



Exhibit X.A.3 – Identification of Problem Gambling

Submit as Exhibit X.A.3. a description of the initial and ongoing training that will be used to help Gaming Facility employees identify those who may have gambling-related problems, or self-identify, and assist them to obtain help for those problems.

Tioga Downs management and ownership have an established track record of Responsible Gambling training and certification. Partners and content providers have included OASAS (New York State Office of Alcoholism and Substance Abuse Services), TCCASA (Tioga County Council on Addiction and Substance Abuse) and NYCPG (New York Council on Problem Gambling). Tioga Downs is currently modifying our training and certification programs to include the newly created Problem and Responsible Gambling Training for Casino Employees, produced by NYCPG. All Tioga Downs employees receive their initial training during New Hire Orientation and/or Departmental Training. This training includes at a minimum two of the following three options:

- Video presentations by either the NY Council on Problem Gaming or the National Council on Problem Gaming
- On-line based training which includes a minimum of 20 minutes of participation via slide or video presentation with a questionnaire at the conclusion of the training
- Live training by an individual qualified and certified in the area of problem gaming.

Follow up training occurs on an annual basis at minimum, and the training is tracked by the Human Resources department. As part of the annual review process beginning with reviews as of August 2014, supervisors are required to discuss an employee's Responsible Gaming training experience during their review, and ensure they have up to date certification. Supervisors and managers are held accountable for ensuring 100% compliance of their workforce for responsible gaming training and certification; failure to provide their teams with responsible gaming training will result in disciplinary measures up to and including termination.

Attached are sample Certifications received by Tioga Downs personnel as well as a sample presentation given as part of responsible gaming training.

TIOGA DOWNS LLC

Exhibit X.A.3. (cont.)

Verification Number: 1318868



Red Flags & Referrals

Gaming Employee Training on Problem Gambling

This is to certify that

David Miller

has successfully completed a one hour
accredited training program on responsible gambling.

March 20, 2013



Signed and Certified by:

Elizabeth M. George

Elizabeth M. George, Director
North American Training Institute

This course is accredited by the American Academy of Health Care Providers in the Addictive Disorders

North American Training Institute - 218-722-1503 - redflagsandreferrals.com

TIOGA DOWNS LLC

Exhibit X.A.3. (cont.)

The New York Council on Problem Gambling awards this
CERTIFICATE OF COMPLETION

for
Casino Employee Training on Problem and Responsible Gambling

to
William Ripley

who has successfully completed this education and training program

as of
03/27/2014

Mariangela Milea

Mariangela Milea (Assistant Executive Director)