

International Certification Examination for Gambling Counselors



Candidate Handbook 2021

Application Deadline*	Testing Period
March 10, 2021	April 10 – April 24, 2021
July 14, 2021	August 14 – August 28, 2021
November 3, 2021	December 4 – December 18, 2021

***Applications will not be accepted after this deadline**

Administered by:



1350 Broadway, Suite 800 | New York, NY 10018

www.ptcnyc.com/contact

COVID-19 Precautions

Candidates are reminded that face masks are REQUIRED at Prometric testing centers. Candidates must bring and wear face masks for the duration of their time inside the testing center.

Masks with exhale/one-way valves are prohibited to use at the testing center, due to the lack of viral particle filtration provided by these masks. Masks with wearable technology are also prohibited. **Any test taker that comes to the test center without an acceptable face mask will not be allowed to test, marked as a “no show,” and will not be eligible for a free reschedule.**

Additionally, candidates must comply with all federal, state and local mandates and guidelines.

Note: if you fall into any of the following categories, you will not be permitted to test until you no longer fit the criteria:

- Have been diagnosed with COVID-19 in the past 14-days;
- Have been exposed to someone diagnosed with COVID-19 in the past 14-days;
- Are experiencing flu or cold-like symptoms; OR
- Have returned from travel to a highly infected area in the past 14-days.

Please contact PTC (www.ptcny.com/contact) if you fall into any of the above categories.

If you are diagnosed with or under quarantine due to exposure to COVID-19 during your testing window: PTC will allow a free transfer to a later testing window. We will need documentation of a positive test or a doctor's note or letter from an employer to confirm quarantine dates.

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This Handbook contains necessary information about the Certification Examination for Gambling Counselors. Candidates are responsible for reading these instructions carefully. This Handbook is subject to change.

CONTACT INFORMATION

<p>Professional Testing Corporation (PTC)</p> <p>www.ptcny.com</p> <p>(212) 356-0660</p>	<ul style="list-style-type: none">• Apply for examination online• Obtain general application policy and procedure information• Obtain information about testing policies and procedures• Transfer to a new Testing Period• Request Test Accommodations• Request Hand Score• Question about score reports• Miscellaneous inquiries
<p>Prometric</p> <p>www.prometric.com/IGCCB</p> <p>(800) 741-0934</p>	<ul style="list-style-type: none">• Schedule test appointment• Reschedule test appointment (within the same testing period)• Cancel test appointment• Find directions to test site• Questions regarding testing sites and appointments
<p>International Gambling Counselor Certification Board (IGCCB)</p> <p>http://www.igccb.org</p>	<ul style="list-style-type: none">• Certification Information• Board Members• Board Approved Clinical Consultant Information

ATTENTION CANDIDATES

This handbook contains necessary information about the IGCCB Certification Examination for Gambling Counselors. It is required reading for those applying for and taking the examination. All individuals applying for the examination must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the application. This handbook is subject to change. See www.ptcny.com or www.igccb.org for handbook updates.

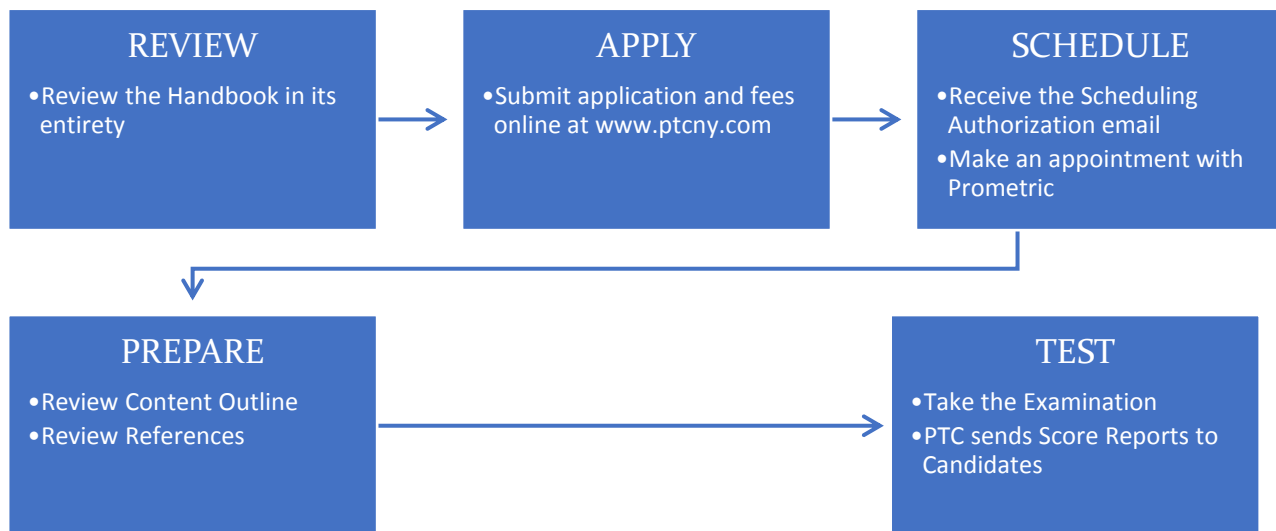
CERTIFICATION

The International Gambling Counselor Certification Board (IGCCB) supports the concept of voluntary certification by examination of gambling counselors. Certification focuses specifically on the individual and is an indication of one's current level of knowledge in gambling counseling.

The purpose of certification in gambling counseling is to promote competency by:

1. Promoting high standards of training, competence, skills, and knowledge.
2. Providing a national and international standard for requisite knowledge in gambling counseling.
3. Recognizing formally those individuals who meet the standards of eligibility established by the IGCCB.
4. Encouraging continued professional growth in gambling counseling for the purpose of improving the quality of care to addicted persons and their families.
5. Establishing, measuring, and monitoring the level of knowledge required for certification in gambling counseling.

THE CERTIFICATION PROCESS



COMPLETION OF APPLICATION

Step 1 – Complete Application

Go to <http://www.ptcny.com/test-sponsors/IGCCB> to view examination testing periods, application deadlines, and link to the online application. You must complete the examination application in full, using your first and last name exactly as it appears on your current government issued photo ID such as a driver's license or a passport. Applications are not considered complete until all information and payment has been provided. The completed application must be submitted and paid for online. Retain the link to the application and your login information.

Please note, for new applications you will be asked to create a PIN number. This PIN will be used when going into your existing application.

Step 2 – Submit Examination Fee and Application

Receive email from PTC stating that your payment and application has been received.

Step 3 – Receive Scheduling Authorization and Schedule Testing Appointment

Within eleven (11) weeks prior to the start of the testing period, candidates will receive a Scheduling Authorization from PTC via email from notices@ptcny.com. The Scheduling Authorization includes an eligibility number and information on how to set up your examination location, date, and time through Prometric. Retain this document.

You must present your current driver's license, passport, or U.S. Military ID at the testing center at the time of your examination appointment or you will be refused admission. The first and last name on the ID must exactly match the name on the Scheduling Authorization.

EXAMINATION ADMINISTRATION AND SCHEDULING

The Certification Examination for Gambling Counselors is administered during an established two-week testing period daily, excluding holidays, at computer-based testing facilities managed by Prometric.

Scheduling Examination Appointments



Approximately eleven (11) weeks prior to the start of the testing period, candidates will be emailed a Scheduling Authorization from **notices@ptcny.com**. Please ensure you enter your correct email address on the application and add the 'ptcny.com' domain to your email safe list. If you do not receive a Scheduling Authorization three (3) weeks prior to the start of your chosen testing period, contact the Professional Testing Corporation at (212) 356-0660 or online at www.ptcny.com/contact.

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. **Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.**

Candidates unable to take the examination during their chosen testing period will need to reapply for the examination and pay a new application fee. See page 6 for more information on transferring to a new testing period.

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

Note: International candidates may also schedule, reschedule, or cancel an appointment online at <http://www.prometric.com/IGCCB>.

IMPORTANT!

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted.

The first and last name on your Scheduling Authorization **MUST** exactly match the name on your photo ID. **Fees will not be refunded for exams missed because of invalid ID.**

Rescheduling Examination Appointments within a Testing Period

Candidates can reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: www.prometric.com/IGCCB.

Time Frame	Reschedule Permitted?	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay full examination fees for a future testing period.

Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of \$220.00.** After you have transferred once by paying the \$220.00 fee, you will need to pay the full examination fee in order to transfer a second time; so, ***please plan carefully.***

Please note: requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to <http://secure.ptcny.com/apply>.
2. Click "Start New Application."
3. Choose IGCCB in the first drop-down menu; then choose the new examination period in the second drop down menu and fill out the rest of the information on the page.
4. Fill out the application making sure you answer yes to the question asking if you are transferring.
5. When you have finished the application, click "Submit Transfer Request."
6. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the one-time \$220.00 transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved. The candidate is responsible for contacting Prometric and canceling the original examination appointment, if one was made.

Exams may only be transferred to a new testing period once; please plan carefully.

Please note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

Failing to Report for an Examination



If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

EXAMINATION FEES

Fee Type	Amount	Details
Application Fee	US \$310.00	<ul style="list-style-type: none"> • Non-refundable • Non-transferable • Includes testing center fees
Transfer Fee (Moving to a new testing period; see page 6)	US \$220.00	<ul style="list-style-type: none"> • Applies to candidates who need to move to a new testing period • Must submit new application & fee to PTC
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 6)	US \$50.00	<ul style="list-style-type: none"> • Applies to candidates who need to move their appointment within their current testing period • Payable directly to Prometric • Reschedule with Prometric online or over the phone



Please be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.

TEST ACCOMMODATIONS

IGCCB and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and test accommodations will be held in strict confidence.

All approved test accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Test accommodations may be made upon receipt of the Application, examination fee, and a completed and signed Request for Test Accommodations Form, available from www.ptcny.com/PDF/PTC_SpecialAccommodationRequestForm.pdf or by calling PTC at (212) 356-0660.

This Form must be uploaded with the online application no later than 8 weeks prior your chosen testing period. Candidates who do not submit their Special Accommodations Form with their application may not be able to test during their chosen testing period and therefore be subject to rescheduling or transfer fees.

Only those requests made and received on the official Request for Test Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

PREPARING FOR THE EXAMINATION

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the first and last name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.

- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>.
- Prometric’s website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: <https://www.prometric.com/test-center-security>.
- Review the What to Expect at the Testing Center and Rules for the Examination below before your appointment.

WHAT TO EXPECT AT THE TESTING CENTER

PTC has partnered with Prometric to deliver examinations to candidates at Prometric computer testing centers. Here is what you can expect when you arrive at your Prometric Testing Center.

- **Candidate Check-In**
 - Candidates will be asked to present their IDs
 - Candidates will be asked to empty and turn out their pockets
 - Candidates will be “wanded” or asked to walk through a metal detector
 - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
 - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
 - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- **During the Exam**
 - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam
 - Accessing mobile phones or study materials during the examination is prohibited
 - Smoking is prohibited at the testing center
 - All examinations are monitored and may be recorded in both audio and video format

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see [Prometric’s website](#) for more information about what to expect on testing day.

RULES FOR THE EXAMINATION

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- ⇒ You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- ⇒ No Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders are permitted to be used and cannot be taken in the examination room. You will be required to leave all personal items, including food/beverages, in your assigned locker at the testing center.
- ⇒ No papers, books, or reference materials may be taken into or removed from the testing room.
- ⇒ No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- ⇒ Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
- ⇒ Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker.
- ⇒ All watches and "Fitbit" type devices cannot be worn during the examination.
- ⇒ No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.



Contact PTC at (212) 356-0660 or www.ptcny.com/contact with any questions about the Examination Rules.

Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from the testing room, and cancellation of your test scores.

TESTING CONDITIONS OR EXAMINATION FEEDBACK

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at www.ptcny.com/contact within 3 business days of the test appointment. Any comments about the test itself should also be reported to PTC at www.ptcny.com/contact within 3 business days of the test appointment.

REPORT OF RESULTS

PTC will send candidates a score report via email within 4 weeks after the close of the testing period which will state whether they have officially passed or failed the examination. Scores on the major areas of the examination and on the total examination will also be reported. Failure to receive the report of the results should be reported to the Professional Testing Corporation at (212) 356-0660.

REQUESTING A HANDSCORE

Candidates who fail the examination may request a hand scoring of their data file. Hand scoring is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Although the probability of such an error is extremely remote, this service is available. Requests for hand scoring must be received by PTC no later than 90 days after the date of the examination by completing and returning the Request of Handscore form on www.ptcny.com with payment of \$25. Candidates who fail the examination will not be permitted to see the examination questions. For reasons of test security, no candidate is allowed to review the examination or any of its items.

To ensure correct reporting of results, PTC automatically performs handscores of examinations of candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any examination results will change from “fail” to “pass” through handscoreing.

CONFIDENTIALITY

IGCCB will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to IGCCB or to PTC.

REEXAMINATION

The International Certification Examination for Gambling Counselors may be taken as often as desired upon filing of a new Application and fee. There is no limit to the number of times the examination may be repeated.

ATTAINMENT OF CERTIFICATION & RECERTIFICATION

Eligible candidates who pass the International Certification Examination for Gambling Counselors must ALSO fulfill **all** other requirements as found at <https://www.igccb.org> to receive certification. Only once ALL requirements have been fulfilled AND the application has been approved will candidates receive certificates from the IGCCB and be eligible to use the appropriate registered designation ICGC-I or ICGC-II after their names. A registry of Certified Gambling Counselors will be maintained by the IGCCB and may be reported in its publications. Certification is recognized for a period of three (3) years at which time the candidate must meet current eligibility requirements to maintain certification.

REVOCATION OF CERTIFICATION

Certification will be revoked for any of the following reasons:

1. Falsification of any information, including experience data, requested in the Application.
2. Misrepresentation of certification status.
3. Revocation of current license, certification, or registration.
4. Violation of the Ethical Standards for Certified Gambling Counselors.

The Appeals Committee of the IGCCB provides the appeal mechanism for challenging revocation of certification. It is the responsibility of the individual to initiate this process with a written or documented request.

CONTENT OF THE EXAMINATION

The Certification Examination for Gambling Counselors is a computerized exam with a total testing time of 3 and 1/4 hours. The exam consists of 200 multiple-choice questions. The content of the examination is described in the Content Outline on the next page.

The questions for the examination are obtained from individuals with expertise in gambling counseling and are reviewed for construction, accuracy, and appropriateness by IGCCB and PTC's psychometricians. IGCCB, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The Certification Examination for Gambling Counselors will be weighted in approximately the following manner:

I.	Basic Knowledge of Problem and Disordered Gambling	20%
II.	Gambling Counseling Practice	40%
III.	Special Issues in Gambling Treatment	30%
IV.	Professional Issues	10%

CONTENT OUTLINE

I. BASIC KNOWLEDGE OF PROBLEM AND DISORDERED GAMBLING

- A. Scope of Legalized Gambling in the U.S.
 1. Prevalence of Gambling Problems
 - a. Among Adults
 - b. Among Youth
 - c. Among Treatment Populations

- d. Among diverse cultural, racial and ethnic groups
- 2. Definitions of Gambling and Disordered Gambling
- 3. Gambling Disorder
 - a. Terminology
 - b. Etiology and Progression of the Disorder
 - c. Subtypes and Pathways model
 - d. Similarities and differences with Substance Use Disorders
- B. Client Evaluations
 - 1. Screening
 - 2. Assessment
 - 3. Diagnostic Criteria

II. GAMBLING COUNSELING PRACTICE

- A. Examination of Attitudes/Feelings
 - 1. Attitudes towards money
 - 2. Deception and Self-Deception
 - 3. Meaning and role of gambling
 - 4. Spirituality
 - 5. Transference and Countertransference
 - 6. Irrational Thinking/Cognitive Distortions
 - 7. Cultural Beliefs and Attitudes
- B. Considerations of Alternative Solutions
 - 1. Abstinence
 - 2. Harm Reduction
 - 3. Natural Recovery
- C. Skills For Gambling Disorders
 - 1. Engaging clients with gambling disorder
 - 2. Integrating the topic of gambling and problem gambling into SUD and MH treatment
 - 3. Motivational Interviewing and Enhancement strategies
 - 4. Mindfulness Based Interventions
 - 5. Cognitive Behavioral Treatment
 - 6. Client and family education
 - 7. Family/concerned others interventions
 - 8. Individual Counseling
 - 9. Group Counseling
 - 10. Family/Significant Others
 - 11. Treatment Planning
 - 12. Financial Management Issues
 - a. Restitution
 - b. Budget Preparation
 - c. Money protection planning
 - d. Pressure Relief Group through GA
 - 13. Legal Issues
 - 14. Multi-cultural Counseling
- D. Relationship to Substance Use and Mental Health
 - 1. Integration of problem gambling into substance use disorder and mental health treatment

2. Impact of gambling on recovery from substance use and mental health disorders
3. Impact of substance use and mental health disorders on problem gambling treatment and recovery
- E. Client Care
 1. Crisis Management
 - a. Identification
 - b. Resolution
 2. Referral Resources and case management
 3. Consultation
 4. Levels of Care and ASAM criteria
 5. Peer Counseling and Recovery Support Systems
- F. Education
 1. Orientation to treatment and recovery
 2. Problem Gambling Information
 3. Co-Occurring Disorders
 - a. Screens and assessments
 - b. Psychopharmacology and medication
 - c. Medical
 - d. Gambling and substance use
 - e. Gambling and mental health
 4. Self-Help Programs
 - a. Gamblers Anonymous
 - b. Gam-Anon
 - c. SMART Recovery
 - d. Faith based self-help programs
 5. Research

Neurobiology, medication and psychopharmacology

 - a. Treatment
 - b. Co-occurring disorders
- G. Continuing Care

III. SPECIAL ISSUES IN GAMBLING TREATMENT

- A. Adolescence
- B. Older Adults
- C. Gender
- D. Cultural Minorities
- E. Relapse and Relapse Prevention
- F. Suicide
- G. Trauma and Survivors Issues
- H. Chronic Illness
- I. Criminal Justice
- J. Military
- K. Stigma

IV. PROFESSIONAL ISSUES

- A. Law and Regulation
 1. Client Rights
 - a. Confidentiality

- b. Informed Consent
 - c. Reporting
 - 1) Child/Other Abuse
 - 2) Duty to Warn
 - 2. Discrimination
 - 3. Managed Care
 - a. Utilization Review
 - b. Outcome Studies
- B. Ethics as it pertains to IGCCB standards
- C. Supervision
 - 1. Administrative
 - 2. Clinical
 - 3. Gambling Specific Consultation

SAMPLE EXAMINATION QUESTIONS

In the following questions, choose the one best answer.

1. In DSM 5, Pathological Gambling has been renamed
 1. Gambling Disorder.
 2. Addictive Gambling.
 3. Impulsive Gambling.
 4. Compulsive Gambling.
-

2. Compared to men, women problem gamblers are likely to start gambling

1. at the same age.
2. earlier in life.
3. later in life.
4. only in response to stress.

3. Gamblers Anonymous was founded in

1. 1949.
2. 1957.
3. 1976.
4. 1980.

4. Which of the following substances are disordered gamblers most likely to abuse?

1. Alcohol
2. Cocaine
3. Marijuana
4. Amphetamine

5. Which of the following screening tools is used to assess for a gambling disorder?

1. ASI
2. NED
3. NORC
4. NODS-CLiP

Answers	
Q	A
1	1
2	3
3	2
4	1
5	4

REFERENCES

The International Gambling Counselor Certification Board has prepared a suggested reference list to assist in preparing for the International Certification Examination for Gambling Counselors. These references contain journals and textbooks which include information of significance to gambling counseling practice. Inclusion of certain journals and textbooks on this list does not constitute an endorsement by the IGCCB of specific professional literature which, if used, would guarantee candidates' successful passing of the certification examination.

American Psychiatric Association. DSM 5: Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition. Washington, DC: American Psychiatric Association (2013).

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