

Gambling Services



The AFM provides a variety of treatment, education and prevention services related to problem gambling across Manitoba.

Helpline: 1-800-463-1554

AFM offers support and resources to gamblers and their loved ones 24/7 through its Helpline. Interpretation services in several languages are available. Through the Helpline, callers can:

- connect with AFM counselling resources
- receive encouragement and information about attending an AFM program that will suit their needs
- receive encouragement to contact other resources (i.e. self-help groups and Community Financial Counselling Services).

Orientation to Problem Gambling Services

AFM offers orientation services for people who are concerned about their own gambling, as well as for those who are affected by someone else's gambling. The sessions are available at the Winnipeg Office only (1031 Portage Avenue) on Thursdays from 9 a.m. to 11:30 a.m.

- Affected others are valued participants and may attend with or without the gambler.
- A counsellor will provide education about addiction, problem gambling and the help that is available to prevent further harm from gambling.

At the end of the orientation, both gamblers and those affected by gambling are encouraged to set up individual counselling sessions.

Couples attending together are encouraged to attend the first appointment together, then typically are set up with individual resources if interested.

Individual Counselling

AFM offers free individual counselling for people experiencing problems in their life due to gambling or someone else's gambling. Appointments can be made through local AFM offices. Individual counselling sessions are available during:

- daytime hours, Monday to Friday
- limited evenings in some regions.

Appointments are usually one hour. The frequency is decided between the client and counsellor (typically bi-weekly).

Counselling for Family and Loved Ones

People who worry about someone else's gambling experience a great deal of stress and often benefit from connecting with treatment resources themselves. Talking about things with someone who understands can help to make sense of what seems like an overwhelming situation.

Family members can meet with a counsellor or participate in group programs. These sessions encourage family members to take care of themselves and to plan for their emotional and financial safety needs.

AFM services are free of charge and can be accessed through the Gambling Helpline (1-800-463-1554 toll-free) or by calling an AFM Regional Office listed in the contact bar.

Gambling Services Contact Information (Area Code 204)

For information on any Gambling Service, contact the numbers below, or call your local AFM office.

Gambling Services
1031 Portage Ave.
Winnipeg, MB
944-6368

**Parkwood
Treatment Centre**
510 Frederick Street
Brandon, MB
729-3838

AFM Regional Offices

Winnipeg Region
944-6200
Toll-free:
1-866-638-2561

Western Region
729-3838
Toll-free:
1-866-767-3838

Northern Region
677-7300
Toll-free
1-866-291-7774

Responsible Gaming Information Centres

**McPhillips Street
Station Casino**
484 McPhillips St.
Winnipeg, MB
985-1240

Club Regent Casino
1425 Regent Ave. W.
Winnipeg, MB
985-0419

Helpline
1-800-463-1554

Local Office

Gambling Services



Community Based Evening Gambling Treatment Group

This evening program is available in Winnipeg and Brandon. AFM counsellors provide education and support for a lifestyle without gambling.

- The group meets one evening per week for eight weeks.
- Participants must be referred through an AFM counsellor.
- For the Winnipeg participants, a continuing care group meets alternate months.

Residential Problem Gambling Treatment Program

AFM offers a 14-day residential program for both men and women. The program takes place at the Parkwood Treatment Centre in Brandon and is available for problem gamblers residing in Manitoba.

Participants learn how gambling affects the mind, the body and relationships between family members. They work with a counsellor to plan changes in their lifestyle.

About the Residential Program:

- Participants must be referred from local AFM offices, National Native Alcohol and Drug Abuse Program (NNADAP) and from other provinces.
- Individual and group counselling, as well as Gamblers Anonymous meetings, are available.
- There are opportunities for participants to take part in same-sex groups, allowing for specific gender questions to be addressed.
- Couple counselling and financial information is available.
- Family members and other significant people in the residents' lives are encouraged to attend family sessions at the beginning and end of the Program.

Upon completion, an ongoing recovery plan will be developed to support the client's return to the community.

Telephone Counselling

Telephone counselling is available for people who are unable to meet in person with a counsellor.

- Clients are mailed out a self study guide and assessment forms.
- There is a stamped envelope included to return the assessment forms.
- An appointment is scheduled with a counsellor, who will call the client at this scheduled time.
- Follow up appointments will be arranged between the client and counsellor.

Responsible Gaming Information Centre

The Responsible Gaming Information Centre (RGIC) is a joint project of the Manitoba Lotteries Corporation and the Addictions Foundation of Manitoba. Information available at the Centres show casino visitors how casino games work and how much it costs over time to play.

RGIC staff provide the following information:

- randomness and house advantage in casino games
- how slot machines work
- how much it will cost to play casino games
- tips on safe, responsible gambling strategies
- Casino Voluntary Exclusion Program
- information and/or referral for people who are concerned about their own gambling or someone else's gambling.