

SECTION: Facilities/Properties		POLICY #: FAC-001
Date Approved: December 1994		Alcohol Management Policy
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COVERAGE

Facility – General

PURPOSE

To detail the policies and procedures, as well as the conditions and terms that must be implemented by a renter when hosting an event at a Town of Hanover owned facility that involves alcohol service and consumption with an approved Special Occasion Permit.

DEFINITIONS

- a) **AGCO:** Acronym for the Alcohol and Gaming Commission of Ontario.
- b) **LLA:** Acronym for Liquor License Act.
- c) **SOP:** Acronym for Special Occasion Permit.
- d) **Renter:** An organization, group or individual renting facilities.
- e) **Town:** Town of Hanover.
- f) **Public Event:** An event that is open to the general public or by open invitation.
- g) **Permit Holder:** The organization or individual whose name appears on the Special Occasion Permit issued by the AGCO.

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Section 1: POLICY OVERVIEW

The Town of Hanover owns and manages various facilities where alcohol consumption may be permitted under the authority of the Alcohol and Gaming Commission of Ontario (AGCO) who administers the Liquor License Act (LLA) and issues a Special Occasion Permit (SOP).

The Alcohol Management Policy addresses the prevention of alcohol consumption related problems in municipal facilities through responsible control and service of alcohol at Special Occasion Permit events. The policy shall also assist to ensure that a safe and enjoyable environment exists for facility users and that violating rental parties do not jeopardize the ability of the Town to provide facilities that can be licensed to other individuals and/or organizations.

A range of problems can occur due to irresponsible alcohol consumption, which may affect other persons attending the event, other organizations wishing to utilize the facility in the future, the public and the Town. These problems include:

- Injuries to intoxicated individuals and/or other bystanders
- Liability actions arising from alcohol consumption against the Town
- AGCO charges against the Town and/or SOP holder
- Suspension of Special Occasion Permits being issued at specified facilities, impacting other potential renters and functions
- Withdrawal of participation by persons concerned about alcohol consumption

By reducing abuse of alcohol we can help diminish alcoholism, drinking under age, and impaired driving.

Section 2: CONDITIONS ALCOHOL WILL BE PERMITTED

1. A renter wishing to serve alcohol at a Town owned facility must agree in writing to all Town conditions within the Alcohol Management Policy for having alcohol served (Appendix 1).
2. The renter is required to have an approved Special Occasion Permit from the AGCO for their event and is subject to all regulations and requirements of the AGCO.
3. The renter will be required to provide a copy of the Special Occasion Permit, proof of liability insurance and proof of server training prior to their event.
4. The Town reserves the right to deny an applicant permission to operate an alcohol licensed event on municipal property.

Section 3: FACILITIES

3.1 Facilities Where Alcohol May be Permitted

The following Town facilities and their respective spaces are suitable for SOP events, pending analysis of specific information for each requested event. Hanover Council may alter designations at its discretion, at any time.

- P & H Centre / Hanover Regional Aquatic Centre:
 - arena floor
 - designated section of concourse (flat grade) in seating area
 - Lions Den
 - Boardroom
 - auxiliary room
 - lounge
 - classroom
- Kinsmen Ball Park:

- Jack Binkley / Ted Paterson Pavilion and adjacent pavement area (Note: Bleachers may not be located within the designated area that alcohol is being served)
- Hanover Park:
 - Centennial Pavilion
 - green space within Hanover Park; upon approval of the location to be designated for the purpose of selling alcohol by the Manager of Parks and Civic Facilities or designate
- Agricultural Park
- Hanover Civic Centre:
 - Saugeen Room
 - Community Hall
 - Council Chambers
 - Winkler Room
- Karl ‘Speck’ Wilken Park
 - green space within Karl ‘Speck’ Wilken Park; upon approval of the location to be designated for the purpose of selling alcohol by the Manager of Parks and Civic Facilities or designate
- Rail Lands Leisure Park
 - green space within Rail Lands Leisure Park; upon approval of the location to be designated for the purpose of selling alcohol by the Manager of Parks and Civic Facilities or designate
- Hanover Heritage Square

Section 4: LIABILITY INSURANCE

1. All special occasions permit holders must provide proof of a minimum of two million dollars (\$2,000,000.00) liability insurance, either through a sponsoring organization, an event specific policy or personal homeowner’s policy.
2. All permit holders must provide proof of liability insurance prior to the event that includes a clause to indemnify and save harmless Town of Hanover from all claims arising from the operation of their event and/or permit.

Section 5: CONDITIONS – SERVING CONTROL

5.1 Server Criteria and Training

1. Trained servers shall further ensure the responsible serving of alcohol at Town facilities, particularly in regard to the safe consumption, avoidance of illegal consumption and the lawful closure of bar services.
2. The operation of a SOP event at Town – owned facilities requires a minimum of one alcohol server trained in the Smart Serve® program. This person must either be the permit holder or be identified by the renter or permit holder as being deemed responsible for all alcohol service.
3. Use of a Town of Hanover representative is mandatory for all SOP events in Town facilities, between the hours of 9:00 pm and one hour past the Town’s alcohol sales end time of 1:00 am. This Town of Hanover representative shall be scheduled to remain within the rental area where alcohol is being served.
4. The Town may appoint a Town of Hanover representative to any SOP hosted event at its discretion.
5. Volunteer Servers arranged by the renter or permit holder may operate bar services prior to 9:00 pm without the presence of a Town of Hanover representative.
6. All renters must provide a list of Smart Serve® trained persons and proof of their training.

7. Volunteer servers arranged by the renter or permit holder may assist with bar services under the direction of the Town of Hanover representative.

5.2 Server Ratios

1. Renters or permit holders must either provide Smart Serve trained servers or have them appointed from the Town as per the following guests / servers ratio.

Attendance	Minimum Trained Servers
250 or less	1 Server
251 to 500	2 Servers
501 to 750	3 Servers
750 to 1000	4 Servers
1001 to 1250	5 Servers
2. Renters or permit holders should plan for the availability of one bar services volunteer per 100 guests in addition to the trained servers ratio noted in 5.2.1. The bar services volunteers may assume roles such as bar tickets sales, door admissions, cleanup, bar operation assistance.

5.3 Event Monitors and Security

1. The permit holder must ensure a minimum of one event monitor over the age of 19 years per 100 persons attending. Monitors must provide event supervision (ie. exits / entrances, floor monitors, etc.) ensure legal alcohol consumption occurs and refer problems and/or violations to the permit holder.
2. The entrance to the event must be monitored by a responsible person(s) 19 years of age or older at all times. The renter has the right to deny entry to any individual.
3. The Town of Hanover reserves the right to require the presence of off duty police officers or licensed private security staff for any event, with the cost being the responsibility of the renter. If specified, the ratio shall be 1 off duty police officer or certified private security staff per 250 guests.
4. The permit holder must comply with any event monitor or security requirements mandated by the AGCO, local police service or Town of Hanover.

5.4 Town of Hanover Representative Roles and Responsibilities

1. The Town of Hanover Representative responsibilities shall include:
 - a) Supervision of SOP events in accordance with the Town's Alcohol Management Policy.
 - b) May assume the role of 'head server' relative to the Town's Alcohol Management Policy.
 - c) Monitoring the presence of guests under the legal drinking age, the safe consumption of alcohol by guests and the lawful closure of the bar service.
 - d) Ensure permit holder responsibilities as per the Alcohol Management Policy are adhered to.
 - e) The authority to demand corrective action and to shut down the event on behalf of the Town.
2. The Town of Hanover Representative shall not be involved in the sale of bar tickets or event revenues in any manner.
3. Town of Hanover Representative(s) are available prior to 9:00 pm at the request of the permit holder or renter.

5.5 Server Role and Responsibilities

1. One Smart Serve® server must be present at any/all bar service areas where alcohol can/will be sold at all times. This person is responsible for all alcohol served during that time, regardless of whether they actually served it or not.

2. The Smart Serve® server is responsible for ensuring servers will not service anyone to the point of intoxication or provide alcohol to underage, intoxicated, disorderly or unauthorized persons at the event.
3. The permit holder, servers and monitors must not be under the influence of alcohol during the event.
4. The Permit holder is responsible for keeping alcohol within the boundaries specified in the SOP.

5.6 Valid Forms of Identification

1. As specified by the AGCO, all servers of alcohol will accept only valid forms of identification that can be used for legal alcohol purchase or consumption:
 - Ontario Driver's License with photo
 - Canadian Passport
 - Canadian Citizenship Card with photo
 - A photo card issued under the Photo Card Act
 - Canadian Armed Forces Identification Card
 - LCBO BYID (Bring your Identification) photo card
 - Secure Indian Status Card (Canadian)
 - Permanent Resident Card (Canadian)

5.7 Conditions – Bar Function / Operation

1. All controls and service must be consistent with the provision and regulations of the Alcohol and Gaming Commission of Ontario, the Liquor License Act, as well as the Town's Alcohol Management Policy.
2. In Town of Hanover owned facilities, the sale of alcohol must end by 1:00 am or the expiry of the SOP, whichever is earlier. It is the responsibility of the permit holder to ensure the sales end promptly at this time.
3. The permit holder must ensure that all alcohol is removed within 30 minutes of the Town's 1:00 am alcohol sales end time or the expiry of the SOP whichever is earlier, with no special privileges or access to alcohol by volunteers, organizers or personnel.
4. The permit holder must ensure beverages offered include a low alcohol and non-alcohol content (i.e. light wine, non-alcohol beer, low alcohol spirits, soda and coffee), and are available throughout the event.
5. The permit holder will not be permitted to use marketing practices such as availability of oversized drinks, double shots, volume tickets sales or discounts.
6. All bottled alcohol and drinks must be served in plastic cups for all public events.
7. The permit holder must ensure adequate and appropriate food supply is available to persons attending, as per AGCO requirements.
8. The permit holder must ensure that persons attending the event have the opportunity to obtain a refund for unused bar tickets during and at the end of the event.
9. The permit holder must communicate problems to Town personnel on duty so that appropriate action may be implemented. The permit holder will be the designated liaison to communicate with Town personnel.

5.8 Attendance of Individuals who are Under the Legal Drinking Age

1. In the instance that individuals who are not legal drinking age will be permitted to attend a Special Occasion Permit event, the renter or permit holder must:
 - a) Ensure identification is asked for and provided by anyone who appears to be under 25 years of age before entry into the event facility.
 - b) Ensure individuals under the legal drinking age will not be allowed to consume alcohol beverages
 - c) Provide a system (ie. wrist bands or stamps) to identify persons over the age of majority for any event as specified by the Town.

5.9 Conditions – Safe Transportation

1. The permit holder is responsible for promoting safe transportation options for all persons consuming alcohol or having consumed alcohol, before or during the event. These options include:
 - a) promoting a designated driver and benefits for said driver such as no charge non alcoholic beverages
 - b) Promote or provide public transportation (i.e. taxis), buses, by posting taxi company phone numbers, making announcements and / or obtaining a taxi for an attendee upon request

Section 6: POLICY VIOLATION

1. A violation of this Policy occurs when renters fail to comply with the conditions of the AGCO, Liquor License Act and/ or this specific policy.
2. Intervention can be initiated by Town personnel, Hanover Police Service or AGCO authorities.
3. Permit holders must provide clear entry and co-operation at all times to Town personnel, Police and/or AGCO personnel to ensure policies are being adhered to.
4. Permit holders and / or renters violating this policy or the LLA not only jeopardize their event and future use of municipal facilities, but also the ability of the Town to rent facilities to other renters who want to host a SOP function.

Section 7: PROCEDURE / GUIDELINES

Section 7.1: At the Time of Booking a Facility

1. Renters must indicate at time of booking their intent to serve alcohol under a Special Occasion Permit.
2. When the rental permit is confirmed, the Alcohol Management Policy and Appendices will be forwarded to the renter.
3. The renter will also be referred to the Manager of Parks and Civic Facilities who will review the Alcohol Management Policy.

Section 7.2: Prior to Event

1. Renters must provide the following a minimum of 2 weeks prior to the event:
 - a) A signed copy of Appendix A – Special Occasion Permit Event Policies Acknowledgement Form
 - b) A copy of the Special Occasion Permit
 - c) A copy of a minimum of two million dollars (\$2,000,000.00) liability insurance, either through a sponsoring organization, an event specific policy or personal homeowners policy that includes a clause to indemnify and save harmless Town of Hanover from all claims arising from the operation of their event and/or permit.
 - d) A list of Smart Serve® trained persons and proof of their training.

- e) If applicable, the names of the off duty police officers or security company contacted to provide event supervision

Section 7.3: In the Instance of a Policy Violation

1. Permit holders must provide clear entry and co-operation at all times to Town personnel, Police and/or AGCO personnel to ensure policies are being adhered to.
2. Upon violation of this policy or the Liquor License Act, Town personnel may implement the following pending the severity of infraction:
 - a) make renter aware of the infraction and correction required immediately
 - b) close down the service of alcohol
 - c) contact Hanover Police Service
 - d) contact AGCO staff
3. Upon review of a violation, the permit holder and/or renter may be refused further use of municipal facilities for a specified period at the discretion of the Town.
4. Involvement of Hanover Police Services or AGCO staff may result in charges or fines.

Appendix 1 - Special Occasion Permit Event Policies Acknowledgement Form

Name of Renter / Organization _____

Nature of Event _____

Date of Event _____

Name of Permit Holder _____

Phone _____ (h) _____ (b)

Email _____

Acknowledgement Terms (Please initial each statement)

	I have received, reviewed and understand the Town of Hanover's Alcohol Management Policy.
	I agreed to adhere to the conditions of this Policy and the Liquor Licence Act of Ontario and its' Regulations.
	I understand that if an infraction of the Policy occurs, the Town of Hanover may warn or suspend me or the host Organization from using Town facilities, for any specified period.
	I understand I can be held liable for injuries and damage arising from failing to adhere to the Liquor Licence Act of Ontario, or from otherwise failing to take action that will prevent foreseeable harm from occurring.
	I understand the Police and Alcohol and Gaming Commission of Ontario Inspector can lay charges for infractions of the Liquor Licence Act of Ontario and its' Regulations or other relevant legislation.
	I agree to provide proof of the required liability insurance for this event and agree to indemnify and save harmless the Town of Hanover from all claims resulting from this event and Special Occasion Permit.
	I understand that I must provide a copy of the Special Occasion Permit, list of Smart Serve® trained persons and proof of their training and if applicable, the names of the off duty police officers or security company contacted to provide event supervision.
	I understand that failure to provide required documents and information shall negate hosting this event at any Town of Hanover facility.

Signature of Permit Holder _____ Date _____

Hanover Parks, Recreation & Culture Use Only	Date	Staff Member
Alcohol Policy Provided and Reviewed		
Proof of Liability Insurance Provided minimum \$2,000,000 naming Town of Hanover as additional insured		
Copy of Special Occasion Permit Provided		
List of Smart Serve® Trained Persons and Proof of their Training Provided		
Names of off duty Police Officers or Security Company Provided (If applicable)		

As the Special Occasion Permit Holder, you and your Group can be held liable for injuries and damage arising from failing to adhere to the Liquor Licence Act of Ontario. These provisos include serving to intoxication, serving someone already intoxicated, serving minors, and / or failing to reasonably prevent impaired individuals from driving.

As stated in the Alcohol Management Policy, the following is required by the Permit Holder:

- A) The sale of alcohol in Town of Hanover facilities must end by 1:00 am or the expiry of the SOP, whichever is earlier. Alcohol must be removed within 30 minutes of the SOP end time
- B) Special Occasion Permit Events hosted at Town of Hanover facilities require a minimum of one Smart Serve trained person (the permit holder or designate) who is deemed to be responsible for all alcohol controls and service at all event bar service areas.
- C) Servers cannot be under the influence of alcohol, nor will they serve anyone to the point of intoxication or provide alcohol to underage, intoxicated, disorderly or unauthorized persons at the event.
- D) All alcohol servers must only accept Ontario photo drivers licence, Canadian Passport, Canadian Citizenship Card with photo, Photo Card or other valid forms identification listed in Clause 5.6.1 of the Alcohol Policy, as identification to legally purchase or consume alcohol.
- E) Renter must provide Smart Serve trained servers as per the guest / server ratio. Refer to Clause 5.2.1.
- F) The availability of 1 bar service volunteer per 100 guests who may assume roles such as ticket sales, door admissions, cleanup, bar operation assistance.
- G) A minimum of 1 event monitor over the age of 19 years per 100 persons attending, to provide event supervision.
- H) In the instance that individuals who are not legal drinking age will be permitted to attend a Special Occasion Permit event, the renter or permit holder must ensure identification is requested and provided by anyone who appears 25 years of age or younger. A system (ie. wristbands, handstamps) to identify persons over the age of majority must be provided for any event as specified by the Town.
- I) Marketing practices such as availability of oversized drinks, double shots or volunteer ticket sales will not be permitted. Persons must have the opportunity to obtain a refund for unused bar tickets, during and at the end of the event.
- J) Beverages available must include non alcohol or low alcohol options such as light wine, non alcohol beer and water, throughout the event.
- K) Ensure the adequate and appropriate food supply is available to persons attending as per AGCO requirements.
- L) Ensure safe transportation options are promoted and available
- M) Be aware that violations of the Alcohol Management Policy and/or the Liquor Licence Act are subject to immediate closure by Town personnel, Hanover Police and/or the AGCO Inspector.
- N) Regardless of alcohol consumption, the Permit holder must take reasonable steps to prevent harm to persons attending; thus activities posing a risk to any individuals must be controlled and avoided.
- O) **FOR CLARIFICATION OF ANY ALCOHOL MANAGEMENT POLICY CLAUSE, PLEASE CONTACT HANOVER PARKS, RECREATION & CULTURE at 519.364.2310.**