



GAMING TECHNOLOGY DEPARTMENT (GTD)

MEMORANDUM No.: GTD 2025-075

FOR : THE HONORABLE GENERAL MANAGER
THRU : THE ASSISTANT GENERAL MANAGER
Gaming, Product Development & Marketing Sector
FROM : THE DEPARTMENT MANAGER
Gaming Technology Department (GTD)
SUBJECT : Policy on Treatment Referral for Game-Related Harms
DATE : 27 February 2025

This is to endorse the attached Policy on Treatment Referral for Game-Related Harms for your signature and approval.

The draft policy includes the following:

- I. Background
- II. Purpose
- III. Scope
- IV. Definitions
- V. Policy Statements
- VI. Responsibilities
- VII. Helpline Guidelines
- VIII. Monitoring
- IX. Review and Amendments

Thank you.


LAILA D. GALANG

Noted by:


ATTY. LYSSA GRACE S. PAGANO
Assistant General Manager
Gaming, Product Development & Marketing Sector



Policy on Treatment Referral for Game-Related Harms

I. Background

The Philippine Charity Sweepstakes Office (PCSO), like all sectors of the gaming industry, has a responsibility to promote safe and responsible gaming practices. As part of this commitment, it is essential to address gaming-related harms and implement effective treatment protocols to mitigate the risks associated with excessive gaming.

Excessive gaming can lead to significant financial, emotional, and social problems. The inherent risks associated with gaming can result in negative consequences that affect not only the player but also their family and community. It is crucial to recognize these risks and implement measures to mitigate the potential harm caused by excessive gaming.

Effective treatment referral protocols are essential for addressing gaming-related harm and ensuring that those impacted by excessive gaming receive the necessary support. These protocols should be evidence-based and tailored to mitigate the risks associated with problematic gaming behavior.

II. Purpose

This policy aims to ensure that individuals seeking assistance for gaming-related harm are promptly assessed and referred to appropriate partners who can best address their condition. It aligns with the principles of responsible gaming and the commitment to safeguarding the well-being of all participants. The goal is to promote healthy and safer gaming habits, provide support for excessive play, prohibit underage play, and ensure the lottery industry operates responsibly and ethically.

III. Scope

This policy applies to all employees, stakeholders, including players, retailers, and service providers of PCSO.

IV. Definitions

- **Gaming-Related Harms:** The negative effects of gaming, which all individuals will experience in varying degrees.
- **Responsible Gaming:** Practices and policies designed to promote safe and controlled gaming behavior, prevent problem gaming, and provide support for individuals affected by gaming disorders.
- **Affected Others:** These are individuals who experience impact from another person's gaming. This impact might include financial, relational or professional consequences.



V. Policy Statements

Identification and Support for Game Addiction

- Establish a comprehensive system to identify individuals who may be at risk of game-related harm. This system should utilize guided questions and compare survey results to detect potential issues early on.
- Provide referral to confidential support services and healthcare professionals who offer treatment options for individuals struggling with problem gaming.

Collaboration and Research

- a. Partner with facilities, institutions and organizations to study the prevalence and impact of game-related harm specifically with the Affected Others, within the lottery industry.
 - Share findings and best practices with industry stakeholders to foster a collaborative approach to addressing game addiction.

VI. Responsibilities

- **Management:** Ensure the implementation and enforcement of this policy, allocate resources for responsible gaming initiatives, and support employee training programs.
- **Gaming Technology Department (GTD):** Established a helpline for individuals seeking assistance with gaming-related harm. Concerned individuals can reach out to this helpline for support and guidance.

VII. Helpline Guidelines

1. Helpline Numbers:

- Existing GTD numbers will serve as the initial helpline contact points for individuals seeking assistance with gaming-related harm.

2. Assessment Criteria:

- The Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5), will be used to identify gaming-related harm. An individual will be assessed based on the following criteria if they exhibit four (or more) within a 12-month period:
 - Needs to gamble with increasing amount of money
 - Restless or irritable when attempting to cut down or stop gaming
 - Repeated unsuccessful efforts to control, cut back or stop gaming
 - Preoccupied with gaming
 - Gambles when feeling distressed
 - Chasing losses: After losing money gaming, often returns another day to get even
 - Lies to conceal the extent of involvement with gaming
 - Jeopardized or lost significant relationships, jobs, or opportunities due to gaming



- Relies on others for money to relieve desperate financial situations caused by gaming.

3. Severity Levels:

- The severity of gaming-related harm will be determined based on the number of criteria met:
 - **Mild:** 4-5 criteria.
 - **Moderate:** 6-7 criteria.
 - **Severe:** 8-9 criteria.

4. Treatment Referral Protocols:

- Given the significant impact of gaming-related harms, it is crucial to have effective treatment referral protocols in place. These protocols should be evidence-based and tailored to mitigate the risks associated with problematic gaming behavior.
 - Upon identification of the criteria, individual information will be furnished to the Medical Service Department (MSD) for appropriate healthcare action.
 - If necessary, the MSD will provide the necessary referral to accredited facilities to address gaming-related harm.

By implementing these guidelines, PCSO aims to provide comprehensive support and ensure that individuals affected by gaming-related harm receive the appropriate care and assistance they need.

VIII. Monitoring

- Standardized Data Collection:** Collect standardized data on individuals entering treatment for game-related harm, including demographics, baseline data on gaming behavior, and treatment outcomes. (Creation of a CRM-like Information System*)
- Collect Feedback:** Regularly collect feedback from individuals receiving treatment to understand their experiences and identify areas for improvement
- Continuous Improvement:** Use the feedback and data analysis to continuously refine and enhance the monitoring and treatment protocols.

**The Gaming Technology Department (GTD) shall lead the development of a Customer-Relation-Management (CRM) information system and oversee the collection of standardized data. Concurrently, the Medical Services Department (MSD) shall provide feedback from individuals receiving treatment through the CRM. The analysis of the collected data shall be submitted to the Responsible Gaming Secretariat for review by the committee.*





IX. Review and Amendments

This policy will be reviewed annually and updated as necessary to reflect changes in industry standards, research findings, and regulatory requirements.

By adopting this policy, PCSO commits to promote responsible gaming, support individuals affected by game addiction, and ensure a safe and enjoyable gaming environment for all participants.

Approved by:


MELQUIADES A. ROBLES
General Manager 

References:

1. DSM-5-TR® Update Supplement to Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition, Text Revision
2. National Institute for Health and Care Excellence (NICE) guideline [NG248] Published: 28 January 2025
Gaming-related harms: identification, assessment and management

