

From: [Michelle Hadden](#)
To: [Hapeman, Carolyn \(GAMING\)](#)
Cc: jmaney@nyproblemgambling.org
Subject: Re: Problem Gambling brochures
Date: Monday, March 7, 2022 9:47:49 AM
Attachments: [image007.png](#)
[image008.png](#)
[image009.png](#)
[image011.png](#)
[image013.png](#)
[Outlook-zezqnnq2.png](#)

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We were fine with using the QR code itself on our materials but not the required messaging
SO we can use the code without the messaging on our materials or we can create our own QR code
Please let us know how you'd like us to proceed when it comes to our PGRC and NYCPG print materials
Thanks!

Michelle Hadden, MSW
Assistant Executive Director, Program
New York Council on Problem Gambling
O: 518-867-4084
C: [REDACTED]



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From: Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>
Sent: Monday, March 7, 2022 9:43 AM
To: Michelle Hadden <mhadden@nyproblemgambling.org>
Cc: Jim Maney <jmaney@nyproblemgambling.org>
Subject: RE: Problem Gambling brochures

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recognize the sender and know the content is safe.

I wasn't aware there was more than one QR code linking to the PGRC page. For data tracking purposes, I would prefer to limit to the one created by the RPP.

From: Michelle Hadden <mhadden@nyproblemgambling.org>
Sent: Monday, March 07, 2022 9:35 AM
To: Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>
Cc: jmaney@nyproblemgambling.org
Subject: Fw: Problem Gambling brochures

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FYI

As long as the QR code sends back to treatment (PGRC) is it acceptable for them to use or does it have to be the Gaming Commission one?

Michelle Hadden, MSW
Assistant Executive Director, Program
New York Council on Problem Gambling
O: 518-867-4084
C: [REDACTED]



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From: Michelle Hadden <mhadden@nyproblemgambling.org>
Sent: Monday, March 7, 2022 9:33 AM
To: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Cc: Kristin Sweeter <Ksweeter@nyproblemgambling.org>; Jenna Hotaling <JHotaling@nyproblemgambling.org>
Subject: Re: Problem Gambling brochures

Hello Amanda

Just to make sure I am clear on what you need
PGRC palm cards with the Gaming Commission QR code on them that refers to our
PGRC program is what you are looking for?
If so, unfortunately that is not something we have.
We can provide you our cards with our QR code on them if that will meet your
requirement?
Please let me know how we can assist.

Michelle Hadden, MSW
Assistant Executive Director, Program
New York Council on Problem Gambling
O: 518-867-4084
C: [REDACTED]



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From: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Sent: Friday, March 4, 2022 4:22 PM
To: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Cc: Michelle Hadden <mhadden@nyproblemgambling.org>; Kristin Sweeter <Ksweeter@nyproblemgambling.org>
Subject: Re: Problem Gambling brochures

Hi Amanda,

I've cc'd Michelle Hadden, our Assistant Executive Director for NYCPG. She will be able to assist with your ask.

Michelle- Amanda is requesting that the PGRC brochures have the QR code on them for the future. Is that something we already have?

Jenna Hotaling, CHES, CHC
Team Leader-Finger Lakes PGRC

2507 Browncroft Blvd. Suite 103

Rochester, NY 14625

Cell: [REDACTED]

<https://nyproblemgamblinghelp.org/>



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From: Amanda Loveland <Amanda.Loveland@dellagoresort.com>

Date: Thursday, March 3, 2022 at 4:42 PM

To: Jenna Hotaling <JHotaling@nyproblemgambling.org>

Subject: RE: Problem Gambling brochures

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Jenna,

I realized the new requirements issued by NYSGC. I'm going to use the stock you provided, but I'd like to have another 100 of each brochure (with the QR code) you provided. I'm good with the stock you provided now, but I want to make sure I have extra since we are a little low.

Amanda

From: Amanda Loveland

Sent: Thursday, March 3, 2022 4:29 PM

To: Jenna Hotaling <JHotaling@nyproblemgambling.org>

Subject: RE: Problem Gambling brochures

Thanks Jenna for the update.

Can you provide the digital for my files?

From: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Sent: Thursday, March 3, 2022 4:05 PM
To: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Cc: 'Becker, Tammy (GAMING)' <Tammy.Becker@gaming.ny.gov>
Subject: Re: Problem Gambling brochures

Hi Amanda,

Yes, the first attachment is not us. Our brochures have changed as well.

Thank you,
Jenna

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From: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Sent: Thursday, March 3, 2022 4:02:54 PM
To: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Cc: 'Becker, Tammy (GAMING)' <Tammy.Becker@gaming.ny.gov>
Subject: RE: Problem Gambling brochures

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Hi Jenna,

I received the brochures earlier today from Security, but I have a question about what was dropped off. I didn't receive any brochures for the SCCCC as requested, so I'm not sure if this request needs to be redirected. Also, I noticed the brochures you provided are not the same as what I sent to you. Do your brochures change? Thanks for the guidance concerning these matters.

ama

From: Amanda Loveland
Sent: Monday, February 28, 2022 3:29 PM
To: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Cc: Becker, Tammy (GAMING) <Tammy.Becker@gaming.ny.gov>
Subject: RE: Problem Gambling brochures

Hi Jenna,

I had hope you could help me concerning the brochures your team provides to del Lago. It appears we are getting low on the brochure attached above. What are the steps to receive more of these brochures?

Sincerely,

|



Amanda Loveland, GAMS

Director of Compliance
Office (315) 946-1627
Cell: [REDACTED]



GAMS™
Gaming Anti-Money Laundering Specialist

From: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Sent: Friday, March 06, 2020 3:26 PM
To: Amanda Loveland <Amanda.Loveland@dellagoresort.com>; Holly Manslank <Holly.Manslank@dellagoresort.com>
Subject: Re: Problem Gambling brochures

The ones I've attached are our general PGRC brochures. We have a different kind that looks similar to this, but lists warning signs.

Jenna Hotaling, CHES

Team Leader-Finger Lakes PGRC

71 Goodway Drive
Rochester, NY 14623
Cell: [REDACTED]
<https://nyproblemgamblinghelp.org/>



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From: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Sent: Friday, March 6, 2020 3:05 PM
To: Holly Manslank <Holly.Manslank@dellagoresort.com>; Jenna Hotaling <JHotaling@nyproblemgambling.org>
Subject: RE: Problem Gambling brochures

Hi Jenna,

Thank you so much for getting back to Holly so quickly. I hate to ask, but could you send a picture of the “brochures” you are sending to us. I was asked to order brochures I have on property, and I don’t want to duplicate efforts. This would assist in limiting the amount of “same type” pamphlets we are receiving.

Thanks,
Amanda

From: Holly Manslank <Holly.Manslank@dellagoresort.com>
Sent: Friday, March 06, 2020 2:40 PM
To: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Cc: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Subject: RE: Problem Gambling brochures

Jenna,

That would be wonderful. I can meet you at the employee entrance around back at any time that is convenient for you. Just let me know when. Thank you again.



Holly Manslank
Compliance Manager
1133 State Route 414
Waterloo, NY 13165
O 315-946-1628
C [REDACTED]
Email: holly.manslank@dellagoresort.com

From: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Sent: Friday, March 06, 2020 2:37 PM
To: Holly Manslank <Holly.Manslank@dellagoresort.com>
Cc: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Subject: Re: Problem Gambling brochures

Hello Holly,

No problem. Could I drop them off Monday afternoon? Where should I leave them?

Jenna

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From: Holly Manslank <Holly.Manslank@dellagoresort.com>
Sent: Friday, March 6, 2020 2:36:17 PM
To: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Cc: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Subject: RE: Problem Gambling brochures

Hello Jenna,

We were hoping to get them in advance of the press conference. Please let me know if this would be possible. Thank you.



Holly Manslank
Compliance Manager
1133 State Route 414
Waterloo, NY 13165

O 315-946-1628
C [REDACTED]
Email: holly.manslank@dellagoresort.com

From: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Sent: Friday, March 06, 2020 2:35 PM
To: Holly Manslank <Holly.Manslank@dellagoresort.com>
Cc: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Subject: Re: Problem Gambling brochures

Hi Holly,

Thank you for reaching out! We would be more than happy to provide more brochures for your problem gambling displays. I will actually be at Del Lago for a press conference for Problem Gambling Awareness Month on March 16th. Could I bring you the brochures then?

Best regards,
Jenna

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From: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Sent: Friday, March 6, 2020 2:32:52 PM
To: Holly Manslank <Holly.Manslank@dellagoresort.com>
Cc: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Subject: Re: Problem Gambling brochures

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From: Holly Manslank <Holly.Manslank@dellagoresort.com>
Sent: Friday, March 6, 2020 2:29:08 PM
To: Jenna Hotaling <JHotaling@nyproblemgambling.org>
Cc: Amanda Loveland <Amanda.Loveland@dellagoresort.com>
Subject: Problem Gambling brochures

Hello,

I am contacting you on behalf of our new Director of Compliance, Amanda Loveland. We would like to get more brochures for our problem gambling displays and Responsible Gaming Resource Center. Please let me know if you need any additional information, or have any questions. Thank you.



Holly Manslank

Compliance Manager
1133 State Route 414
Waterloo, NY 13165

O 315-946-1628

C [REDACTED]

Email: holly.manslank@dellagoresort.com