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pelaamisen hallintaan*

**HOW TO DESIGN A SERVICE TO AVOID
THE TYPICAL BARRIERS TO TREATMENT**

- A CASE STUDY OF TILTTI

ABOUT ME

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Come as you are – Low threshold support for people affected
by problem gambling

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 *Sininauhaliitto*

TILTTI

Information and support for gambling and gaming related harm
For problem gamblers and gamers and their concerned significant others
Low threshold service
Counseling and peer support

The Finnish Blue Ribbon

Part of Helsinki Metropolitan Area Gambling Clinic

Funding from RAY (The Finnish Slot Machine Association)

WWW.TILTTI.FI

CASE: TOMMY & GINA

Tommy

Used to work in the docks

Former footballer,
"almost professional"

Loves sports betting

Does not think of his gambling as an addiction

Gina

Works the diner all day

Thinks Johnny has a gambling problem

Wants him to seek treatment and quit

Is tired of holding together the family's finances

Marriage

Arguments about gambling and money

Last fight when they could not afford the bicycle promised to their daughter's birthday

BARRIERS TO TREATMENT

- wish to handle problem by oneself
- shame/embarrassment/stigma
- unwillingness to admit problem
- and issues with treatment itself

(Suurvali, Cordingley, Hodgins & Cunningham 2009)

HARM REDUCTION

“self-determination and ‘meeting the client where the client is’”
(NASW 2013, U.S.)

“making risky behaviors less risky, without necessarily insisting that the behavior be changed” (Davis 2013)

“Personhood stands above moral judgments regarding risky or socially negative behaviors.” (Bigler 2005)

LOW THRESHOLD SERVICES – TWO DIFFERENT DESIGNS

Aim: get people to seek help as early as possible



PROBLEM GAMBLING SPECTRUM

CASE STUDY OF TILTTI - RESULTS

Four elements that make the threshold low

1. Broad target group
2. Dismantling the barriers to help-seeking
3. Permissive attitude
4. Active pursuit of target group

→ Inclusive service

BROAD TARGET GROUP

Demographically the Tiltti visitors are the same as problem gamblers in general in Finland

Broader service needs – other than treatment

- People seeking "light-help" (no wish to commit)
- People seeking help for the problems gambling has caused
- People seeking support after treatment to remain gambling free
- People seeking information about problem gambling
- People seeking an alternative to treatment

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*Tää pelaamisasia on
ratkaistavissa. Vaihtoehtoista
puhuminen antaa suuntaa.*

THANK YOU!

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