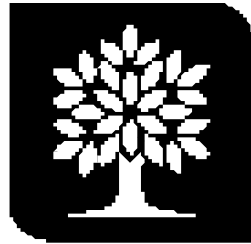


**The Corporation of the
City of London**



London
CANADA

***ALCOHOL RISK MANAGEMENT
POLICY MANUAL***

Risk Management
City Manager's Department

CITY OF LONDON ALCOHOL RISK MANAGEMENT POLICY

TABLE OF CONTENTS

	Page
PREAMBLE	3
PURPOSE OF THE POLICY	3
SECTION I	
1.1 Areas Designated for Conditional Use of Alcohol	3
1.2 Restrictions at Springbank and Victoria Parks	3
SECTION 2	
Conditions for the Use of Alcohol in City Facilities	3
2.1 Category: Personnel	4
2.2 Category: Entry and Control Policies	4
2.3 Category: Sale of Alcohol and Serving Practices	5
2.4 Category: Low Alcohol and Non-Alcoholic Options	6
2.5 Category: Accountability	6
2.6 Category: Procedures for Dealing With Problem Patrons	7
2.7 Category: Safe Transportation	7
2.8 Category: Other	7
SECTION 3	
Enforcement Procedures for Policy Violation	8

PREAMBLE

The City of London owns and manages facilities where alcohol consumption is permitted under the authority of either a Liquor Licence or a Special Occasion Permit. The City of London has developed an alcohol risk management policy in order to reduce alcohol related problems that may arise from alcohol consumption within its facilities and to promote a safe, enjoyable environment for users of these facilities.

A variety of problems can arise from excessive alcohol consumption. These problems can affect not only those consuming alcohol, but also other people who use the facilities.

PURPOSE OF THE POLICY

The alcohol risk management policy consists of a range of measures designed to reduce alcohol related problems and to increase the enjoyment of all those who use the facilities. By reducing the potential for alcohol related problems, the City of London concurrently reduces its risk of liability actions.

SECTION 1

1.1 Areas Designated for Conditional Use of Alcohol

Alcohol may only be served in City facilities that are licensed by the Liquor Licence Act, R.S.O. 1990, Chapter L.19 and the Regulations which are licensed or when a Special Occasion Permit is issued to an event sponsor by the Liquor Licence Board of Ontario. A Special Occasion Permit authorizes individuals to serve alcoholic beverages during an occasion that is judged unique or does not occur on a regular basis. However, a number of different Special Occasion Permits may be granted to different permit holders for the same facility. Certain types of events are not deemed appropriate for serving alcohol. (eg. Children's Festival, children's Christmas parties) The City of London reserves the right to refuse an applicant permission to run a licensed event on its property.

1.2 Restrictions for Springbank and Victoria Parks

Alcoholic beverages are not allowed in these parks for any event.

SECTION 2

2.0 Conditions for the Use of Alcohol in City Facilities

Anyone who wishes to serve alcohol at a designated site must complete an agreement form that stipulates the conditions under which alcohol may be served. In addition, the responsible person must obtain a Special Occasion Permit from the Liquor License Board of Ontario. The Special Occasion Permit holder must comply with the *Liquor Licence Act*, R.S.O. 1990, Chapter L.19 the Regulations and all of the provisions of the City of London Alcohol Risk Management Policy.

2.1 Category: Personnel

- 2.1.1 All bartenders and servers shall complete the Server Intervention Program (S.I.P.) or an approved course as set out by the Liquor Licence Board training in the responsible service of alcoholic beverages.
- 2.1.2 The permit holder shall have staffing levels sufficient to effectively monitor the entrances, exits and patron alcohol consumption as set out in 2.1.4, below.
- 2.1.3 Where the City is not providing bartender and/or server staff the permit holder shall, if requested, provide the City with a list of the names and addresses of bartenders and servers two weeks prior to the event, and shall ensure that only those persons listed will serve alcohol.
- 2.1.4 The permit holder shall provide the City with a list of the monitors, aged 19 or over, two weeks prior to the event. Monitors will supervise the event, encourage legal and moderate drinking behaviour and ensure that any problems that arise are dealt with appropriately. Monitors will be readily identifiable by a nametag or item of clothing. Monitors at Special Events must have accredited training.
- There shall be at least one (1) monitor per one hundred (100) participants plus one (1) monitor for each entrance and exit at the facility or area for the first five hundred (500) participants. There shall be at least one (1) monitor per two hundred (200) participants for the next one thousand (1000) participants. There shall be at least one (1) monitor per three hundred (300) participants for the number of participants that exceed fifteen hundred (1500). These minimum requirements may be increased if circumstances warrant or if required by the City.
- 2.1.5 The monitors, bartenders and servers shall not consume alcohol during the event, nor shall they be under the influence of any alcohol consumed before the event.
- 2.1.6 Event attendant(s) will be provided by the City at the expense of the permit holder and will be available to provide assistance on request. The City will have at least one staff member in attendance at all times.

2.2 Category: Entry and Control Policies

- 2.2.1 The permit holder and designated event staff shall accept only an age of majority card, a drivers licence with a photo card, a passport, Armed Forces ID, or citizenship card as proof of age of majority for alcohol purchase or consumption.
- 2.2.2 Entry must be denied to intoxicated or unruly individuals, individuals carrying alcoholic beverages, and individuals previously turned away from the event.
- 2.2.3 The permit holder shall ensure that the bartenders and servers do not serve alcohol to underage, intoxicated, rowdy or unauthorized people at the event.

2.2.4 The permit holder shall be responsible for recognizing the need for assistance during the event, and requesting it from the designated City of London event attendant.

2.3 Category: Sale of Alcohol and Serving Practices

2.3.1 Discounts will not be offered for volume purchase of tickets when tickets are sold for alcoholic beverages. The City, in consultation with the permit holder, may require that a limit be imposed on the number of tickets to be sold to any one person at one time.

2.3.2 Discounts will not be offered for volume purchase of tickets when alcoholic beverages are sold for cash. The City, in consultation with the permit holder, may require that a limit be imposed on the number of beverages to be sold to any one person at one time.

2.3.3 No 'last call' will be announced prior to end of event / sale of alcohol.

2.3.4 Patrons will be permitted to redeem unused drink tickets prior to the end of each event.

2.3.5 A sign will be prominently posted at the bar and at the ticket counter stating the law on serving to intoxication.

The sign will read, "It is against the Liquor License Act of Ontario for licensed establishments to serve customers to intoxication. For this reason, servers in our facilities are required to obey the law and not serve anyone to intoxication. We are also pleased to offer non-alcoholic beverages."

2.3.6 A sign will be prominently posted stating the type of identification accepted as proof of age. It will read:

"In Ontario, the legal drinking age is 19. You may be asked for proof of age. Acceptable identification is:

- Ontario drivers license with photo ID
- Passport with photo ID
- Armed Forces photo ID
- Canadian citizenship card with photo ID"

Rationale

By limiting the number of tickets or drinks participants may purchase at one time, the ticket sellers, monitors, bartenders, and servers are provided with more opportunities to observe participants for signs of intoxication. Table consumption can be moderated by not selling rounds of large numbers of tickets - a strip of twenty, for example. Announcing 'last call' prior to end of sales encourages some patrons to purchase the maximum number of drinks allowed to prolong the event and drinking.

2.4 Category: Low Alcohol and Non-Alcoholic Options

- 2.4.1 The permit holder will ensure that 30% of the alcoholic beverages offered consist of low alcohol options (i.e., low alcohol beer, light wine, and low alcohol spirits). Non-alcoholic beverages must be readily available and priced significantly below any alcoholic beverage.
- 2.4.2 The permit holder shall provide a sign which shall be prominently posted identifying the low alcohol and non-alcoholic beverages available at the event.

Rationale

Low alcohol beverages help prevent intoxication by providing responsible consumers with an opportunity to consume less alcohol and avoid becoming intoxicated. A patron consuming a regular beer (at 5% alcohol) would have to drink two "extra light" beers (at 2.5% alcohol) to ingest the same amount of alcohol. Similarly, "light" beer (at 4% alcohol) represents a 20% reduction in alcohol intake.

2.5 Category: Accountability

- 2.5.1 The permit holder shall post a sign, provided or approved by the City of London, stating the name of the Special Occasion Permit holder and the telephone numbers for the designated City of London staff and the Liquor Licence Board of Ontario.
- 2.5.2 The permit holder shall obtain a minimum of TWO MILLION (\$2,000,000.00) DOLLARS liability insurance, naming the City of London as an additional insured, at least two weeks prior to the event. The permit holder will indemnify and save the City of London harmless from all claims arising from the permit or event. The actual insurance limits required may be increased at the discretion of the City of London.

Rationale

While the local authorities and Liquor Licence Inspectors are informed of the date and place of the special occasion function, they do not always have an opportunity to drop in and check on the operation of the event. The signs serve notice to the permit holder that while enforcement personnel may not be present the entire time, concerned participants will know where to lodge a complaint. This can facilitate early correction of potentially risky situations.

If an individual is injured, and if the City of London were to be found "jointly and severally" liable, the City of London could end up paying part or all of the judgment should the Special Occasion Permit holder be inadequately insured or uninsured. In addition to the expense to the municipality to defend any legal action, the municipality might have difficulty obtaining continued insurance coverage.

2.6 Category: Procedures for Dealing with Problem Patrons

- 2.6.1 Door staff monitors, serving staff, bartenders and management staff should always be in a position to quickly detect intoxicated patrons.
- 2.6.2 In the case of patrons who are intoxicated to the point that they must be cut-off, the permit holder or designated event staff must make every effort to ensure that the patron does not drive and that he or she will arrive safely at home. In some instances, non-intoxicated friends might agree to drive the person home, or a cab may be called for the patron.
- 2.6.3 In an effort to encourage patrons not to drink and drive, free access to a phone should be made available to persons wishing to call a taxi and the telephone number of a taxi company should be prominently displayed.
- 2.6.4 If an intoxicated person insists on driving, the permit holder and/or staff may have to attempt to detain the person and call the police.
- 2.6.5 The permit holder is required to report in writing to the facility manager within 48 hours all incidents in which patrons are injured or ejected from an event or London Police are called.

2.7 Category: Safe Transportation

- 2.7.1 The permit holder is responsible for promoting safe transportation options for all the drinking participants. Examples of safe transportation options are:
- a) a designated driver selected from non-drinking participants at the event;
 - b) a designated driver provided by the sponsoring group; or
 - c) a taxi paid either by the sponsoring group or the participant.

Rationale

The risk of liability is especially high when an impaired driver leaves an alcohol-related event. Event organizers must assume responsibility for promoting safe transportation for all drinking participants. Safe transportation options are essential since the only way to sober up an impaired person is with time. Coffee provided at the end of the evening only turns a sleepy drunk into a wide-awake drunk who is still unable to drive.

2.8 Category: Other

- 2.8.1 Special Events organizers intending to sell alcohol as part of their event shall be required to hire special pay duty police officers to ensure the safety and security of their patrons. Accredited security will still be required. The number of special pay duty police officers shall depend on the anticipated attendance of the event, including the capacity of the licenced area (including Special Occasion Permit, Catering Endorsement or Liquor Licence Extension). See attached scale.

Anticipated Attendance

500-2500
2500-5000
5000-7500
7500-10000

Number of Officers Required

minimum 2 officers
minimum 4 officers
minimum 5 officers
minimum 6 officers + 1 sergeant

Each event will be reviewed on its own merit. If the special event organizer demonstrates the need for less policing at their event, the required number of officers may be reduced or waived. However, public safety for the patrons of the event will be paramount. The special event organizers may be required to come before the Special Events Approval Committee for further clarification of safety and security needs.

This Committee will be made up of representatives from:

- The City of London Community Services Department
- The City of London Risk Management Office
- The London Police Service
- The Alcohol and Gaming Commission of Ontario

This review Committee is here to help the special event organizers to ensure their event is operated in a safe and successful manner.

- 2.8.2 The City of London reserves the right to introduce other conditions from time to time at its discretion.

SECTION 3

Enforcement Procedures for Policy Violation

- 3.1 A violation of this policy occurs when individuals consume alcohol in a municipal facility or area in violation of this policy or any municipal, provincial or federal legislation including the conditions of the Liquor Licence Act of Ontario. Participants at the event, other users of the facility, City of London staff, Police or an Inspector of the Liquor Licence Board of Ontario can intervene at any time.
- 3.2 A member of the organizing group(s) or the designated monitor(s) may intervene by informing the offending individual of the policy violation and asking that it stop. Group members and monitors are encouraged to intervene in this way because intervention at other levels could result in a loss of privileges and legal charges.
- 3.3 Where a holder has violated this policy, and has been confronted by a City of London staff member, the group shall be sent a registered letter by Department Head or designate advising of the violation, and indicating that further violations will not be tolerated.

- 3.4 Should the holder violate the Municipal Alcohol Policy again within one year of receiving notice of a first violation, the licence holder and event organizers shall be suspended from organized use of a City of London facility or area for a period of one year. A registered letter shall be sent by Department Head or designate to the appropriate contact person advising of the suspension.
- 3.5 Where, in the opinion the City of London event attendant, there has been a violation of a provincial or federal statute, the event organizers shall be immediately suspended from organized use of a City of London facility or area for a period of one year or such longer period as are warranted in the circumstances.
- 3.6 This policy will be reviewed annually in conjunction with the Special Events Policy Manual. A report will be referred to the Community and Protective Services Committee once annually on any changes or modifications to the Alcohol Risk Management Policy Manual.