through a video link.

For more information or to book an appointment, call **toll-free 1-855-765-6550** and ask to speak to the problem gambling counsellor.

**“You did a terrific job in getting me to believe in myself once again. I will always be grateful to you.”**



## Intensive Counselling

Held in Regina and Saskatoon, Intensive Day Treatment Programs are 30 hours in length and run over five consecutive days. Both locations accept clients from across Saskatchewan, with spots reserved for out of town/rural residents.

The day programs are intended for:

- People who want or require more than individual or group counselling.
- Those who recognize their gambling is a problem and have struggled in recovery.

This service is more in-depth than individual counselling.

There is no cost for this programming other than travel to and from the location of service. Clients can stay overnight free of charge, but do not have to if they wish to go home.

Referrals can come directly from the person with the concern or from another service provider. For more detailed information about programming or to make a referral, call the Saskatoon or Regina Qu'Appelle Health Region and ask for the problem gambling counsellor.

**Saskatoon:** (306) 655-8877 or  
(306) 655-8999

**Regina:** (306) 766-6600

**“Highly recommend this program because it gives you tools to succeed, not just with stopping gambling but to enhance your life.”**

**“Awesome! I learned how to proceed on the road to recovery.”**

## Self Help

New members are welcome at any meeting. You do not have to contact the group before attending a meeting. For a meeting time and location near you, call the Problem Gambling Helpline or visit [problemgamblinghelp.ca](http://problemgamblinghelp.ca).

### Gambler's Anonymous

Gambler's Anonymous provides people with an opportunity to share their experience, support and hope in order to stop gambling. At regular local meetings throughout Saskatchewan, members share their gambling and abstinence experiences. They discuss the 12-steps to recovery. The only membership requirement is a desire to stop gambling. There are no membership fees.

### Gam-Anon

Currently there are no active Gam-Anon groups in the province.

