

Workbook

# EXPERT BY EXPERIENCE

Erasmus+



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## 1. What is experiential expertise, what is expert by experience?

Expert by experience means a person who has personal experience (in this case) of gambling addiction, either as a gambler or as a next of kin/significant other. She or he has experience of how it feels to be addicted/ be affected by addiction and how to recover. The expert by experience knows what has helped him or her and / or his or her relatives, and what factors have contributed to his or her or his or her relatives' rehabilitation and survival. An expert by experience has a desire to develop services or help others based on their own experience. Acting as an expert by experience also requires a sufficiently advanced rehabilitation process. Experience alone is not enough to make a person an expert by experience, so the importance of experiential expert training is important.

The purpose of this training is to take the training of experts by experience to the next level - a wide-ranging expertise, in which the expert by experience is given knowledge and skills in the training; conditions for acting as an expert in care services and social bodies. In addition, the training deepens the understanding of addiction by helping to articulate various themes and issues related to both being addicted and recovering.

In training, expert by experience acquires the skills to work with the media and thus contributes to the removal of stigma around the topic. During the training, knowledge of gambling in general will be expanded. Legislation related to gambling, the organization of gambling and various systems are matters whose competence is a prerequisite for acting in an expert role.

As the training is built as a model of co-operation with three different countries, where the activities of each organization are different, the training also takes into account peer support activities and the training also includes a limited peer support instructor training.

The tasks of an expert by experience are, for example: directing peer activities in social and health services (groups, reception), holding trainings for social and health professionals, giving an interview to the media, participating in panel discussions, working as a service developer in working groups, social influence (eg legislation).

## 2. DIFFERENT SYSTEMS AND LEGISLATION

### Finland

The purpose of the Finnish exclusivity (monopoly) system is to curb the social and health disadvantages caused by games; such as problem gambling, crime and match-fixing, and to guarantee the integrity of the games and the legal protection of consumers. The European Union allows restrictions on competition under certain conditions: a monopoly must be conditional on a genuine and consistent pursuit of the objectives of limiting harm.

From the beginning of 2017, the three gambling companies Slot Machine Association (RAY), Veikkaus Oy and Fintoto Oy merged into one gambling company. The new Veikkaus Oy started operations on 1 January 2017.

All gambling has been prohibited for children under the age of 18 since the July 1, 2011 amendment to the law.

The income of gambling companies in Finland increased from 2001 until 2016, after which the growth leveled off. In 2018, the gambling margin of a domestic gambling company was almost 1.8 billion euros. This does about 320 euros per person per year. Internationally, Finland plays exceptionally well a lot of gambling, most in Europe.

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## Regulation, control and distribution of gambling in Finland

Regulatory control is decentralized to several different actors; the regulation of gambling is the responsibility of 11 separate players with partly overlapping responsibilities.

### Parliament

Finnish gambling policy is decided by Parliament and the Government. Gambling policy is also outlined in government programs. The most important law for the implementation of gambling is the Lotteries Act passed by Parliament.

### Government

The Government is responsible for “key issues related to gambling policy” and its decree regulates the implementation of gambling, the settlement of gambling company's income, player payouts, rounding of profits and the number and location of slot machines, special machines, casino games and special gaming halls.

## Ministry of the Interior

The Ministry of the Interior is responsible for the preparation of gambling policy guidelines and the coordination of gambling policy, and prepares Government decrees concerning the implementation of gambling. A decree of the Ministry of the Interior defines the rules of the game of gambling, which must include provisions on the distribution of winnings and the return of stakes, the maximum permitted stakes on slot machines and casino games, and the provisions on winnings. The rules for lotteries, betting, betting and toto games must also include provisions on lotteries. The Lotteries Act enables the Ministry of the Interior to lay down more detailed rules for gambling in terms of the prevention of gambling harm, also for other characteristics specific to each game type or game type, such as the speed of games.

### Police Board

The Police Board is another of the regulatory bodies operating under the Ministry of the Interior. The Police Board's lottery administration consists of a general

administration group, a gambling control group, a fundraising and goods lottery activity group and a gambling IT control group. In addition, the Police Board's Lottery Administration is responsible for marketing supervision and statistics on gambling activities.

### Gambling Advisory Board

The Gambling Advisory Board is another regulatory body under the Ministry of the Interior. The Government Decree defines the exact tasks and composition of the Advisory Board. The Advisory Board is appointed on the proposal of the Ministry of the Interior for the parliamentary term. The most important task of the Gambling Advisory Board is to monitor and evaluate the realization of the objectives provided for in section 1 of the Lotteries Act in order to strengthen and maintain the gambling system based on a monopoly position.

### Social and health Ministry

The Ministry of Social Affairs and Health is responsible for monitoring and researching gambling disorders and developing their prevention and treatment in co-operation with the National Institute for Health and Welfare (THL).

### Gambling Risk and Injury Assessment Group

The assessment team is another regulatory body under the Ministry of Social Affairs and Health. Its work is part of the Ministry of Social Affairs and Health's overall task of monitoring and preventing gambling problems. The working group consists of researchers specializing in gambling and gambling disadvantages.

### Ministries of Revenue

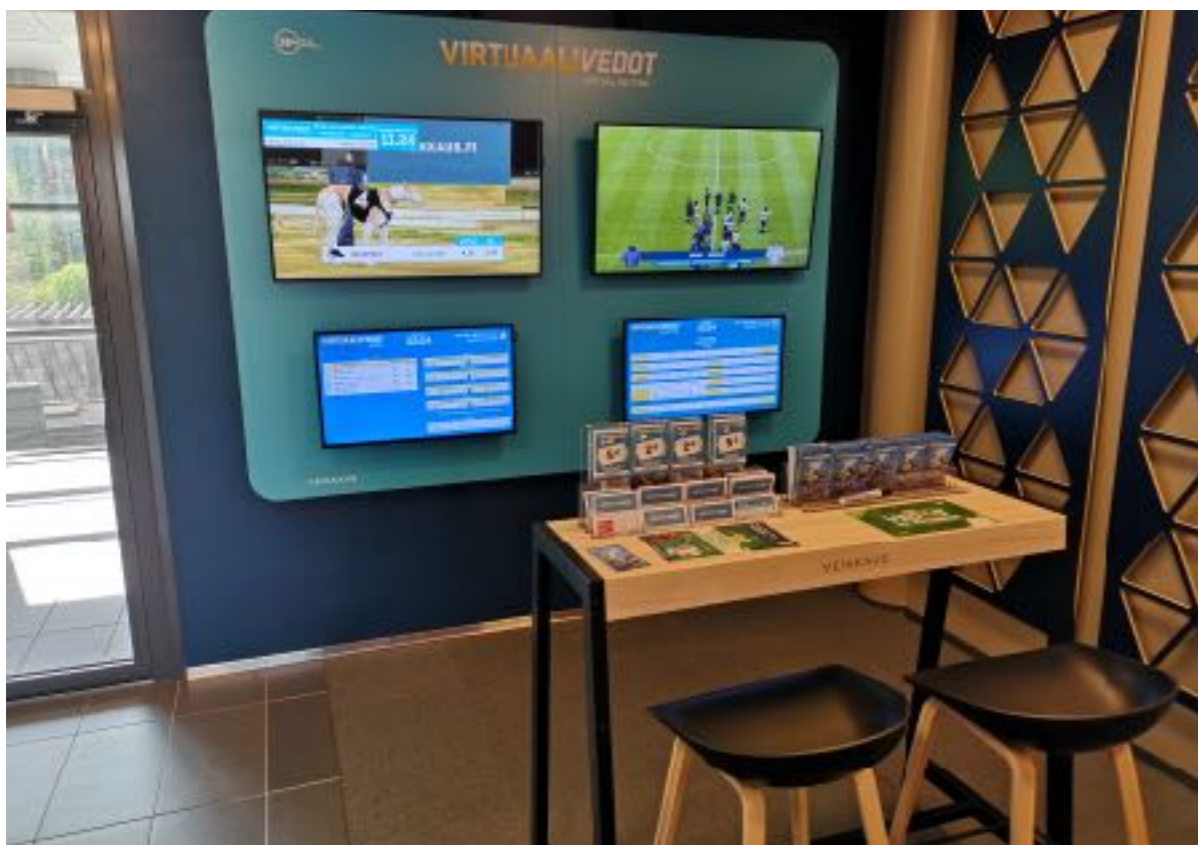
The Finnish Lottery Act stipulates that 43 per cent of Veikkaus Oy's income must be used to promote health and social well-being, 4 per cent to promote equestrian sports and equestrian sports and 53 per cent to promote science, youth work, art, sports and physical education. According to the Lottery Act, the Ministry of Education and Culture, the Ministry of Social Affairs and Health and the Ministry of Agriculture and Forestry decide on the granting of state contributions and subsidies to be distributed from Veikkaus Oy's income.



### Veikkaus Oy's Supervisory Board

The Lotteries Act requires Veikkaus Oy to have a Supervisory Board, whose task is to supervise that Veikkaus engages in gambling activities in the manner provided for in the Lotteries Act and to support co-operation between

the company and its stakeholders. The Supervisory Board has a maximum of 28 members, two of whom represent Veikkaus.



## Veikkaus Oy's Ethics Council

The Supervisory Board, established in August 2019, is an advisory expert body appointed by Veikkaus' Board of Directors. Its purpose is to bring an external perspective on gambling operations to the company's Board of Directors and operational management. The Ethics Council focuses in particular on the ethics of gambling and its marketing, the harms of gambling and the social impact of gambling.



At the time of writing, there is / is a lot of discussion in Finland about Veikkaus' revenue recognition and the disconnection of beneficiaries from the gambling company.

## Norway

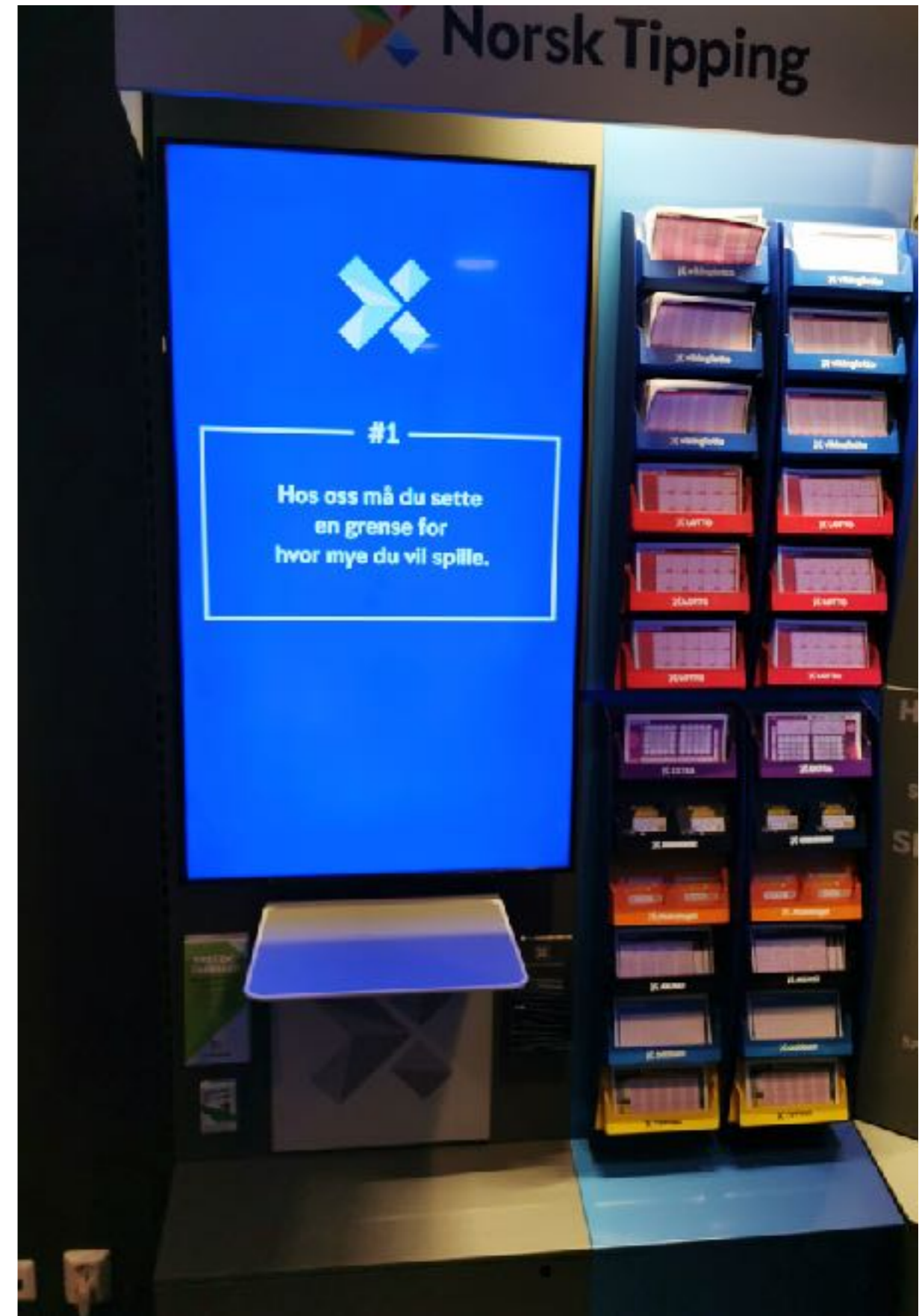
### The role of Norsk Tipping

Norsk Tipping is a government-owned limited company that holds exclusive rights to a number of games being offered in Norway.

It is the mission of Norsk Tipping to offer thrilling and entertaining games within a responsible social-political framework. The profit that is earned in these games is to be distributed among objectives that will benefit society at large. The company's profit is divided among the objectives set out in the Gaming Act.

### Governance

Norsk Tipping is wholly owned by the Norwegian Government. The Minister of Culture and Equality administers the Government's governance of the company, and constitutes the general meeting. They have over 400 employees who in sum total ensure that every week they can pay out millions in prize money, and at the same time generating profits of NOK 15 million per day to benefit good causes.



Norsk Tipping is a statutory company with sector-specific policy objectives. The company is tasked with arranging and communicating gaming activities safely and subject to governmental control with a view to preventing any negative consequences of the gaming activities, while also ensuring rational operations which shall permit that as much as possible of the gaming activities' earnings are funnelled to statutory not-for-profit projects. The company's activities are governed by the Gaming Act, the general meeting and the company's Articles of Association.

#### The Grassroots Share

In 2009 the Grassroots Share scheme was introduced. Pursuant to the Gaming Act, a regulation was laid down which gives everybody playing Norsk Tipping games the possibility of selecting a local organisation and donating a certain percentage of the amount they play for to the organisation. The current percentage is 7 %. For games on the Multix terminal and online casinos the proportion is 14% of the gaming stake after deductions for prizes.

#### Norsk Tipping's games

In 2021 Norsk Tipping had the following games to offer:

Tipping, Oddsen, Lotto, VikingLotto, Joker, Flax, Keno, Extra, Nabolaget, Eurojackpot, Multix, Belago.

In January 2014 Norsk Tipping also launched Instaspill, which is a range of netbased games within the categories of casino, bingo and scratch tickets.

The nine games first mentioned are sold by around 3,500 retail partners, through the Internet, mobile phones and at the checkout counter in supermarket chains. Multix and Belago offer entertainment games on IVTs (interactive video terminals) placed in kiosks and catering outlets. Instaspill games are only found online, either on pc/mac, tablets or smartphones.

## New Money Games Act in 2023

The Norwegian Parliament has adopted a new Gambling Act that enters into force on 01.01.23. The new law brings together the three previous laws in the gambling field and contains new provisions. The main purpose of the Act is to prevent gambling problems and other negative consequences of gambling. Revenue from gambling shall continue to accrue to non-profit purposes and the exclusive rights model will continue.

The three previous laws spread gambling policy under several ministries, while the new law brings together gambling policy under the Ministry of Culture and strengthens the Lottery Authority as a regulatory body.

## Monopoly vs. EU

Although Norway is not part of the EU, it has several trade agreements that ensure the flow of goods and services across borders.

The EEA Agreement does not have harmonized regulations that apply to the field of gambling. This means that there are no pan-European directives or regulations regulating gambling in the EEA. Gambling is nevertheless

subject to the EEA Agreement's basic rules on the right to establish and free movement of services.

The EU and EFTA Courts have established that EU/EEA member states can provide national rules that restrict the free movement of gambling across national borders. This is accepted in light of the fact that gambling is a sector characterized by moral, cultural and religious considerations and that gambling can pose a risk of gambling problems and crime. Each country is thus free to set national targets for the gambling sector, as well as to choose its level of protection and regulation within the framework set by the EEA Agreement. Member States may choose a strict regulation and choose to prohibit gambling in whole or in part. It does not matter what type of regulation other EEA countries decide, as it is at the discretion of each member state to choose how the gambling sector in their own country is to be organized.

The restrictions added to the ability to offer cross-border gambling must be justified by so-called legitimate considerations. The European Court of Justice and the European Court of Justice have accepted a number of considerations such as legitimate considerations, including combating gambling problems, limiting crime and irregularities, and limiting private profits. In addition, more

more general consumer protection considerations are accepted and protection of the social order is also accepted as legitimate considerations.

Financial considerations, such as raising income for the Treasury or NGOs, are not accepted as legitimate considerations. This means that to the extent that restrictions have been placed on the ability to offer gambling, financial considerations cannot be the justification for these limitations. However, it is accepted that funding for socially beneficial purposes can be a beneficial side effect of the restrictive policies being pursued.



## Ireland

Ireland does not have a State monopoly for gambling. It is a completely 'open market' model – with the exception of the National Lottery, which operates as a monopoly.



Historically, the most popular forms of gambling in Ireland, was betting on horse and greyhound racing in 'betting offices', which can still be found in towns and villages across the country. Very few independent bookmakers are left in the Irish market, with the vast majority of betting shops belonging to major corporations (Paddy Power; BoyleSports; Ladbrokes). In the 1980s, bookmakers, lead by Paddy Power, began creating betting markets on other sports (Soccer; Rugby; Boxing; Gaelic Sports), as well as taking bets on novel markets, such as 'Who Shot JR Ewing' (from the 'Dallas' TV show) and taking bets on the outcomes of political elections and lottery draws. These new forms of betting markets expanded the traditional customer base and brought the world of sports betting into the public consciousness to a much greater degree than ever before.

Tote Betting is another traditional form of gambling in Ireland. This refers to betting 'on track' at horse or greyhound racing events. Believe it or not, there was no

age limit for Tote betting in Ireland, until November 2020 – when an age limit of 18 was introduced.

Slot machines and poker machines are also popular in Ireland. They are usually seen in ‘amusement arcades’ in seaside towns and (more recently) in town and city centers. Maximum stakes were set at €5 per spin, in November 2020, with maximum prizes set at €500. A new age limit of 18 was also set (up from 16).

While online gambling has been available in Ireland for nearly 20 years, it was only legislated for in 2015. There are currently 45 licensed operators for online gambling in Ireland. As we know from our work, Irish people can access many more online gambling sites and apps – which are not licensed to operate in Ireland.

The Irish National Lottery, as previously mentioned has a monopoly status in Ireland (well, sort of). Bookmakers will also take ‘bets’ on lottery draws and international companies, such as ‘Lottoland’ will also allow people to play on Irish lottery draws. This is something which the National Lottery have been complaining about for years. The Irish National Lottery was established by the Government in 1986, for the purpose of raising funds for good causes. In 2014, due to the financial crisis in Ireland,

the Government sold the license to operate the Lottery for 20 years, to Premier Lotteries. The new operator is still legally required to give 25% of turnover to the State for good causes. While very few people present to Extern Problem Gambling seeking help for issues with Lottery products, scratch cards can be addictive for a small percentage of people.

While attempts have been made, in the past, to establish legalized casinos in Ireland, none have been successful, yet. There is no law currently governing casinos in Ireland, but there are small operations, mostly in cities, which refer to themselves either as casinos, or as private members clubs. Many of these premises serve alcohol and are open late at night, after pubs and night-clubs have closed. Gambling is not allowed on premises which serve alcohol, under Irish law – so these businesses are operating in a legal ‘grey area’.

Bingos operate in most towns and villages in Ireland. Often they are used to raise funds for local sporting organisations, churches or charities.

Raffles and small lotteries are also a common feature in local sporting associations. Prizes tend to be small and sales of tickets are used to fund community sports.

## Regulation

At the time of writing (January 2022) regulation of gambling in Ireland is practically non-existent. The one exception is the National Lottery, which has its own Regulator. The Gambling Control Bill (2013) has not yet been enacted. The Bill proposed the creation of the Office of Gambling Regulator, which would have responsibility for regulating both land-based and online gambling in the Republic of Ireland (excluding the Lottery). This means that, currently, people who have gambling problems or who wish to make complaints about the activities of gambling operators, have no statutory body to turn to. The current government have promised to have a Gambling Regulator in operation by 2023. As such, they have published a new Bill (The Gambling Regulation Bill), in October 2021.

Regarding the prevention of gambling harm, this Bill proposes:

## Part 5 – Safeguards, Advertising, Sponsorship and Social Impact Fund

- The Authority will have the ability to address advertisement of gambling across all forms of media, as well as addressing the issue of sponsorship by gambling companies.
- The approach here importantly reflects that the Authority cannot address all these issues in isolation or unilaterally, and recognises the importance of cooperation between all bodies with responsibility for advertising, as well as the importance of consultation with concerned stakeholders.
- The Authority will be empowered to issue codes, tied to enforceable sanctions for breach of terms and conditions of a licence, to address advertising, and to regulate promotions and sponsorship by licence holders. This approach will provide the Authority with greater flexibility in addressing current concerns and future developments. Some of these measures to be included in the codes are:

- the times and frequency which gambling advertising can appear on television , radio, and other media platforms each day; and

- a prohibition on the use of children or elements which may appeal to children in advertisements.

Equally as important, Part 5 also includes measures and safeguards to address problem gambling, the protection of children, to ensure public safety and well-being, and consumer protection including:

- prohibitions on the offer of inducements such as free bets, VIP or preferential treatment etc-prohibitions on the offer of credit or credit facilities to players;

- spending limits where practicable;
- restricting payment methods (such as credit cards);
- requirements around warnings and messaging; and
- prohibiting children from gambling and employing children in connection with gambling services.

In addition, this Part will also establish a Social Impact Fund for the purposes of financing research and information, education and awareness raising measures, and

appropriately supporting problem gambling treatment activities by relevant health professionals.

## Licensing

Currently licenses for 'gaming machines', bookmakers licenses and remote bookmakers (online) licenses are provided by the Revenue Commissioners (Irish Tax Authorities).

## Illegal Gambling

It is illegal to provide gambling services in a premises licensed to sell 'intoxicating liquor' (alcohol) in the Republic of Ireland. However, many pubs around the country ignore this law and take sports bets at the bar (phoning them into a local bookmaker's office) and/or operate 'gaming machines'. The Revenue Commissioners can prosecute businesses which engage in this practice, but it rarely happens.

## Self-Exclusion

Self-exclusion is offered by most legally operating land-based and online gambling services available in Ireland. Currently, there is no 'multi-operator self-exclusion scheme' either for land-based or for online gambling – such as



exists in the United Kingdom. This makes the process of self-exclusion challenging for many people with gambling problems, as there are numerous opportunities to open new accounts or go to new gambling venues. A multi-operator self-exclusion scheme was proposed in the 2013 Gambling Control Bill.

### Financial Redress

Currently, gambling debts are unenforceable, under Irish law. This means that a person has no financial redress if a gambling operator refuses to pay out on a winning bet. This may be changed under any future gambling regulations.

.... Based on the articles in the paragraph: what is your own opinion on the best possible gambling system?

..... What factors should be taken into account when considering legislation?

..... In each example country, the profits of a gambling company finance a lot of socially significant necessary and good activities. What do you think: does doing good overcome the disadvantages of gambling?

.....What problems might underlining the use of proceeds for charity cause in society?

### 3. DIFFERENT TYPES OF GAMBLERS

- Gamblers can be roughly divided into four main categories: entertainment gamblers, risk gamblers, problem gamblers, and gambling addicts.

**Entertainment gambler:** plays occasionally and spends money on gambling in proportion to their income. Gambling does not interfere with relationships, health or work. The significance of the game in the life of an entertainment player is only entertaining. The life of an entertainment player will not change at all if he is not allowed to play. The game brings a little extra excitement to life, for example, winning the lottery in the form of dreaming, but it doesn't take anything away.

**Risk gambler:** plays a lot and ranks between an entertainment player and a problem player. When gambling has even small negative effects on life (e.g., in terms of time use), the risk of developing problem gambling is real.

**Problem gambler:** clearly playing too much, whether measured in time or money. Problem gaming has clear negative effects on a player's life but also on those close to him. Problem gambling is most evident in the economy, but it equally affects time use, working life, or a gamblers health.

**Gambling addict:** is addicted to gambling. For some gamblers, the problem develops very quickly, for others it takes more time. The gambler is constantly increasing his gambling and is unable to control it despite the serious consequences. Gambling becomes compulsive and the gambler no longer controls their gambling. A person addicted to gambling often does not even notice the consequences of gambling and thus does not know how to seek treatment.

..... Remember your own experience- in what stage of life do you remember being entertainment gambler, risk gambler or problem gambler? And when did you become a gambling addict?

## 4. DEVELOPMENT OF GAMBLING ADDICTION

Gambling addiction is characterized by a loss of control over gambling, illusions about the amount of gambling, problems in family or work life, the need to win back money lost, a lowering of a player's legal / morale, and even committing crimes.

The characteristics and criteria that determine gambling addiction are described in the disease classification published by the American Psychiatric Association.

### Diagnostic Criteria for Gambling Addiction (in DSM-5)

A. Persistent or recurring problem gambling behavior that causes clinically significant harm or suffering. For diagnosis, at least four of the following criteria must be met during the year.

1. The need to play with ever-increasing amounts of money to achieve the excitement you want.

2. An attempt to reduce or stop gambling causes unrest and irritability.

3. Has repeatedly failed in its attempts to control, reduce or stop gambling.

4. Thoughts revolve around gambling (e.g., the constant need to relive previous gambling events, think about handicapping opportunities, plan your next gambling game, and think about

handicapping opportunities, plan your next gambling game, and think about getting money to gamble on).

5. Play often when you feel overwhelmed (for example, when you feel helpless, guilty, anxious, or depressed).

6. After losing money, you often return to play to win the Lost Money.

7. Lies to conceal the amount of his involvement in gambling.

8. Has compromised or lost an important interpersonal relationship, job or education or career opportunity due to gambling.

9. Rely on others to raise money to alleviate the desperate financial situation caused by gambling.

B. Note: Gambling is not better explained by the manic period.

#### ICD-10 definition for gambling (WHO)

The definition of gambling includes pathological gambling, but not gambling and non-addictive betting.

The disorder often involves repeated periods of gambling that dominate a person's life. The thoughts of those suffering from the disorder are dominated by perceptions related to the gaming event and conditions. They harm a person's social, professional, material, and family-related values and commitments. An essential feature of the disease is repetitive gambling, which continues and increases, although it can result in impoverishment, deterioration of family relationships, and fragmentation of personal life.

The diagnostic criteria for gambling are:

A. There are at least two gaming periods per year.

B. Gaming continues even if it results in personal distress or affects the functions of daily life. There is no profit from these episodes.

C. It is difficult to curb the strong need for gambling so that the patient himself can stop gambling.

D. Imaginations related to gaming and the gaming environment dominate thinking and imagination.

..... When discussing gambling addiction, one often comes across the argument that gambling addiction is not a disease. What do you think yourself? Do you think addiction is a disease, if so why and if not then why?

Gambling addiction is a multifaceted phenomenon for which it has not been possible to show such a clear underlying mechanism or cause. However, it is central to at least two neural processes: the rewards of gambling and decision-making. But while studies have found weaknesses in the brain regions associated with these processes in people with gambling problems, it is not possible to say whether the weaknesses are a cause or a consequence.

Central to the rewards of gambling is the ventral striatum, where the brain's pleasure center is located. All survival-beneficial activities activate the pleasure center by secreting dopamine, which provides a pleasurable experience.

Gambling and its unexpected rewards have the same pleasing effect as, for example, intoxicants. In gambling, the mere expectation of gambling or winning activates the system. On the other hand, some studies in addicted people have found less activation in the pleasure center than usual. This has been explained in such a way that such people could therefore have a stronger-than-usual need to stimulate the pleasure center with, for example, intoxicants or gambling.

Gambling and its continuation, “when nothing is enough,” is based on positive feedback. Winning is positive feedback to our brains. When we engage in a particular activity and receive a reward, i.e. positive feedback, it is logical that we continue the activity time and time again.

As with any addiction, the emergence of gambling addiction is influenced by both biological and environmental factors.

The central brain area in decision-making is the frontal lobe cortex. This brain area guides decision making and controls our actions. However, studies of gambling addicts have found exceptional impulsiveness in decision-making, which is reflected in, among other things, high risk-taking as well as unrealistic estimates of their own chances of winning. Gambling people often choose quick pleasure despite the consequences. As a result, they may take out a loan to finance their gambling without conscience, as quick pleasure wins over the long-term outlook, that is, the idea that the debt must sometimes be repaid.

The following figure ( [https://www.researchgate.net/figure/Integrated-model-of-problem-gambling-Pathway-3\\_fig3\\_11338228](https://www.researchgate.net/figure/Integrated-model-of-problem-gambling-Pathway-3_fig3_11338228)) illustrates how complex the mechanism underlies gambling addiction is.

### 1. Conditional gamblers

Conditioned players simply play and see gambling so often that it becomes a habit (the gambling culture that prevails in this society is of great importance). However, they have no underlying trauma or emotional disturbances associated with gambling. In conditioned players, mental disorders such as depression or alcohol abuse are the result of excessive gambling, not the cause.

### 2. Emotional gamblers

Emotional players have a need to escape their problems with games and thus the so-called escape gambling. Emotional players need a game world to control their emotions. They often have underlying traumas and other emotional factors that predispose them to gambling.

### 3. Biologically gamblers

Biologically susceptible gamblers are individuals with neurological, neuropsychiatric, or neurochemical disorders. These include e.g. personality disorders and ADHD. Biologically susceptible players also include players who, due to their illness, have to use drugs that have been shown to be associated with the development of gambling. An example of this is e.g. Medicines used to treat Parkinson's disease (dopamine agonists).



.....On which path (s) do you find your own experience?  
Reflect on your own story / experience based on the  
Pathway Model.

..... In all activities, in addition to the individual's own will,  
the community and society play a role. Consider how the  
community and society have contributed to the  
development of your gambling addiction?

## 5. THE FALSE BELIEFS OF GAMBLING

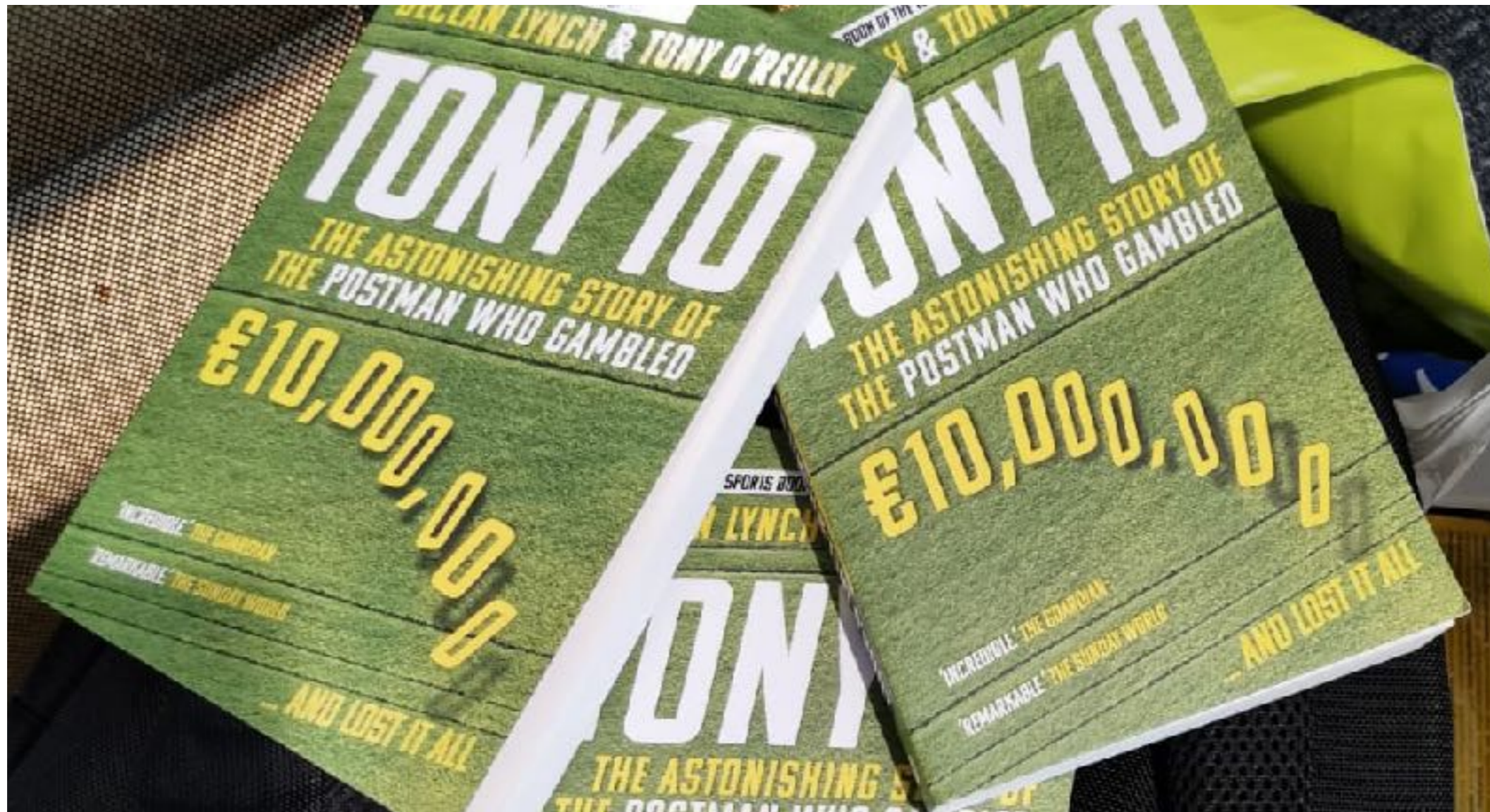
Although each gambling addict experiences their gambling problem or gambling addiction differently, all players have some sort of delusion about gambling. Without these misconceptions, there would be no gambling addiction.

Gambling is also often marked by varying degrees of superstition. The gambling addict sees cause and effect relationships even where they do not actually exist. This is illustrated, for example, by the gamblers idea of how roulette numbers or colors can be predicted from previous spins. Also, increasing the chances of winning a gambling machine or online game as fewer wins have come in previous rounds is one of the basic ideas of a gambling addict. When a gambling addict throws a coin, he thinks the previous throws will affect what the future of the next throw is. Someone may press the keys of a gaming machine in a certain order, someone may ask for winnings by chatting to the gambling machine.

Belief in one's own abilities and skill in pure chance play is a very common misconception, a by-product of which the gambler imagines losses due to bad luck and winnings from their own skill.

.....What kind of false thoughts have you had about your own gambling?

..... How do the thoughts you mentioned above feel now?



## 6. Gambling Disadvantages

Gambling causes social, economic and health disadvantages. In addition to the gambler himself, they can also affect his close circle and society at large.



### Economic disadvantages

A gambling addict tries to win back the money lost by gambling more. Excessive gambling can almost invariably lead to borrowing money from loved ones and taking out loans and credits.

### Debt

"Often people come to the group with debt as the main issue. Their worries about their financial situation are great and outweigh all the other issues. Sometimes I find myself wondering at this. But then I remember that was just what I did too. I only recognised my gambling addiction once my financial situation had totally pinned me against the wall. For a fairly long time I imagined that excessive debt, loss of creditworthiness and debt recovery proceedings were the worst thing that my gambling addiction had caused me. This now seems pretty stupid - thinking that although my debt was worth as much as a good-sized house, yet life was nevertheless good and well-balanced, and one day I'll get free of those debts. It took a long time to understand that I am not able to deal with the debts until I sort myself out."



An essential part of recovering from gambling addiction is to relearn how to manage one's money. Gambling distorts the gambler's relationship with money and their understanding of its value. It is important that when the gambling stops, the person also learns a new approach towards money and its value. Many gamblers say, for example, that paying bills feels bad – as if the money was being wasted because it can no longer be used for gambling. This relates to the gambler's erroneous belief that the money put into gambling is a kind of investment, while buying other goods is wasting money. Experience shows that it is important for learning money management to see the money in a concrete form, as cash.

“When I stopped gambling and learnt once again how to live life, I used a method which can be found in the recovery stories of many other peer advisers. On my accounting day, I paid all the compulsory payments for the coming month, including those with a later due date. I then withdrew the remaining amount as cash and divided it up so there was enough money for each day. I had 7 plastic mugs labelled with the days of the week. I put into each one the daily amount which I had available for use. I was not allowed to borrow from the following day, but if I succeeded in staying below my daily budget, I could

transfer the remaining amount to whichever day I wanted. In this way I, a 30-year-old woman, learned to manage my money.”

Learning money management, taking stock of the situation and halting the growth of debt are actions which will ensure that in the future you won't end up again with excessive debt. No restructuring loan or adjustment of the debts will change the situation if the debtor themselves does not understand their patterns of behaviour and does not try to change them.

“Although I have lost my creditworthiness and I have debts due for collection, I feel today that I am just as valuable as any other person. I have been actively creating my own positive credit register, in which every action here and now is significant. I cannot change my creditworthiness, but I can affect things through my own actions. I have, for example, a recommendation from my previous landlord to say that I paid my rent on time throughout the whole of the rental agreement. In this way, renting an apartment without being creditworthy becomes much easier, because I have something concrete to demonstrate that I'm now handling my money differently.”



### Disadvantages of time management

Gambling, gambling planning and financial planning take a lot of time. Sometimes time spent gambling can affect the circadian rhythm / a person's ability to perform their duties and perform work.

### Social disadvantages

The player may lose interest in other leisure activities and other people and their needs. Relationships suffer almost invariably when gambling takes all the time. In addition, secrecy and lying essentially related to gambling damage human relationships. Gambling may also reduce family time and interaction. Gambling addiction is not only an individual problem but also affects loved ones.

## Relatives/next of kin:

It is important to focus on the relatives of gambling addicts. Often it is the relatives who discover the problem and initiate measures. For a relative, this is a difficult situation. The next of kin notice the changes that are happening, but do not always manage to understand that there is a gambling problem until there are often strikingly large financial problems. Many people experience a conflict with themselves because at first one thinks that this is serious and then at the next moment get a guilty conscience. When the problem comes to light, the roles of the family change brutally. Those who have the problem often feel relief, while the relative have their world turned upside down and many become deeply depressed.

There are chaotic feelings of anger, frustration, despair and powerlessness. The concerns are great, and it is difficult to know how this will be handled. Often a confession contributes to the family being able to get help quickly, but unfortunately it is also often that only the person with the problem that receives help and not the relatives.

There's a pattern in this. In the beginning, it is often the focus on the financial part of the problem and finding help that the whole family contributes to. For the next of kin, the fight against lost trust and a sense of being a control "freak" starts immediately. Therefore, it is important that you as an Experience Consultant also focus on next of kin and guide them to help too. It can be both professional help and or some form of self-help service.

A relative who does not receive help can have major problems, both physically and mentally. The constant negative emotions can be reflected in a depression, sleep difficulties, poor appetite and often sick leave over time.

A relative who receives help and also gains more knowledge about gambling addiction, will be strengthened both in their role as next of kin and as a strong supporter of those affected by gambling addiction.

## Disadvantages of criminal law

Gambling addiction is often associated with criminal disadvantages. Theft, fraud, embezzlement and counterfeiting, the so-called financial crimes are common.

## Health (mental) disadvantages

Gambling addiction is associated with a variety of negative emotions, such as guilt, anxiety, and shame. The person does not accept their gambling or actions. Shame as a feeling weakens self-confidence and increases the secrecy of action. Especially in gambling addiction, shame is directed at uncontrolled gambling and, for example, financial loss or loss of social status. Gambling addiction may also be related to depression or substance abuse problems in a way that depression has caused gambling addiction or that the problems caused by the addiction have contributed to the onset of depression. Gambling addicts also have more than average personality, attention and hyperactivity disorders, as well as suicidal tendencies.

## Disadvantages related to health (physical)

As with all mental health issues, gambling addiction may be associated with somatic symptoms. Sometimes, despite careful research, there is no explanation for physical symptoms related to somatic disease or injury. In this case, there may be mental factors behind the symptom. Such symptoms are called psychosomatic symptoms. Stressful life situations can cause symptoms that appear to be physical, such as pain and nausea, instead of mental symptoms.

The most common problems for gamblers are fast-paced games such as online games, slot machines, sports betting and casino games. Fast-paced games absorb the player more sensitively. The gambler is often hooked on the pursuit of victory more by the feeling of living with the game. The more often and the more different types of gambling you play, the more likely it is that the player will suffer from gambling.

..... Consider the different harms that gambling addiction has caused to your life / closed ones' lives. Also consider from an economic / public health perspective in relevant matters / services has your gambling addiction caused social costs?

..... Can gambling addiction be defined only on the basis of financial disadvantages? Is indebtedness an integral part of gambling addiction?

..... In your experience, how quickly can you get rid of gambling disadvantages when you stop gambling?

..... What are the differences between the disadvantages of a gambler and next of kin? What are the similarities?

# 7. SUICIDE

Gambling addiction causes an individual financial disadvantages such as debt problems and being in a debt spiral, problems in relationships and emotional levels, various health problems, and an increased risk of suicide.

Do this if someone tells you about suicidal thoughts or intentions:

- If the person is not talking directly about suicidal thoughts, ask him or her: Do you have suicidal thoughts? What are they like? Talking about suicide has been shown to be safe and does not increase the risk of suicide.
- Take the talk of self-destructive thoughts for the truth, do not nullify or question his thoughts or feelings. Don't joke or change the subject. Most likely the person has told you their thoughts because they trust you.
- Try to stay calm. Your own peaceful state can also help a person calm down. You will also be able to think and act better calm yourself.



- Book a quiet and private place for the conversation and enough time.
- Focus on listening actively and give the person time to talk.
- Create hope. Tell the person that suicidal thoughts can be coped with and that there is researched and effective help available for suicide.

Here's how to do it in an emergency:

- If a suicidal person threatens to commit suicide, tell them that the adult is always responsible for the actions. Emphasize that survival help is available and no one needs to survive alone.
- Do not leave a suicidal person alone in an emergency.
- Get the person to the nearest emergency number or call the emergency number 112 for help. You can call the emergency number even if you are not with the person.

The emergency center assesses the situation and takes operational responsibility for the situation.

- Take care of your own endurance. It is common for a conversation with a person considering suicide to cause a wide range of thoughts and feelings. Feelings of distress, irritability, guilt, and helplessness are common. Therefore, it is important to remember that no one has to work alone to solve the problems of a suicidal person. Talking often helps.

## 8. TREATMENT FOR GAMBLING ADDICTION

Gambling addiction is treated e.g. as follows:

- Short-term therapies (looking to the future, using positive resources, problems as goals)
- Cognitive therapies (learning new thinking that makes it easier to refuse to gamble)
- Behavioral therapies (learning new ways to act in problem situations)
- Relaxation and image therapies (managing anxiety and stress situations)
- Networking (close supporters)
- Self-utilities online
- Group work (peer support groups)
- Institutional care

..... What are the different carepathways / caregivers in your hometown / country? You can draw a "map" where you place all the services.

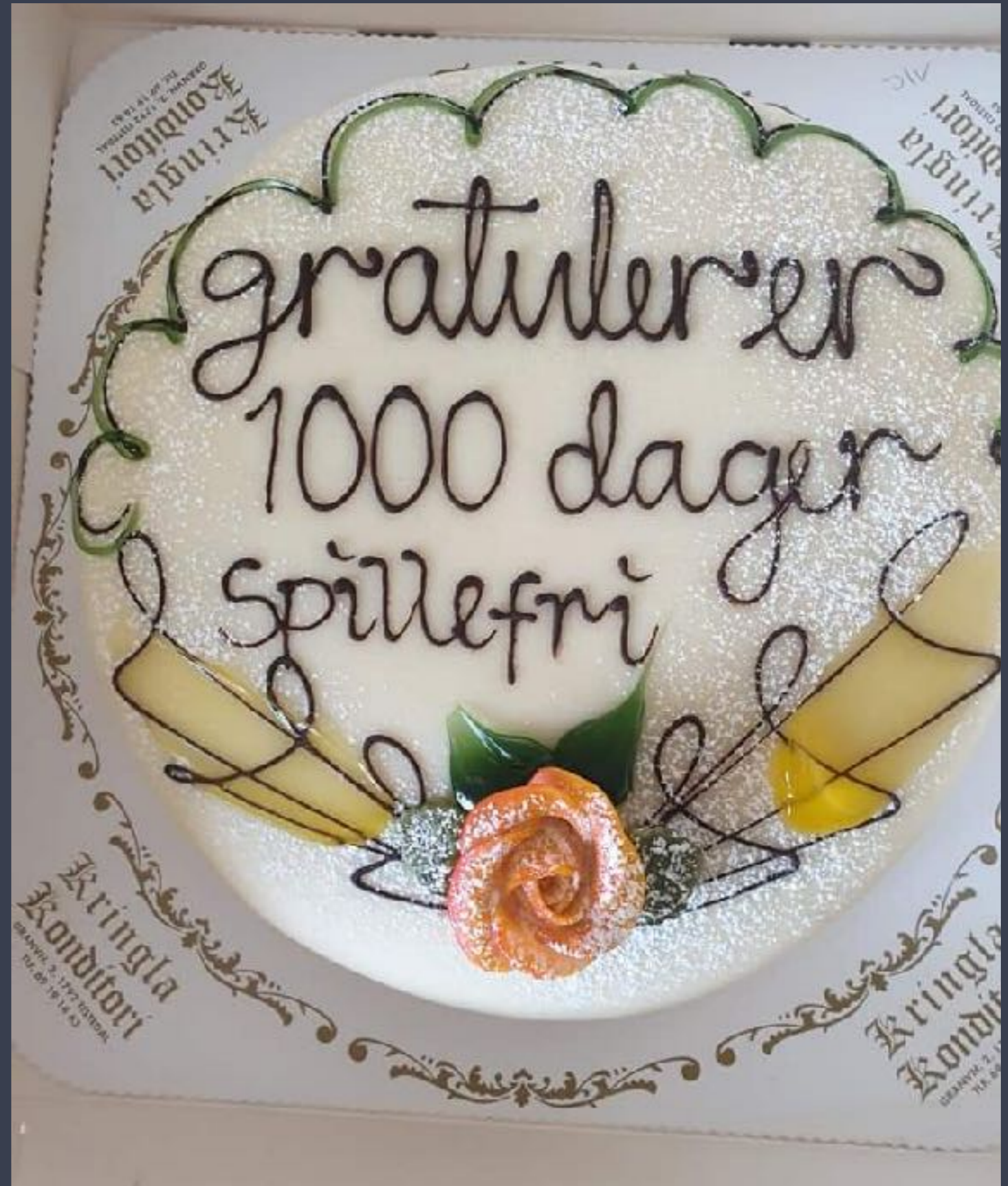
..... What treatments have you used yourself in your recovery?

..... Do you feel that there are differences between the different addictions in terms of the treatment available?

..... On your own opinion, is it possible to recover from gambling addiction without outside help? (professional help, peer support, etc.)

..... In your opinion, what are the most important points of recovering from gambling addiction? (The most important issues one must deal with)

# 9. YOUR OWN RECOVERY



When the challenges in life force us to survive, we settle into a certain kind of survival mode. All the time and energy goes to survival - just running an ordinary everyday life or even surviving. A gambling addict may have lived in a state of survival at worst for years, neglecting all of his or her intellectual capital, emotions, and well-being.

At the heart of experiential expertise is recovery. In order to be able to function objectively in the role and work of an expert by experience, a certain kind of peace and understanding of one's own experience must be achieved. It's not about editing your own story for something, which it isn't. It's about finding new kinds of layers. In order to work on your own experience and the story above, an expert by experience has to go through all the emotions that usually exhaust people. Bitterness, anger, shame and sorrow.

Examining recovery, it has been found that evaluating one's own life and reviewing the order of things is an element of recovery that cannot be ignored. In general, one of the results of this assessment is that your own health and well-being rises higher in the rankings.

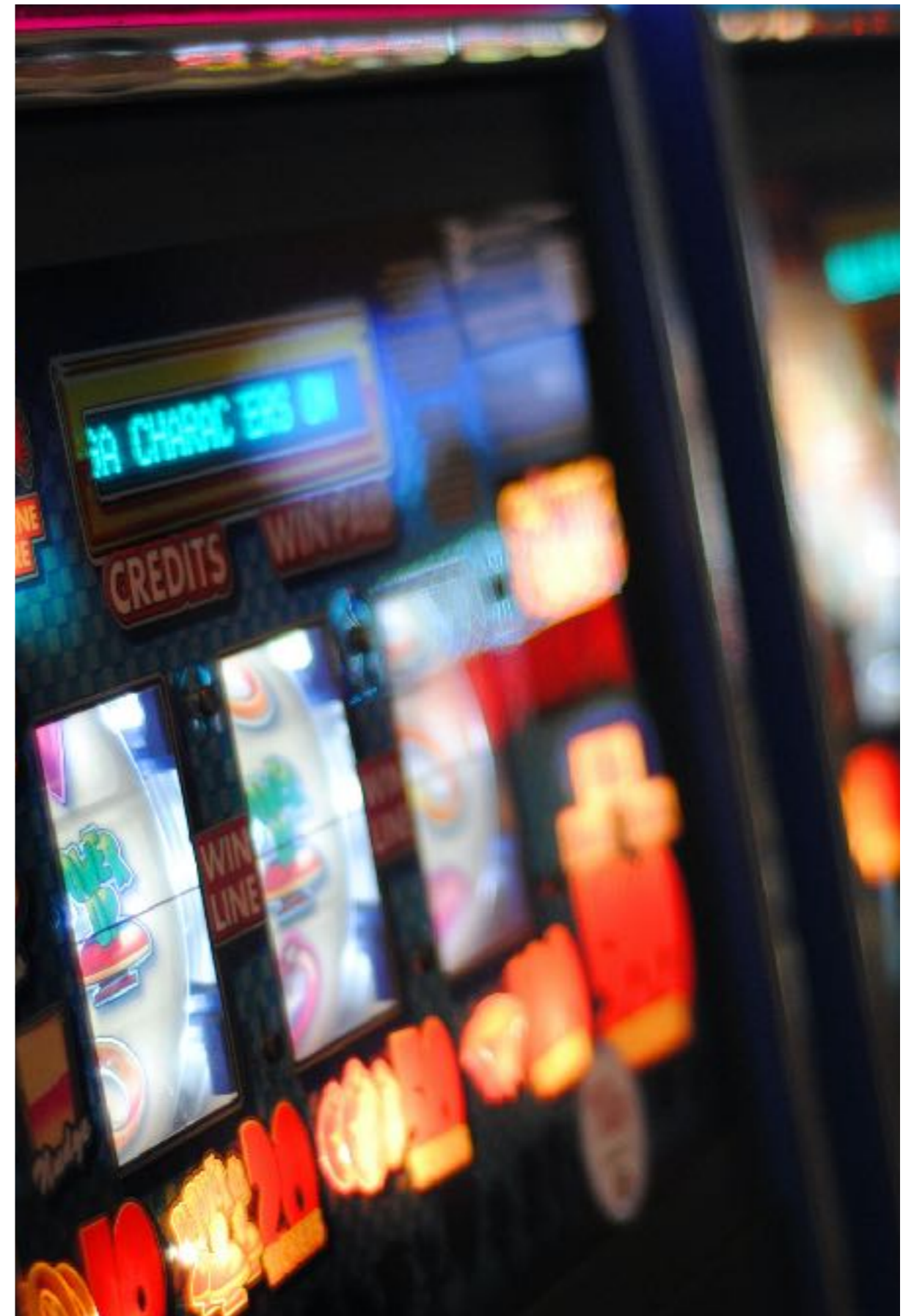


..... What recovery means to you and what changes you have made in your life; in addition to stopping gambling, which represent you recovery?



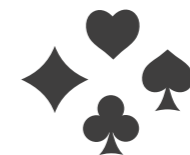
People who have often survived challenging things in their lives do some form of helping work at some point in their lives, either as volunteers or as paid jobs. An expert by experience works with his or her own experience, which has been very painful at some point in life. Harnessing a painful experience into a non-profit story says that sharing an experience is relevant to the person.

..... What does experiential expertise mean to you? To what need in yourself it answers when you tell your story and help people with it?



A gambling addict may often have acted blatantly against their own values. Living and acting against one's own values causes enormous conflict and mental strain on a person.

..... What values do you consider important and against what values have you acted in your past? Please use this page to write your answer.



# 10. SELF CARE

Mental health is an asset, a part of health and important for an individual's well-being and ability to function. Mental health promotion is an activity that supports the realization of good mental health and aims to increase strengthening and protective factors. Promoting mental health can also have a preventive effect on mental disorders by increasing the positive mental health of the community.

When expert work is based on your own, often traumatic experience, it is important to take care of your own well-being.

The notion of mental health as a resource and a life skill also means that mental health can be strengthened, supported and related skills learned and practiced. Key mental health skills include emotional skills, interaction skills and problem solving skills.

Skills also include positivity, a desire to learn new things, a desire to participate in one's own community, and appropriate rigidity, as well as the ability to take sides.

Mental health is built on everyday life and with our everyday choices we can influence our own well-being. Everyday routines and rhythm, regular eating and healthy nutrition, a suitable way to move and exercise, and adequate rest and sleep are also the basic ingredients for the well-being of the mind. Relationships and

comfortable moments add to the feeling of well-being.

You can strengthen and practice your own mental health and life skills.

Good mental health includes:

- good self-esteem
- a sense of life control
- optimism
- meaningful action
- the ability to enter into satisfactory social relationships

the ability to face adversity

Factors contributing to mental health will be strengthened

- increasing the resilience and flexibility of the individual or community
- developing coping skills
- improving quality of life and satisfaction

- supporting good self-esteem and a sense of well-being
- following a healthy lifestyle
- increasing social support
- strengthening the balance of physical, social, emotional and mental health
- increasing financial security
- creating supportive housing and living conditions

Self Care plays an important role in all of our lives. For a person in recovery from gambling addiction, it takes on an even greater importance. And for a person providing support to others in recovery, it is more important, again.

People who provide support to others, often forget to look after themselves and run the risk of experiencing 'burnout'. This is a 'Lose/Lose' situation for everyone involved, as you cannot help another person if you are burnt out - and it is certainly not good for you, your recovery or your loved ones.

### Habit Formation

Forming habits is something that all humans do. By putting repetitive tasks into the subconscious, 'auto-pilot' part of our minds, we can save time and energy. This can be really useful and helpful when it comes to healthy habits and can be very destructive when it comes to unhealthy ones - as anyone who has ever experienced any form of addiction can tell. For self-care strategies to 'stick', we need to form habits around them and get them into 'auto-pilot' mode, so that they become part of our routine and feel (relatively) easy.

## Pavlov's Dog

Classical conditioning (also Pavlovian conditioning) is a form of associative learning. Ivan Pavlov was the first to show in what way it works. He did this in 1927, using dogs. There is one stimulus which is called neutral, and there is another, which has some meaning. If the two stimuli are often presented together, the organism learns that they belong together. As a result, it is enough to show the neutral stimulus to get what Pavlov referred to this learned relationship as a conditional reflex, or to what is today called a conditioned reflex or response.

Pavlov did the experiment with dogs. Each time before he fed the dogs, he rang a bell. The dogs then learned that when the bell rang they would be fed. So they started to salivate, when they heard the bell ring, even before they saw or smelled the food.

We know that humans behave in the same way. In addiction, certain sights, sounds, smells, people, places, things and times of the day (among other things) – become associated with it being 'time to gamble'. This happens through repeated experimentation and habit formation with gambling until we reach a point where it is difficult to separate those 'trigger' situations and sensations from

gambling and – without even thinking about it – immediately gamble (or have strong urges to gamble), when exposed to those triggers.

One of the best ways to take care of your well-being as an expert by experience and to get into a self-care routine, is to utilise that same habit formation in a constructive way, by creating 'cues' to self-care.

This means creating a set of rules for yourself that will allow the healthy habits to form. One way of thinking about this is to form 'When/Then' relationships between cues and healthy behaviours.

So, for example, if you wanted to improve your sleep (probably the most important self-care tool we can all use) – you could set an alarm for going to bed in time to allow for between 7 and 9 hours of sleep, before you need to get up. This gives you a 'cue' to tell you that it is time to go to bed, rather than going to bed at random times. In the beginning, this will require some effort and willpower, to stick to the new 'rule', but over time, this will become a new habit.

## Skinner's Rats

Another form of conditioning (habit formation) is called 'operant conditioning'. It was discovered by a Behavioural Scientist, B.F. Skinner, using experiments on rats. He found that rats and other animals would repeatedly engage in a behaviour, if they were provided with a reward. The reward 'reinforces' the behaviour, helping to form a habit. We know that humans respond in the same way. Social media platforms and gambling all tap into this - causing us to quickly develop habits or addictions.

Just as in recovery, we want to make unhealthy habits difficult to engage in - we also want to make healthy, self-care habits easy to engage in. They also need to be satisfying/rewarding, or we will struggle to form the habit.

Cues for the new healthy habits also need to be 'obvious'. So, for example, if you want to start jogging every day, leave your running shoes in a visible place (such as, near the front door), so that they are a reminder (cue) that you want to go jogging.

\*\*This does not mean that you need to jump up off the sofa and start running a marathon! We need to take 'baby steps' and challenge ourselves at an appropriate level. Healthy behaviour goals should be slightly 'out of reach', but never 'out of sight'\*\*



### Accountability in Self-Care

If you want a new, self-care habit to 'stick', it can really help to have an 'accountability partner'. This would mean, teaming up with a friend or family member – or even just telling them about your healthy goal(s). By doing this, you are putting yourself in a position where it is harder to drop out of your new routine and easier to stick with it.

### Therapeutic Lifestyle Change

This model, sometimes referred to a 'TLC', was developed by Dr Stephen Ilardi, at the University of Kansas. His research found that the following lifestyle changes were at least as effective as anti-depressant medication, for improving low mood.



**Anti-Rumination Strategies:** In the ancestral environment, people had less time to sit alone and think negative thoughts. There were often activities to do, or other people around to serve as distractions. This is no longer the case, and many people in the modern environment may find they have plenty of opportunity to ruminate. Rumination, a habit that many depressed people get into, is dwelling on negative thoughts and feelings. Rather than coming up with a solution to a problem and acting on it, people with depression often let their negative thoughts

spiral out of control. It is important to recognize rumination for what it is and put a stop to it immediately. Rumination only makes peoples' moods worse. When you find yourself doing it, do one of these things: call a friend, exercise, write down the negative thoughts in a journal, or do some other pleasant activity (like knitting, reading, or another hobby).

Exercise: Exercise is one of the most beneficial, but most difficult elements of TLC. A cardinal symptom of depression is low energy, which makes exercise difficult. Initially, it takes a lot of energy to exercise, but once you begin, you'll find that you have increased energy, and subsequently, increased mood! In fact, several studies have found that exercise is about as effective, if not more effective, than most antidepressant medications. They found the most effective exercise schedule to get antidepressant effects is 35-40 minutes of moderate physical aerobic activity, at least three times per week. Aerobic exercise is anything like running, walking fast, biking, or playing basketball, which gets your heart rate elevated to about 120-160 beats per minute. Anaerobic exercise (like yoga or weightlifting) is better than nothing, but the strongest antidepressant effects have been observed from aerobic exercise. Lots of people report that

finding a regular exercise partner and routine helps them stay motivated.

Light Exposure: This element of TLC is most helpful to people who notice that there is a seasonal component to their depression. We recommend that people get at least 30 minutes of bright light exposure per day. You can actually go outside in the sun (take off the sunglasses, but leave on the sunscreen!) or get light exposure from a special light box that emits the same amount of light (10,000 lux). You should try to get light exposure at the same time every day. Some people like to sit by it while they eat breakfast and read the paper. Some like to sit by it while they read or study in the evening. Experiment to see what works best for you. And don't miss a day of light exposure if you can help it. This is something that will only work for you cumulatively if you are consistent!

Social Support: Our ancestors lived in small tight knit communities. Rarely did one do something alone, and community members looked to each other for entertainment, comfort, safety, and support. You have probably noticed that as you or someone you love becomes more depressed, there is less motivation to seek out others for socializing. Evolutionarily, our brain may interpret depression as an illness. Just as we keep away from others when we have the flu (which gives us time to recover and keeps others from becoming infected), our natural inclination when depressed is to withdraw from our social networks. Unfortunately, this worsens depression. Thus, it is important to lean on friends and family, not only to get needed social support, but also because spending time with others is a good way to distract yourself from rumination. Try to reconnect with loved ones from whom you've grown apart. Telling friends and family about your struggles with depression can help them better understand what you are going through. For family and friends that do not live nearby, utilize phone calls, email, or video chatting.

Sleep Hygiene: Many today see sleep as expendable. When there is extra work at the office, studying for finals, or just a late night TV show to watch while you unwind, it is

easy to cut into valuable sleep time. Our ancestors did not have many of these distractions – when the sun went down, there may not have been much else to do but sleep. While everyone varies in the amount of sleep they need, the average is approximately 8 hours of sleep per night. One of the biggest risk factors for depression is sleep deprivation. Thus, it is important to maintain a regular sleep schedule and protect that time for sleep that may be pushed aside when our lives become hectic. To create a healthy sleep pattern, try to go to sleep and wake up at the same time each day. Prepare yourself for bed by having a “bedtime ritual”. Dim the lights, turn off the TV and computer, put on your PJs, and do a quiet activity, like reading. Avoid caffeine and alcohol for several hours before you plan to go to bed.

## Boundaries

Boundaries are extremely important for any person working in a helping role. Counsellors and other talk therapists have strict rules regarding keeping clear boundaries with clients. This means that therapists cannot have a relationship/ friendship with a client – or be available to talk with clients outside of specific times. These rules are put in place in order to protect the client, the therapist and their therapeutic relationship.

People who work in helping roles run the risk of experiencing 'burnout', if they are always available to help others, at the expense of their own self-care and, possibly, at the expense of other responsibilities (work, family, etc.). It is extremely important to have clear boundaries in place with any person you work with, in a helping capacity.

It is also very important to be able to leave distressing situations 'in the room' and not take them home with you. This boundary can be challenging, as most people who are attracted to helping roles are empathetic, compassionate, caring people. Worrying or 'ruminating' on other people's difficult situations will only increase your stress levels and/or lower your mood – and will not help the other person in any way. Learning how to 'switch off' is a skill which takes

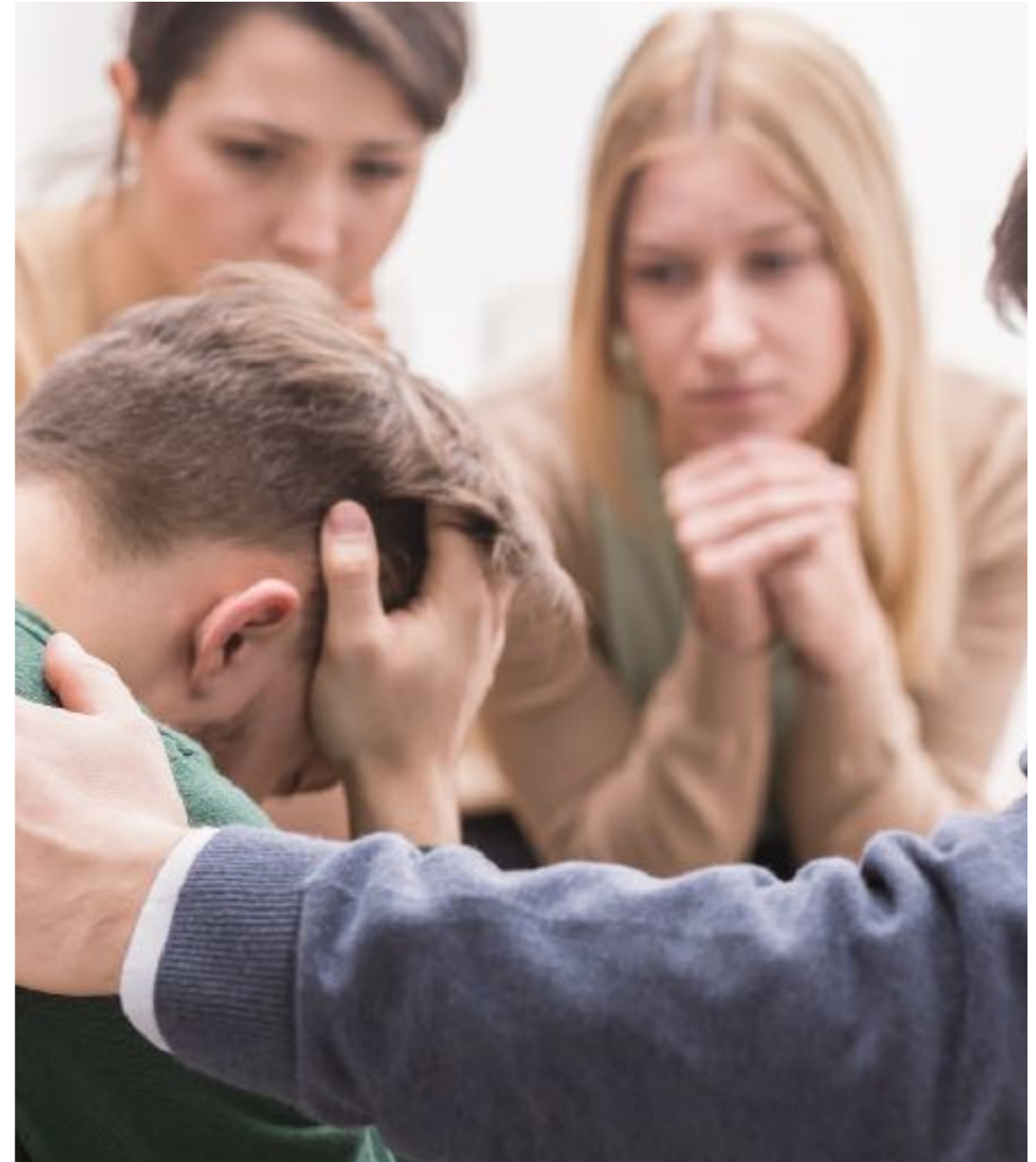
practice and can be one of the most important skills for any person in a helping role, to be able to develop.



person in a helping role, to be able to develop.

### The pressures of being an expert

The title of expert can come with its own pressures. Being perceived as a person who has all of the answers can sometimes feel overwhelming. It's important to remember that nobody has all of the answers and every individual's situation is different – even if there are similarities with your own lived experience. Sometimes, people in a helping role feel under pressure to show their 'best side' at all times. This is not a realistic way to live our lives. We all have flaws. We all have bad days. It's okay not to be okay. It is extremely important to be able to say 'no' or 'not today', to people who are looking for your help or advice. It is especially important to be able to say 'no' to media requests, if you are not feeling up for them.



..... What ways of self-care are important to you?

..... What are the risks to your own well-being related to working as an experienced expert? How could you avoid these risks?



## Burnout

Excessive and sustained stress can lead to burnout, which is a state of emotional, bodily, and mental weariness. When you're stressed, emotionally tired, and unable to meet constant demands, it's called burnout. As a person with lived experience of gambling harms, it is important to have personal and professional boundaries when it comes to helping and supporting others or being in the media spotlight. At times, working the area that caused you so much distress in the past can be overwhelming meaning that self-care is essential. The expert by experience needs to be aware of his/her limitations.

You may be on the road to burnout if:

- Every day is a bad day.
- Caring about your work or home life seems like a total waste of energy
- You're exhausted all the time.
- The majority of your day is spent on tasks you find either mind-numbingly dull or overwhelming.
- You feel like nothing you do makes a difference or is appreciated.

## Signs and symptoms of burnout

Most of us have days when we feel useless, overworked, or unappreciated, and getting out of bed requires huge effort and strength. However, if you feel this way all of the time, you may be burned out.

Burnout happens over time. It isn't something that happens over night, but it might sneak up on you. The signs and symptoms are mild at first, but they worsen over time. Consider the early signs as warning signs that something is amiss and needs to be addressed. You can avoid a serious collapse if you pay attention and actively lessen your stress. You'll eventually burn out if you disregard them.

## Physical signs and symptoms of burnout

- Consistently feeling exhausted and depleted.
- Weakened immunity and a recurrence of illness.
- Muscle pain or headaches on a regular basis.
- A change in appetite or sleeping patterns

## Emotional signs and symptoms of burnout

- Self-doubt and a sense of failure

- A sense of helplessness, confinement, and defeat.
- Detachment and a sense of being alone in the world.
- A lack of motivation
- A more pessimistic and pessimistic viewpoint.
- A decrease in self-esteem and sense of accomplishment.

## Behavioural signs and symptoms of burnout

- Isolating oneself from duties.
- Isolating yourself from the rest of the world.
- Procrastinating and taking longer to complete tasks.
- Self-medicating with food, drugs, or alcohol.
- Venting your annoyances on others.
- Not showing up for work or arriving late/departing early.

At times the role of an expert by experience will be challenging and self-care will be vital. Know the sign and symptoms and your limitations. Recovery needs to be always at the core of a healthy work/life balance.

## Causes of burnout

Burnout is frequently caused by your job. Burnout is a risk for anyone who feels overworked and unappreciated. Burnout isn't exclusively caused by difficult work or having too many duties. Burnout is caused by a variety of variables, including your lifestyle and personality features. In reality, what you do in your spare time and how you view the world can contribute just as much to overwhelming stress as work or home duties.

### Work-related causes of burnout

- You have the impression that you have little or no influence over your work.
- For good effort, there is a lack of recognition or reward.
- Job expectations that are unclear or excessively demanding.
- Doing work that is boring or uninteresting.
- Working in a high-pressure or chaotic situation.

### Lifestyle causes of burnout

- Working too much and not having enough time for self-care or rest.
- There is a lack of close, supporting partnerships.

- Taking on too many obligations without receiving adequate assistance from others.

- Sleeping insufficiently.

Trying to push through the tiredness and continue as you have will only inflict more emotional and physical damage, whether you understand the warning symptoms of imminent burnout or you've already passed the breaking point. Now is the moment to take a breath and change course by learning how to overcome burnout and reclaim your health and positivity.

Dealing with burnout requires the "Three R" approach:

Recognize. Keep an eye out for signs of burnout.

Reverse. Seek help and manage your stress to repair the damage.

Resilience. Take care of your physical and emotional wellness to increase your stress resilience.

..... What kind of boundaries have you personally thought to set up to make it easier to separate work and leisure, and working as an expert by experience will not become a 24/7 task?

..... Thanks to social media, people are more accessible today. How are you going to limit your social media accounts?

..... Think about any difficult situations where you might have to think about your own boundaries. What could such situations be?

# 11. YOUR OWN STORY



At the heart of experiential expertise is the experts own experience. The Story. In this paragraph, we delve into our own story and think of different ways to make the story a reality.

“Remember that your story is your own personal property. You decide what you tell in your story; what is essential is what you do not say. ”

You may have told your story many times already. The more time that has passed, the more different your story may be. Recovery also brings an understanding of past events. Therefore, your own story can also change. The story takes on different shades. Over the years, you may learn to analyze your own behavior, events in your life and events that have affected your own activities in many different ways.

Changing the story is a good thing. On a personal level, it tells the story of personal growth, continued recovery, and progress. In addition, changing the story – or being able to change the story – will help you as an expert by experience in the future. When one important tool is your own past, it is good that the story can be customized according to the work tasks. It increases endurance at work.



Write your own story

Write your story as it was. From what you feel is an essential starting point to where you are now. In this exercise, you may think that you are giving an interview on the topic of "gambling addiction and recovering from it".

Don't think too much about story formation, structures, or the expectations of others. Say things as you have experienced them and what things you feel are essential to say.

Questions to help you understand the story:

How did my gambling start?

How old were I?

What games did I play? How or why did I drift into gambling?

How did the gambling feel, how did it affect me and what kind of feelings did I have?

How did my gambling continue?

At what point did I start gamble more?

What factors influenced the continued gambling?

What kind of memories do I have of my history? (Good and bad)?

At what point did I find myself gambling too much? What happened then? What was the decisive moment?

What has been the phase of change?

What is my life like now? What have I achieved at the moment?

What do I hope for life and what do I aspire to?

Think of your own story.

- What was essential in the onset of gambling addiction
- Why did your gambling addiction continue?
- What need did you gamble for?
- What was essential at the end of your gambling?
- What emotional words would you associate with gambling times and what emotional words would you associate with your recovery and your current life?

Think of some other persons story (in the training).

- What was essential in the onset of gambling addiction
- Why did his/her gambling addiction continue?
- What need did he/she gamble for?
- What was essential at the end of his/ her gambling?

- What emotional words does he/she associate with gambling times and what emotional words does he/she associate with his/her recovery and current life?

# 12. DIFFERENT WAYS TO TELL YOUR OWN





### The structure of the story

A working story has a clear beginning, middle, and end. With these elements, the story develops a clear rhythm and is both easy to present and easy to listen to.

### The purpose of the story

A clear goal will help form the red thread of the story. The purpose of the story varies according to the audience. So it's important to think about who you're telling the story to.

# MONOMYTH

Monomyth:

The monomyth (also called the hero's journey), is a story structure that is found in many folk tales, myths and religious writings from around the world.

In a monomyth, the hero is called to leave their home and sets out on a difficult journey. They move from somewhere they know into a threatening unknown place.

After overcoming a great trial, they return home with a reward or newfound wisdom - something which will help their community.

Using the monomyth to shape your presentation can help you to explain what has brought you to the wisdom you want to share. It can bring your message alive for your audience.

**<https://www.youtube.com/watch?v=uKm5ZuBwpJI>**

# THE MOUNTAIN

The mountain structure is a way of mapping the tension and drama in a story. It's similar to the monomyth because it helps us to plot when certain events occur in a story.

It's different because it doesn't necessarily have a happy ending. The first part of the story is given to setting the scene, and is followed by just a series of small challenges and rising action before a climactic conclusion.

**<https://www.youtube.com/watch?v=ZDxxkCNFO0s>**

# NESTED LOOPS

Nested loops is a storytelling technique where you layer three or more narratives within each other.

You place your most important story - the core of your message - in the centre, and use the stories around it to elaborate or explain that central principle. The first story you begin is the last story you finish, the second story you start is second to last, etc.

**You can use this technique, for example, to describe the life of a gambling addict and the so-called ordinary everyday life - you can carry two lives and reality in parallel. You can also add a close life and reality to your story, creating a story where many different realities go hand in hand.**

# "DROP"

"Drop" at the beginning is when you start your story at the heart of the action before you start over to explain how you got there.

By dropping your audience into the most interesting part of the story, they are held from the start and are committed to figuring out what's going on.

But be careful - you don't want to give too much activity right away. Try to hint at something strange or unexpected - something that needs more explanation.

**<https://www.youtube.com/watch?v=7AN3VLLlkdl>**

# FALSE START

A 'false start' story is when you begin to tell a seemingly predictable story, before unexpectedly disrupting it and beginning it over again. You lure your audience into a false sense of security, and then shock them by turning the tables.

This format is great for talking about a time that you failed in something and were forced to 'go back to the start' and reassess. It's ideal for talking about the things that you learnt from that experience. Or the innovative way that you solved your problem.

**"I was at the top of my life. I had just paid off all my debts out of the casino with the jackpot I won. My spouse and I planned a vacation trip with the money left over. Everything felt too good to be true.**

**And it wasn't. I was homeless, my spouse had just left with our children and I had deposited the last 10 euros to an online casino the night before. "**

# THE PETAL STRUCTURE

The petal structure is a way of organising multiple speakers or stories around one central concept. It's useful if you have several unconnected stories you want to tell or things you want to reveal – that all relate back to a single message.

You tell your stories one by one before returning back to the centre. In doing so, you can weave a rich tapestry of evidence around your central theory/ phenomenon.

**It is good to use technology to describe the phenomenon and its features. If you have access to the stories of other experts by experience, you can use these anonymously (and with permission) around your own story to point out aspects of the phenomenon.**

..... Which of the above ways to tell the story, you feel

- the most interesting

- characteristic of you

- the most unpleasant / distant idea

..... In which category your own story has so far been placed? What kind of storytelling would you like to try?

# 13. DIFFERENT WAYS TO ACT/WORK AS AN EXPERT BY



# PEER SUPPORT INSTRUCTOR

## The role of the Peer Support instructor is:

- Act as an equal, that is, help the group support its members through their own experience
- Keeps the group and the group's activities structured and focused on recovery
- Ensures that respectful and equal behavior, action and attitudes are realized in the group
- Guide and format the topics to be covered
- Use their training to bring information and knowledge to group members
- Encourage, support and walk alongside
- Provide your own time for the duration of the group
- Handles practical matters related to the meeting

## The Peer Support instructor is not responsible for:

- Gives ready-made answers
- Heal group members or stop group members playing
- Do change work for someone else
- Act as a therapist or doctor
- Meet all the needs of a group member

..... Consider what positive effects instructing a group could bring to your life? (If you already have experience instructing a group, answer based on your experience)

..... Consider what negative effects instructing a group could have on your life and how do you avoid those effects? (If you already have experience instructing a group, answer based on your experience)

..... Peer support groups are not for everyone, in all life situations. Consider in what situation would peer support group support not be sufficient for the individual?

..... On your own opinion: what are the most important qualities of a peer support instructor and what are the most important things in quality peer support work?

# CLIENT WORK

The expert's by experience's own background and experience of survival and recovery provide the basis for working in client work. Recovery experiences are not far removed, but are an important part of the role and practice of an expert by experience. Recovery experiences connect the experiences of an expert by experience and a client. The survival of an expert by experience can create hope for others as well.

Experts by experience who worked alongside a professional in a co-reception defined their own activities by describing themselves as a kind of intermediary and bridge builder. In this role, the expert by experience acted as an interpreter between the client and the employee and the service system.

An expert by experience can be involved in customer work, or more broadly in developing services. Both the expert by experience and the employee have their own perspectives on working with clients. The aim is therefore not to bypass the employee but also to bring an experience-based perspective to the process. In cooperation, it is very important that trust is formed between the expert by experience and the professional.

In addition to customer work, an expert by experience can have a wider impact. For example, an expert by experience can analyze the implementation and quality of services together with employees. Based on this, for example, services can be developed.

For example, in client work expert by experience can share their experiences with services, create hope that recovery and survival is possible, support the customer mentally, help the customer with practical matters, help the customer understand the service process, and get the customer motivated for treatment or assistance.

An expert by experience can also build trust when the client is prepared and feels more natural to approach a person who has experienced similar things.



Relatives/next of kin:

It is important to focus on the relatives of gambling addicts. Often it is the relatives who discover the problem and initiate measures. For a relative, this is a difficult situation. The next of kin notice the changes that are happening, but do not always manage to understand that there is a gambling problem until there are often strikingly large financial problems. Many people experience a conflict with themselves because at first one thinks that this is serious and then at the next moment get a guilty conscience. When the problem comes to light, the roles of the family change brutally. Those who have the problem often feel relief, while the relative have their world turned upside down and many become deeply depressed.

There are chaotic feelings of anger, frustration, despair and powerlessness. The concerns are great, and it is difficult to know how this will be handled. Often a confession contributes to the family being able to get help quickly, but unfortunately it is also often that only the person with the problem that receives help and not the relatives.

There's a pattern in this. In the beginning, it is often the focus on the financial part of the problem and finding help that the whole family contributes to. For the next of kin, the fight against lost trust and a sense of being a control "freak" starts immediately. Therefore, it is important that you as an Experience Consultant also focus on next of kin and guide them to help too. It can be both professional help and or some form of self-help service.

A relative who does not receive help can have major problems, both physically and mentally. The constant negative emotions can be reflected in a depression, sleep difficulties, poor appetite and often sick leave over time.

A relative who receives help also gains more knowledge about gambling addiction, will be strengthened both in their role as next of kin and as a strong supporter of those affected by gambling addiction.



..... Have you received support from an expert by experience during your recovery process? If so, what kind of experience was it?

..... If you have not received support from an expert by experience during your recovery process, consider in what situations would you have experienced the support of an expert by experience as necessary?

# LECTURES, TRAININGS

One part of an expert's job is to tell your own story. This can be, for example, training or a lecture.

When you start planning your performance, first summarize what you are saying in one sentence. Answer yourself the question: why am I going to give a speech on this topic, what is my goal? Once you know your main message, it will be easier for you to build a clear whole.

As you prepare, you are sure to know who is in the audience, who has commissioned you to speak. It will make it easier for you to think about what the main message of your lecture is on that occasion. Are you going to talk to a peer support group for gamblers or politicians? Is your lecture meant to inspire hope in an individual or to bring information to decision making?

When planning your lecture well, you can also use effective means if necessary. Do you give a lecture without visual material or do you want pictures included in the story?

Everyone is excited to perform. However, keep in mind that basically every listener is on the side of the performer - you have some kind of information that the listeners are thirsty for. Everything you tell them is new and inspiring; although you are already familiar with your story.

When performing, remember that nonverbal communication is part of the presentation. Pay attention to expressions, gestures, and movements. Practice lecturing before the presentation, even in front of a mirror. Where do I put my hand, what position feels natural?

Even if you go to give a pre-planned lecture, it is important that when you perform, you are also able to listen to the audience. A good and impressive performance arises from the interaction of the audience and the performer. Use eye contact, be involved instantly. Remember that silence is a good powerhouse. A pause in speech causes the listeners to hold their breath.

When you give a lecture, the stage is yours. Take control of the platform and move. The excitement can be reduced by moving on the stage - but not nervously even backwards.

In order for the message of your lecture to reach the audience, it is important that you speak clearly. Clear articulation, speech intensity and speed- these are all things you can practice. Especially when excited, a person often tends to speed up his speech. When you pay attention to the issue, you are able to regulate what it is in the lecture situation.

The lecture given by the expert by experience tells about his own story, his own observations. Therefore, it would be good if the lecture was not read from paper, but from external memory. Since this is a challenging way to perform, especially if you are excited, it is important that you practice your performances in advance.

# 14. WORKING WITH THE MEDIA

Your story is your story. Think carefully about how detailed you want your story to be. Think about what is essential, what feels too intimate. It's important that you ask all the people mentioned in detail in your story if they agree to talk about things related to them.

On a general level, the media respects experts by experience and their stories, realizing that this is a truly lived tragedy. However, always remember that if an exceptional use or action occurs, you do not have to accept it. You don't have to talk about things you feel are private. In a magazine interview, you usually always get your own quotes for review before the story is published (if the editor doesn't specifically mention this, be sure to ask). When a thing comes to you for viewing, check it carefully to address any obvious factual errors immediately.

Often, interviews are arranged in advance, so you know when it will be done. Good preparation is important because there is little response time, especially in live interviews. Also, for a press story or other interview to be published later, it is a good idea to gather ideas in advance for the situation. Why are you being interviewed? What do you want to say? What is your role in the interview? The above are questions to help you clarify your thoughts before the interview.

## Influencing society

### Traditional media

The traditional media platforms TV, radio, paper newspapers and online newspapers can have a tremendous effect in spreading their message and cause to the people. In the example of Lill-Tove Bergmo and Gambling Addiction Norway, traditional media became extremely important for putting pressure on politicians.

In the first round, Lill-Tove and her husband entered the media in the year 2000 with their story and the self-help group she had started. Then it was with gambling addiction quite fresh in Norway and there were not many help offers. Their story was read by others who were in the same situation and Lill-Tove was contacted by several people who finally felt that someone was putting into words the situation she described in the media. And not least – they wanted to help others too. Then several self-help groups quickly came into place in the largest cities in Norway and in 2002 they founded the organization that would take the name Gambling Addiction Norway a few years later. Through the group offer, the organization became a voice for the user experience of relatives of gambling addicts and gambling addicts. The organization

and relief efforts got off to a good start when Lill-Tove and others dared to tell their own stories in the media and the people got to see how much damage gambling addiction could do to an entire family.

In (the documentary) we can follow Lill-Tove through her struggle to make slot machines illegal. The media played a major role during this period, and VG (one of Norway's largest media houses) had cases and interviews daily about gambling addiction. In the end, the pressure on politicians became so great, because a kind of popular movement was created. Politicians were pressured to take action and find solutions and it started a race in politics. During this period, many people who worked with gambling addiction contributed through the media to promote a political decision.

It became a kind of competition. It was about being the first shops, the first municipality, the first county, which was free of slot machines. The snowball rolled and in 2006 the government was able to present a change in the law that made slot machines illegal.

### How to act in the media

The media will often want you to show feelings, but don't

let your feelings hurt the cause you're promoting. It's important to have a clear message and be confident that you can get it out. The person to be interviewed should have some training with the media and it is recommended to take courses in media management if possible.

At the same time, one should not be afraid to contact the media and hear if you are sitting on a current case. Over time, you can get to know journalists and you will quickly hear if this is a journalist who can get the message out in a good way. This does not mean that journalists should be rejected quickly, but perhaps some journalists need us to explain the matter more thoroughly and why that and it is important.

#### When to request a read through

Many journalists often work with strict time requirements, which makes it easier to get a case in the media when the journalist feels that we are working alongside them. In a phone interview without recording, you need to be aware that the journalist is taking notes at the same time as you are talking. That means you have to be clear, calm and not talk your way away from the topic. Give the journalist room to ask questions, because then you will immediately see if

the journalist follows your explanation and understands the issues.

Many will feel nervous about being misquoted and ask for reading every single time. This will often create more work for the journalist and may lead to fewer interviews in the future. If there are any parts of the interview that may be to the detriment of others or to the case if there are errors, explain this to the journalist.

Should you have an opportunity to review the case before publication, it is recommended that you do so as quickly as possible and with the fewest possible corrections, as long as they are not critical to the case. You will probably notice after some interviews that you become safer in your role as an interviewee and thus feel less need to check the journalist's work.

Nevertheless, it is important to know that there are some media outlets where proofreading should perhaps be required before publication. There are media of the rogue kind, who can easily decorate the stories or take liberties to create more drama. We recommend that you have found out in advance which media you absolutely do not want to be interviewed by or need to make thorough assessments before you say yes to an interview.

## New Time - New Media

A lot has happened in the media since the popular movement that removed the slots in the 2000s. The traditional media must now share the space with social media of all kinds. The new breadth of current media presents new opportunities and challenges, while not dismissing the traditional media.

When it comes to social media, podcasts and the like, these are constantly changing and vary from country to country. We recommend experience consultants to take courses and seminars on how to use the new media of the new era. If these are used correctly, the range can be enormous and one can establish completely unique communication channels to key people, organizations, media, etc. Please note that with a huge range comes a great responsibility as well. The opinions of both individuals and organizations can be facts checked by everyone and everything, so be clear in your message and pay close attention to what are your sources.

Social media gives followers an opportunity to keep track of your match cases and news from day to day, but the platforms also require you to keep your profiles current. In

addition, some platforms may require payment for you to reach as many people as possible.

Podcast is a platform that allows very many people now to have their own channels where they can go into depth in special topics and this can be very positive for an experience consultant. Those who own the podcast usually know a lot about their audience and what they want. There can often be much more room to delve deeper or wider into the problem or message of a podcast, versus an online written news article. If the podcast or social media post is current enough, then it will also be picked up by the larger media and become a matter of this.

## Goals and strategies

It is often a good idea to set goals in the short and long term when you want to work with the media. What types of cases should be fronted and do you have one or more combat cases at the same time? If there are several people working together towards a common goal, you may want to come together and lay out a strategy. Identify who is strong on what and who will front what types of cases. When those who work together appear as a unit and are coordinated, the case automatically gains strength. It will also allow everyone to concentrate on working for the

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ANNONS

message, and not spend unnecessary time on firefighting when it is perceived that those interviewed have different opinions.

The strategy should also include what steps are being taken in addition to interviews and the like in the media. For example, whether to publish self-written texts or hold meetings with politicians before or after an incident in the media. The strategy can also identify key people and organizations that are important to have on their team.

## Networking

Working alone with gambling addiction when the topic is still so stigmatized is difficult. There has been less stigma in recent years, but there is still a long way to go before we are on a par with more accepted diseases related to substance abuse and mental health. You can have the drive and commitment alone, but not the power to get your cases through. In addition, it is important to be humble in relation to the expertise that can be found in both a small and a large network. A small network can be within an organization, or a few organizations that work together on the same topic. A larger network can be a greater variety of organizations and key people working across the same field. The network can have entrance



HAASTATTUUT

## Peliriippuvuudesta toipunut Jenna Mäkelä: ”Joka ilta annan itselleni anteeksi”

Jenna Mäkelä, 34, rahoitti pelaamistaan pikavipeillä, joita hän otti myös läheistensä nimiin. Massiiviset velat ja itseinho ajivat hänet epätoivoiseen ratkaisuun. Nyt hän on toipunut riippuvuudestaan ja opettelee rakastamaan itseään.



doors to politicians, etc.

In the interviews with Lill-Tove Bergmo, we learn that she wants to make a political change to make physical slot machines illegal. She knew she lacked knowledge about the political processes and joined a local political party to learn about politics and build her political network. At the same time, Spillavhengighet Norge grew so large, with self-help groups in several of the largest cities, that other organizations wanted to cooperate. This is how she expanded her's and the organization's network in several ways.

Through cooperation with other organizations, your cause can have a much higher chance of getting into the media spotlight.

## Social impact work of experts by experience in Finland

In 2019, experts by experience (in gambling addiction) began work on social advocacy, the effects of which do not yet end even at the time of writing this workbook (late 2021). Experts launched a citizens' initiative calling for the removal of slot machines from everyday environments; shops, gas stations, restaurants, etc. Norway and Lill-Tove acted as a model for the initiative. In order for a citizens' initiative to be considered by Parliament, the initiative must receive 50,000 signatures. The initiative received 34,000 signatures and thus did not go to Parliament. The initiative was renewed in the same year, when the number of signatures was just over 20,000. Although no signatures were received for the initiative, the initiatives had two huge impacts: A change in the culture of conversation, an increase in knowledge about gambling addiction and the disadvantages of gambling, the awakening of citizens to the reality of the disadvantages of gambling and Veikkaus' measures under public pressure. The initiative speeded up the mandatory identification schedule and significantly reduced the number of gambling machines. In Finland, gambling is no longer talked about, without mentioning the disadvantages of gambling. It's a lot from a society that for decades only talked about returns. Currently, politicians are discussing the removal of gambling machines from everyday environments, so experts will even succeed in their original goal. It is possible that an amendment to the Lotteries Act will be made in the near future regarding the placement of gambling machines. The personal experiences of the experts and speaking about them in public fundamentally shook the structure and attitude of the gambling system in Finland.



## Information materials and public presence

Holding a stand or attending an event with a visible message is a good way to become visible in the community or in a special setting. Then you can get in touch with the population and other participants. One may find that the general population is slightly shaded away when it is the gambling addiction that is being fronted, but it may be a confirmation that shame and stigma are still strongly present.

The advantage of a stand is that you can make a pretty strong impression that is talked about long after the event is over. If it's a political event, politicians can come by the stand to ask questions. It is especially important if there is a political stand at a political event, that both the stand is staffed and that there are more people working the crowd to spread the message and motivate people to visit the stand. It is a great advantage if everyone who participates is confident in the message and is probably outgoing that they dare to contact people on their own initiative. It is important to remember that a rejection also means that one has made some kind of impression on someone.

It is important that there are both physical and digital information materials for the organization, the case, the

message, the campaign, etc. This is especially important on the stand. Information materials and small gadgets help draw people to the stand. It should be a goal that everyone who comes to the stand should bring some kind of information about the message when they leave.

Information material is very useful even when it is not a stand. This can be handed out to auxiliary organisations, health centres, professionals and other meeting points where gambling addicts and relatives can receive the information.

## Petition

A good campaign can be combined with a petition to show politicians and others that there are many who support the cause. In some cases, a special number of signatures may be enough to lift the issue up for political consideration.

## Debate

A debate can be an excellent opportunity to promote their views, but can also be a demanding exercise for those who are unprepared. Here it can also be useful to seek out a course in how to handle a debate. Especially in political debates on legislation, one can meet experienced debaters who know their message in and out.

But it can be a real encouragement if a serious debate program allows you to get in to debate for your cause. Debates often run in prime time, often featuring politicians and can be discussed for days afterwards on social media. In some cases, a good debate can lead to more media issues and perhaps more debates.



## Negative aspects of being in the public domain

Being an advocate on behalf of yourself or an organization can be very rewarding, but also demanding. You are attached to the case for as long as the case lasts and as long as you have a profit. It can be mentally stressful to stand in headwinds for a long time and it can go beyond motivation or belief in the case. In addition, opponents will constantly look for mistakes or inaccuracies in you, while at the same time feeling both misquoted and misunderstood. There is simply a lot that can go wrong and the job can be a constant uphill battle at times.

At the same time, one cannot avoid friends and family may involuntarily be dragged into the case or feel the pressure. If you travel a lot, you might have someone who needs you at home. If the engagement is voluntary, then it may require so much that it goes beyond other areas of life that need your attention.

Then it is important to remember that you cannot do a good job if you get completely burned out. A few will get an incredible amount of energy from standing in the storm and representing the cause, but many will feel that it is demanding. Therefore, it is important that you have done work in advance, with goals and strategies, capacity

clarifications and personal limits on what and how much you can give of yourself to the cause. Perhaps you or your organization have others in your network who can relieve you or take over specific tasks altogether.

Finally, you need to be aware that statements in public remain in public, also in the future. Therefore, your statements may be made at a later date, regardless of whether you are active in the case or not.

## Political knowledge

It is not critical that you have knowledge of politics or the political system if you are going to use your own experience in the media to shed light on the problem of gambling addiction. But it's a big advantage if you're going to front a political message. It will also make you safer if you are asked about a particular part of the law or a political decision. In addition, you will know to a much greater extent exactly who or what to direct criticism to in political matters.

Showing through statements and working methods that you have knowledge of political processes will also make you a more attractive opinion-bearer, so you will more often be offered interviews, debates, and the like. Knowledge of political processes is very valuable if you are going to lobby.

## Lobbying

Lobbyism is influencing politicians or other policymakers. Lobbyism takes place more in direct dialogue with those you are going to influence, but you can use cases in the media to identify who to lobby against.

In cases where you don't have a clear majority of decision-makers on your side, lobbyism can be the part of the job that tips the weight in your favor. In political matters concerning legislative changes that somehow limit gaming companies' presence in the country, it is natural to think that gaming companies are constantly lobbying.



## Legislative changes

It is possible to implement changes and improvements without having to change the law. A lot depends on how the system in the country you're in is connected. Here are some examples of what can be identified and influenced if the actual change in the law is not relevant in the near future:

The governance power's action plans, strategies and political promises.

Which governing bodies enforce the law between the amendments.

Which ministry or minister must be involved in order to implement changes.

What politicians or what part of the political system governs what your message is about.

Getting through a change in the law can be a long and complicated struggle, therefore it must be planned and have a solid strategy if this is a work that you or your organization leads the way. An important part of the argument for a change in the law is that you should preferably be able to offer decision-makers a possible solution and a justification for why that particular solution is better than the current solution.



..... What things do you not want to talk about in public?  
Take the time to think about this task. Remember that the story you tell in public will also be public in 10 years

..... Think of your story and reflect on how will bringing out your story will effect on people around you. Have a discussion about it with your significant others

..... Have you appeared in the media about gambling addiction? If so, what has it been like? What kind of situation or thing was it about?

..... What risks may appear in the media? How can they be protected as well as possible?

..... When it comes to stigmatic issues, feedback may not always be just good. People have different attitudes and thoughts regarding gambling addiction. What kind of things / comments scare you? How could you protect yourself?



Here's a box with a summary of tips:

- remember that you are an expert in your own life and story
- you don't have to be an expert on all things / themes
- it's totally ok to say honestly "I don't know"
- everyone is nervous about public speaking; it's important to focus on selfcare-strategies before doing any media



# NETWORKING

"Ever since I came into the public eye with my experience; as an experienced gambling addiction expert, I have considered networking extremely important. Creating networks has been more important to me than just "making things easier when you know the right people." The main point of networking for me has been removing the stigma. It may sound silly, but I will explain:

Stigma is about negative stereotypes about a particular group of people. Although in Finland the attitude towards gambling addiction has become considerably more understandable, the stigma still maintains the stereotype that gambling addicts are somehow more deficient; outright recourse.

Because of this stigma, although the disadvantages of gambling have become more serious in Finland in recent years, the people who make decisions about things (eg legislative) and the experts consulted have still been mainly people with no experience of gambling addiction. Because harm prevention, which does not listen to gambling experts aka experts by experience, often remains apparent, I decided to start paving the way for us real gambling experts. Therefore, networking, also internationally, is important for an expert by experience. By networking, we get to share our experiences and views where they will be of real use in the future.

My advice is therefore to think boldly and innovatively where the disadvantages of gambling are visible in society and where decisions that affect them are made. Feel free to bring out your own expertise and offer to help / present your views. "

Jenna Mäkelä, Expert by experience, Finland

# CORE MESSAGE OF EXPERTS BY EXPERIENCE



The core message of an expert by experience is always hope. Hope for recovery. Without this core message, there is no expertise, as expertise is always based on future prospects as well. How things can get better, how they can get better. Whether it is an individual or a society, the message of an expert by experience always holds hope.

While the core message itself is positive, it does not mean that the experts by experience would not give criticism. However, criticism always arises from a desire to do better, not from bitterness or hatred of the past.

The role of experts by experience in a social debate is to bring out the voice of people whose voice is not heard in the debate for one reason or another. The voice of an expert by experience is honest, because it is based on real experience – something that has truly been. This honesty and identity often makes people listen – an expert by experience appears to be an expert who is on the same level as an “ordinary person”. The fact that experts by experience are listened to and trusted, according to research, gives power. Power affects the lives of individuals (recovery) as well as power affects society (structure, legislation). However, power always comes with responsibility. And because of responsibility, it is important to always remember the core message. Hope.



..... In your opinion, in what situation could one not act as an expert by experience?

..... Have you come across experiential expertise that doesn't match your own values?

..... What values do you think guide the work of an expert by experience?

..... What kind of work would you not agree to do as an expert by experience?

# SOSPED FOUNDATION

Sosped Foundation (Sosped) is a non-governmental welfare organization operating in the social and health sector. The mission of Sosped is to support and enhance wellbeing and recovery through social interactions and peer support. The framework of all Sosped's activities stems from social pedagogy; holistic and relationship-centered approach to support and wellbeing. One of the key elements of Sosped is to enable social inclusion by amplifying the voice of Experts by Experience – We aim to include experience-based knowledge in everything we do.

Peer support has formed the grounds for Sosped's activities since 1984. The scope and methods of the services and activities have broadened strongly during the past five years. The projects administered by the organization are directed to people with added barriers to participate in society. These include individuals affected by mental health problems, disabilities, social exclusion, and behavioural addictions (i.e., gambling disorder, gaming disorder, and compulsive use of social media). The projects aim at improving the quality of life of the participants and their close ones, and raising knowledge, awareness and public discussion about the above-mentioned barriers. The programs are organised under two entities: Behavioral Addictions and Social Integration and Mental Health. The entities together reach over 2000 long-term participants annually.

Sosped Foundation employs 40 professionals and 200 volunteer workers, providing services in over 20 cities across Finland. Sosped Foundation is also an active partner in many international (Erasmus) projects.

More about the organization on our website: [www.sosped.fi](http://www.sosped.fi)

The workgroup from Sosped: Jenna Mäkelä, Planner of TeX-project, Expert by experience (gambling addiction)

# EXTERN PROBLEM GAMBLING

## Extern Problem Gambling

The project was founded in 2016, by addiction counsellor, Barry Grant. The original project was called 'Problem Gambling Ireland' and was founded to provide independent information and advice to people affected by problem gambling in the Republic of Ireland. In 2019, the project merged with a much larger charity, Extern. Extern has been in existence for over 40 years and has over 100 projects on the island of Ireland.

At the time of writing, the project has two full-time members of staff – Barry Grant and Tony O'Reilly. The project provides free helpline and counselling services to people on the island of Ireland, affected by problem gambling. It also provides gambling harm-prevention education talks to secondary schools.

The project is also involved in advocating and lobbying for the regulation of gambling in Ireland and Northern Ireland and for improved provision of problem gambling treatment and prevention services.

More about the organization on our website:  
[www.problemgambling.ie/](http://www.problemgambling.ie/)

The workgroup of Extern Problem Gambling:  
Addiction Counsellors Barry Grant and Tony O'Reilly

# SPILLAVHENGIGHET NORGE

Spillavhengighet Norge is a standalone interest organization for gambling addicts, gaming addicts and their next of kin. The organization was founded in the year 2002 and was run solely on volunteering until entrepreneur Lill-Tove Bergmo was hired in a 30% position in 2013. The head office is located in Lyngen municipality, but the organization is nationwide. In 2017, the organization received enough grant funds to be able to hire a full-time administration, with a general manager, marketer and political advisor. By 2022, the administration has been expanded with experts by experience and office workers and has a total of 7 employees and 50 volunteers spread all over Norway.

The organization's primary task is the operation of the helpline, email and self-help groups across the country. There are thirteen active physical self-help groups and since 2020 the organization has also operated digital self-help groups.

It is the users who determine the organization's strategies and action plans through an annual congress, so that it is always the needs of those concerned that drive the organization forward.

More about the organization on our website  
[www.spillavhengighet.no](http://www.spillavhengighet.no).

The work group from Spillavhengighet Norge:

Lill-Tove Bergmo – Managing director and founder of the organization with 22 years of experience as next of kin.

Kristian Vike – Expert by experience as a gambling addict and employed as project manager.

Magnus Pedersen – Employed as a political advisor and next of kin.

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Former mayor of Lyngen, Werner Kiil for granting permission to show his involvement in the film on empowerment.

The family of Hallgeir Brumoen for granting permission to show his involvement in the film on empowerment.

Spillavhengighet Norge jobber lokalt, regionalt og nasjonalt for å forebygge spilleavhengighet. Vi bidrar til at spilleavhengige og pårørendes stemmer blir hørt og vi setter lys på avhengighetens baksider.

Organisasjonen er en frittstående interesseorganisasjon, med nært samarbeid med ulike fagmiljøer innen feltet spilleavhengighet. Spillavhengighet Norge ble etablert i 2002 og har i dag 5 ansatte og ca 40 frivillige.

