

# PROBLEM GAMBLING

## Where to go when you're looking for help

Updated: August 2023

Gambling is when people take the chance of losing money or belongings, and when winning or losing is decided mostly by chance. There are many kinds of gambling, including buying lottery tickets; playing bingo, card, or casino games; and betting on sports or video games. It can be done in person or online.

Problem gambling involves more than losing money. Gambling becomes a problem when it gets in the way of work, school or other activities; causes mental, physical or financial harm; damages a person's reputation; or causes problems with family and friends. Problem gambling shares similarities with other addictions, but there are no visible signs or physical changes that indicate a gambling problem.

Some people who recognize that their gambling has become a problem seek support through peer-based groups such as Gamblers Anonymous. Others begin treatment, which is available in outpatient and residential settings. Common approaches include cognitive-behavioural therapy and mindfulness-based relapse prevention for problem gambling.

## Finding Help

### ConnexOntario

This 24/7 support line helps people find the services they need. It is available to anyone affected by gambling. It is free, confidential and anonymous.

Tel.: 1 866 531-2600

[www.connexontario.ca/en-ca/contact-us](http://www.connexontario.ca/en-ca/contact-us)

## Community-based Services

### ADAPT: Halton Alcohol Drug and Gambling Assessment, Prevention and Treatment Services

165 Cross Ave., Oakville, ON L6J 0B1

Tel.: 905 639-6537, press 0 for intake

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If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please email the information to us at [access.resources@camh.ca](mailto:access.resources@camh.ca).

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**camh**

[adapt@haltonadapt.org](mailto:adapt@haltonadapt.org)

[www.haltonadapt.org/programs-services/problem-gambling-behavioural-addictions](http://www.haltonadapt.org/programs-services/problem-gambling-behavioural-addictions)

**Services:** Assessment, counselling and support for people with behaviour issues including problem gambling and internet use

**Eligibility:** All ages

**Referral:** Self-referral accepted for most programs. [Referral/consent forms](#) available online

**Fee:** Contact the organization for details

## Addiction and Mental Health Services

552 Princess St, Kingston, ON K7L 1C7

Tel.: 613 544-1356

[info@amhs-kfla.ca](mailto:info@amhs-kfla.ca)

[www.amhs-kfla.ca](http://www.amhs-kfla.ca)

**Services:** Gambling and gaming addiction program includes comprehensive assessment, individual counselling, relapse prevention and support for family members

**Eligibility:** Age 12+

**Referral:** [Self-referrals](#) or [referrals from health professionals](#)

**Fee:** Contact the organization for details

## Addiction Services for York Region

14785 Yonge St., Suite 210, Aurora, ON

Tel.: 905 841-7007 ext. 322 or 1 800 263-2288 ext. 222

[maguinaldo@asyr.ca](mailto:maguinaldo@asyr.ca)

[www.asyr.ca](http://www.asyr.ca)

**Services:** Problem gambling program

**Eligibility:** Age 12+

**Referrals:** Self-referral

**Fee:** Contact organization for details

## Arab Community Centre of Toronto

1855 Lawrence Ave. East, Scarborough, ON M1R 2Y3

Tel.: 647 341-2722

[info@acctonline.ca](mailto:info@acctonline.ca)

[www.acctonline.ca](http://www.acctonline.ca)

**Services:** Counselling and referrals for problem gambling treatment

**Eligibility:** All ages

**Referral:** Self-referral

**Fee:** Free

**Note:** Services offered in Amharic, Arabic, Armenian, Assyrian, Dari, Dutch, English, French, Hindi, Lithuanian, Punjabi, Russian, Tigrinya, Ukrainian, Urdu

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## Centre for Addiction and Mental Health: Problem Gambling and Technology Use Treatment

60 White Squirrel Way, Toronto, ON M6J 1H4

Tel.: 416 535-8501, press 2

[info@camh.ca](mailto:info@camh.ca)

[www.camh.ca/en/your-care/programs-and-services/problem-gambling--technology-use-treatment](http://www.camh.ca/en/your-care/programs-and-services/problem-gambling--technology-use-treatment)

**Services:** Counselling for individuals and families experiencing problems with gambling or technology use; groups for parents, family, adults, youth and young adults; initial assessment; psychiatric consultations; referrals to other CAMH services as needed

**Eligibility:** For problem gambling program, people over 18 and their families; for problem technology use program, youth aged 16–25 and their parents; services also available to people whose family member is not in treatment

**Referral:** Self-referral

**Fee:** Free

**Note:** Services offered in English, French, Farsi, Finnish

## Community Family Services of Ontario

4051 Gordon Baker Rd., Unit A, Scarborough, ON M1W 2P3

Tel.: 416 979-8299

[info@cfso.care](mailto:info@cfso.care)

[www.cfso.care/counselling-psychotherapy-family-services](http://www.cfso.care/counselling-psychotherapy-family-services)

**Services:** Counselling, outreach and education for people with gambling addiction and their families

**Eligibility:** Age 12+

**Referral:** Self-referral; online [referral form](#) for service providers

**Fee:** Free

**Note:** Services offered in Mandarin, Cantonese, English, Vietnamese

## COSTI Immigrant Services

Sheridan Mall, 1700 Wilson Ave., Suite 105, Toronto, ON M3L 1B2

Tel.: 416 244-7714

[famcounselling@costi.org](mailto:famcounselling@costi.org)

[www.costi.org/programs/location\\_details.php?location\\_id=33](http://www.costi.org/programs/location_details.php?location_id=33)

**Services:** Problem gambling program includes counselling for individuals and family members

**Eligibility:** People of Italian, Hispanic or Portuguese descent living in Toronto

**Referral:** Self-referral

**Fee:** Free

**Note:** Services offered in English, Italian, Spanish, Portuguese

## Hamilton Public Health: Alcohol, Drug, and Gambling Services

Cooper Building, 21 Hunter St. East, 3rd floor, Hamilton, ON

Tel.: 905 546-3606

[www.hamilton.ca/people-programs/public-health/alcohol-drugs-gambling](http://www.hamilton.ca/people-programs/public-health/alcohol-drugs-gambling)

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**Services:** Individual, couple and family counselling; dialectical behaviour therapy group; Bets Off support group; information and referrals

**Eligibility:** Age 12+

**Referral:** Self-referral

**Fee:** Free

## Hotel-Dieu Grace Healthcare: Centre for Problem Gambling and Digital Dependency

1453 Prince Rd, Windsor, ON N9C 3Z4

215 Talbot St. East Leamington, ON N8H 3X5

Tel.: 519 257-2112

[probgamb@hdgh.org](mailto:probgamb@hdgh.org)

[www.hdgh.org/problemgamblingservices](http://www.hdgh.org/problemgamblingservices)

**Services:** Education, harm reduction and abstinence strategies for gambling and internet use

**Eligibility:** All ages

**Referral:** Self-referral

**Fee:** Free (with a valid OHIP card)

## Lakeridge Health: Pinewood Centre Addiction Services

419 King St. West, Suite 125, Oshawa, ON

Tel.: 905 571-3344 ext. 114

[www.lakeridgehealth.on.ca](http://www.lakeridgehealth.on.ca) (Search for “Pinewood Centre”)

**Services:** Individual and group counselling for gambling concerns

**Eligibility:** Youth, adults and family members

**Referrals:** Must [referral form](#) found online

**Fee:** Covered by OHIP

## Polycultural Immigrant and Community Services

17 Four Seasons Place, Suite 102, Toronto, ON M9B 6E6

Tel.: 1 844-493-5839

[info@polycultural.org](mailto:info@polycultural.org)

[www.polycultural.org/services/specialized-services](http://www.polycultural.org/services/specialized-services)

**Services:** Problem gambling program offers culturally and linguistically appropriate gambling awareness, education and counselling for immigrants, refugees and members of Polish, Russian and Urdu communities in Ontario

**Eligibility:** Immigrants, refugees, permanent residents and first-generation Canadians

**Referrals:** Self-referral

**Fee:** Free

## Trafalgar Addiction Treatment Centres

124 Merton St., Suite 305, Toronto, ON M4S 2Z2

Tel.: 1 855 972-9760

[www.trafalgarresidence.com/internet-addiction-treatment](http://www.trafalgarresidence.com/internet-addiction-treatment)

**Services:** Online counselling program for behavioural addictions including gambling; a four-week intensive virtual program that includes 12 individual therapy sessions with a therapist

**Eligibility:** Age 19+

**Referral:** Self-referral

**Fee:** Contact the organization for details

## Vasantham Health and Wellness Centre

2660 Eglinton Ave. East, Toronto, ON M1K 2S3

Tel.: 416 847-4172

[info@vasantham.ca](mailto:info@vasantham.ca)

[www.vasantham.ca](http://www.vasantham.ca)

**Services:** Problem gambling counselling services for youth; offered in English and Tamil

**Eligibility:** Youth

**Referral:** Self-referral

**Fee:** Free

## Residential Treatment

### Bellwood Health Services

175 Brentcliffe Rd., Toronto, ON M4G 0C5

Tel.: 1 866 925-2729

[www.edgewoodhealthnetwork.com/locations/bellwood/programs/core-addiction-mental-health-program/](http://www.edgewoodhealthnetwork.com/locations/bellwood/programs/core-addiction-mental-health-program/)

**Services:** Inpatient problem gambling program; general outpatient program for addiction support and stabilization

**Eligibility:** Age 18+

**Referral:** Self-referral

**Fee:** Contact the organization for details

### Jean Tweed Centre

215 Evans Ave., Etobicoke, ON M8Z 1J5

Tel.: 416 255-7359

[info@jeantweed.com](mailto:info@jeantweed.com)

[www.jeantweed.com/gambling-support-group/](http://www.jeantweed.com/gambling-support-group/)

**Services:** Women's problem gambling support group every Thursday; three-week day or residential program; individual counselling program; trauma program

**Eligibility:** Women age 16+ and their families

**Referral:** Self-referral

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**Fee:** Contact the organization for details

**Note:** Intake is every Tuesday at 4:30 p.m., no appointment is necessary

## Youth-specific Programs

### YMCA Youth Gambling Awareness Program

19 locations across Ontario

Toronto location: 90 Eglinton Ave. East, Suite 300, Toronto, ON M4P 2Y3

Tel.: 416 928-9622 or 1 800 233-8024

[www.ymcagta.org/youth-programs/youth-gambling-awareness-program](http://www.ymcagta.org/youth-programs/youth-gambling-awareness-program)

**Services:** Gambling education and prevention program gives presentations for children and youth of various age groups; workshops for parents, guardians, role models and professionals

**Eligibility:** Ages 8–24

**Referral:** Self-referral

**Fee:** Free

## Support Groups

### Gamblers Anonymous

Tel.: 1 855 222-5542 (Ontario hotline)

[intergroup@GamblersAnonymousOntario.org](mailto:intergroup@GamblersAnonymousOntario.org)

[www.gatoronto.ca](http://www.gatoronto.ca)

**Services:** Peer-led groups focused on helping people quit gambling

**Eligibility:** All ages

**Referral:** None

**Fee:** None

### Gam-Anon

Tel.: 1 855 222-5542 (Ontario hotline)

[www.gam-anon.org](http://www.gam-anon.org)

**Services:** Mutual aid and support for partners, family or friends of people with gambling problems

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