

Introduction

Holding an event in the Town of Ajax is a huge responsibility. As the Permit Holder of an alcohol-related event, the Liquor Licence Act of Ontario (LLA) makes you accountable for the actions of all attendees/guests and your Event Workers.

This summary of the Town of Ajax's Municipal Alcohol Policy (MAP) is a guide to ensure a safe and successful event on Town property. The Permit Holder must complete, sign and submit the Record of Event Workers form once this planning guide has been received, read and understood.

Following the requirements of the MAP will assist you in promoting the safety and enjoyment of your guests, promote low-risk drinking and help protect yourself from potential liability exposure. These requirements are in place to help you avoid violations of the law and dangerous situations.

As a Permit Holder of an alcohol-related event on Town property, you must abide by the MAP, the LLA, the Alcohol and Gaming Commission of Ontario (AGCO) guidelines and regulations, the Facility Rental – Terms and Conditions, and Town by-laws. The Permit Holder must be present for the whole duration of the event, is responsible for all activities that occur during the event, and is the main contact for municipal staff.

This document offers you a step-by-step approach to planning your event by outlining how to:

- Apply for a Special Occasion Permit (SOP);
- Staff your event;
- Serve and sell alcohol safely and legally; and
- Supervise your event to promote everyone's safety
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Applying for a Special Occasion Permit

A Special Occasion Permit (SOP) is required for all functions serving alcohol on Town of Ajax property. SOP's can be obtained online from the AGCO (www.agco.ca) or from designated LCBO stores.

A copy of the SOP must be provided to the Town 10 business days prior to the event. For Public Events, a copy of the SOP must be provided 30 days prior to the event where there are between 1 - 4999 people, and 60 days prior to the event where 5000 people or more are expected.

It is a requirement of the MAP that the individual(s) named on the Town of Ajax Permit be the same person(s) named as the SOP holder.

All alcohol for the event must be purchased under the SOP and all receipts must be present during the event.

The SOP must be posted in a highly visible location behind the bar during the event and at all times alcohol is being served. Open alcohol is not permitted in dressing rooms, change rooms, ball diamonds, hallways, lobbies, patios or parking lots.



Ensuring Your Event has Qualified Workers

As the Permit Holder for a SOP event, you must be at least nineteen (19) years of age. You are responsible for arranging reliable and qualified individuals to act as Event Workers at the event. Event Workers must also be at least nineteen (19) years of age and possess Smart Serve® certification. For further information on obtaining Smart Serve® training, please visit the Smart Serve® Ontario website. All Event Workers must wear highly visible identification (i.e. t-shirt, name tag, hat, etc.).

The Permit Holder must complete the Record of Event Workers form and provide to the Town a list of Event Workers, including bartenders, along with a photocopy of their Smart Serve Certificates with identification number visible at least 21 business days in advance of the event. All Event Workers shall carry their Smart Serve certificates, and will present their certificates when asked, at all times during the event.

For more information on Smart Serve including how to prevent alcohol-related issues from occurring and how to intervene when they do occur, see www.smartserve.ca or call 416-695-8737.

Event Workers Roles and Responsibilities

Bartender

Accepts tickets for the purchase of alcohol drinks, serves drinks, monitors for intoxication, refuses service when patron appears to be intoxicated or near intoxication and offers no-alcohol substitute. Bartenders are not responsible for providing / selling tickets or handling cash.

Door Supervisor

Checks identification to ensure patrons are of legal drinking age, checks for signs of intoxication, keeps out intoxicated or troublesome individuals, monitors for those showing signs of intoxication when leaving the event, recommends safe transportation options and arranges for coat checking. Ensures the maximum room capacity is not exceeded.

Floor Monitor

Chats with participants, monitors patron behaviour to ensure participants do not engage in unsafe activities, monitors for intoxication, ensures exits are used appropriately and that underage people do not enter the event via the exit doors. Responds to complaints, refuses service, removes intoxicated persons, and suggests safe transportation options. Ensures ticket sellers have back-up if they run into hostile people.

Ticket Sellers

Sells alcohol tickets to a maximum of 4 per person per purchase, monitors for intoxication, refuses sale to patrons at or near intoxication, and refunds tickets.

Durham Regional Police Service (DRPS) or Private Security Officers

Where requested, these individuals will be responsible for patrons in the room, scan for potential trouble, notify event staff and the Permit Holder of potential incidents, and help event staff to handle disturbances.

Event Attendance	Bartenders	Door Supervisors per Entrance	Floor Monitors
1 - 130	2	1	1
131 - 300	2	1	2
301 - 500	3	1	3

Understanding the Serving of Alcohol

All beer, wine and spirits purchased for the event must be from the LCBO, the Beer Store or a licensed Ontario winery, brewery or distillery store. Your SOP is required at the time of purchase. Your stock should include low-alcohol beverage options such as low alcohol beer or coolers. Low alcohol beer ('Session' beer) has an alcohol content of 4% or less. Extra strength or fortified beverages are not permitted. Receipts for all alcohol purchased must be present at the event and must show the purchase of a minimum 30% of low alcohol beverages.

Event guests are not permitted to bring their own alcohol. No one other than the bartender can serve or have access to serve any alcohol. Bartenders reserve the right to refuse service. Servers are required by law not to serve anyone to the point of intoxication.

All alcohol must be removed from the premises once the bar has been closed.

Alcohol is not to be consumed beyond the perimeter of the approved venues, which includes hallways, foyers, equipment rooms, washroom facilities, and exterior of buildings, unless otherwise noted. The Event must be restricted to the area, room, or facility identified in the permit issued by the Town.

There can be no "last call" announcement.

Homemade wine may only be used at a wedding or other religious event, must be made by a member of the family hosting the event and served free of charge.

Insurance

A certificate of general liability insurance in the minimum amount of \$5,000,000 per occurrence, which includes host liquor liability endorsement, is required and can be purchased through the Town. The Corporation of the Town of Ajax must be added as an additional insured on the certificate. Such insurance shall not be cancellable except on prior notice to the Town. A copy of the insurance certificate must be submitted to the Town at least 21 days prior to the event date set out in the permit.

The Permit Holder is responsible for providing their own ice and coolers to store ice in locations that do not have freezers.

Town of Ajax Approved Venues for SOP Events:

Ajax Community Centre

- H.M.S. Ajax Community Hall
- Commodores Room

McLean Community Centre

- Community Hall

Audley Recreation Centre

- Community Room

Quaker Meeting House

- Community Hall

Hartrick House

- Community Hall

St. Francis Centre

- Atrium, Main Hall and bar area

Town Hall

- Council Chambers

Ticket Sales

If you are providing a cash bar for your guests, tickets must be purchased at a designated area separate from the bar and from an assigned Ticket Seller. Ticket sales are limited to a maximum of four (4) per purchase, per person. Any unused alcohol tickets can be redeemed for a full refund at any time during the event and for at least thirty (30) minutes after the bar closes. Guests cannot be required to purchase a minimum number of tickets to enter or remain at the event.

Standard Drinks

All alcoholic drinks must be served according to the Standard Drink Measure Guidelines, as different types of alcohol vary in strength. A standard drink is defined as:

- 12 oz. or 341 ml. of beer with 5% alcohol; or
- 5 oz. or 142 ml. of wine with 12% alcohol; or
- 1.5 oz. or 43 ml. of spirits with 40% alcohol

Safer Serving Practices

The following identified practices must be in place throughout the event:

- ✓ **Know how to operate the bar** - all drinks must be poured and/or mixed behind the bar. All bottles must be kept in the bar area and any beverage served must be poured into plastic or paper cups. Purchase plastic 16 oz. beer cups, 5.5 oz. wine cups, and 8 oz. cups for liquor and ice. Provide 3 times the amount of cups as attendees. Only 2 drinks can be served to each person at a time. Punches containing alcohol, such as Sangria, must be prepared on site by the bartender. Bartender must not serve premixed punches.
- ✓ **Refrain from alcohol-related contests** - raffles or contests that involve buying, drinking or winning alcohol are not permitted.

- ✓ **Stick to Standard Drinks** - serving practices that encourage over-consumption of alcohol are not allowed, including: shots, specialty drinks like Jell-O shooters or tequila shots, oversized drinks, double shots, pitchers of beer, drinking contests and volume discounts. There must be no beer/coolers available with an alcohol content greater than 5.5%.
- ✓ **Provide complimentary or low-cost alcohol-free options** - non-alcoholic drinks must be available at no charge or at a cost less than the lowest priced alcoholic drink.
- ✓ **Think of minors and non-drinkers** - a non-alcoholic substitute for wine such as ginger ale or sparkling fruit juice should be offered.
- ✓ **Encourage guests to eat before and while drinking** - light meals such as sandwiches, pizza, hamburgers etc. must be available throughout the event. Snack foods such as chips and peanuts are not enough to offset the effects of alcohol.
- ✓ **Know when to close the bar** - The bar must be closed by 1 a.m. at the latest, or earlier as indicated on the SOP.

Minors

Persons under the age of nineteen (19) are allowed to attend alcohol-related events such as weddings, anniversaries, significant events and community festivals.

It is a violation of the Liquor Licence Act of Ontario to serve alcohol to persons under the age of nineteen (19). Those who appear to be under twenty-five (25) must be expected to show their current and valid photograph identification at the ticket purchase area and/or the alcohol service area, in a form specified under the Liquor Licence Act of Ontario or the Photo Card Act, 2008, S.O. 2008, c. 17 - Bill 85.

Managing Your Event

Event Management

Large functions, youth dances and ticketed events require pay-duty officers and security. The costs will be the responsibility of the Permit Holder. Discuss the requirements with a Facility Manager. The Town shall request that the Permit Holder hire pay-duty DRPS Officers or Private Security Officers at its sole discretion, for any events that the Town deems necessary.

The venue must be vacated 30 minutes after the end time of the function specified on the room booking contract. This includes all alcohol, including partially consumed and empty bottles, glasses that contain(ed) alcohol, as well as all patrons, food, decorations, catering equipment, etc.

All areas where alcohol will be served and consumed, both indoor and outdoor, must be clearly defined and separated from areas where the permit does not apply by a barrier of at least 0.9m (36 inches).

A security / operational plan for all public events, including obtaining all required permits and/or approvals, and all associated costs, is the responsibility of the Permit Holder.

For groups wishing to have a SOP for an outdoor event that are not charitable or not-for-profit organizations, a 'Municipal Significant Event' letter is required. This letter must be requested in writing from the Manager of By-Law Services.

Event Worker Management

As the Permit Holder, you must meet with all Event Workers prior to the start of your event. During this meeting, it is advised that you:

- Clearly outline Event Worker obligations, roles and responsibilities
- Verify the levy receipts with the alcohol stock
- Set up a safe transportation strategy
- Distribute your Event Worker identification (uniform, hat, button, etc.)

No Event Worker, including you and your designated replacement, can consume alcohol while on the premises or be under the influence of alcohol or any other substance before, during, or immediately after the event.

Guest Management

You are responsible for taking all reasonable steps to ensure the safety of your guests. This can be achieved by practicing the following:

- Monitor conditions and activities carefully
- Ensure all entrances and exits are supervised
- Deny entry to intoxicated or unruly individuals, persons in possession of alcohol and those previously turned away from the event
- Ensure Smart Serve® practices are implemented
- Watch out for intoxicated persons, minors consuming alcohol and violent, unlawful or unsafe activities occurring on the premises

Despite these best efforts, if an intoxicated person is admitted or a guest becomes intoxicated, you must take all reasonable steps to prevent harm to that individual or others. If necessary, seek assistance from the DRPS or other services as required. Report any emergencies, incidents, violations, non-compliance, or any other issues of significance to Town Staff immediately.

Safe Transportation

You must make every effort to ensure an individual who is suspected of being intoxicated does not drive. You are also responsible for arranging safe transportation home for your guests. Some examples of arranging for safe transportation include:

- Contacting sober friends or relatives of the individual requesting that they be picked up and taken home
- Providing an alternate means of transportation such as a bus or taxi service
- Providing a pre-designated, non-drinking driver to transport the individual home

If an intoxicated guest insists on driving, you or your Event Workers must notify Town Staff and make every attempt to delay the guest's departure, so as to allow others to contact DRPS.

Positive Community Messaging

All communications and promotional material (written and visual content) for the event must support responsible alcohol service and consumption. Promotional material should not promote excessive consumption of any kind.

All promotional material for the event must not bear the Town's name/logo/likeness in any way, unless previously approved by the Director of Recreation, Culture & Community Development.

Learn The Consequences

Policy Violations

A violation of this policy occurs when the Permit Holder, Event Worker, or event attendee fails to comply with the conditions of the MAP, MAP Planning Guide, the LLA, AGCO Rules and Regulations, Facility Rental – Terms and Conditions, Town by-laws, Town policies and

procedures, municipal by-laws, federal or provincial law, or the Facility Code of Conduct. An Event Worker, a participant at the event, Town Staff or an inspector of the Liquor Licence Board of Ontario, may initiate intervention. The Town of Ajax may refuse to permit any future rental requests for the use of Town of Ajax facilities.

The Permit Holder has the authority to safely eject individuals from their permitted space. Such ejections must be reported to Town Staff who in turn will notify the on-duty Facility Manager/Facility Supervisor.

The Permit Holder, Event Worker or Town Staff may intervene when a violation is reported or witnessed by informing the individual(s) of the violation and ask that it be remedied. Any violations must be reported to Town Staff as soon as a violation occurs.

Town Staff shall intervene whenever a violation is encountered. Intervention may include requesting immediate correction of the violation, or shutting down the event depending on the severity of the violation. Should the Permit Holder, Event Workers, or event attendees fail to comply with requests made by Town Staff, Town Staff may contact DRPS where appropriate.

Town Staff shall report all serious infractions of the law to the DRPS including underage drinking, drinking and driving, and drinking in unauthorized areas.

Town Staff shall send the Permit Holder a letter outlining the violation via registered letter, depending on the severity of the violation, and may also refuse to permit any future rental request by the Permit Holder.