



# CHATTER THAT MATTERS®

Volume 9, Issue 1

Summer 2019

## Message from President & CEO, Greg Smith:

I wanted to take this opportunity to highlight a recent award the CLC has received, to give an update on our iLottery progress, and to look toward our upcoming responsible gambling (RG) initiatives.

First, I'm proud to announce that at the National Council on Problem Gambling's 33<sup>rd</sup> National Conference on Gambling Addiction and Responsible Gaming, this newsletter, *Chatter that Matters*®, received the "Newsletter Award." The award recognizes an outstanding problem gambling-related newsletter issued in the past year. We received this honor in 2014 and 2017, and are proud to continue producing this content recognizing and highlighting our significant responsible gambling efforts. Congratulations to the employees that help produce *Chatter!*

Second, I wanted to update everyone on the status of our internet lottery bill. You may recall that for the past few years we have had a proposal to sell our draw games over the internet. Late in the legislative session, some legislators suggested using the iLottery revenue stream to fund the anticipated expenses of an unrelated debt-free community college proposal. The language that ended up in the budget is a bit complicated. The concept of

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### Plus...

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## Congratulations Sales!

Responsible Gambling Retailer Training:

**2,719** retailers and store personnel  
successfully trained!

***An Awesome RG Effort!***



# Gambling vs. Gaming

*By: Keith Whyte, Executive Director, National Council on Problem Gambling*



One of the big challenges in the gambling field is keeping up with the changes in technology and terminology. Many entities, for all practical purposes, have used the terms “gaming” and “gambling” interchangeably to refer to the same action of risking money or something of value in the hope of obtaining something of greater value. At the same time the enormous growth of video games from home console systems to massively multiplayer systems available on any internet-enabled platform has made video gaming, or just gaming, into a enormous, largely unregulated, global industry with attendant rewards and risks.

We believe it is helpful for gambling operators, vendors and regulators, as well as the general public, to more clearly distinguish between “gambling” and “gaming” and have joined the World Health Organization in recognizing “gaming addiction” as the consequence of excessive video gaming leading to harm. We encourage all stakeholders to encourage the use of “responsible gambling” when referring to programs like GameSense conducted by lotteries and other groups to minimize the harm from gambling.



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## In-Service Training

It's not too late to enroll in an In-service Training course for the Fall! Sign-up now until **August 16, 2019**.

In-service training is a great way to brush up and enhance your skills. Some of the new courses offered for the Fall session are:

### Essential Business Skills

- ◇ “A” for (TEAM) Effort
- ◇ Balancing Time and Priorities: A Continuation!

### Leadership Skills

- ◇ Effective Leadership Skills for Women – Part II
- ◇ First Time Supervisor-Management Training – Part II

### Technology Advancement (Computers)

- ◇ Adobe Photoshop CC: Introduction (Mac)
- ◇ CCNA Certification Preparation: Interconnecting Cisco Networking Devices

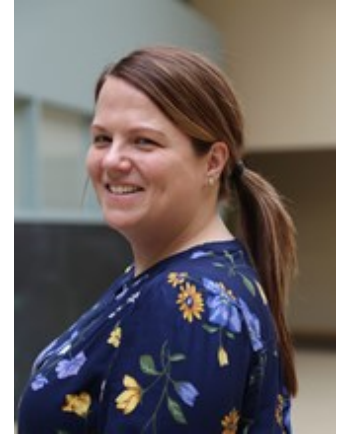
### Other

- ◇ What's Next? Retirement and Successorship Planning

A full listing of courses is available on the State In-Service Training Program Website, <http://bor.ct.edu/inservice/>. See your supervisor for details and approval.

# Community Volunteer: Real Hair Wigs for Women Living with Cancer

By: Suzanne Colley



## A Conversation with Sharon Drummey

SC: This is such an excellent charity and noble cause, please tell a little about the Pantene Beautiful Lengths program that you participate in.

SD: Pantene Beautiful Lengths program partners with the American Cancer Societies to provide free, real hair wigs to women living with cancer.

Unfortunately, I found out that this program ended on December 31, 2018. I'm currently researching another organization I can donate my hair to. So far, I think I will go with Hair We Share.



SC: What interested you in participating, and how long have you participated?

SD: Back in 2007 when I wanted to cut my hair, my hairdresser asked if I would be interested in donating my hair to Pantene's Beautiful Lengths. She gave me an overview of the program (at that time her mother was going through cancer treatment) and I gladly said yes. Why I choose to continue to donate my hair is because my sister was diagnosed with stage 3 breast cancer, and when she started to lose her hair, she started to lose her self-esteem. The first day she put her wig on, she was a new person, full of life. She regained her confidence and wanted to go out more. *Oh and I am happy to report that my sister is doing great!*

SC: That is awesome news ~ thank you for sharing! Can you give some specifics about the real hair wigs program?

SD: Pantene Beautiful Lengths started back in 2006, and recently ended in December 2018. They would give free wigs to women undergoing cancer treatment.

SC: Who can participate? Are there any restrictions?

SD: It will depend on each participant's hair. I was told donated hair needs to be in good condition and less than 5% grey.

SC: Does the "ponytail" have to be a certain length?

SD: The ponytail has to be at least 8-inches, and split ends need to be trimmed off.

SC: Where can others find out about programs such as Pantene Beautiful Length or Hair We Share?

SD: Anyone interested can research different organizations to see where they can donate their hair. Deciding where to donate your hair is a personal choice.

SC: How long is the "ponytail" that you will donate?

SD: The ponytail that I will donate will be 8 inches.

SC: Such a worthwhile commitment — Thank you, Sharon!

# GNEMSDC Matchmaker Event and Quarterly Meeting

The Connecticut Lottery hosted the Greater New England Minority Supplier Development Council (GNEMSDC) matchmaking event and quarterly meeting at Lottery headquarters this past spring.

The afternoon was a success and the CLC's Tom Trella addressed the guests and council members. When asked about his experience, he stated, *"It was wonderful to discuss business opportunities and share ideas with prospective partners. I enjoyed the opportunity to address the group and describe the importance that our business partners play in our success."*



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## Vendor Spotlight: Green Castle Business Solutions

**By: Sharon Zarotney**

We placed our first order with Green Castle Business Solutions back in 2015 and since that time, they have become a valued and trusted vendor. We have purchased many of their eco-friendly office and cleaning supplies as well as other items which include, but are not limited to:



*"Doing business with Connecticut Lottery is always a pleasure as they always know exactly what they are looking for, which makes our job easier to do."*

*– Green Castle Promotional Products*

The products purchased from Green Castle Business Solutions are of the highest quality and their delivery time from initial purchase to delivery at our loading dock is always prompt. Working with Keith Castle (*President*) and Paula Frank (*Executive Vice President*) is a real pleasure.



# Team Nubia's Recycling Event

By: Nubia Morales-Florez



The games were fun and the prizes were neat, but what mattered most was your participation. This event, held on January 18, 2019, was near and dear to Nubia's heart; and its purpose, raising recycling awareness, was achieved.

Please visit our revamped recycling center in the café and remember, your participation matters!



## Upcoming Events

Date	Event	Location
September 10	GNEMSDC Annual Conference	MGM Springfield, Springfield, MA
September 17-20	NASPL Annual Conference	Little Rock, AR
September 26	New England RG Consortium	RI Lottery, Cranston, RI
October 4	CWE Women Business Leaders Conference	Framingham, MA
October 23	Middlesex Chamber Business Expo	Red Lion Hotel, Cromwell, CT
October 30	CCPG Annual Conference	Hilton Garden Inn, Wallingford, CT

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debt-free community college passed, but there is no guaranteed funding stream attached to it. Instead, the Governor and his budget team are going to study the iLottery proposal to determine whether it is feasible. The language in the budget asks the Governor to consult with the CLC, DCP, and Attorney General to conduct this study, and to report back to the General Assembly no later than next February. We are excited and intend to assist as requested. This is a good reminder that there are numerous RG safeguards associated with online play. Our draft language included play/spend limits, age verification software, a voluntary self-exclusion program, links to RG information on each page of the website, and limited a player to only one credit or debit card as a funding stream. We will continue to advocate for these important safeguards going forward.

Finally, it's hard to believe that it's almost back-to-school time. As we always do, we will ramp up our responsible gambling efforts during this time of year, including messaging in an upcoming issue of the Connecticut Association of Boards of Education's Journal, and in the September issue of CT Parent magazine. Additionally, although the holidays seem far away, it's not too early to think about our annual Give a Toy, Not a Ticket campaign. Kickoff meetings will be taking place shortly, and we look forward to continuing what has become a meaningful tradition here at the CLC.

— Greg Smith

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## CLC Recognized as “2019 Friend of Asian-Pacific American Business”

By: Annmarie Daigle



Suzanne Colley and Sharon Zarotney participated in the Asian Business Council of Connecticut's Annual Meeting on May 30, 2019.



The keynote speakers were CT Attorney General William Tong, and Wendell Davis, Regional Administrator for Region I of the U.S. Small Business Administration.

The event was made even more special when the CT Lottery was given the “2019 Friend of APA (Asian-Pacific American) Business Award”.

The award was presented by Senator Saud Anwar and the event's Master of Ceremonies, Ted Hsu.

It was a wonderful afternoon.





# Increasing Our Awareness ... Implicit Bias

By: Andrew Walter

Last August, CLC managers attended a training on implicit bias, conducted by attorneys from Pullman & Comley LLC, one of our outside law firms.



The Ohio State University Kirwin Institute for the Study of Race and Ethnicity defines implicit bias as:

*“The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.”*

These are not the overt, intentional biases exhibited by some people. In other words, they are in our subconscious, unknown to us. We see implicit bias often in areas of race, gender, religion, social group, and appearance. An example of an implicit bias might be that, because I saw a golden retriever attack a dog when I was a child, I subconsciously believe that all golden retrievers are dangerous dogs, when in reality I know that is not the case.

The training was very valuable. We learned that we all have implicit biases, and often, these biases go against what we *think* are our stated beliefs. This matters because these biases can affect our decision-making, and in fact, these unconscious thoughts often predict how we will act. The good news, however, is that these are only biases, and can be changed – “debiased” – over time.

*“Listening helps us take in a person's multiple stories and disrupts biased thinking.”* [edutopia.org/blog/5 Keys to Challenging Implicit Bias by Shane Safir, March 14, 2016, Updated March 11, 2016]

There are numerous online tests available to determine the types of implicit biases we have. A Google search will reveal several websites with comprehensive tests available.

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## Green Initiatives ~ Reuse ~ Recycle ~ Repurpose! Surplus Success

By: Suzanne Colley



### Dorothy Gayle ~ Ambassador Extraordinaire

Adopted into Bob's family in 2017, this former lottery commercial prop has been busy since leaving our facility and starting a new and exciting life as an “Ambassador of Giving.” Her ‘sole’ purpose is to bring attention to various non-profit charitable fundraisers.



Wonder what she's been up to? Here is just a smattering of Dorothy's past notables:

*December - Breakfast with Santa - Baseball Eastern Regional Center;*

*November - Giving Tuesday;*

*October - Cocktails at 8 - Annual fundraiser;*

*And, her fledgling outing . . .*

*April - The Duck Race as the special guest of The Quota Club of Bristol.*

For more on the stiletto's upcoming activities, check out Dorothy's Facebook page. [Facebook.com/dorothy.gayle.737](https://www.facebook.com/dorothy.gayle.737)



## The Corporate Responsibility Team:

- Suzanne Colley
- Annmarie Daigle
- Kendra Eckhart
- Bryan Figueroa
- Rita Finocchiaro
- Steve Fox
- John Gasparini
- Wendy Gasparini
- Valerie Guglielmo
- Jennifer Hunter
- Rebecca Lambert
- Violetta Lukin
- Francine Magnano
- Zuleika Mercado
- Bruce Morley
- Nikki Nearing
- Barbara Petano
- Robin Raboin
- Justin Rivera
- Janet Rocco
- Theresa Scott
- Greg Smith
- Susan Starkowski
- Linda Tarnowski
- Chelsea Turner
- Steve Wagner
- Andrew Walter
- Jeff Yue
- Sharon Zarotney



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