

Problem Gambling Helpline

Now easier to connect to help

Problem Gambling Helpline 1-800-306-6789

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 aren't 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

Live chat
problemgamblinghelp.ca

7 pm–midnight,
7 days a week

Text
1-306-400-2785

7 pm–midnight,
7 days a week

Email
SPGHL@mcsregina.ca

Response time
12-48 hours

Website - www.problemgamblinghelp.ca

The website has a range of information related to gambling and problem gambling, including a Self-Help section. For those that want to assess their gambling involvement, go to 'Take the Quiz.' Users are also able to order resources by going to the **Resource Material** link.

Translation Services

Helpline staff are able to access translation services, for a crisis situation, in 155 languages. This service is available via phone or email.

What to expect:

- Confidential, compassionate, non-judgmental assistance.
- Professional staff who are experienced and ready to work with clients no matter their circumstances or time of day.

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

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 or 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.

Helpline staff are individuals who:

- Have a university degree and are professionally trained.
- Have completed a minimum of 300-400 on the job training hours.
- Are trained specifically in the area of problem gambling.
- Have helped thousands of people lay the groundwork to regaining balance in their lives.
- Are experienced in working with people who have multiple or complex issues.
- Have experience working with people who are in a crisis situation, including thoughts of suicide.

“I was devastated when I found out my husband lost thousands. Helpline staff connected me with a counsellor who is helping me and my kids move forward.”