

**From:** [Michelle Hadden](#)  
**To:** [Hapeman, Carolyn \(GAMING\)](#)  
**Cc:** [jmaney@nyproblemgambling.org](mailto:jmaney@nyproblemgambling.org)  
**Subject:** Re: Problem Gambling brochures  
**Date:** Monday, March 7, 2022 10:04:49 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image005.png](#)  
[image007.png](#)  
[Outlook-pwfcf5n.png](#)

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Perfect thank you!

**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 9:56 AM  
**To:** Michelle Hadden <mhadden@nyproblemgambling.org>  
**Cc:** Jim Maney <jmaney@nyproblemgambling.org>  
**Subject:** RE: Problem Gambling brochures

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You can use the QR code with your own messaging. We created the text to be sure facilities would not drop the HOPELINE info as it is required by law on the things we produce and therefore, the things our licensees produce.

**From:** Michelle Hadden <mhadden@nyproblemgambling.org>  
**Sent:** Monday, March 07, 2022 9:48 AM  
**To:** Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>  
**Cc:** jmaney@nyproblemgambling.org  
**Subject:** Re: Problem Gambling brochures

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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]

2022 NYCPG Virtual  
Conference

March 9 -10, 2022

people, purpose & passion  
THE PATHWAY TO SUCCESS

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

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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](mailto:mhadden@nyproblemgambling.org)>  
**Sent:** Monday, March 07, 2022 9:35 AM  
**To:** Hapeman, Carolyn (GAMING) <[Carolyn.Hapeman@gaming.ny.gov](mailto:Carolyn.Hapeman@gaming.ny.gov)>  
**Cc:** [jmaney@nyproblemgambling.org](mailto: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](mailto:mhadden@nyproblemgambling.org)>  
**Sent:** Monday, March 7, 2022 9:33 AM  
**To:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto:Amanda.Loveland@dellagoresort.com)>  
**Cc:** Kristin Sweeter <[Ksweeter@nyproblemgambling.org](mailto:Ksweeter@nyproblemgambling.org)>; Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto: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](mailto:JHotaling@nyproblemgambling.org)>  
**Sent:** Friday, March 4, 2022 4:22 PM  
**To:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto:Amanda.Loveland@dellagoresort.com)>  
**Cc:** Michelle Hadden <[mhadden@nyproblemgambling.org](mailto:mhadden@nyproblemgambling.org)>; Kristin Sweeter <[Ksweeter@nyproblemgambling.org](mailto: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](mailto:Amanda.Loveland@dellagoresort.com)>  
**Date:** Thursday, March 3, 2022 at 4:42 PM  
**To:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto: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](mailto: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](mailto:JHotaling@nyproblemgambling.org)>  
**Sent:** Thursday, March 3, 2022 4:05 PM  
**To:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto:Amanda.Loveland@dellagoresort.com)>  
**Cc:** 'Becker, Tammy (GAMING)' <[Tammy.Becker@gaming.ny.gov](mailto: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](mailto:Amanda.Loveland@dellagoresort.com)>

**Sent:** Thursday, March 3, 2022 4:02:54 PM

**To:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>

**Cc:** 'Becker, Tammy (GAMING)' <[Tammy.Becker@gaming.ny.gov](mailto: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 SCCC 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

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**From:** Amanda Loveland

**Sent:** Monday, February 28, 2022 3:29 PM

**To:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>

**Cc:** Becker, Tammy (GAMING) <[Tammy.Becker@gaming.ny.gov](mailto: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

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**From:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>  
**Sent:** Friday, March 06, 2020 3:26 PM  
**To:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto:Amanda.Loveland@dellagoresort.com)>; Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto: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](mailto:Amanda.Loveland@dellagoresort.com)>  
**Sent:** Friday, March 6, 2020 3:05 PM  
**To:** Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto:Holly.Manslank@dellagoresort.com)>; Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto: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

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**From:** Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto:Holly.Manslank@dellagoresort.com)>  
**Sent:** Friday, March 06, 2020 2:40 PM  
**To:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>  
**Cc:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto: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](mailto:holly.manslank@dellagoresort.com)

---

**From:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>  
**Sent:** Friday, March 06, 2020 2:37 PM  
**To:** Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto:Holly.Manslank@dellagoresort.com)>  
**Cc:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto: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](mailto:Holly.Manslank@dellagoresort.com)>  
**Sent:** Friday, March 6, 2020 2:36:17 PM  
**To:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>  
**Cc:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto: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](mailto:holly.manslank@dellagoresort.com)

---

**From:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>  
**Sent:** Friday, March 06, 2020 2:35 PM  
**To:** Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto:Holly.Manslank@dellagoresort.com)>  
**Cc:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto: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](mailto:JHotaling@nyproblemgambling.org)>  
**Sent:** Friday, March 6, 2020 2:32:52 PM  
**To:** Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto:Holly.Manslank@dellagoresort.com)>  
**Cc:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto:Amanda.Loveland@dellagoresort.com)>  
**Subject:** Re: Problem Gambling brochures

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**From:** Holly Manslank <[Holly.Manslank@dellagoresort.com](mailto:Holly.Manslank@dellagoresort.com)>  
**Sent:** Friday, March 6, 2020 2:29:08 PM  
**To:** Jenna Hotaling <[JHotaling@nyproblemgambling.org](mailto:JHotaling@nyproblemgambling.org)>  
**Cc:** Amanda Loveland <[Amanda.Loveland@dellagoresort.com](mailto: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](mailto:holly.manslank@dellagoresort.com)