

SOPs: Planning for a Successful Event

AGCO – November 17, 2015

AGCO

Alcohol and Gaming
Commission of Ontario

CAJO

Commission des alcools
et des jeux de l'Ontario



Ontario

TODAY'S PRESENTERS

Lyn Sandiland, Senior Liquor Licence Officer

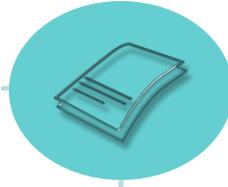
Stuart Mlotek, Liquor Licence Officer

Tanya Cadeau, Manager, Business Improvement & External Stakeholder Education

MEETING AGENDA



About the
AGCO



The permitting
process



Purchasing
alcohol



Working with
your inspector



Compliance



Q & A

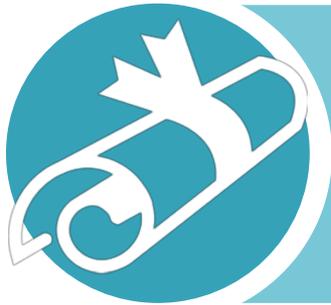
ABOUT THE AGCO

Who We Are



- Established in 1998, the Alcohol and Gaming Commission of Ontario (“AGCO”) is a provincial regulatory agency reporting to the Ministry of the Attorney General (“MAG”).
- AGCO is composed of over 550 staff, including over 150 members from the Ontario Provincial Police (OPP) Investigation & Enforcement Bureau.

What We Do



Our Mandate:

To regulate the alcohol and gaming sectors in accordance with the principles of honesty and integrity, and in the public interest

AGCO regulates the following activities:

- **Sale and service of beverage alcohol;**
- Lotteries operated by the OLG on behalf of the government of Ontario;
- OLG gaming, including casinos, slot machine facilities, internet gaming (“iGaming”) and charitable gaming centres (“cGaming”);
- Licensed lottery schemes conducted by charitable, not-for-profit and religious organizations (e.g. bingo, raffles and break open tickets).

Regulatory Responsibilities

Liquor Licence Act
("LLA")

Sections of Liquor
Control Act
("LCA")

Wine Content and
Labelling Act



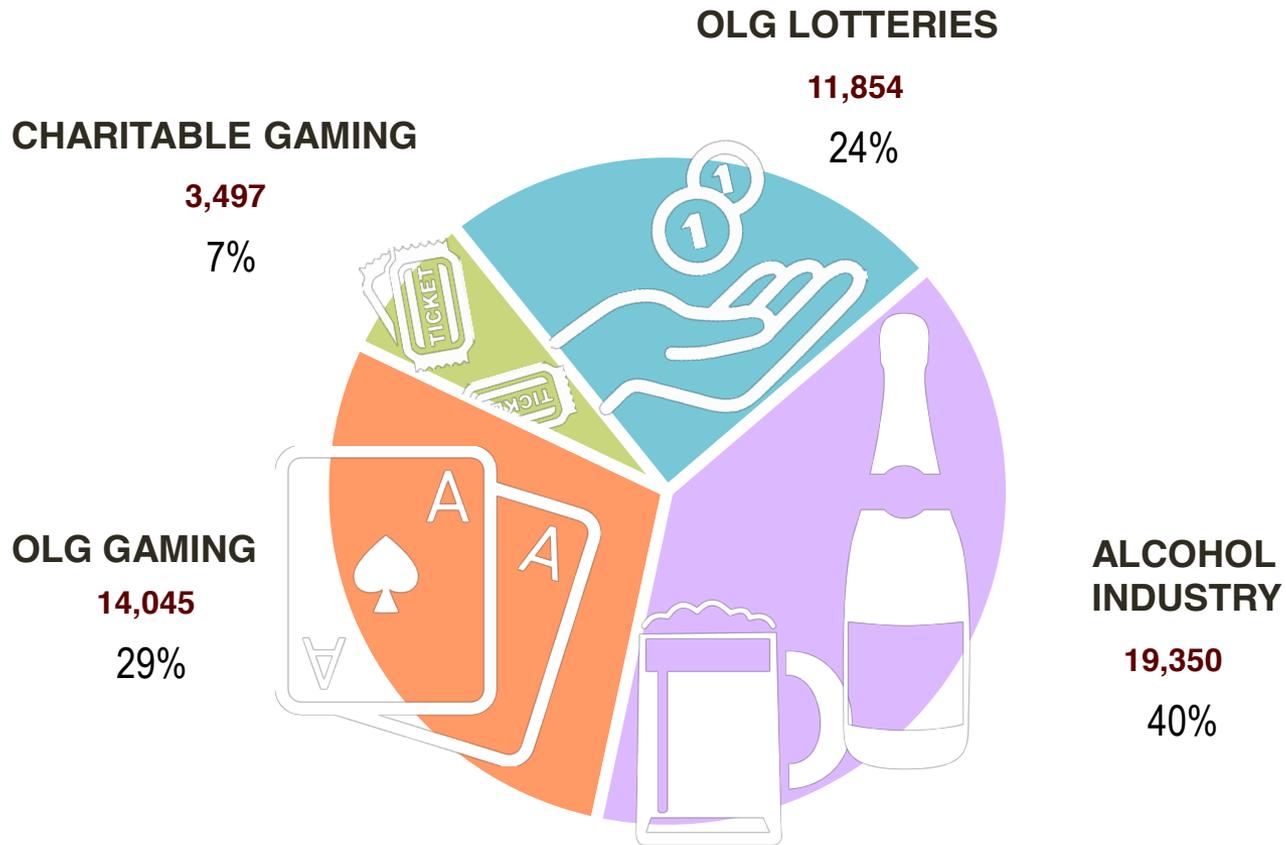
*Regulation 389/91

Gaming Control Act
("GCA")

Lottery Licensing
Order-in-Council

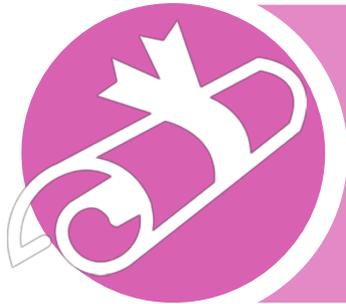
Part 1 of the Alcohol
and Gaming
Regulation and Public
Protection Act
("AGRPPA")

AGCO Client Base

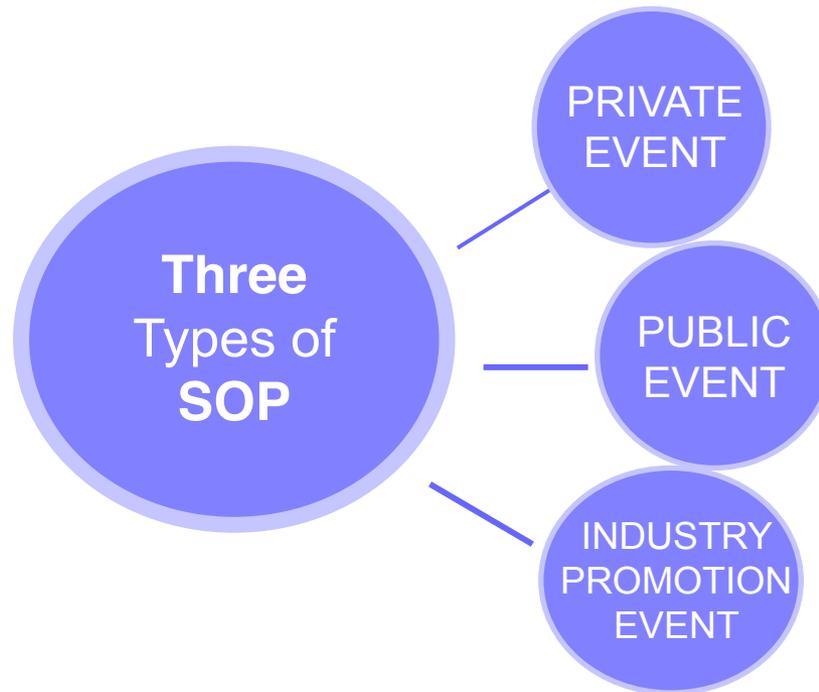


THE PERMITTING PROCESS

The Permitting Process



A Special Occasion Permit is required any time alcohol is offered for sale, served or consumed other than in a licensed establishment or a private place.



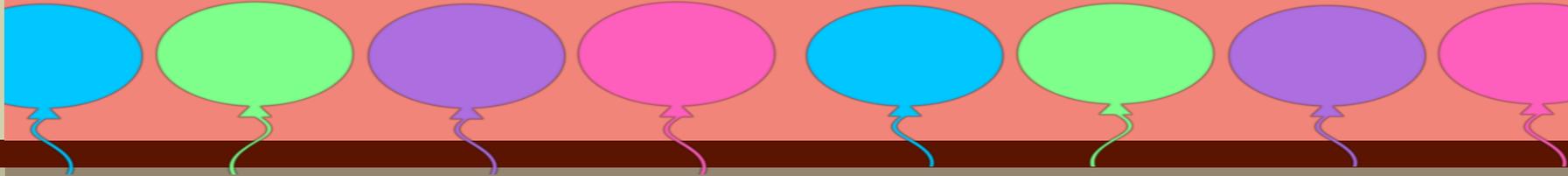
Industry Promotional

- Organized to promote product on behalf of manufacturers to the industry or general public through sampling
- Can be for either 'invited guests only' or advertised to members of the public
- Samples for tasting may be provided to guests free of charge or may be sold on a cost-recovery bases
- There can be no intent to gain or profit from the sale of alcohol
- Orders for alcohol may be taken, but retailing of alcohol is not allowed



Private Event

- Family oriented events such as weddings and anniversaries
- Invited guests or members only
- Advertising not allowed
- Cannot intend to profit or gain from sale of alcohol
- No Unlawful Gambling
 - Raffles
 - Games of chance
 - Mixed skill/chance
- Majority of SOPs are the 'Private Event' type



Public Event

You must apply for a “Public Event” Special Occasion Permit if:



Your event is open to the public;

You wish to sell or serve alcohol; and

Your event is not otherwise licensed to sell or serve alcohol.

Public Event

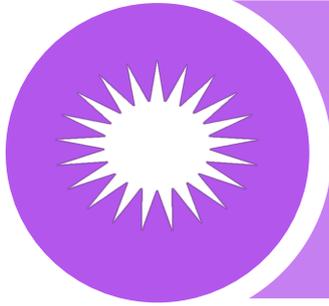
“Public Event” Special Occasion Permits can be issued to:

- ✓ charities registered under the *Income Tax Act* (Canada);
- ✓ a non-profit organization or association organized to promote charitable, educational, religious or community objectives; or
- ✓ an event of municipal, provincial, national or international significance.



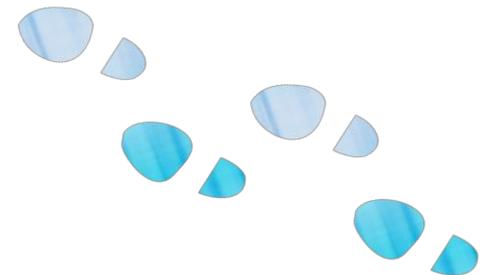
Municipal Significance = the municipality in which the event is taking place must designate the event as “municipally significant.”

Outdoor Public Events

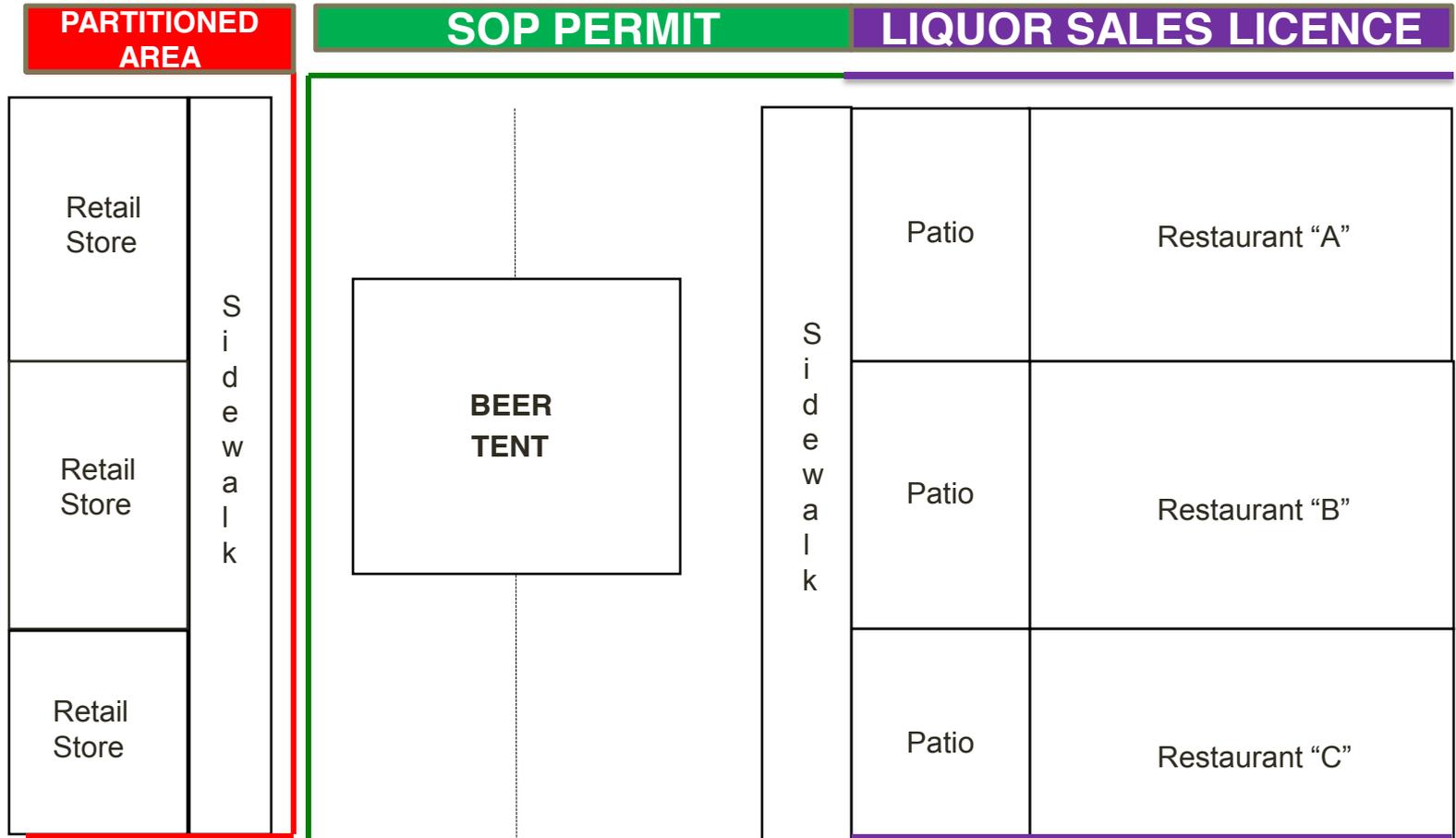


An SOP can be issued for an outdoor event that has both licensed areas (bar, restaurants) and areas under an SOP (i.e.. the street)

This allows patrons to move freely between the licensed area and SOP approved area with alcohol



Outdoor Public Events



Outdoor Public Events

The event must meet the following criteria:

- The event must be designated 'municipally significant'
- The licence holder and permit holder must have entered into an agreement with each other to ensure there is no unreasonable risk to public safety.

Tiered Seating

- Applicants can apply for a Public Event SOP with fixed or temporary tiered seating (i.e. bleachers)
- Applicants must disclose tiered seating on the application form.
- Permit holders that wish to add tiered seating will have to obtain a new permit at the LCBO and pay the required fee
- Tiered Seating may result in Conditions being placed on the permit either before or after the permit is issued



Completing Your Application

You can obtain a Special Occasion Permit application form and guide by visiting either:



The AGCO website:
www.agco.on.ca



Any LCBO store

Completing Your Application



Key Information Required With Your Application

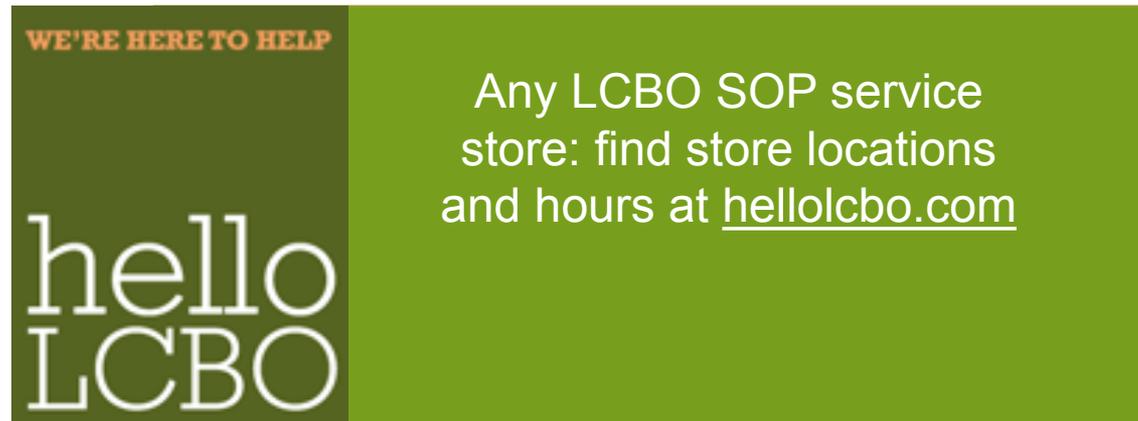
- Type of event
- Responsible person(s)
- Hours of sale
- Estimated attendance
- Sketch – permit area and location of tiered seating
- Involvement of liquor licenced establishments (i.e. outdoor public events)
- Local authorities' notification letters (certain event types only)
- Storage of alcohol (series of events)

Additional information may be requested, such as:

- By-laws/Constitution (for non-profit entities)*
- Security Plan*

The Permitting Process

You can submit your Special Occasion Permit application at:

A graphic with a dark green background on the left and a lighter green background on the right. The left side features the text "WE'RE HERE TO HELP" in orange at the top and "hello LCBO" in white below it. The right side contains the text "Any LCBO SOP service store: find store locations and hours at hellolcbo.com" in white.

WE'RE HERE TO HELP

hello
LCBO

Any LCBO SOP service store: find store locations and hours at hellolcbo.com

Your application must be submitted to the store at least 30 days prior to the event.

The Permitting Process

On the basis of the AGCO's risk-based application review process and consideration of any identified risk factors, the AGCO may:

- ✓ approve the permit without conditions;
- ✓ approve the permit with conditions; or
- ✓ refuse to issue the permit.

The AGCO may attach conditions to a permit to mitigate specific risks, such as restricting hours of alcohol service, limiting access to the event by minors, or increased security requirements.

The Permitting Process - Tips

Ensure your application is accurate and complete to avoid delays and confusion.

You only need to submit local authorities' notification letters with your application for certain event types.

A "Public Event" permit holder may advertise or promote the availability of alcohol, but advertising must follow the AGCO Advertising Guidelines.

The Permitting Process- Tips

Alcohol may be sold for profit at a “Public Event,” including for the purpose of fundraising

If your event expects attendance of over 5,000 people per day, you must provide local notifications 60 days before the event takes place.

PURCHASING ALCOHOL

Purchasing Alcohol For Your Event

The law requires you to purchase all alcohol for your event from an authorized government retail store:



LCBO



LCBO Agency Store



The Beer Store



Manufacturer Retail Stores

Receipts for all alcohol purchased under your permit must be available at your event for inspection upon request.

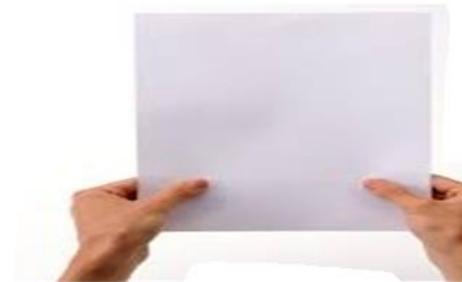
WORKING WITH YOUR INSPECTOR

At the Event

The Permit Holder's Responsibility

The permit holder is responsible to ensure that alcohol is sold and served responsibly and according to the law.

The permit holder or responsible person(s) listed on the permit must be in attendance at the event.



At the Event



The AGCO is here to help you prepare for and execute a safe event. It is highly recommended that the permit holder works closely with local AGCO officials and other event partners as part of the event planning process.

- ✓ Permit holder
- ✓ Local AGCO
- ✓ Local police service
- ✓ Fire service
- ✓ Emergency medical services
- ✓ Public health
- ✓ Municipality (incl. by-law enforcement)
- ✓ Landlord or entity in control of event site

At the Event

The benefits of pre-event planning and coordination between event partners include:



- ✓ Identifying and mobilizing potential support requirements.
- ✓ Understanding key event timelines and activities.
- ✓ Ensuring more coordinated service delivery on event day.
- ✓ Sharing intelligence on anticipated event challenges/pressures.



At the Event

Minors

No sale or service of alcohol to anyone who appears under 19 without first requesting ID.
Minimum age for servers of alcohol is 18.

Intoxication

No service to anyone who is intoxicated or showing signs of intoxication.
No immoderate consumption.

Know
the Law

At the Event

Illegal Alcohol

All alcohol at the event must have been purchased “on permit.”
Receipts must be available for inspection.

Permit Area

Must be clearly defined and separated by a minimum 36” (0.9m) partition from areas where the permit does not apply.

Know
the Law

At the Event

Alcohol Management Plan

Prepare a plan for your event that provides guidance to you and your staff and to mitigate potential risk areas.

Include “safe transportation” options.

Alcohol Service

Establish limits on how much can be purchased at one time.

Availability of alternatives to alcohol.

Adopt
Best
Practices

At the Event

Checking ID

Ensure high-quality lighting in areas where ID will be checked.
Ask for ID at the door and prior to service.

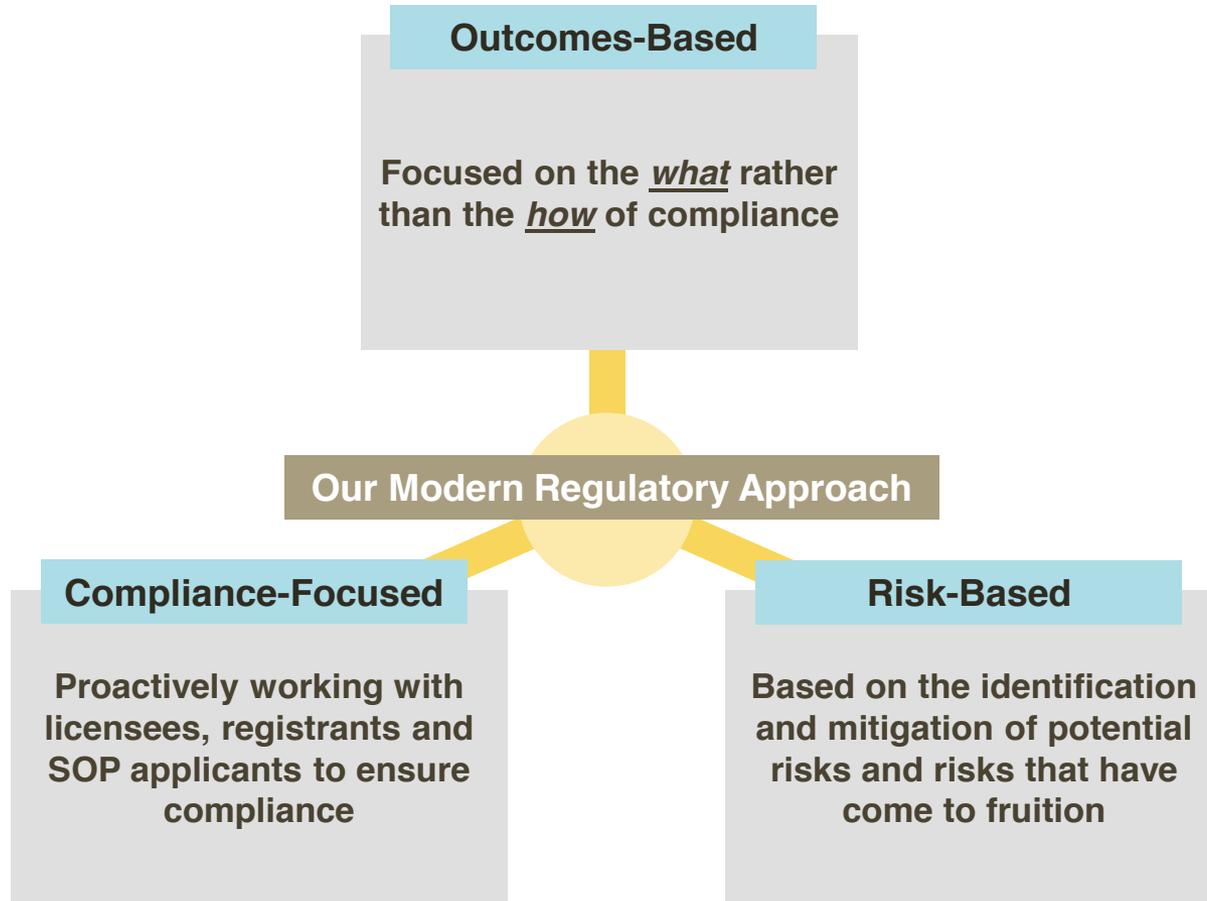
Event Security

Take a risk-based approach to security – the higher the risk to public safety, the more security measures should be in place.
Use professional and reputable security.

Adopt
Best
Practices

COMPLIANCE

AGCO Regulatory Approach



Education and Public Affairs

- Proactive approach to information and educational sessions and consultations with stakeholders on issues related to alcohol and gaming.
- Focus on education about AGCO programs, policies and operations, and assisting licensees and registrants in complying with the requirements of the regulatory framework.

EXAMPLES

“Know the Liquor Laws” free educational seminars for liquor sales licensees and their staff;

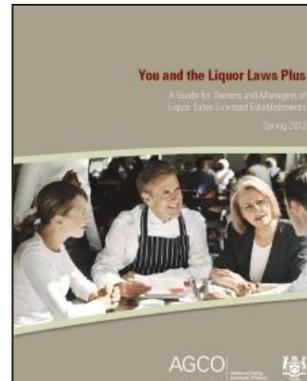
Toolkits distributed to liquor sales licensees;

“Licence Line” newsletter for liquor sales licensees;

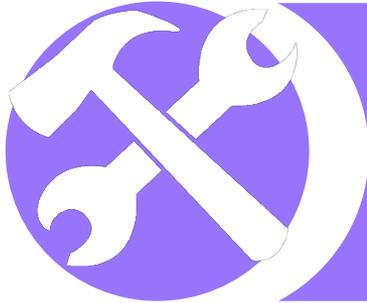
“Lottery Line” newsletter for lottery retailers/managers;

Webinars;

Information Bulletins and Important Notices for liquor and gaming stakeholders.



Compliance Tools



The Registrar has various compliance tools available to deal with contraventions of the *Liquor Control Act*, the *Liquor Licence Act* and their Regulations.

These include a series of escalating regulatory options – ranging from warnings to revocations – the Registrar may use the following to gain compliance. They include:

- Education
- Verbal Warning
- Written Warning
- Monetary Penalty
- Additional Licence Conditions
- Suspension of Licence
- Revocation of Licence or Authorization

FAQs

Q: Do I need to have a fence around my licenced/permitted area?

- ✓ Yes. A barrier or partition 36 inches, or 0.9 metres, high must separate the permitted area from the non-permitted area.

Q: Do the people selling alcohol tickets have to have smart serve training?

- ✓ While it is recommended that persons selling beer/liquor tickets and general event workers be Smart Serve certified, this is not a requirement. Ticket sellers, however, must be 18 or older.

Q: Is there a limit to how much alcohol can be purchased based on the amount of people in attendance?

- ✓ There is no limit on the amount of alcohol allowed to be purchased based on the amount of people expected to attend.

QUESTIONS AND ANSWERS