



COMMONWEALTH of VIRGINIA

NELSON SMITH
COMMISSIONER

DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

Post Office Box 1797
Richmond, Virginia 23218-1797

Telephone (804) 786-3921
Fax (804) 371-6638
www.dbhds.virginia.gov

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Re: Enlisting the Support of Merchants/Retailers to Reduce Underage Gambling

Dear Gaming and Gambling Merchant,

Part of our mission at the Virginia Department of Behavioral Health and Developmental Services (DBHDS) is to reduce the risk of Virginians experiencing problems from gambling and to reduce occurrences of underage gambling. Even though most underage people who gamble access it through friends, family, and online and not through retail establishments, there are simple things that can be done to promote problem gambling awareness and education. You likely already use other responsible gambling methods to reduce underage and problem gambling. The purpose of this letter is to suggest additional methods you may consider including in your establishment to make even more of an impact in preventing problem gambling.

We would like to ask retail partners to consider:

- Helping to ensure minimum age for purchasing and playing scratch tickets, draw games, print 'n play, and play now games by:
 - Asking for an ID if they appear to be under the age of 18 and are purchasing or redeeming these products.
 - Posting signage reminding purchasers that a person must be 18 or older to play.
- Placing any gambling advertisements you choose to post in locations primarily for adults.
- Prominently placing the Problem Gambling Helpline number near all points of sale. 1-888-532-3500 or 1-800-GAMBLER.

In addition, if you would like to partner with your local community services board (contact information may be found at <https://vacsb.org/community-services-boards-and-the-behavioral-authority-csbs-and-the-bha>), they will provide for you:

- Easy to move window statics containing the above information (age limit and helpline),
- Rack cards with safer gambling information and the helpline number, and
- Other information that will help you better assist your customers.

We thank you for helping in our efforts to address youth access to gambling and for your role in helping adults who gamble to practice responsible gambling. We also very much appreciate you providing the helpline information to those that need it.

Anne Rogers
Anne Rogers, Problem Gambling Prevention Coordinator



Anne.Rogers@dbhds.virginia.gov