



華人家庭專業輔導中心  
Chinese Family Services of Ontario



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**Intervention Strategy  
for  
Chinese Families of Problem  
Gamblers  
in Toronto**

*October 2007*



## HOW DO CHINESE PERCEIVE GAMBLING

- Activity itself not a problem
- No strong moral judgment
- Legitimate recreational and leisure activity
- Social lubricant
- Unclear between “GAMING” and  
“GAMBLING”





華人家庭專業輔導中心  
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# Shuttle Deluxe Coach

## 穿梭往返 尼加拉賭場

新世界保險中心  
(905) 305-8892

7077 Kennedy Rd., Unit 103  
Markham L3R 0N8

金貿中心  
(905) 882-8892

505 Hwy 7 E., Suite 270  
Thornhill L3T 7T1

文華中心  
(416) 599-8892

222 Spadina Ave., G/F, Unit 113  
Toronto M5T 3A2

### 1-877-361-2888

訂位及查詢 · 七天營業



## 天美旅遊

\* 如持有 Casino Niagara 會員咭者，車費 5 元，非會員 15 元（連稅）。  
已訂位乘客請在開車前十五分鐘到達上車地點購票，否則訂位取消。  
巴士乘客必需年滿十九歲或以上及帶備有照片證件以作證明，時間、  
地點及價錢，如有更改恕不另行通知。



# Shuttle Deluxe Coach

出發	凱濤皇宮賭城回程
下午1:45pm (加稅車)	
上午10:00am	下午4:30pm
上午11:00am	下午6:00pm
中午12:00pm	晚上7:00pm
下午1:00pm	晚上9:00pm
下午2:00pm	晚上9:00pm
下午4:00pm	晚上11:30pm
下午6:30pm	凌晨1:30am
晚上8:30pm	凌晨3:30am
晚上10:45pm	凌晨5:15am

## VNTOWN EAST

出發	凱濤皇宮賭城回
下午1:45pm (加稅車)	
上午9:30am	下午4:30pm
上午10:30am	下午6:00pm
上午11:30am	晚上7:00pm
下午1:30pm	晚上9:00pm
下午3:30pm	晚上11:30pm
下午6:15pm	凌晨1:30am
晚上8:15pm	凌晨3:30am
晚上10:30pm	凌晨5:15am
上午9:15am	下午4:30pm

## VNTOWN CENTRAL

出發	凱濤皇宮賭城回
下午1:45pm (加稅車)	
上午9:40am	下午4:30pm
上午10:40am	下午6:00pm
上午11:40am	晚上7:00pm
下午1:40pm	晚上9:00pm
下午3:40pm	晚上11:30pm

## SISSAUGA

出發	凱濤皇宮賭城回程
下午1:00pm (加稅車)	
上午10:00am	下午4:30pm
上午11:30am	下午6:00pm
下午12:30pm	晚上7:00pm
下午1:30pm	晚上9:00pm
下午2:15pm	晚上9:00pm
下午4:30pm	晚上11:30pm
下午6:00pm	凌晨1:30am
晚上7:10pm	凌晨3:30am
晚上9:00pm	凌晨3:30am
晚上10:45pm	凌晨5:15am
	凌晨5:15am

出發	凱濤皇宮賭城回程
Hwy 7 / Valleymede Road (百利商場, 麥當勞 McDonald 前)	
(天天出發)	上午9:30am 下午4:30pm
(天天出發)	上午10:45am 下午6:00pm
(每星期五、六、日及假期)	上午11:30am 晚上8:00pm
(天天出發)	下午2:00pm 晚上9:00pm

出發	凱濤皇宮賭城回程
Hwy 7 / Bayview Ave. (9019 Bayview Ave. Southwest corner of Wycliffe Village Plaza 威利商場內百利商場)	
(天天出發)	上午9:35am 下午4:30pm
(天天出發)	上午10:55am 下午6:00pm
(每星期五、六、日及假期)	上午11:35am 晚上8:00pm
(天天出發)	下午2:05pm 晚上9:00pm
(天天出發)	下午3:50pm 晚上11:30pm
(每星期五、六)	下午5:30pm 凌晨1:30am
(每星期五、六)	下午6:45pm 凌晨3:30am
(每星期五、六)	晚上10:15pm 凌晨5:15am
(天天出發)	凌晨1:30am
(天天出發)	凌晨3:30am
(天天出發)	凌晨5:15am

## MARKHAM

出發	凱濤皇宮賭城回程
Kennedy / Steeles (嘉仁宮酒樓前)	
(天天出發)	上午9:10am 下午4:30pm
(天天出發)	上午10:20am 下午6:00pm
(每星期五、六、日及假期)	上午11:10am 晚上8:00pm
(天天出發)	下午1:35pm 晚上9:00pm
(從5月2日起) (天天出發)	下午3:35pm 晚上11:30pm
(天天出發)	凌晨1:30am
(天天出發)	凌晨3:30am
(天天出發)	凌晨5:15am

## NORTH YORK

出發	凱濤皇宮賭城回程
Leslie / Finch (on Ravel Road, 翠濠城門口)	
(天天出發)	上午10:10am 下午6:00pm
Yonge / Finch (on Bishop Ave., Finch以北一個街口)	
(天天出發)	上午9:10am 下午4:30pm
(天天出發)	上午10:00am 下午6:00pm
(天天出發)	下午1:30pm 晚上9:00pm
Don Mills / Sheppard (on Fairview Mall Drive 翠濠城前)	
(天天出發)	上午8:45am 下午4:30pm
Jane / Wilson (Coffee Time)	
(天天出發)	上午9:30am 下午4:30pm
(天天出發)	下午1:45pm 晚上9:00pm

新站

出發	凱濤皇宮賭城回程
Midland / Steeles (in front of Tim Hortons on Midland) (從5月2日起, 每星期五、六)	晚上9:50pm 凌晨5:15am
Warden / Eglinton (Tim Hortons 前, Warden以西一個街口) (每星期五、六、日)	上午9:00am 下午4:30pm
Finch / McCowan (Shopper's Drug Mart 前) (天天出發)	上午9:00am 下午4:30pm
(天天出發)	上午10:00am 下午6:00pm
(天天出發)	下午1:25pm 晚上9:00pm
(天天出發)	下午3:20pm 晚上11:30pm
(每星期五、六)	下午4:55pm 凌晨1:30am
(每星期五、六)	晚上6:25pm 凌晨3:30am
(每星期五、六)	晚上9:40pm 凌晨5:15am

出發	凱濤皇宮賭城回程
Alton Towers / McCowan (炸雞店前) (每星期五、六、日)	下午1:00pm (加稅車)
(天天出發)	上午8:50am 下午4:30pm
(天天出發)	上午9:50am 下午6:00pm
(每星期五、六、日及假期)	上午11:00am 晚上8:00pm
(天天出發)	下午1:30pm 晚上9:00pm
(天天出發)	下午3:25pm 晚上11:30pm
(每星期五、六)	下午5:00pm 凌晨1:30am
(每星期五、六)	下午6:30pm 凌晨3:30am
(每星期五、六)	晚上9:45pm 凌晨5:15am

出發	凱濤皇宮賭城回程
Finch / Midland (肯德基家鄉雞 KFC 前)	
(天天出發)	上午9:05am 下午4:30pm
(天天出發)	上午10:05am 下午6:00pm

出發	凱濤皇宮賭城回程
Kennedy / Sheppard (Sheppard 以北一個街口, on Kennedy/Bono 交界 Walmart 後門路旁) (每星期五、六、日)	下午1:00pm (加稅車)
(天天出發)	上午9:00am 下午4:30pm
(天天出發)	上午10:15am 下午6:00pm
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(天天出發)	凌晨1:30am
(天天出發)	凌晨3:30am
(天天出發)	凌晨5:15am

出發	凱濤皇宮賭城回程
Steeles/Warden 百寶商場 (麥當勞 McDonald 後門路旁)	
(天天出發)	上午9:15am 下午4:30pm
(天天出發)	上午10:30am 下午6:00pm
(每星期五、六、日及假期)	上午11:15am 晚上8:00pm
(天天出發)	下午1:40pm 晚上9:00pm
(每星期五、六)	下午5:10pm 凌晨1:30am
(每星期五、六)	晚上10:00pm 凌晨5:15am



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# IMMIGRATION PROCESS

 HONEYMOON PERIOD

 HOSTILE

 THIS IS MY CROSS

 ACCEPTANCE



# Stress from Immigration

- Separation
- Cultural Shock
- Language Barrier
- Social Isolation
- Employment/Career/Job
- Financial Insecurity
- Power/Conflict



# Ontario Statistics

- Gambling Problems
- 6.9% 18-24
- 3.4% general adult
- Ontario household spent \$ 620 (2004)
- Personal Income: no gambling problems: 1.5%; with problems: 21%
- 9.6% negatively affected



# Ontario Gambling

- 11 Casinos
- 118 Permanent Bingo Facilities
- 18 Major Horse Racetracks
- 23,392 Slot Machines
- 577 Gaming Tables
- 10,634 Lottery Ticket Outlets



# Reason to Gamble

- Loneliness
- Fun
- To win money
- Risk
- Feeling of winning
- Poverty
- To win back the money
- Influence by advertisement



# Reason to Gamble

- Peer Influence
- Family Relationship
- Family Influence
- School Problems
- No alternative activities
- Risk taking behaviors



# HELP-SEEKING BEHAVIOR

- Self/Impersonal approaches
- Family members
- Relatives
- Friends
- Professionals
- Social Service agencies
- Health Service agencies



# Programs

- Outreach & Prevention
- Counseling for Problem Gambler
- Counseling for Family Member
- Supportive Group for Problem Gambler
- Supportive Group for Family Member
- Relapse Prevention



# Initial Contact

- Visitor Type (Berg, 1994)
- Customer Type (Berg, 1994)
- Wife
- Mother
- Sister
- Girl Friend



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# Initial Contact

- Introduction of Agency
- Problem Gambling Program
- Confidentiality

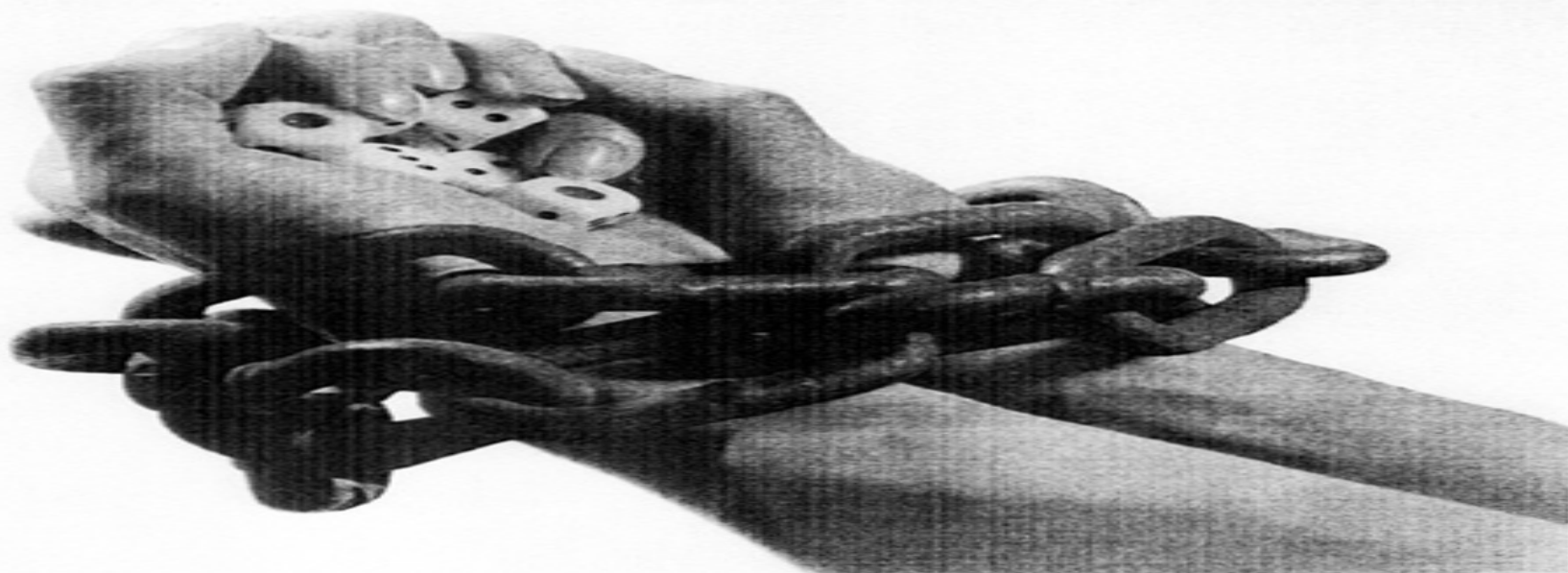


# Initial Contact

- Speak Their Language
- What Works Now
- What Continues
- Make A Difference
- You are not Alone



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## ASSESSMENT

- How gambling has affected the family and children
- Coping mechanisms used
- Reaction Formation
- Emotional Intimacy
- Signs of depression, suicide risk
- Social and family history



## ASSESSMENT

- Domestic Violence
- Current social support network (Immigration process)
- Any previous attempts to seek help
- Concept of Death
- Why now? What are the expectations?



# ASSESSMENT

- Trust
- Codependence
- Bail out
- Avoidance
- Crisis and suicide risk
- Shame



## ASSESSMENT

- Agoraphobia
- Obsessive Compulsive
- Shop Lifting
- Social Phobia
- Excessive worries about real problems



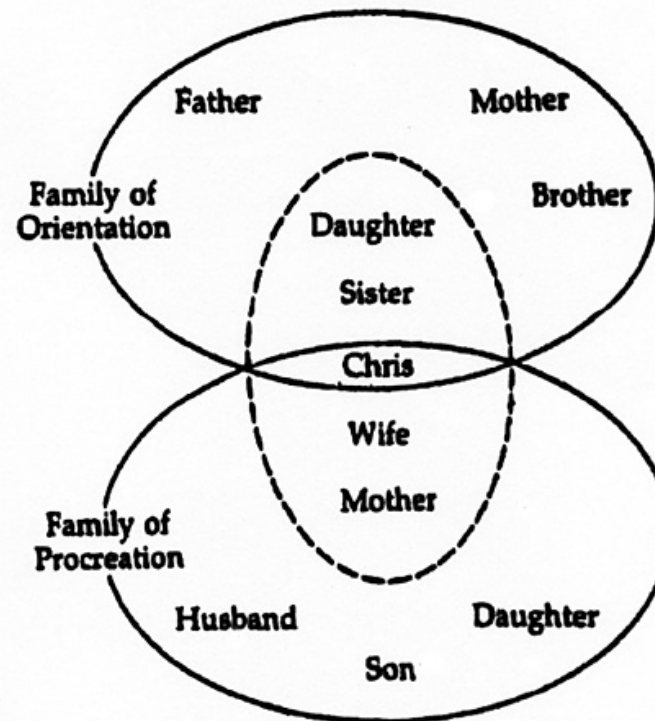
## ASSESSMENT

- Negative affects: angry, guilty, afraid, sad, scornful, disgusted, worried
- Physiological hyperarousal, restlessness, trembling and abdominal distress
- Stress Life Events
- Attachment/Separation



### CHRIS'S TWO NUCLEAR FAMILIES

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In her family of orientation Chris is a daughter and a sister; in her family of procreation she is a wife and mother. She is also a daughter-in-law in her husband's family of orientation, and perhaps a sister-in-law.

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SOURCE: Adapted from Laura S. Smart and Mollie S. Smart, *Families*, 2nd edition. New York: Macmillan Publishing Co. Inc, 1985. Reprinted with permission of Macmillan Publishing Company. Copyright © 1980 by Macmillan Publishing Company.



## CASE MANAGEMENT

- Financial assistant
- Housing
- Welfare
- Day care
- Legal, Immigration, Impending court proceeding
- Crime
- Employment
- Physical health



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# TREATMENT

- Bail Out
- Marital Problems
- Parenting Issues
- In-Law
- Case Management



# TREATMENT

- Response to Loan Shark
- Work Together for the changes
- Avoid intimidating
- Defensive Mechanism
- Angry, guilt, frustration, confusion, lack of confidence, threatening



# TREATMENT

- Peer Support Group
- Social Activities
- Time Management
- Emotion
- Financial independence
- Confidence



# TREATMENT

- Psychological
- Relaxation
- Cognitive Therapy
- Positive Thinking
- Family Physician
- Psychiatrist



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## Supportive Group

- Peer support
- Share experience
- Awareness
- 12 steps



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# Supportive Group

- Trust
- Emotional Problems
- Health Issues
- Time Management



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## Supportive Group

- Attachment
- Problems
- Turning Point

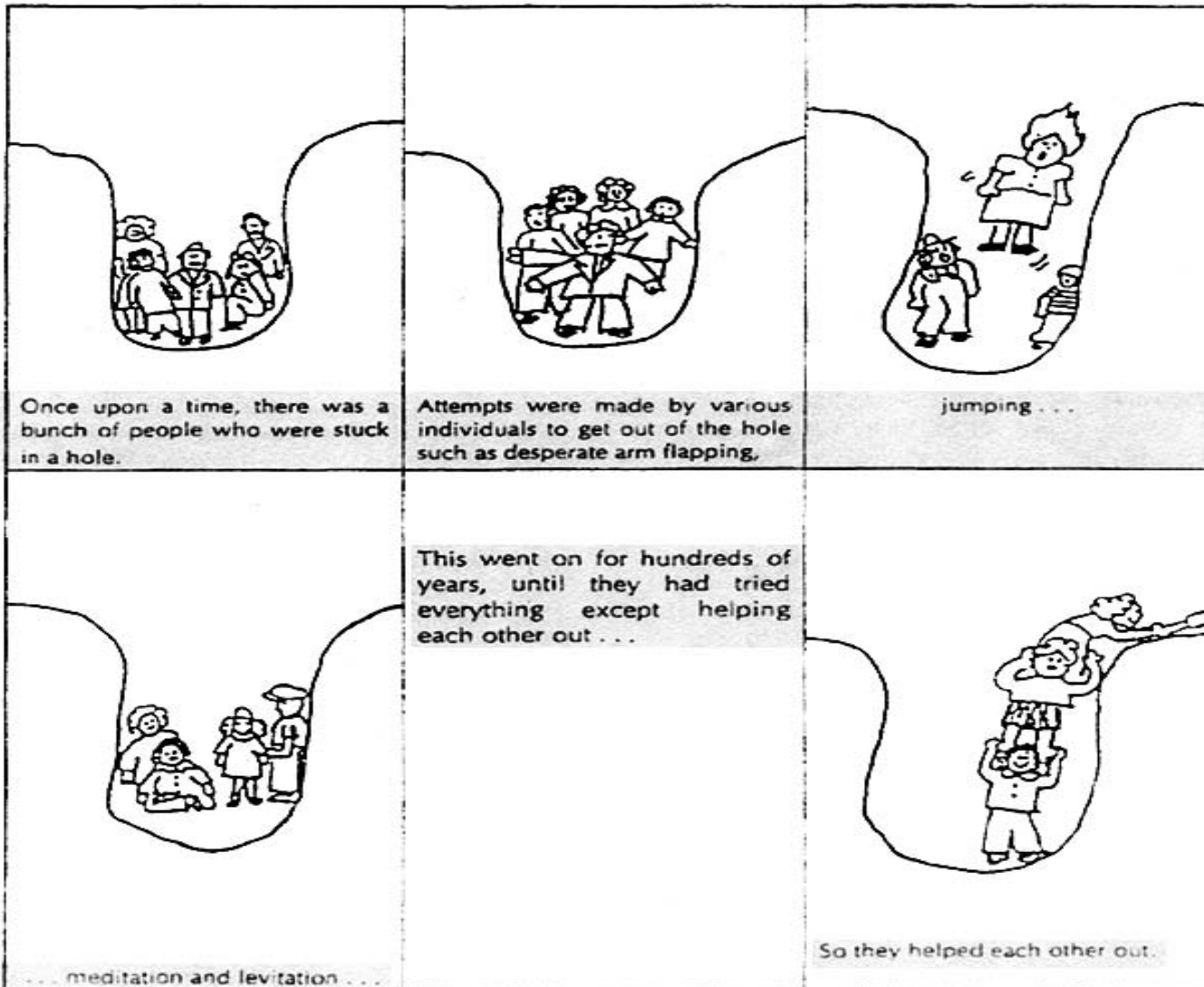


# Supportive Group

- Who am I ?
- How to Say “NO”
- Damage to Family Members
- Evaluation



## *Group Support*





# Relapse Prevention

- Environmental
- Peer Support
- Family Support
- Alternative Response
- Coping Skills
- Acknowledge improved competence
- Booster group



# Don't

- Interviewing in front of other friends/relatives
- Releasing information without consent e.g. police
- Failing to respond to mood disturbance e.g. non-stop speaking



# Don't

- Failing to respond to her disclosure of any abusive behavior
- Not showing empathy
- Ignoring the safety of the family members and their children
- Suicidal Ideation
- Homicide/Suicide



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## GAMBLING COUNSELOR

- Empathy
- Warmth
- Genuine concern
- Non-intimidating
- Supportive
- Reassurance
- Objective feedback



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## GAMBLING COUNSELOR

- Non-Judgmental
- Cultural background
- Acceptance
- Respect
- Tolerance
- Gender



# Self-Care

- Over-identified
- Apathetic
- Burnt-out
- Transference/Counter Transference
- Peer Consultation/Support
- Professional Training



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# Information Leaflets

1. Information Hotline
2. Toll-Free Number 1-866-979-8298
3. Understanding Problem Gambling
4. Gambling-What a Price to Pay?
5. Do You Have Gambling Problem?
6. Screening for Problem Gambling
7. Youth and Gambling Problem
8. Gambling Problems of Your Family Members

<http://www.chinesefamilyso.com>



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# Newspaper Advertisement



DO YOU HAVE A  
**GAMBLING PROBLEM?**  
你是否  
**賭博問題?**

**沉迷賭博 影響個人及家庭!**  
你或你認識的人是否有嗜賭行為?  
你是否想知道多一些有關賭博問題的資料?  
華人家庭專業輔導中心  
輔導及援助電話:  
**(416) 979-8299**  
免費長途熱線: 1-866-979-8298  
[www.chinesefamilyso.com](http://www.chinesefamilyso.com)

身份及內容絕對保密

  
華人家庭專業輔導中心  
Chinese Family Services of Ontario  
3330 Midland Avenue, Suite 229, Scarborough, Ontario, Canada M1V 5E7

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## Video

1. Story of Ah Keung

2. Dead End

## Radio

Gambling commercials



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Thank You