



Town of Milton

**ALCOHOL
RISK MANAGEMENT
POLICY**

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MUNICIPAL ALCOHOL RISK MANAGEMENT POLICY

General

The Town of Milton owns and manages facilities where the consumption of alcoholic beverages may or may not be permitted. **The facilities where alcohol may be allowed are permitted by the Town under the authority of a Special Occasion Permit (SOP) in accordance with the Liquor License Board of Ontario regulations.** The Town has developed this Alcohol Risk Management Policy (hereafter referred to as the Alcohol Policy) to reduce its risk from problems, which may arise from alcohol consumption within its facilities and parks. The policy also promotes a safe, enjoyable environment for those who use these facilities.

It is the responsibility of the permit holder to ensure that the event is in compliance with all policies and regulations relating to alcohol use at Town facilities, and take the required steps to address situations, which may arise as a result of alcohol consumption. Town staff may not be present at facilities and parks where alcohol is permitted. Problems can arise from the inappropriate and excessive consumption of alcoholic beverages. These problems affect drinkers themselves, as well as other people who use the facilities and the public at large. These problems include:

- vandalism and destruction of property;
- police being called to municipal property;
- injuries to drinkers or other individuals;
- liability action against the municipality and/ permit holder; increased insurance rates arising from alcohol-related injuries or deaths;
- loss of insurability, should the insurer's risk assessment escalate;
- charges laid against the municipality or the Special Occasion Permit (SOP) holders under the Liquor License Act;
- suspension or loss of alcohol permit privileges by the Liquor License Board of Ontario;
- loss of enjoyment by non-drinkers, moderate drinkers, and children;
- complaints lodged by offended parties regarding noise or other matters;
- loss of revenue due to reduced participation; and
- increased public concern about excessive alcohol consumption.

In most instances, these problems will not be attributable to moderate consumers or to those who respect the rules regarding alcohol consumption. The majority will arise from consumers who engage in four specific drinking practices referred to as "target drinking practices":

1. drinking to intoxication;
2. drinking and driving;
3. underage drinking;
4. drinking in prohibited areas.

To the extent that these target-drinking practices can be reduced or eliminated, the likelihood of alcohol-related problems will correspondingly diminish. For those who do not engage in the target drinking practices, the Alcohol Policy will be minimally intrusive - it is not intended to negatively impact legal and moderate drinking.

Definitions

Facility Permit – The agreement between an individual and the Town of Milton for use of a designated facility or sports fields for a defined period of time. It outlines the Terms and Conditions for the use of Town facilities and sports fields.

Permit Holder – The individual whose signature appears on the Town of Milton facility permit and the Special Occasion Permit. The individual accepts responsibility for the Terms and Conditions outlined on the permits.

Alcohol Permit Agreement – Outlines the Town of Milton's Terms and Conditions for permit holders using Town facilities or sports fields for alcohol events.

Special Occasion Permit – Outlines the Terms and Conditions in accordance with the Liquor License Act and Regulations.

PURPOSE OF THE POLICY

The purpose of the Alcohol Policy is to promote health and safety of participants, citizens and staff through the responsible and managed consumption of alcoholic beverages at Town owned facilities and at Town authorized events.

The Alcohol Policy consists of a range of measures designed to prevent alcohol related problems. By reducing the potential for alcohol related problems, the Town of Milton increases user enjoyment of the facilities, reduces the risk of injury and death, and reduces the risk of liability action.

The Alcohol Policy is divided into four sections:

1. Areas and events where alcohol use is prohibited;
2. Areas and events where alcohol use is permitted;
3. Conditions under which alcohol use is permitted; and
4. Enforcement procedures for violations of the Alcohol Policy.

Section One

1.0 Areas and events where alcohol use is prohibited

The Liquor License Act of Ontario prohibits the consumption of alcoholic beverages in public places unless a license or a Special Occasion Permit has been issued.

Section Two

2.0 Areas and events where alcohol is permitted

In order to be eligible to rent/use a Town facility for a Special Occasion Permit event, the permit holder must conform to the terms and conditions established by the Alcohol and Gaming Commission of Ontario (AGCO). *** The holder should be aware that all alcohol distributed under a Special Occasion Permit must be purchased from the Brewers Retail and/or the Liquor Control Board of Ontario (LCBO).*

Section Three

3.0 Conditions under which alcohol use is permitted (Special Occasion Permit)

Alcohol may be consumed under the authority of a Special Occasion Permit at events on Town property, or authorized by the Town, which may involve youth (under 19 years), including minor sports events, banquets, or family oriented events.

Anyone who wishes to serve alcoholic beverages at a Town facility must sign a Town of Milton Alcohol Permit Agreement (Appendix A) and must obtain a Special Occasion Permit from the Alcohol and Gaming Commission of Ontario. The Special Occasion Permit holder must ensure that all the conditions of the Liquor License Act and this policy are adhered to at the event. The permit holder must supply the Town of Milton (at the point issue of the rental permit) with a copy of the following, ten business days prior to the function:

- Special Occasion Permit
- List of Certified Servers for the event (see 3.1.3.)
- Appropriate Liability Insurance (see 3.4.2)

The Town of Milton is under no obligation to allow licensed events to be held on its property. If the Town chooses to allow such events, it may impose whatever restrictions it deems appropriate. Accordingly, all Special Occasion Permit holders wishing to hold a licensed event on Town property are required to adhere to the policies set out in this section.

These policies have been developed in accordance with the Alcohol and Gaming Commission Regulations and represents “best practices” for managing the risks associated with alcohol related events in Municipally owned properties.

Policy

Category 3.1: Control

Rationale:

The Special Occasion Permit holder must recognize their responsibilities to prevent participants from becoming intoxicated and to protect participants from foreseeable harm as fundamental strategies in reducing their risk of complaints, injury and liability action.

In order to provide a safe environment and to control illegal or potentially harmful behaviour, event organizers must supervise entrances and exits to the permitted area (control points). By controlling entry, organizers can prevent underage, intoxicated, rowdy or unauthorized people from gaining access to the event, and thereby reduce the likelihood of problems occurring.

A list of certified bartenders and servers submitted to the Town 10 business days in advance of the function will allow the Town of Milton to confirm certifications.

- 3.1.1. Alcoholic beverages will not be sold to or consumed by persons under 19 years of age. The Special Occasion Permit holder or designate will ask for and confirm proper identification for all individuals who appear to be under the age of 25. The Permit Holder or designated staff will accept all forms of identification recognized by the Alcohol and Gaming Commission of Ontario. A sign regarding this procedure will be posted within the facility during events (see Appendix B).
- 3.1.2. The permit holder will refuse individuals who appear to be rowdy or intoxicated at the entrance to the facility. If a dispute arises from someone denied access and/or ejection, the Special Occasion Permit holder or designate will make the final decision regarding who does, and does not gain admittance.
- 3.1.3 All alcohol related functions are required to have SMART SERVE trained personnel responsible for the serving of alcohol. The permit holder will provide to the Town of Milton a list, including names and addresses and Smart Serve registration numbers, for all bartenders, and monitors a minimum of 10 business days in advance of the event. When unforeseen circumstances prevent a person on the submitted list from participating, substitutes may be used. Names, addresses and reg. #'s of substitutes must be submitted prior to the event. For regular facility users, a standing list of bartenders, servers, and monitors may be submitted, provided that only those on the list will be used at any event.
- 3.1.4. Bartenders, servers and monitors (individuals appointed by the permit holder to provide security services) will not consume alcohol while on duty or during breaks, nor will they be under the influence of any alcohol consumed before going on duty. The permit holder is responsible to ensure compliance with this stipulation.
- 3.1.5. The Permit Holder will ensure that the bartenders and servers do not serve alcohol to underage, intoxicated, rowdy, or unauthorized people at the event.
- 3.1.6. Monitors aged 19 or older will supervise the event, and address potentially harmful or illegal practices in an expeditious and appropriate manner. (see Appendix C).
- 3.1.7. The Permit Holder will ensure that SMART SERVE certified bartenders are available in all areas where alcohol is served at all times.
- 3.1.8. The SMART SERVE certified bartenders (see Appendix C) will have authority regarding decisions to refuse service to individuals who are rowdy or appear to be intoxicated. The Town of Milton reserves the right to determine and approve who can serve as certified SMART SERVE bartenders and servers, at its discretion.
- 3.1.9. The Permit Holder must attend the event, refrain from consuming alcohol during the event, and will be responsible for determining when external assistance is needed and requesting it from the appropriate authorities, including members of the Halton Regional Police Service.

3.1.10 The Permit Holder must ensure at all times that the physical setting remains safe for consumers and non-consumers of alcohol, must conform with the fire code, and must ensure that patrons do not engage in activities that could harm themselves or others. The permit holder will ensure that, for outdoor venues where alcohol is permitted, the area is designated (i.e. fenced) and entry to the venue follows the outline in Appendix C. Town staff will set up fencing to mark the licensed area (as outlined in the Guidelines for Sports Tournaments, Events and Clinics).

3.1.11. The permit holder agrees to ensure that there is food available to reduce risk of intoxication. The food should be set up in a visible location and be available throughout the event.

* The criteria for the ratio of “Certified, Monitors: Guests” is outlined in Appendix C. Any modifications to this criteria (under unique circumstances) must be approved in advance by the Director, Community Services.

Category 3.2: Sale of Alcohol

Rationale:

By limiting the number of tickets or drinks participants can purchase at one time, the ticket sellers, monitors, bartenders and servers are provided with increased opportunity to observe signs of intoxication. Table consumption can be moderated by not selling large numbers of tickets, and the removal of volume discounts eliminates any financial incentive to drink excessively.

3.2.1 At events where tickets are sold for alcoholic beverages, there will be a limit of 4 per person at any one time. This limit will be reduced to one ticket when A) beer is allowed to be sold in pitchers or B) wine is allowed to be sold/served in bottles. It is recommended that a separate individual that is not the bartender will sell tickets. Alcohol service will cease no later than 1:00 a.m., unless otherwise posted.

3.2.2 At events where tickets are not sold, each person will be limited to a purchase of 4 drinks at any one time. This limit will be reduced to the purchase of one pitcher or bottle of wine at a time, when allowed to be sold. At least one certified SMART SERVE bartender is responsible for the serving alcohol.

3.2.3 Drinks be dispensed only in plastic or wax-coated cups, and be limited to a single standard serving, that is, 12 ounces of regular beer (up to 16 ounces of draft beer), 1 ½ ounces or less of spirits, and 5 ounces or less of wine. In the event that pitchers of draft and/or bottles of wine are permitted to be sold/served, the limit will not exceed a 48 ounce pitcher of beer, or 1 litre of wine. The Director, Community Services or designate may, at his or her sole discretion, exempt an event from the requirement of using plastic or wax-coated cups.

3.2.4 A sign, provided by the Town of Milton, will be posted at the bar stating the law on serving to intoxication. No marketing practices shall be held which may encourage increased consumption, i.e. oversized drinks, double shots, drinking contests, volume discounts, etc.

- 3.2.5 The permit holder will refund any unused tickets up to a maximum of 4 tickets per person, for alcoholic beverages during the event.
- 3.2.6 Alcohol service will cease no later than 1:00am.
- 3.2.7 There is to be no last call announced.
- 3.2.8 A monitor must be available to ticket or drink sellers who require assistance in managing a person who is refused a sale.

Category 3.3: Low Alcohol and Non-Alcoholic Options

Rationale:

Low alcohol beverages help prevent intoxication by providing responsible consumers with an opportunity to consume less alcohol per drink and avoid becoming intoxicated. Also, these beverages provide servers with a substitute drink for those who may be nearing intoxication. A light beer (at 4% alcohol) represents a 20% reduction in alcohol content over a regular beer (with 5% alcohol). Beer with an alcohol content greater than 5% should be avoided as they represent a 10 - 20% increase in alcohol consumption per drink.

- 3.3.1 It is recommended that the permit holder ensure that 35% of the beer offered for sale consists of low alcohol options (i.e. 4% alcohol or less). Low alcohol options will be highlighted by either displaying containers or by posting their availability.
- 3.3.2 The permit holder will ensure that the portion of spirits served (e.g. 1 ounce, 1 ¼ ounces, 1 ½ ounces) and the price per serving will be posted at the ticket and/or serving counter.
- 3.3.3 Non-alcoholic drinks will be available throughout the event at moderate cost to participants. It is recommended that non-alcoholic drinks be provided free of charge to identified designate drivers.

Category 3.4: Accountability

Rationale:

While the local authorities and Liquor License 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 concerned participants will know where to lodge a complaint. This signage requirement can facilitate early correction of potentially risky situations.

- 3.4.1 People with concerns regarding alcohol consumption during the event should be directed to the Permit Holder. Should those concerns not be addressed to their satisfaction, those with concerns should be encouraged to contact the responsible parties. To this end, the Special Occasion Permit must be posted at the bar, and a sign

will be posted stating the telephone number(s) for the Community Services Department, the Alcohol and Gaming Commission of Ontario, and local police (see Appendix B).

- 3.4.2 The permit holder will obtain \$2 million liability insurance as required by the Town of Milton and submit proof of insurance to the Town of Milton at least 10 business days prior to the event. Coverage in this policy should include the permit holder/organization and name the Town of Milton as “additional insured”.
- 3.4.3 The Town of Milton reserves the right to require the presence of no less than two (2) police officers for the duration of the event, the cost to be borne by the permit holder group or individual.
- 3.4.4 The Town of Milton staff, if called into an event, is authorized under the Alcohol Policy and reserves the right to demand correction or shut down an event on behalf of the municipality, upon the approval of the on-call facility supervisor.

Category 3.5: Safe Transportation

Rationale:

The risk of liability is significantly increased when an impaired driver leaves an alcohol related event. The permit holder and event organizers must assume responsibility for promoting safe transportation for all drinking participants and in particular, those who have become impaired or intoxicated despite best efforts to prevent this occurrence. 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 event only turns a sleepy intoxicated person into a wide awake intoxicated person who is still unable to drive.

- 3.5.1 The permit holder will be responsible for promoting safe transportation options for all the drinking participants. Examples of safe transportation options are:
 - a) identifiable designated drivers selected from non-drinking participants at the event;
 - b) identifiable designated drivers provided by the permit holder group;
 - c) taxis paid either by the permit holder group or the participant;
 - d) bus service organized by the permit holder event.

Participants at licensed events should be advised that they are permitted to leave their vehicles on-site overnight should they take alternate transportation home. Parking tickets that may be issued for such vehicles will be cancelled by the Town of Milton upon application by the owner of the vehicle, provided the vehicle is picked up the following day. Up to three cancellations per vehicle for this purpose will apply each calendar year. It may be necessary to have someone associated with the event, who is not impaired, to move a vehicle to an agreed location at the premises in order to facilitate snow removal.

- 3.5.2 Signs shall be posted encouraging the elimination of impaired driving (see Appendix B).

Category 3.6: Other

- 3.6.1 The Town of Milton reserves the right to introduce other conditions from time to time at its discretion.

SECTION FOUR

4.0 Enforcement Procedures for Violations of the Alcohol Policy**Category 4.1: Areas Where Alcohol is Prohibited**

- 4.1.1 A violation of the Alcohol Policy occurs when individuals consume alcohol in a facility or area where alcohol consumption is prohibited. Group organizers or members, Town staff, or the Halton Regional Police Service are required to intervene if there is a policy violation.
- 4.1.2 A group organizer or member is to intervene by informing the offending individual(s) that the Alcohol Policy prohibits alcohol consumption and asking that the violation stop. Group members should feel encouraged to intervene in this way because a response by other authorities could result in a loss of privileges or legal charges. Should difficulties arise from such interventions, the organizer or group member should seek assistance from Town of Milton staff, if on site, or from the Halton Regional Police Service.
- 4.1.3 If Town of Milton staff observe a violation of the Alcohol Policy, staff will take steps to ensure that the violation stops. Staff can ask that the consumption of alcohol stop, or they can ask the individual or group to leave the facility or area, depending on the circumstances and the nature of the violation (eg. If there is the potential for harm, for loss of enjoyment by non-consumers, or for complaints). Should the individuals or group members fail to comply, the staff may elect to call the Halton Regional Police Service for enforcement.
- 4.1.4 Members or organized groups that have violated the Alcohol Policy, and have been so notified at the time of the violation, will receive a registered letter indicating that no further violations will be tolerated. The letter will specify penalties.
- 4.1.5 Should a second violation of the Alcohol Policy occur, the individual or team/league will be suspended from use of the facility or area for a period of one week or one activity, whichever is greater. Should the group be a periodic or intermittent user of the facility or area, the Director, Community Services may elect to impose an alternate suspension, consistent with actual patterns of use. The offending individual(s), team and league will be notified of this second violation by registered letter.
- 4.1.6 Should a third violation occur, the individual or team/league will have its contract for permitted use of Town facilities cancelled for the remainder of the current season. The offending individual(s), team and league will be notified of this third violation by registered letter.
- 4.1.7 Any fees related to cancelled contracts will be non-refundable.

Category 4.2: Areas Where Alcohol is Permitted

- 4.2.1 A violation of the Alcohol Policy occurs when a Special Occasion Permit holder fails to comply with the conditions of the Liquor License Act of Ontario or the Alcohol Policy. Participants, Town of Milton staff, Halton Regional Police Service officers, and an Inspector of the Alcohol and Gaming Commission of Ontario may intervene if there is a violation of this policy, Provincial Regulations or laws.
- 4.2.2 A member of the organizing group or the designated monitor may intervene by informing the offending individual(s) of the policy violation and ask that it stop. Group members and monitors should feel encouraged to intervene in this way because a response by other authorities could result in a loss of privileges or legal charges.
- 4.2.3 If Town of Milton staff observes a violation of the Alcohol Policy, staff will take steps to ensure that the violation stops. The organizers of the event will be asked to stop the violation, and should they fail to comply, the Halton Regional Police Service will be called for enforcement, as deemed necessary by the staff member or permit holder. If the infraction involves serious disregard for the Alcohol Policy, or involves a substantial risk of injury or damage, the staff member or permit holder may elect to close the event down, and the police may be called to enforce compliance.
- 4.2.4 Where Special Occasion Permit holders have violated the Alcohol Policy, they will be sent a registered letter indicating that no further violations will be tolerated. Some violations are serious enough to warrant immediate denial of future access. This decision will be made by the Director, Community Services or designate.
- 4.2.5 Should members of the multiple or regular user group violate the Alcohol Policy a second time the group will be suspended from use of the facility or area for a period to be determined by the Director, Community Services, at his or her sole discretion.
- 4.2.6 Should a third violation of the Alcohol Policy occur, the group will be suspended from further use for a minimum of one year. A registered letter will be sent to confirm this status and the group will be required to appear before Council or its representative to show cause for reinstatement.
- 4.2.7 The Town of Milton will not be responsible for any refunds, costs or losses incurred by the event permit holder or its patrons if Town staff deem it necessary to close down an event or impose a suspension from further use.
- 4.2.8 A member of the Halton Regional Police Service or an Inspector from the Alcohol and Gaming Commission of Ontario may intervene in a violation of this policy at his or her initiative, or in response to a request from either any staff member or a member of the general public. Depending upon the particulars of the infraction, charges may be laid under the Liquor License Act of Ontario or any other relevant legislation. The police have the right to seize any alcohol used in the commission of an offense under the Liquor License Act of Ontario.
- 4.2.9 For alcohol events where youth are admitted, there will be no advertising of alcohol sales, and workers must be clearly identifiable to those in attendance.

Category 4.3: Violation Appeals

- 4.3.1 Any individual or group who wish to appeal an assessment of a permit cancellation, or forfeiture of permit fees shall do so in writing to the Director, Community Services.

APPENDIX A

Town of Milton Alcohol Permit Agreement

1. As the Special Occasion Permit holder, I have received and reviewed a copy of the Town of Milton Alcohol Risk Management Policy (hereafter referred to as the Alcohol Policy). As the permit holder, I agree to refrain from consuming alcohol prior to and during the event.
2. I agree to adhere to the conditions of the Alcohol Policy and the Liquor License Act of Ontario.
3. I agree to ensure that there is food available, it is set up in a visible location and is available throughout the event.
4. I understand that if an infraction of the Alcohol Policy occurs, the Town of Milton or the Halton Regional Police Service may take any or all of the following steps:
 - close the event at the time of the infraction;
 - rule my Alcohol Policy / damage deposit to be forfeited;
 - suspend my group or organization from further use of municipal facilities or areas for a period of up to one year.
5. I agree that the Town of Milton will not be responsible for any costs or losses incurred if it is deemed necessary to close down the event due to an infraction of the Alcohol Policy or Special Occasions Permit.
6. I understand that I can be held liable for injuries and damages arising from failing to adhere to the Liquor License Act of Ontario, or from otherwise failing to take action that will prevent foreseeable harm from occurring to participants, goods (equipment/facilities/etc.), or members of the general public.
7. I understand that the Halton Regional Police Service or a Alcohol and Gaming Commission Inspector can lay charges against me for infractions under the Liquor License Act of Ontario or other relevant legislation.
8. I have attached photocopies of all necessary Smart Serve certified cards for the bartenders, servers and monitors including their telephone numbers.
9. I agree to obtain Two Million Dollars (\$2,000,000) liability insurance for the event, to name the Town of Milton as well as my group/organization as the third party insured, and to supply proof of insurance to the Town of Milton at least 10 working days prior to the event.
10. I agree to supply a copy of the Special Occasions Permit to the Town of Milton at least 10 working days prior to the event.

Date of Event

Permit Holder (Please Print)

Location of Event

Telephone Contact Phone Number

SPECIAL OCCASION Permit Number

Witness Signature

Date

Signature

APPENDIX B

Required Signage and Identification

1. **All Entrances to the Event**

Persons under 19 years of age are not permitted to purchase or consume alcoholic beverages, under the Liquor License Act of Ontario. Photo identification proof of age must be produced upon request.

2. **At All Serving Areas**

Bartenders have the right to refuse alcohol service. They are required by law not to serve an intoxicated person or to serve anyone to the point of intoxication.

The Town of Milton Alcohol Policy applies at this event. If you have concerns about the service of alcohol, please speak to the event organizer. Should your concerns not be adequately addressed, please contact the Director, Community Services at 905-878-7252 ext. 2180 or the Alcohol and Gaming Commission of Ontario at 416- 326-8700, Toll free in Ontario: 1-800-522-2876, or Halton Region Police Service –12 Division, Milton 905-878-5511.

3. **Wall signs at all exits and bar areas**

Please ask a server if you require transportation home.

The local detachment of the Halton Regional Police Service Reduce Impaired Drivers Everywhere (RIDE) Program thanks you for helping to reduce impaired driving. We look forward to personally thanking you at one of our spot-checks for leaving this event a Sober Driver.

4. **Alcohol Restricted Areas**

The boundaries of the area covered by the Special Occasion Permit are

APPENDIX C

Certified Personnel: Guest Ratios – Minimum Requirements

The following criteria are to be followed regarding the ratio of certified bartenders/servers/monitors/volunteer to guests attending events in municipal facilities where alcohol is served.

Number of Guests	Location	Smart Serve Certified	19+ Years Not Certified
Under 50	Door Entrance	-	-
	Bar	1	-
	Bar Tickets	1 (where applicable)	-
	Floor	1 (Host)	-
50 – 100	Door Entrance	1	-
	Bar	2	-
	Bar Tickets	1 (where applicable)	-
	Floor	1 (Host)	-
Over 100	Door Entrance	1	As required
	Bar	2	-
	Bar Tickets	1 (where applicable)	As required
	Event Area	1/100 guests	As required

The Town of Milton will have a list of certified Smart Serve servers, who have shown proof of certification, which the permit holder can access directly. Certified servers will be required to show original copies of their Smart Serve certification card, and photo identification to the Booking Clerk. This information will be photocopied and kept on file.

SCHEDULE B
Alcohol Risk Management Policy Feedback

1. A draft copy of the policy was circulated to the following individuals and groups, requesting feedback and input:

- Adult Hockey League
- Ice Hawks
- Halton Hurricanes
- Milton Lions Club
- Milton Ladies Slo-Pitch
- Milton Men's Slo-Pitch
- Milton Minor Hockey
- Milton Players Theatre Group
- Milton Optimist Club
- Milton Rotary Club
- Scooters Snacks
- The Town's Insurance provider OMEX
- United Way
- Booking Clerks – staff
- COMS Managers / Coordinators
- Senior Management Team
- Community Services Advisory Committee (April 26th presentation to Cttee)

2. The following is a summary of feedback received and staff comments:

FEEDBACK	COMMENT
Who will pay for the Smart Serve training?	The Town will cover the initial cost of providing the training in the approved 2005 operating budget. The Town has the training video and certification kits which include one workbook, test, test processing, wallet size, certificate, and lapel pin for a fee of \$21.50 + taxes per person which is payable to Smart Serve. The Smart serve test is also available on-line for \$37.40 + taxes.

Will posting the liquor license at the event impact Freedom of Information regulations?	The Liquor Licensing Board of Ontario (LLBO) requires that the license be posted at the bar at the event.
There was concern about the number of monitors and ticket sales personnel required at outdoor events.	The ratio of event personnel to participants is consistent with ratios required at similar venues in surrounding municipalities.
How will the Town know if the police were called to an event involving alcohol in a Town facility?	A protocol will be developed with the Halton Police Service to notify the Town of any incidents taking place at Town facilities, in order that the Town can follow up with a letter notifying the permit holder of the violation.
Will there be a database of Smart Serve qualified personnel available for permit holders who request this service?	The Town will ask participants at Smart Serve training sessions if they would like to be added to the list of referrals. The town will not provide certified personnel directly for events.
Do we anticipate a reduction in use of facilities as a result of this policy?	Staff do not anticipate a reduction in rentals, as most of the information, except for the Smart Serve requirement, is currently in the Town's rental procedure.
Most events sell 6 tickets for \$20 to reduce the need for change.	The standard across neighboring municipalities is no more than 4 tickets to be sold to an individual at a time.
How will the Town monitor that renters are following the Alcohol Policy?	Most Town facilities and sports fields are not staffed and there is no plan in place for staff to visit sites to ensure that the policy is being enforced. Staff will respond to complaints received from rental groups or participants. LLBO and/or Police may conduct audits or respond to calls on occasion.

Highlight the fact that the host cannot consume alcohol.	This will be noted on the agreement between the Permit Holder and the Town.
How will areas where alcohol is served at events in parks and sports fields be controlled?	The Town currently installs temporary fencing to designate areas in which alcohol can be consumed. This practice will be continued.
Why is there a request for police to be present?	The Town currently reserves the right to request a police presence (paid by the permit holder) at any event on Town property where there is a high potential risk.
What procedure is in place to confirm that personnel are Smart Serve certified?	The Booking Clerk will request an original copy of the Smart Serve certification and photo identification prior to issuing the permit. These documents will be photocopied and kept on file with the permit application.
What kind of qualifications will monitors have and how do we ensure that we don't have an overzealous bouncer mentality.	The Permit Holder will be responsible for appointing monitors and ensuring that the individual(s) have an even temperament to carry out these duties.
There could be a problem with the fact that all drinks must be served in a cup, as this will make it easier for people to sneak out of the tent with their drinks.	Neighboring municipalities require that beer be served in a plastic or wax cup to reduce the chance of injury as a result of broken bottles on the grounds, or bottles used as weapons or thrown. The Permit Holder will be required to position monitors at the entrances to reduce the risk of alcohol from being taken out of the designated area.