



The Corporation of the City of Stratford Policy Manual

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Policy Section:	Municipal Property
Department:	Community Services
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Municipal Alcohol

Purpose:

The Municipal Alcohol Policy (MAP) consists of a range of measures designed to prevent alcohol-related problems and to increase the enjoyment of those who use City facilities. By reducing the potential alcohol-related problems, the City of Stratford concurrently reduces its risk of liability actions.

Definitions:

Alcohol and Gaming Commission of Ontario (AGCO) means a Crown provincial agency under the *Alcohol and Gaming Regulation and Public Protection Act, 1996*. The responsibility of the AGCO is to administer the *Liquor Licence Act* and the *Gaming Control Act, 1992*. See www.agco.ca for more information.

Catering Endorsement means the sale and service of alcohol at an event that is held in an unlicensed area by a licensee. The event must be sponsored by a person or entity other than the licence holder.

Event Organizer, which term shall include the SOP permit holder, means the person who is responsible for the safety of people attending the event as well as compliance with this *Municipal Alcohol Policy* and the *Liquor Licence Act of Ontario* and its regulations at the event. **They assume responsibility and liability for the entire operation of the event.** The Event Organizer **MUST** read and sign both the *Agreement Form For Liquor Licence Holder (Appendix A)* and *Rental Information*

(Appendix B) to indicate that they understand their responsibilities. The Event Organizer may also be referred to as an Event Sponsor.

Licensed Security means security personnel monitoring entrances and patrolling licensed areas whom must be licensed under the *Private Security and Investigative Services Act* to ensure the safety and security of the establishment, its employees and patrons. See www.ontario.ca/laws/statute/05p34 for more information. The hired security personnel company for **Buck and Does** **MUST** read and sign the *Agreement Form for Security Personnel (Appendix C)* to indicate that they understand their responsibilities.

Liquor Licence Act, R.S.O. 1990, c. L.19 means the laws regarding the sale and service of alcohol. See www.ontario.ca/laws/statute/90l19 for more information.

Municipal Alcohol Policy (MAP) means a civic policy that outlines the appropriate use of alcohol on municipally owned or managed property such as parks, arenas, sport stadiums and community centres.

Municipal Significance means an event with a designation by the municipality. Applications must be accompanied by a municipal letter from the City Clerk advising that Stratford City Council has designated the event as municipally significant.

Smart Serve means the Smart Serve training program, which term shall include *Server Intervention Program (SIP)* certificate issued prior to May 1995, is offered by Smart Serve Ontario for the responsible alcohol beverage service training of staff and volunteers. The Smart Serve Program is the only program recognized by the AGCO and approved by this policy. See www.smartserve.ca for more information.

Special Occasion Permit (SOP) means a liquor licence issued by the Alcohol and Gaming Commission of Ontario for one-time social events where alcohol will be sold and/or served. There are three types of special occasions a permit may be issued for Private Event, Public Event, and Industry Promotional Event. See www.agco.ca/alcohol/special-occasion-permits-private-event for more information.

Scope:

Designation of Properties and Events

Alcohol may only be served in City facilities which are licensed by the *Liquor Licence Act* or when a Special Occasion Permit or Catering Endorsement is issued to an Event Sponsor by the AGCO. A Special Occasion Permit or Catering Endorsement authorizes individuals to serve alcoholic beverages during an occasion that is judged unique or does not occur on a regular basis. The City of Stratford reserves the right to refuse an applicant permission to run a licensed event on its property.

Areas Designated for Conditional Use of Alcohol

The following municipal facilities and areas are eligible to be designated as **suitable** for SOP or Catering Endorsement by the AGCO:

1. William Allman Memorial Arena located at 15 Morenz Drive:
 - Upper Lobby
 - Main Floor (No Ice)
 - Seating area around the ice
2. Burnside Agriplex located at 357 McCarthy Road
3. City Hall Auditorium located at 1 Wellington Street (excludes the balcony and stage area)
4. Confederation Park
5. Dufferin Arena located at 55 Oak Street
 - Main Floor (No Ice)
6. Lower Queens Park
7. Market Square
8. National Stadium located at 251 Norfolk Street
9. Packham Road Sports Complex located at 159 Packham Road
10. Rotary Recreation Complex and Halls located at 353 McCarthy Road
11. Shakespearean Gardens
12. Stratford Education Recreation Complex (SERC) located at 197 Matilda St. and Oakdale Avenue
13. Tom Patterson Island
14. Upper Queens Pavilion
15. Veterans Drive Band Shell and adjacent park area
16. York St. Parking Lot (only for pre-determined events by Council decision such as Ribs and Blues Fest annual event)

Areas Not Eligible for Special Occasion Permit Events or Use of Alcohol

The *Liquor Licence Act* prohibits the consumption of alcohol in public places unless a licence or a Special Occasion Permit has been used. However, Council **may** approve the designation of any site at its discretion.

1. Municipal Parks: Municipal parks are locations where many family events occur. These parks are open parks absent of enclosures and controls and are not suitable for alcohol consumption, except for those park areas listed in 3.1.
2. Arena Dressing Rooms: The arena change rooms shall be clearly designated as areas not suitable for drinking alcohol before, during or after sporting events.
3. Lions Pool: Alcohol is not permitted in this area due to safety concerns.

Conditions for the Use of Alcohol in City Facilities

Anyone who wishes to serve alcohol at a designated site must complete this agreement form that stipulates the condition under which alcohol may be served. The Permit

Holder must obtain an SOP or Catering Endorsement from the AGCO and must comply with the *Liquor Licence Act* as well as all of the provisions of the City of Stratford *Municipal Alcohol Policy*. **Rationale:** *Permit Holder and the facility owner need to be alerted to the potential liability and attendant responsibility to prevent participants from becoming intoxicated and protect them from foreseeable harm.*

Controls during Events

To rent a City of Stratford facility for a SOP or Catering Endorsement function, the Sponsor must demonstrate that there are sufficient controls in place to prevent intoxication or rowdy people from entering or being at the event, and that the aforementioned participants will be refused service and escorted safely from the event. The Event Organizer must utilize the required number of personnel as listed in 4.1.1-4.1.3 and shall provide a list, **at least thirty (30) days** prior to the event, of the following:

- a) All servers and monitors along with proof of their Smart Serve certification numbers
- b) Security staff and security licence numbers

The list shall be made available upon request near the bar area for the entirety of the event. The organizer of the event shall not be listed as a Smart Serve monitor. Further, **the Permit Holder must be present for the entire event.** All staff including the Permit Holder shall not consume alcohol prior to or during the event. **Rationale:** *Permit Holder is responsible for the safety and sobriety of the people attending the event. It is the responsibility of the Permit Holder to ensure that the bartenders and servers do not serve alcohol to underage, intoxicated, rowdy or unauthorized people at the event.*

Event attendant(s), if required, will be provided by the City at the expense of the Permit Holder and will be available to provide assistance on request.

Monitors and Identification for Private Events:

- The monitors, bartenders, servers and any other person employed for the event shall not consume alcohol during the event, nor will they be under the influence of any alcohol consumed before the event.
- The Permit Holder will ensure that all monitors will supervise the event, encourage legal and moderate drinking behaviour for those consuming alcohol and ensure that any problems that arise are dealt with appropriately.
- The Permit Holder will be responsible for recognizing the need for assistance in the event of problem patrons or violations during the event, and requesting it from the appropriate City of Stratford staff or security officer or City of Stratford Police Services.

- The Permit Holder or his or her designate must attend the event and be responsible for making decisions regarding operation of the event. He or she shall not consume alcohol while performing this role.

Minimum event worker numbers are required on an event worker versus guest ratio basis as described in the "Guest to Event Worker Ratios" table.

Monitors and Identification for Public Events:

Public event monitors shall include all the above requirements listed for Private Events in addition to the following:

- Public Events will be monitored at all times by people 19 years of age or older. Acceptable identification must:
 - Be issued by a government;
 - Be current (expired ID is not valid);
 - Include the person's photograph; and
 - Include the person's date of birth.
- Event workers must wear highly visible identification. Suggestions include shirts, hats, or badges.

Minimum event worker numbers are required on an event worker versus guest ratio basis as described in the "Guest to Event Worker Ratios" table.

ATTENDEES	SMART SERVE BARTENDERS	DOOR MONITORS	FLOOR MONITORS	TICKET SELLERS
Up to 100	1	Monitor at each access point	1	0
101-200	2	Monitor at each access point	2	1
201-400	2	Monitor at each access point	3	2
401-500	3	Monitor at each access point	4	2
501-600	4	Monitor at each access point	5	3
601-700	4	Monitor at each access point	6	3
701-800	5	Monitor at each access point	7	3
801-900	5	Monitor at each access point	7	4
901-1,000	6	Monitor at each access point	8	4

Table 1: Guest to Event Worker Ratios

For every additional 150 guests over 1,000, an additional bartender and an additional floor monitor are required. For every additional 300 guests over 1,000, an additional seller is required. ***Rationale:** In order to provide a safe environment and control behaviour, Event Organizers must supervise entrances and exits of their rented space. By controlling entry, underage, intoxicated, rowdy or unauthorized people can be prevented from entering an event. This will considerably reduce the likelihood of a problem occurring.*

Event Security:

Permit Holders intending to sell alcohol as part of their event shall be required to hire special paid duty police officers and/or licensed security personnel to ensure the safety and security of their patrons. The Municipality reserves the right to require the presence of police officer(s) for the duration of an event, the cost to be borne by the Sponsoring group or individual. ***Rationale:** The role of an on or off duty police officer(s) or security personnel at an event is to generally keep the peace.*

When evaluating the number of approved security personnel required, considerations will include, but not be limited to, the following:

1. Capacity of the venue and expected attendance; and
2. Nature of the event (i.e. exhibition, festival, concert, etc.); and
3. On-site event elements and activities; and
4. Whether the event is indoors or outdoors; and
5. Event hours.

The minimum security personnel complement **for Buck and Does** is found in the table below:

Occupancy	Licensed Security Personnel Required
0-150	3
151-300	4

Table 2: Buck and Doe Occupancy to Licensed Security Personnel Required

All Buck and Does require a minimum of 3 licensed security personnel or police officers. No more than 300 occupants including organizers may be at the premise.

Events deemed low risk are exempt from the security personnel requirement. The minimum security personnel complement **for all other events** is assessed on the below factors and calculated in the following tables:

Occupancy	Required Security Personnel
Up to and including 400	0
401 - 600	1
601 - 800	2
801 – 1,000	3
1,001 – 2,000	4
2,001 – 3,000	5
3,001 – 4,000	6
4,001 – 5,000	7
5,001 – 7,500**	8
7,500 – 10,000**	9
10,001+**	***

Table 3: Occupancy to Licensed Security Personnel Required for All Other Events

** For events over 5,000 guests, at least 50% of the required licenced security workers shall be paid duty police officers.

*** For events of over 10,000 guests, exact number of licenced security workers to be discussed with the Stratford Police Services.

EVENT TYPE	ADDED SECURITY PERSONNEL
Exhibition	+ 1
Festival	+ 1

ACTIVITIES	ADDED SECURITY PERSONNEL
Stage(s)	+ 1 per stage
Tent(s)	+ 1 per tent
Amplified Music and/or Electrical	+ 1
Traffic Control	+ 1
All Ages Event	+ 1

EVENT END TIME	ADDED SECURITY PERSONNEL
10:01pm – 12:00am	+ 1
12:01am or later	+ 2

LOCATION	ADDED SECURITY PERSONNEL
Outdoor Events with 201+ Occupancy	+ 1

Example of calculation: 7 (5,000 event occupancy) + 0 (10:00pm end time) + 1 (festival) + 1 (outdoor) = 9 licenced security personnel required.

Public safety for event patrons will be paramount in the security evaluation process. Each facility reserves the right to stipulate the use of uniformed police as security or the use of extra security personnel at the lessee's expense.

The security group is required to stay a minimum 1 hour after the event has ended and until all patrons (excluding the organizers and cleanup crew) have left the facility and cleared the general area of the facility property including parking lots. The security group must assist in tracking the number of attendees to prevent going over the capacity limit.

Additional Controls:

The following additional controls and prevention strategies related to selling and serving alcohol shall be in place:

1. Fencing is required for the outdoor designated area. It shall be a single row of fencing which is 36" high and be securely erected. The cost of the fencing and

set up of the fencing is the responsibility of the Event Organizer (temporary fence only). With occupancy of more than five hundred (500) the fence will be required to be doubled as a requirement of the AGCO.

2. If portable washrooms are used, they must be located outside the fenced area.
3. The City of Stratford has the right to require a group of individuals to post a damage deposit of an amount to be determined to protect against property damage.
4. For facilities, the bar area to be closed by 1:00am and the facility is to be vacated by 1:30am
5. Where an architect and/or engineers report is not required, the Permit Holder must adhere to Section 2.7 of the Ontario Fire Code throughout the duration of the event.
6. Someone is to be assigned to monitor the occupant load at all times for the duration of the event.

Sale of Alcohol and Service Practices

All alcohol available must be purchased under the SOP at the LCBO, The Beer Store or any winery, brewery or distillery store and receipts for the alcohol must be available at the event if requested.

The following controls and prevention strategies related to selling and serving alcohol shall be in place:

1. All bottles shall remain in the bar area. All drinks must be served in non-glass containers.
2. No last call will be announced.
3. A maximum of 4 tickets may be sold to one person at one time until 11:00pm, a maximum of 2 tickets from 11:00pm–12:00am and one ticket after 12:00am.
4. Tickets are not to be discounted at any time.
5. No beverages (alcoholic or non-alcoholic) are to leave the licensed area.
6. All bartenders, ticket sellers, monitors, and security personnel will not consume any alcohol while on duty.
7. Absolutely no shooters will be allowed.
8. Non-alcoholic beverages must also be available and served in different containers than alcoholic beverages.
9. Food must be served throughout the event and snacks do not count.

Activities that are Not Allowed at an SOP or Catering Endorsement Event

The following activities are not allowed in municipal facilities:

1. Alcohol raffles
2. Drinking games
3. Discounting the price of drinks
4. Alcohol as a prize for any game

Safe Transportation

Alternate means of transportation shall be provided for all those suspected to be intoxicated.

The Permit Holder is responsible for promoting safe transportation options for all the drinking participants and for taking the necessary steps to reduce the possibility of impaired driving. Elements of a Safe Transportation Strategy could potentially include:

- a) A designated driver selected from non-drinking participants at the event
- b) A designated driver provided by the Sponsoring group
- 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 providing safe transportation for all drinking participants. Safe transportation options are essential since the only way to sober up an impaired person is with time.*

Insurance and Indemnification

The Permit Holder shall obtain a minimum of two million dollars liability insurance, naming the City of Stratford as an additional insured. ***Rationale:** If an individual is injured, and if the City of Stratford were to be found "jointly and severally" liable, the City of Stratford 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.*

Insurance for Rentals Up To and Including 500 People

The Certificate of Liability Insurance shall:

- Be delivered to the supervisor having operational jurisdiction at the event location at least **thirty (30) days** prior to the start of the event.
- Provide proof of a minimum of **two million dollars** general liability insurance issued by an insurance company satisfactory to the City of Stratford that is licenced to carry on business in Ontario and which must, at a minimum, include the following:
 - **The Corporation of the City of Stratford shown as an additional insured**
 - Coverage for bodily injury and property damage liability
 - A liquor liability endorsement
 - Tenants legal liability endorsement
 - Products and completed operations liability
 - Personal injury liability
 - Cross liability
 - Advertiser's liability
- Show that coverage is in effect on the date(s) of the event

- The following information must be shown on the certificate:
 - Name of Event Organizer/Special Occasion Permit holder
 - Effective and Expiry dates
 - Policy number
 - Insurance Company name
 - Limit of insurance coverage

Insurance for Rentals for More Than 500 People and All Outdoor Events

Depending on the nature of the event, the City reserves the right to require a Certificate of Liability Insurance including all above requirements showing a minimum of **five million dollars**.

The City of Stratford reserves the right to amend the insurance provisions required at any time.

Signage

During events where alcohol is served, the following signage, which is approved by the City of Stratford, shall be displayed in prominent locations:

1. Signage at one or more prominent places in the licenced/bar area:

PLEASE DRINK RESPONSIBLY

- Bartenders reserve the right to refuse service
- Bartenders cannot serve alcohol to anyone who is intoxicated or appears to be at the point of intoxication
- Bartenders cannot serve alcohol to anyone under 19 years of age – proper I.D. must be presented to event staff when requested
- You can only be served a maximum of two alcoholic drinks at any one time
- There will be no “LAST CALL”

Thank you for not drinking and driving.
[Insert phone numbers of local cab companies.]
 The R.I.D.E. program is in effect in our community.
Use a designated driver or call a friend, relative or taxi.

2. Signage at one or more prominent places in the licenced/bar area:

**If there is an emergency
CALL 9-1-1**

For a non-emergency, please call
Stratford Police Service at 519-271-4141

You are at:
[Insert name and address of facility]

3. Signage to be posted at the boundaries of the licenced/bar area:

NO ALCOHOL
beyond this point.
Thank you for not drinking and driving.
[Insert phone numbers of local cab companies.]
The R.I.D.E. program is in effect in our community.
Use a designated driver or call a friend, relative or taxi

Other signs to be posted in one or more prominent places in the licenced/bar area:

- Sandy's Law sign (regarding alcohol and pregnancy)

Permit Holders shall have a copy of the SOP (with any updates) or Catering Endorsement along with the list of all servers and security staff in a place where it is readily available for inspection. ***Rationale:*** *Signs provide direction to guests and provide support to servers and supervisors. Servers are required by law not to serve an intoxicated person, nor to serve anyone to the point of intoxication.*

Procedure:

Procedure for Dealing with Problem Patrons and Violations:

1. That any incident or violation of the Municipal Alcohol Policy which may endanger participants at the SOP or Catering Endorsement function shall be the responsibility of the SOP or Catering Endorsement Permit Holder.
2. A violation of this policy occurs when the SOP or Catering Endorsement holder fails to comply with the conditions of the *Liquor Licence Act*, or the *Municipal Alcohol Policy*. Intervention can be initiated by a participant at the event, a City of Stratford designate, event staff, a member of the Stratford Police or an inspector of the Alcohol and Gaming Commission of Ontario.
3. A member of the organizing group, the SOP or Catering Endorsement holder or the monitor is encouraged to intervene by informing the offending individuals of the policy violation and ask that it stop. Group members, the SOP or Catering Endorsement holder, and monitors are encouraged to intervene in this way because contravention of the existing statutes and regulations may result in charges being laid. Contravention of the City policy may result in prohibition of future use of City facilities.
4. Should a violation of the policy occur, City staff will follow the procedures as listed below:
 - a) Ask the organizers of the event to stop the violation, or they may close down the SOP or Catering Endorsement portion of the event. Should the organizers fail to comply staff members shall call the police for enforcement and assistance in closing down the event.
 - b) Once a violation has occurred and the SOP or Catering Endorsement holder has been warned by a City of Stratford staff member, the

Sponsoring organization will be informed that no further violation will be tolerated. An investigation will also take place to gather all information.

- c) Should the SOP or Catering Endorsement holder violate the alcohol policy within one year and one month of receiving notice of violation, the organizers and/or the organization will be suspended from SOP or Catering Endorsement privileges at all municipal facilities for a period of **two (2) years**. A registered letter will be sent to the SOP or Catering Endorsement holder and Sponsoring organization advising of the suspension. A copy of the suspension letter will be provided to the Stratford Police Services.

***Rationale:** In order not to penalize other responsible organizations and individuals from using facilities, violators of this policy should be isolated and prevented from using our facilities in order to continue to reduce liability and risk exposure of this Corporation. The AGCO has the authority to refuse to issue Special Occasion Permits or Catering Endorsements for a particular premise if there has been evidence that the laws have been violated during the event.*

Legislative Authority:

The policy is to be reviewed every year by The Director of Community Services with Senior Management and reported to the City of Stratford Council only if policy changes are required. The municipality or its agents reserves the right to introduce other conditions from time to time at its discretion.

Related Documents:

APPENDIX "A"
AGREEMENT FORM FOR LIQUOR LICENCE HOLDER

- I have received and reviewed a copy of the City of Stratford *Municipal Alcohol Policy* for Special Occasion Permit or Catering Endorsement events.

- I understand that I must adhere to the conditions of the Special Occasion Permit or Catering Endorsement as well as the *Municipal Alcohol Policy* and the *Liquor Licence Act*.

- I understand that if I or other individuals at the event fail to adhere to the *Municipal Alcohol Policy*, the City of Stratford staff may take the appropriate action; this action may include immediate cancellation of the rental agreement, stoppage of the event and the notification of local authorities.

- I understand and acknowledge that I must attend the event in it's entirety and be responsible for making decisions regarding the operation of the event.

- I understand I can be held liable for injuries and damages arising from failure to adhere to the *Liquor Licence Act*.

- I understand and acknowledge that I must refrain from consuming alcohol while the event is in progress.

Organizer Name (Print) _____

Organizer Signature: _____ Date: _____

APPENDIX "B"
RENTAL INFORMATION

1. Name of Event Organizer (the person and/or group Sponsoring/hosting this event):

Phone/Cell: _____ Email: _____

2. Permit Holder information, whom will be present for the entirety of the event:

SOP/Catering Endorsement Holder Name: _____

Phone/Cell: _____ Email: _____

3. Name of Event: _____

4. Facility/Location of Event: _____

5. Date and Time of Event: _____

6. Expected Attendance: _____

7. Will youth (under 19 years of age) be attending? Yes No

8. If applicable, a copy of the SOP has been provided? Yes Date Received: _____

9. Proof of liability insurance has been provided? Yes Date Received: _____

10. The safe transportation strategies that will be used at this licenced event are:

11. Type of identification for event workers (public events only):

12. List the names and certification numbers of the Smart Serve trained event workers:

Name	Certification Number
_____	_____
_____	_____
_____	_____

*Proof of certification must be available on-site on request.
Attach additional page if needed.*

13. Will Police or trained security be present? Yes No

14. List the names and security licence numbers for security staff for this event:

Name	Security Licence Number
_____	_____
_____	_____
_____	_____

Proof of certification must be available on request. Attach additional page if needed.

15. Will non-alcohol beverages be available? Yes No

16. Have you or your organization ever been refused rental privileges at any municipal facility? Yes No

17. Have you received and read a copy of the *Municipal Alcohol Policy*? Yes No

18. Do you understand the *Municipal Alcohol Policy*? Yes No

Please note that if there is anything that you do not understand with respect to this Policy **it is your responsibility** to contact the appropriate City of Stratford staff (Phone: 519-271-0250) to obtain clarification and understanding prior to signing.

19. This rental agreement is not executed until all the requirements of the Municipal Alcohol Policy are in place.

Organizer Signature: _____ Date: _____

APPENDIX "C"

SECURITY PERSONNEL AGREEMENT FOR BUCK AND DOES

The security group is required to stay until all patrons (excluding the organizers and cleanup crew) have left the facility and cleared the general area of the facility property including parking lots. The security group must assist in tracking the number of attendees to prevent going over the capacity limit.

Security Personnel Company Name: _____

Authorized Signing Officer Name (Print): _____

Organizer Signature: _____ Date: _____