

## POLICY

<b>NAME OF POLICY:</b>	<b>MUNICIPAL CONTROLLED SUBSTANCE</b>
<b>POLICY NUMBER:</b>	<b>040</b>
<b>BY-LAW / RESOLUTION NUMBER:</b>	<b>2025-2031</b>
<b>APPROVAL DATE:</b>	<b>SEPTEMBER 9, 2025</b>
<b>ADMINISTRATIVE RESPONSIBILITY:</b>	<b>MUNICIPAL CLERK</b>
<b>NEXT REVIEW DATE:</b>	<b>2030</b>

### Policy Statement

The Municipality of Callander owns and manages facilities and properties where alcohol consumption is not permitted and others where alcohol consumption is permitted under the authority of a Special Occasion Permit (SOP) The Municipality of Callander has developed this Municipal Controlled Substance Policy (MCSP) in order to:

1. Promote a safe, responsible and enjoyable environment for those who use the facilities.
2. Prevent alcohol related problems that may arise from alcohol consumption within Municipal facilities, parks and properties.
3. Provide a reference tool for Event Organizers to successfully operate events which include the service of alcoholic beverages.

### Purpose

To provide appropriate procedures and education to individuals or groups wishing to hold events in municipally owned facilities in order to ensure legislation pertaining to Special Occasion Permits and licenses is properly understood and strictly complied with.

To ensure proper supervision and proper operation of licensed events in order to protect the organizers, the participating public, volunteers, the Municipality and its staff, from liability by providing education in prevention and intervention techniques and through effective management procedures.

To encourage and reinforce responsible, moderate drinking practices for consumers through the development of appropriate operational procedures, controls, training and education.

### Definitions

#### **Alcohol and Gaming Commission of Ontario (ACGO)**

[The Alcohol and Gaming Commission of Ontario](#) is the provincial regulatory agency responsible for administering the Liquor License and Control Act, 2019. It is the authority through which individuals and organizations must apply for a Special Occasion Permit (SOP) to sell or serve alcohol at eligible private or public events.

## **Controlled Substance**

Refers to a drug or chemical such as alcohol, tobacco, and cannabis whose manufacturer, possession or use is regulated by a government.

## **Event**

For the purposes of this policy, an event refers to any licensed event held in a Municipal facility at which alcohol will be served and/or sold. Such event may include but are not limited to weddings, showers, dances, receptions and birthday parties. The duration of the event encompasses the operation and clean up.

**Public Events** A Public Event is open to the public to attend and may be advertised.

These events must fall into one of the following categories:

- **Events of Significance:**  
Events recognized as being of provincial, national, or international significance.
- **Municipally Designated Events:**  
Events that have been designated by a municipal council as being of municipal significance.
- **Charitable or Non-Profit Events:**  
Events conducted by a charitable organization, or a non-profit association or organization that advances charitable, educational, religious, or community objectives.
- **Tailgate Event**  
Events held in connection with, and in proximity to a live professional, semi-professional or post-secondary sport event.

If the Event Organizer wishes to make a profit from alcohol sales, the event must be deemed of Municipal Significance.

**Private Event** Private events are limited to invited guests only and may not be publicly advertised, such as on social media or through any other medium. The public cannot be admitted and there can be no intent to gain or profit from the sale of liquor at the event (example: stag and does, bridal showers, wedding receptions).

**Outdoor Event** An outdoor event is one at which any alcohol is consumed in an outdoor space (Bill Barber Arena).

## **Event Organizer**

The Event Organizer(s) is the person who has signed the facility rental agreement for the event.

## **Event Worker**

A paid/volunteer person(s) appointed by the Event Organizer, who is over the age of 18 and who has satisfactorily proven to the Event Organizer that they will act in accordance with the Municipal Controlled Substance Policy. Event workers may have one or more of the following roles:

- Floor monitor
- Door monitor
- Server/bartender (Smart Serve required)
- Ticket seller (Smart Serve required)

All event workers have responsibility in the operation of the event and shall NOT consume or be under the influence of controlled substances the entire duration of the event. They assume responsibility and liability for the entire operation of the event in conjunction with the Special Occasion Permit Holder and Event Organizer.

## **Licensed Security**

Security personnel monitor entrances and patrol licensed areas to ensure the safety and security of the establishment, its employees and patrons. Security must be licensed under the [Private Security and Investigative Services Act, 2005](#), as amended.

## **Liquor Licence and Control Act (LLCA)**

[Liquor Licence and Control Act](#) outlines the laws regarding the sale and service of alcohol.

## **Municipal Controlled Substance Policy (MCSP)**

A local policy for Municipalities to manage events held in Municipally owned facilities and properties when alcohol is sold or served.

## **Municipally Significant Event:**

As defined under the [Designation of Municipally Significant Events Policy](#), a public event designated by the Municipality to allow application to the AGCO for a public event Special Occasion Permit (SOP).

## **Operational Plan**

A coordinated plan of action, to prevent and control potential risk.

## **Permit Holder**

The individual who signed for the liquor licence and/or the special occasion permit. They assume responsibility and liability for the entire operation of the event and shall not consume or be under the influence of controlled substances for the duration of the event. The Permit Holder and/or designate are responsible for the safety and sobriety of people attending the event as well as compliance with this Municipal Controlled Substance Policy and the Liquor Licence and Control Act and its regulations.

## Smart Serve - Server Training Program

A training certificate program for serving alcohol that is approved by the Alcohol and Gaming Commission of Ontario. Server training is required by designated ticket sellers and bartenders. This training is offered by [Smart Serve Ontario](#).

### Special Occasion Permit (SOP):

A Special Occasion Permit is issued by the Alcohol and Gaming Commission of Ontario and permits you to sell alcohol at private events or public events that have been designated as a Municipally Significant Event.

### Standard Drink

A Standard Drink means:

- 12oz or 341 ml of beer with 5% alcohol
- 5oz or 142 ml of wine with 12 % alcohol
- 1 1/2 oz or 43 ml of spirits with 40% alcohol
- The minimum cost of an alcoholic beverage is two dollars (\$2.00)
- Non-alcoholic drinks must cost less than alcoholic drinks



### Municipal Properties

All municipally owned or leased lands, buildings and structures.

### Legislative & Administrative Authorities

The Alcohol and Gaming Commission of Ontario (AGCO) oversees the sale and service of alcohol. It is authorized to licence and regulate various classes of licenses and permits and ensure that alcohol is sold and served responsibly.

The Liquor Licence and Control Act, 2019, as amended, sets out rules for the purchase, sale, delivery and storage of liquor as well as the conditions for various licenses and permits as administered through the Alcohol and Gaming Commission of Ontario.

### Policy Requirements

#### 1. RISKS

The Liquor Licence and Control Act, 2019 is very clear in setting standards around alcohol service to the public. If you do serve alcohol, The Liquor Licence and Control Act and this Municipal Controlled Substance Policy dictate your rights, responsibilities and obligations in order to ensure that a minimum standard of conduct and care is met. Without these regulations, people participating in your event might be exposed to danger, and you could be held responsible.

Anyone who sells, serves or gives alcohol to a person is known as a provider of alcohol. Providers may include but are not limited to: service clubs and their members, private family function organizers, or anyone obtaining a Special Occasion Permit to run an event. The occupier is the group/individual that owns and/or rents the premises where the event is taking place. Both providers and occupiers are liable for the event attendees.

**RATIONAL:** 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 Municipality. Since the late 1980's and early 1990's, municipalities have taken a proactive approach to developing alcohol management policies as risk management tools. Some of the problems associated with irresponsible alcohol consumption include:

- Injuries or death due to intoxicated persons or other as a result of alcohol consumption.
- Liability actions arising from improper serving and monitoring of alcohol consumption.
- Liquor Licence and Control Act charges against the Municipality of and/or Special Occasion Permit Holders
- Suspension of Special Occasion Permits being issued at specific facilities

*By reducing intoxication, drinking under the legal age and the possibility of driving a vehicle while impaired, the above problems will correspondingly diminish.*

## **1.1 SECURITY**

### **LEVEL THREE – Social Events**

For Level Three Events, Event Organizers are required to hire, at their own expense, 2 (two) licensed security personnel for the duration of the event to monitor the activities of the participants.

Alcohol is available throughout the event, within applicable laws and regulations. Alcohol service must end a minimum of 15 minutes before the end of the event and no later than 1:00 am.

The Event Organizer must ensure that the security is aware of the requirements of the Municipal Controlled Substance Policy and that they are required to remain on the

premises until released by the Event Organizer or the last attendee has vacated the property.

## **2. DESIGNATION OF PROPERTIES, EVENTS & ROLES**

### **2.1 DESIGNATION OF PROPERTIES**

The following Municipal facilities and areas are designated as suitable for events that will sell/serve alcohol provided that the renter obtains a Special Occasion Permit or a Liquor Licence through a caterer's endorsement issued by the Alcohol & Gaming Commission of Ontario and agrees to conditions as set out by the Municipality:

#### **Facilities:**

- The Callander Community Centre – Large Hall and Orton Room
- The Bill Barber Complex (within the rink surface)
- The Callander Bay Heritage Museum and Alex Dufresne Art Gallery

### **2.2 DESIGNATION OF EVENTS**

#### **Youth Focused Event**

Alcohol is not permitted to be served or sold at a youth focused event (i.e. minor sports tournament).

#### **High Risk Event**

The Municipality, Alcohol and Gaming Commission of Ontario (AGCO) and/or police, at their own discretion, may deem an event to be high risk.

These events will require additional staffing and may require that an operational plan be developed in consultation with the Municipality, AGCO and the local police. The plan would then be a requirement for use of the Municipal Facility in question.

#### **Public Events**

For public events, the Event Organizer must request designation as a Municipally Significant Event in accordance with Policy 018 before applying to the AGCO for a public event SOP.

#### **Special Occasion Permit Private Events**

As per the Liquor Licence and Control Act, the following rules apply to private event Special Occasion Permits:

- Invited guests only.
- Absolutely no public advertising. Information about the event may be shared with invited guests only. The event must not be advertised to the public in any way, including but not limited to: flyers, newspaper internet, social media, radio or television
- No intent for gain or profit from the sale of alcohol at the event
- Absolutely no raffles of alcohol

- No 50/50 draws, raffles or lottery schemes, without acquiring the proper lottery licence
- Absolutely no gambling is permitted
- Silent and/or live auctions are permitted

## **2.3 ROLES AND RESPONSIBILITIES**

### **Role of Municipal Representatives**

Municipal representatives are responsible for ensuring the Permit Holder, Event Organizer and/or designate(s) are provided with written information outlining the conditions of the Municipal Controlled Substance Policy and ensure that they have been informed of their responsibilities. Municipal representatives have the authority/responsibility to demand correction and/or to cease the sale and service of alcohol and will have ultimate authority regarding decision making on the part of the Permit Holder.

### **Role of Permit Holder, Event Organizer and Designates:**

Event Organizers are responsible for initiating municipally significant event designation requests (if applicable) under Policy 018 and submitting all required applications, including the Special Occasion Permit application via the AGCO online portal in accordance with AGCO timelines. The Permit Holder, Event Organizer and designate(s) must be 19 years of age or older. All are responsible and liable for the conduct and management of the event, including but not limited to:

- Compliance with the Municipal Controlled Substances Policy and facility rental agreement, in addition to the Liquor Licence and Control Act and its regulations
- Organization, planning, set up and clean-up of the event
- Hiring Smart Serve certified ticket sellers and bartenders
- In the case of the Permit Holder and Event Organizer, training their designates, if applicable
- Training of all other event workers
- Posting the Special Occasion Permit or Caterer's Endorsement in a conspicuous place on the premises to which the permit applies and keeps it in a place that is readily available for inspection
- Alcohol sales and service – including the choice of beverages to avoid the supply of fortified or extra strength drinks or no energy drinks are permitted
- Ensuring no one consumes alcohol in unauthorized areas/locations
- The safety and sobriety of people attending the event including those persons turned away to control the event
- Organizing safe transportation strategies/options for attendees (e.g. designated drivers, taxis, shuttles etc.)
- Responding to emergencies

The Permit Holder must provide a copy of the Special Occasion Permit Application during the Facility Rental Application process and supply the Municipality with a copy of the Special Occasion Permit fourteen days (14) prior to the start of the event.

The Permit Holder and Event Organizer (or designates) **MUST** attend the event for the entire duration including the post-event clean up and be responsible for decisions regarding the actual operation of the event.

### **Event Staff & Responsibilities**

- Server training is required for ticket sellers and bartenders
- The Permit Holder and Event Organizer will assume the responsibility of ensuring all event workers abstain from consuming controlled substances during the event and will not be under the influence of any controlled substances prior to the event
- Event personnel must wear identifiable clothing (such as “event staff” printed on the clothing or a distinguishable uniform) or wear clearly identifiable name tags and be present on the licensed premises during all hours of alcohol service and at least one hour past the time sale and service of alcohol ceases. Event personnel must ensure that the premises are secured prior to leaving the facility
- All signs of the sale and service of alcohol must be cleared within 45 minutes of the bar closure

### **Bartender Criteria and Responsibilities**

- Certified by the Smart Serve training program
- Appointed by the Event Organizer and has satisfactorily proven to the Event Organizer that they will act in accordance with this policy and the Liquor Licence and Control Act
- Checks identification and verifies age of customers (see APPENDIX “B” for list of acceptable ID)
- Accepts tickets for the purchase of alcoholic drinks
- Serves standard size drinks
- Serves a maximum of two (2) standard sized drinks per patron per visit – NO DOUBLES
- Monitors for intoxication
- Refuses services when patron appears to be near intoxication
- Offers non-alcoholic substitutes
- Must be 18 years of age or older

### **Ticket Seller Criteria and Responsibilities**

- Certified by the Smart Serve training program
- Appointed by the Event Organizer and has satisfactorily proven to the Event Organizer that they will act in accordance with this policy and the Liquor Licence and Control Act



- Checks identification and verifies age (see APPENDIX “B” for list of acceptable ID)
- Monitors for intoxication
- Sells a maximum of four (4) tickets per patron at one time
- Refuses sale to patrons near intoxication
- Ticket sales will cease 30 minutes before the bar closes
- Must refund tickets on request whenever the bar is open
- Must be 18 years of age or older

### **Door Monitor Criteria and Responsibilities**

- Appointed by the Event Organizer and has satisfactorily proven to the Event Organizer that they will act in accordance with this Municipal Controlled Substance Policy and the Liquor Licence and Control Act
- One monitor must be present at each entrance/exit of the premises for the duration of the event and until the premises are secured once the event is over
- Checks identification and verifies age (see APPENDIX “B” for list of acceptable ID)
- Checks for signs of intoxication
- Limits entry to venue capacity
- Ensures alcohol remains within the licensed area
- Notifies event staff, Event Organizer and Permit Holder of potential incidents
- Refuses admission to intoxicated and troublesome individuals
- Recommends safe transportation options
- Must be 18 years of age or older

### **Licensed Security Criteria and Responsibilities**

- The Security Company must be dually bonded and licensed under the [Private Security and Investigative Services Act, 2005](#)
- Patrols the licensed area and immediate area outside the licensed areas, washrooms and parking lot, scanning for potential threats
- Ensures alcohol remains within the licensed area
- Notifies event staff, Event Organizer and Permit Holder of potential incidents
- Helps in handling disturbances
- Assists the Permit Holder and/or Event Organizer in vacating the premises
- Summons police when requested by the Event Organizer, Permit Holder, Municipal representative, or as deemed necessary
- Aware of and responsible for the Fire Safety Plan
- May be required to assist with ID checks
- Security is required to be on the premises from the opening of the bar until 1 hour after the bar closes or until the building is vacated of all patrons

## **Floor Monitor Criteria and Responsibilities**

- Appointed by the Event Organizer and has satisfactorily proven to the Event Organizer that they will act in accordance with this policy
- Monitor patron behavior and crowd control
- Monitors for intoxication and informs bartenders and/or security personnel of intoxicated persons
- Early identification of potential problems
- Ensures alcohol remains within the licensed area
- Notifies event staff, Event Organizer and Permit Holder of potential incidents
- Reports problems and complaints to security personnel, Event Organizer and Permit Holder
- Suggests safe transportation alternatives
- Must be 18 years of age or older
- Aware of and responsible for the Fire Safety Plan

## **3.0 MANAGEMENT PRACTICES**

### **3.1 INSURANCE**

The Permit Holder and Event Organizer must provide proof of insurance by way of submitting an original Certificate of Insurance to the Municipality in accordance with the requirements identified below. The Certificate of Insurance must be in effect for date(s) where Municipal property is being used or occupied by the Event Organizer and Permit Holder. Failure to provide proof of insurance in accordance with this section will void the rental.

Proof of General Liability Insurance coverage in an amount of not less than five million dollars (\$5,000,000) must be provided to the Municipality prior to rental of the facility. The insurance must be issued by an accredited insurance company that is licensed to carry on business in Ontario and that is satisfactory to the Municipality. The insurance coverage must at a minimum include the following:

- a) Coverage for bodily injury and property damage liability
  - b) A Liquor Liability endorsement
  - c) The Municipality shown as an additional insured on the policy (The Corporation of the Municipality of Callander)
  - d) The Event Organizer (Lessee) and Permit Holder must be included as additional insured
  - e) A certificate of insurance evidencing coverage including a fifteen (15) day notice of cancellation clause is required to be submitted to the Municipal Office a minimum of fourteen (14) days prior to the rental of the facility. Failure to provide this documentation may result in cancellation of the booking. No refund will apply.
- Check with your insurance provider to ensure all appropriate parties are included on the policy.
  - The Municipality or hosting organization reserves the right to request even higher limits of insurance should the event be deemed as higher risk.

- Completed Insurance Certificate, Special Occasion Permit and Facility Rental Agreement must be provided to the Municipality at least fourteen (14) days prior to the event. Failure to submit any of these documents may result in cancellation of having alcohol at the event and/or cancellation of the rental itself.

### 3.2 REQUIRED MINIMUM STAFFING RATIOS SPECIAL OCCASION PERMIT EVENTS

The Municipality, Alcohol and Gaming Commission of Ontario and/or the applicable police service involved reserve the right to adjust these requirements as deemed necessary.

Attendance/ Capacity	Number of Smart Serve Trained Bartenders	Number of Smart Serve Trained Ticket Sellers	Number of Floor Monitors	Number of Door Monitors	Licensed Security Personnel For Level 3/High Risk Events
UP to 100	2 trained	1-2 trained	1-2	1	Based on Event Risk Assessment
101-225	2 trained	2 trained	2	2	Based on Event Risk Assessment
226-350	3 trained	3 trained	3	2	Based on Event Risk Assessment
350 +	3 or more trained, based on Event Risk Assessment	3 or more trained, based on Event Risk Assessment	3 or more, based on Event Risk Assessment	3 or more, based on Event Risk Assessment	Based on Event Risk Assessment

**NOTE:** The Municipality reserves the right to request additional security and/or event staff depending on the type of event and regardless of the attendance/capacity.

**Trained** – means certified by the Smart Serve training program.

**Operation Plan** – For events over 350, the Municipality may require a security meeting. The Permit Holder must also submit an operational plan for the event which includes but is not limited to, a site plan, schedule, parking/traffic and security plan. The Alcohol and Gaming Commission of Ontario may also request this information.

Ticket sellers and bartenders must be trained in the Smart Serve training program recognized by the Alcohol and Gaming Commission of Ontario.

### 3.3 YOUTH AND SPECIAL OCCASION PERMIT EVENTS

Depending on the level of event risk, minors may not be permitted to attend an event. In all cases, no one under the age of 19 shall be served alcoholic beverages at licensed events. Event workers shall ask anyone who appears to be under the age of 30 for valid photograph identification.

Youth and minor sports events including banquets are designated as events not suitable for alcohol consumption. Associated adult evening social events commencing after 8:30pm will be allowed, however, minors will not be allowed entry to the licensed area. Minors are considered to be any persons under 19 years of age.

### **3.4 YOUTH ADMITTANCE TO ADULT EVENTS**

Persons under the legal drinking age will be allowed to attend certain licensed events such as private family functions, weddings and anniversaries, community wide festivals and family oriented events, only if the Special Occasion Permit specifies that minors are permitted. Minors are not to be served alcoholic beverages under any circumstances regardless of the event or the consent of their parents, when such licensed events take place on Municipal property.

### **3.5 GAMBLING**

Games of chance, luck or mixed chance and skill such as raffles, 50/50 draws or wheel of fortune are not permitted unless the proper lottery licence has been obtained from the Municipality or Province of Ontario.

Licenses are only issued to eligible organizations with charitable objects and purposes and fall within one of the four classifications of charity:

- a) relief of poverty,
- b) advancement of education,
- c) advancement of religion or
- d) other charitable purposes beneficial to the community that don't fall under a), b) or c).

Visit [www.agco.on.ca](http://www.agco.on.ca) for further information.

## **4. PREVENTION STRATEGIES**

### **4.1 SAFE TRANSPORTATION**

The Event Organizer and Permit Holder are responsible for having a safe transportation strategy including a designated driver program to promote safe transportation options for all participants, in order to ensure participant safety. Examples of safe transportation are:

- Designated drivers selected from non-drinking participants at the event
- Designated drivers provided by the sponsoring group
- Taxis or buses paid either by the sponsoring group or the participant
- Free non-alcoholic drinks to designated drivers

The options shall be advertised at the event so that all participants are aware of what is available. Non- alcoholic drinks must be made available.

### **4.2 SAFE ENVIRONMENT**

- There are no "shooters" allowed including JELLO or otherwise
- Unsafe activities such as drinking contests, discounted drinks, dancing on tables, or other dangerous activities are strictly prohibited
- Ensure the facility is adequately lit, signs are visible, and stairs and emergency exits are clear. As the occupier of the premises, your group is required to ensure the physical setting is safe for both drinkers and non-drinkers

- The Permit Holder, Event Organizer and Licensed Security Personnel will be responsible for determining when assistance is needed and requesting it from the appropriate authorities. If an alcohol-related violation occurs, act promptly to rectify the situation and restore adherence to the Liquor Licence and Control Act. Whenever the Liquor Licence and Control Act is violated at your event, you are at risk of being charged. Even if no charge is laid, the fact that the Liquor Licence and Control Act has been violated can be used to undermine your defense in a civil suit

#### **4.3 LOW ALCOHOL CONTENT**

- The Permit Holder will ensure that the beverages will be offered that consist of low or non-alcohol options (e.g. light beer, juice, water, pop)
- The price of non-alcoholic beverages must be less than the price of alcohol sold on the premises

#### **4.4 NO ALCOHOL PROMOTION TO YOUTH**

- No advertising of alcohol is permitted at events where there will be youth in attendance (e.g. beer company umbrellas, posters, flags, clocks etc.)

#### **4.5 PROVISION OF FOOD**

- The Permit Holder will ensure that food services are available to event attendees throughout the event/evening. Chips, peanuts and other snack foods do not qualify as food. Salty foods increase thirst. Food minimally consists of sandwiches, pizza, vegetables and dip etc.

### **5. SIGNAGE**

#### **5.1 SIGNAGE PROVIDED BY THE MUNICIPALITY**

**The Municipality will provide signage containing the following statements:**

##### **Ticket Sales**

- “Number of ticket available for purchase at one time – 4”
- “Unused tickets will be refunded while the bar is open”
- “Ticket sales end 30 minutes before the bar closes”

##### **Bar Area (posted within the licensed bar area) provided by Municipality**

- “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.”
- “You can only be served a MAXIMUM of two (2) drinks at any one time.”
- “There will be no last call.”
- “Bar will close at 1am – No Exceptions.”
- “Bartenders cannot serve alcohol to anyone under 19 years of age. Proper ID must be presented to event staff when requested.”

- “Servers are not allowed to consume alcohol prior to or during their shift(s).”

## **Restricted Areas**

- “No alcohol beyond this point.”

## **5.2 REQUIRED SIGNAGE PROVIDED BY PERMIT HOLDER**

- The Permit Holder shall post the Special Occasion Permit in a conspicuous place on the premises to which the permit applies or shall keep it in a place where it is readily available for inspection.
- A licensed caterer shall post their license.

## **Safe Transportation**

- List of safe transportation options
- “The R.I.D.E program is in our community.”

## **5.3 ADDITIONAL RECOMMENDED SIGNAGE**

- What is a standard drink.
- Low risk drinking guidelines.

## **6. ACTIONS TO ENFORCE**

### **6.1 DUTY TO REPORT**

Any person may notify the Event Organizer, Permit Holder, or security personnel of suspected violations of this Policy.

- Event workers should not attempt to rectify a violation that could lead to a confrontation resulting in personal injury or property damage. In such cases, the police and/or on-site security shall be alerted.
- A police officer or Alcohol and Gaming Commission of Ontario Inspector may inform the Permit Holder, Event Organizer or person in charge, that they are in violation of the Liquor Licence and Control Act and/or provincial law. Charges may be laid against the offending individual(s) at the officer’s or inspector’s discretion.
- The Permit Holder, Event Organizer and/or designates shall inform the Municipality when repairs or other actions are required to make Municipal property secure or safe for use.
- Municipal staff reserves the right to ensure that the Municipal Controlled Substance Policy is being adhered to at all times.

A violation of this policy occurs when the Permit Holder or Event Organizer fails to comply with all of the Alcohol and Gaming Commission of Ontario policies, the Liquor Licence and Control Act and its regulations, and/or this policy.

The Event Organizer is required to report in writing by the next regular business day, all incidents in which patrons are injured or ejected from an event or when Police, Fire or Ambulance have been dispatched to an event.

The Event Organizer is required to report in writing by the next regular business day, all incidents in which patrons are injured or any inspection of the event by a representative of the Alcohol and Gaming Commission or Municipal staff.

## **6.2 CONSEQUENCES FOR FAILURE TO COMPLY WITH THE MUNICIPAL CONTROLLED SUBSTANCE POLICY**

**First Infraction:** Where the Permit Holder or Event Organizer has violated this policy, the group may be sent a registered letter from the Municipality advising them of the violation and indicating that no further violations will be tolerated.

**Second Infraction:** Should the Permit Holder or Event Organizer violate this policy within one (1) year of receiving notice of their first violation – future rental privileges may be revoked.

Where there has been a failure to comply with the Liquor Licence and Control Act, the Police or the Alcohol Gaming Commission of Ontario Inspector may intervene for compliance purposes and may, at their discretion or to their authority, terminate the event. The Municipality may similarly cancel, intervene or terminate the event at any time for violations of this policy or Rental Agreement. It remains the responsibility of the Permit Holder, Event Organizer and/or designates to manage the event and to take appropriate actions, including ending the event, vacating the Municipal property, maintaining insurance, adhering to any conditions of insurance, and providing safe transportation options.

Regardless of the reason for termination of the event, the Municipality will not be responsible for any compensation whatsoever to the Event Organizer or affected persons for any resulting financial losses that they may have suffered.

## **6.3 CONSEQUENCES FOR ALCOHOL CONSUMPTION IN UNDESIGNATED AREAS**

**First Infraction:** The Permit Holder, Event Organizer, event worker or licensed security personnel will issue a verbal warning requesting the person or group remove the alcohol from the premises.

**Second Infraction:** Should the Permit Holder or Event Organizer violate this policy within one (1) year of receiving notice of their first violation – future rental privileges may be revoked.

## **6.4 OTHER CONSEQUENCES**

Where there has been a failure to comply with the Liquor License and Control Act or any other applicable legislation, the Police or the Alcohol and Gaming Commission of Ontario

Inspector may intervene for compliance purposes and may, at their discretion or other authority, terminate the event. It remains the responsibility of the Permit Holder, Event Organizer and/or designates to manage the event and to take appropriate actions, including ending the event, vacating Municipal property, maintaining insurance, adhering to any conditions of insurance, and providing safe transportation options.

Similarly, the Alcohol and Gaming Commission of Ontario can deny or suspend the issuing of Special Occasion Permits to certain premises on the basis of historical violations at that particular location.

## Responsibilities

### **7. POLICY REVIEW AND IMPLEMENTATION**

#### **7.1 POLICY REVIEW**

To monitor and review the effectiveness of this policy, Council shall initiate a review of this policy every 5 years or earlier if needed. Such a review shall be based on information provided by the appropriate Municipal representative(s) and other invited sources, and then the outcome of the review shall be reported to Council with suggested changes, if required.

#### **7.2 IMPLEMENTATION PHASE**

It is recommended that the Municipality shall design and implement a strategy to orientate all Municipal staff and community user groups to the policy requirements and to promote the policy to the community at large, including all licensed establishments, service clubs, community groups, etc. This can only assist these organizations with due diligence and injury prevention. It will also help to reduce potential insurance claims for both the organization and the Municipality.



**APPENDIX "A"**  
**MUNICIPALITY OF CALLANDER**  
**MUNICIPAL CONTROLLED SUBSTANCE POLICY**  
**SPECIAL OCCASION PERMIT GUIDELINE ACKNOWLEDGEMENT**

This agreement must be completed in full, signed and submitted to the Municipality, with all supporting information, at least fourteen (14) days before the event. See the Municipal Controlled Substance Policy for additional information. This agreement must be completed in conjunction with the Municipality of Callander's Facility Rental Agreement.

**CONTACT PERSON:**

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**HOST ORGANIZATION:** (if applicable)

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**MAILING ADDRESS:**

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**PHONE: Home:** \_\_\_\_\_ **Business/Cell:** \_\_\_\_\_

**DESIGNATED & ALTERNATIVE CONTACT PERSON(S):**

1. NAME: \_\_\_\_\_

PHONE#: \_\_\_\_\_

2. NAME: \_\_\_\_\_

PHONE#: \_\_\_\_\_

**FACILITY REQUESTED:**

☐ LARGE HALL      ☐ BILL BARBER COMPLEX      ☐ ORTON ROOM

ANTICIPATED ATTENDANCE: \_\_\_\_\_

**DATE(S):** \_\_\_\_\_ **TIME: FROM:** \_\_\_\_\_ **TO:** \_\_\_\_\_

**SAFE TRANSPORTATION STRATEGIES: (Mandatory for all SOP's)**

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- This agreement shall be binding on the parties hereto, their successors, heirs, executors and assigns.

NAME OF LESSEE

## Municipal Controlled Substance Policy

**APPENDIX “B”**  
**MUNICIPALITY OF CALLANDER**  
**SPECIAL OCCASION PERMIT GUIDELINES**

As the contact person for a Special Occasion Permit, you and your group can be held liable for injuries and damages arising from failure to adhere to the Alcohol and Gaming Commission Act of Ontario. These infractions include serving someone to intoxication, serving someone who is already intoxicated, serving minors, and failing to prevent impaired individuals from driving. In order to reduce your group’s risk of liability, the following guidelines should be adopted:

1. The event sponsor must demonstrate to the Municipality of Callander that the policy is understood and that regulations will be observed and that the required insurance coverage is in place (proof of policy or binder must be filed with the Municipality of Callander before the event takes place).
2. The event sponsor must obtain a Special Occasion Permit (SOP) from the AGCO - and must show proof of this to the Municipality of Callander prior to the event.
3. The event sponsor must provide a list of certified Smart Serve workers at least fourteen (14) days prior to the event to the Municipality of Callander.
4. The only acceptable forms of identification for admission to an SOP event will be:
  - a) The Ontario Photo Card; or
  - b) An Ontario Driver’s License; or
  - c) A Canadian Passport; or
  - d) A Canadian Citizenship card; or
  - e) A Canadian Armed Forces ID card; or
  - f) The LCBO former ID card.
5. The person who signs the Special Occasion Permit Guideline Acknowledgement or their designate must attend the event and be responsible for making decisions regarding the operation of the event as required by the Special Occasion Permit.
6. The Permit Holder is responsible for the event and therefore must not have consumed any controlled substances prior to or during the event.
7. All event workers must refrain from consuming any controlled substances prior to or during the event.
8. Floor monitors are responsible for the supervision of entrances/exits, bathrooms and the floor area.
9. The Municipality reserves the right to use their discretion to determine the requirement for two (2) licensed security personnel through the Event Risk Assessment Tool. The cost of which will be borne by the applicant. See “Appendix C” of the Municipal Controlled Substance Policy for the Event Risk Assessment Tool.
10. The Event Organizer must ensure the physical setting is safe for all in attendance.

11. The Event Organizer must ensure that patrons do not engage in activities that could harm them or others.
12. Exits must be supervised.
13. An event worker must be available upon request, to ticket sellers/bartenders who require assistance in managing a person who is refused a sale.
14. All bottles must be retained within the bar area and all drinks must be served in paper/plastic cups with the exception of bottled wine during the dinner portion of an event.
15. The licensee is to abide by the rules and requirements of the Municipal Controlled Substance Policy.
16. The Municipality has the right to enter any Special Occasion Permit event and take control if necessary at any time.
17. Marketing practices which encourage increased consumption, such as oversize drinks, double shots of spirits, pitchers of beer, drinking contests, and volume discounts are not permitted.
18. The maximum number of drinks redeemed by one person per visit to the bar will be two (2).
19. During a ticket event, tickets must be purchased from designated ticket sellers and redeemed at the bar.
20. Unused tickets may be redeemed for cash at any time during the event.
21. There will be no last call announced.
22. Whenever appropriate, Police will be notified by the Municipal representative of problem situations.
23. The bar area will close a minimum of 15 minutes before the end of the event and no later than 1:00 am. a.m. and the premises must be vacated by end of rental agreement.
24. The ratio of event workers/participants designated by the event sponsor and Municipal Staff for all eligible municipal facilities and parks will be as follows:

<b>Attendance/ Capacity</b>	<b>Number of Smart Serve Trained Bartenders</b>	<b>Number of Smart Serve Trained Ticket Sellers</b>	<b>Number of Floor Monitors</b>	<b>Number of Door Monitors</b>	<b>Security Personnel For Level 3 / High Risk Events</b>
UP to 100	2 Trained	1-2 Trained	1-2	1	Based on Event Risk Assessment
101-225	3 Trained	2 Trained	2	2	Based on Event Risk Assessment
226-350	3 Trained	3 Trained	3	2	Based on Event Risk Assessment
350 +	3 or more trained, based on Event Risk Assessment	3 or more trained, based on Event Risk Assessment	3 or more, based on Event Risk Assessment	3 or more, based on Event Risk Assessment	Based on Event Risk Assessment

## APPENDIX “C”

### EVENT RISK ASSESSMENT TOOL

The following information is used as a guideline to determine event controls and security requirements for a liquor licensed event. Other factors such as prior event incidents or unique event characteristics may impact the risk assessment.

#### **LEVEL ONE – Banquets/Receptions/Programmed Events**

A limited number of Alcoholic beverages are served/sold to **INVITED** guests of a reception, sit-down dinner (including buffet style dinners) or banquet. Alcohol service must end a minimum of 15 minutes before the end of the event and no later than 1:00am. Examples include; retirement dinners, service club dinners/meetings, award presentations, ballroom dancing events, wine and cheese functions, etc. These events may include attendance up to the allowable limits of the facility in question. This category only requires Smart Serve Trained Bartenders. **(Refer to chart on page 11 to determine number of Smart Serve Bartenders Required)**

#### **LEVEL TWO – Licensed Area**

- a) A licensed area is established to serve/sell alcohol to participants or guests attending an event or tournament. There is no dancing and the maximum number of persons within the licensed area does not exceed 200 persons at any time. Alcohol service must end a minimum of 15 minutes before the end of the event and no later than 1:00 am.
- b) A licensed area established to serve/sell alcohol to participants or guests attending an event where the event is primarily family focused or deemed to be moderate risk by the Municipality. i.e. Talent Shows, community festivals, sports events, fundraising dinners etc.

#### **LEVEL THREE – Social Events**

Alcohol is available throughout the event, which may include dancing, games (within applicable laws and regulations), and entertainment (i.e. stag and does, carnival evening dances with music/entertainment, New Year’s Eve Celebrations etc.). These events may include attendance up to the allowable limits of the facility in question and may extend until 1:00 am including New Year’s Eve Events **(alcohol service must end a minimum of 15 minutes before the end of the event and no later than 1:00 am.)** and the premises must be vacated by end of rental agreement.

For level Three Events, Event Organizers are required to hire, at their own expense, 2 (two) licensed security for the duration of the event to monitor the activities of the participants.

Event Organizers must ensure that the security is aware of the requirements of the Municipal Controlled Substance Policy and that they are required to remain on the

premises until released by the Event Organizer or the last attendee has vacated the property.

Public events classified as higher-risk may also require Council Municipally Significant Event designation under Policy 018.

#### **LEVEL FOUR – Special Events**

At these events alcohol is served. The nature and scope of the event falls outside of those described above, because of this the event may require a customized operational plan to prevent and control potential risk. Municipal Staff will work with Event Organizers to formulate a plan. Alcohol service must end a minimum of 15 minutes before the end of the event and no later than 1:00 am.