



From the Chair...



On behalf of my colleagues on the board of directors of the Alcohol and Gaming Commission of Ontario, and myself, I am pleased to speak for our new agency. We appreciate your concerns for uninterrupted service during transition and will strive to meet your needs. Thank you for your patience.

The board is most grateful to all members of staff for their dedication during the continuing period of stressful change which necessarily accompanies such a complex merger as that of the Liquor Licence Board (LLBO) and the Gaming Control Commission (OGCC). We are particularly indebted to Duncan Brown, formerly the Executive Director of the OGCC who now is Registrar of Alcohol and Gaming and C.E.O., and Barry Tocher, former Executive Director of the LLBO, who is now Director of Licensing and Registration of the AGCO. They have each most effectively shepherded our former two agencies and worked together in creating the merger.

We are mindful of the demands we will all face as we join two important agencies, and are committed to providing effective and efficient service to the public and to our many and diverse clients in the liquor and gaming industries. The board will be reviewing our hearing procedures as we integrate liquor and gaming hearings, and seeking means to resolve disputes earlier, when possible to expedite hearings, and provide independent timely decisions to the parties who appear before us.

I have previously invited your comments and suggestions on our service, and am again seeking your views and assistance as we begin our new mandate.

Clare Lewis

News Flash - AGCO up and running

Starting February 23, 1998, the Liquor Licence Board of Ontario (LLBO) and Ontario Gaming Commission (OGCC) will no longer exist. However, for LLBO and OGCC client groups, it will be "business as usual" except that it will be provided under another name: the Alcohol and Gaming Commission of Ontario (AGCO).

Please be assured that all the services that were formerly provided will continue. The same holds true for any policies, rules and regulations. Later on some procedures may change as we integrate the services, but anyone who is affected will be advised. It is our intention to always keep you well informed.

Anyone contacting the AGCO for both liquor and gaming issues will have "one-stop-shopping" once the staff are physically located together.

In planning for this amalgamation, we have tried to make it as easy as possible for our clients and made every effort to work from that perspective when implementing the transition. We hope that we have succeeded, but would welcome your enquiries should you have any questions.

Telephoning us?



Continue to call us at the "old telephone number" unless you are otherwise advised. See the "Let your fingers do the walking" story for a handy list of numbers.

Visiting us?

If you plan to visit our offices in late March or some time in April, call first to confirm the location because we



are moving all staff from the LLBO office at 55 Lake Shore Blvd. E., and from the OGCC offices at 1099 Bay St. and 1075 Bay St. to 20 Dundas St. W. Our reception desk will be located on the 7th floor of the Atrium on Bay, at Yonge and Dundas, in downtown

Toronto. Office hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday, except holidays. This location has a direct link to TTC's Dundas station on the Yonge subway line, making it easy for both staff and customers to reach by public transit.

Starting at the end of March and continuing until the end of April, staff will be moving to the new location. In an effort to make the transition as smooth as possible, we have scheduled the moves to occur over five weekends and will be making every effort to keep any disruption to a minimum. However, should something go awry, we may need your patience and understanding, but it is our intention to continue to serve you throughout this period.

Depending on the nature of your visit, you may want to call one of these numbers before making your trip:

- Gaming office, (416) 326-8700 or 1-800-522-2876.
- Hearings, (416) 326-0366
- Inspections, (416) 326-0330
- Liquor Licensing and Permits, (416) 326-0450

Writing us?



Both the LLBO and OGCC mailing addresses will change in April when we move staff together to a new location. If you mail

anything to our "old" address, it will still be either picked up or forwarded for an interim period. Help it to get to us faster by

addressing any mail to our new address starting around mid-April. Our new address is:

[NAME]
[XYZ] DEPT
AGCO
20 DUNDAS ST W STE 800
TORONTO ON M5G 2N6

E-mailing us?

Our new address is:
agco@mccr.onramp.ca for general AGCO enquiries.

Checking our website?



Instead of the current [http://www.llbo.on.ca], look for us at [http://www.agco.on.ca]. But if you forget our new site address, there will be a pointer from the LLBO site.

The AGCO will be able to provide one-stop-shopping for all your liquor licencing and gaming service needs at our new location!



Building the new AGCO

Less than two years after former Consumer and Commercial Relations Minister, Norman W. Sterling, tabled legislation in the House to merge the Liquor Licence Board of Ontario (LLBO) with the Ontario Gaming Control Commission (OGCC), the Alcohol and Gaming Commission of Ontario (AGCO) is up and running.

Although *Licence Line* did cover the creation of the new agency in previous issues, we are recapping and updating the information for

anyone who missed any of the earlier articles and for our new readers.

Bill 75

On June 13, 1996, the Minister tabled Bill 75 to merge the LLBO with the OGCC into the AGCO.

Bill 75 requires ensuring the regulation of alcohol and gaming in the public interest with honesty and integrity and social responsibility, the funding of charities through the responsible management of video lotteries and the amending of certain

statutes related to liquor and gaming.

This Bill creates a new act titled the *Alcohol, Gaming and Charitable Funding Public Interest Act, 1996*. The act amends the *Liquor Control Act*, the *Liquor Licence Act*, the *Gaming Control Act, 1992*, the *Ontario Casino Corporation Act, 1993*, and the *Ontario Lottery Corporation Act*.

Bill 75 was passed in late 1996.

On February 6, 1997, several sections of Bill 75 were proclaimed. these sections included provisions

Meet the AGCO Board of Directors



From left to right. Back row: Reva Devins, Mark Poudrier, John Rossetti, Randy Barber, Joel Kuchar, John McCombie and Kirsti Hunt. Front row: Lynn Lightfoot, Clare Lewis, Anne Guillemette and Stephanie Ball.

On December 16, 1997, Clare Lewis was reappointed to a three year term as Chair of the Alcohol and Gaming Commission of Ontario (AGCO). His reappointment, which becomes effective on April 25, 1998, will provide the AGCO with a continuity of leadership during this most critical challenging time.

Mr. Lewis has concurrently held the position of Chair of the Ontario Gaming Control Commission (OGCC) and Chair of the Liquor Licence Board of Ontario (LLBO) since the end of 1995 and has been Chair of the OGCC since April 1994. Both agencies have benefitted enormously from his extensive legal experience as defence counsel, prosecutor, judge of the Provincial Court (Criminal Division) and Public Complaints Commissioner.

He has said that the AGCO will continue to focus on providing excellence in customer service and be attentive to the needs of its client groups. He has created an open door policy by welcoming comments and ideas from licensees.

Joining Mr. Lewis on the AGCO Board of Directors are 10 part-time members who have been each appointed by Order-in-Council.

See the following summary for a brief description of our Board members.

Claire Lewis, Q.C. Chair, Toronto
Chair of the Alcohol and Gaming Commission of Ontario

G.R. (Randy) Barber, Vice-Chair, Thornhill
businessman, hotel and banking industries, and municipal councillor

Joel Kuchar, Vice-Chair, Thornhill
Barrister and Solicitor

John Rossetti, Vice-Chair, Woodbridge
partner, G.G. Cunningham & Associates chartered accountants

Stephanie Dian Ball, Member, Whitby
lawyer, Legal Clinic executive director

Reva Devins, Member, Toronto
lawyer, member of the Canadian Human Rights Tribunal

Anne Guillemette, Member, Welland,
general manager in the hospitality industry, bilingual

Kirsti Hunt, Member, Sudbury
educator, bilingual

Dr. Lynn Lightfoot, Member, Oakville
psychologist, private practice, with emphasis on treatment of addiction

John McCombie, Member, Nepean
retired senior officer, Ottawa/Carleton Regional Police

Mark Poudrier, Member, North Bay
president of Try-Help consulting firm dealing with health care education in the workplace

Getting a Temporary Extension of a Licence

Large community events or special celebrations are sometimes held using a Temporary Extension of a Liquor Licence. An establishment with a liquor sales licence applies and asks the AGCO to consider its request to extend the existing licensed area to include an adjacent area currently not shown on the licence.

This winter we approved a Temporary Extension for spectators of a snowmobiling event for the Eganville Snowdrifters Club, but more typically we get the bulk of the requests for events during warmer weather. Last summer, we approved a Temporary Extension for several restaurants on Preston Street in Ottawa for their Italian Week in June and for a Molson Indy event in July at Wayne Gretsky's at 99 Blue Jays Way in Toronto.

Temporary extensions may be approved for a period which ranges from just one day up to a maximum of 14 days.

Application forms for the Temporary Extension of Liquor Licence are available from the AGCO Inspections Department or, if you have access to the Internet, you can download it from our website (<http://www.agco.on.ca>).

The completed application must reach the AGCO Inspections Department 60 days before the start date of the event.

If the event is to be held outdoors or it involves the closure of a street, the application must be accompanied by a non-objection letter from the Municipal Clerk's office.

On the back of the application form, there must be a detailed sketch which shows: 1) the dimensions of the enclosed area where alcohol and food will be sold and consumed; 2) the location of the area in relation to the licenced premises; 3) a fence of enclosure which must be 42 inches (1.06 m) high surrounding the area for liquor consumption; and 4) a letter of approval from the property owner/landlord of the proposed extension area (if rented or leased).

In addition, the applicant must notify the local Police, Fire, Health and Building officials in writing 30 days before the event, describing the nature of the event, and showing the start and finish times and estimated attendance for each day.

Once all approvals are given and a Temporary Extension is issued, the licensee is responsible for ensuring that the event is operated in compliance with the *Liquor Licence*

(Temporary... continued on page 4)

for the establishment of the new commission and for the appointment of its Board of Directors. Among other duties, the new Board of Directors were required to establish job categories, salary ranges and the terms and conditions of employment for staff of the AGCO.

A month later, on March 6, 1997, additional sections of Bill 75 were proclaimed. Three sections were relevant to liquor licensing. This included the “salting the earth” provision which gave the LLBO power to prevent, for up to two years, a liquor licence application at premises where a licence has been revoked on public interest grounds. It also stopped the transfer or a licence where there was an outstanding Notice of Proposal to suspend or revoke the licence. The LLBO was also given the authority to suspend or revoke a liquor licence if a person who is under 19 years of age is found playing, or with access to, video lotteries in a licensed establishment.

Final sections of Bill 75

On February 22, 1998 we became the Alcohol and Gaming Commission of Ontario. Both the Liquor Licence Board of Ontario and the Ontario Gaming Control Commission have been dissolved. Now there is only one board and one senior management team.

All remaining sections of Bill 75 have been proclaimed and came into effect on February 22, 1998. These sections of the amalgamation statute allow the new board and commission to assume full responsibility for the administration of the *Liquor Licence Act*, the *Wine Content Act*, the *Alcohol and Gaming Regulation and Public Protection Act*, 1996 and the regulations made under those acts.

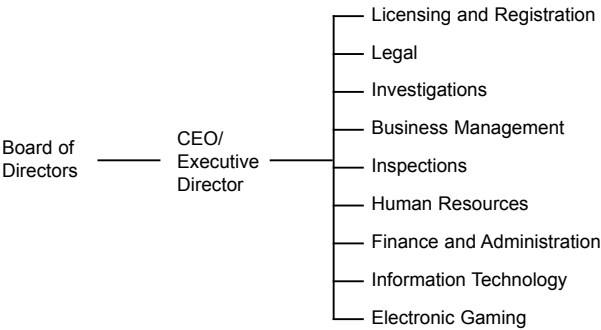
For most licensees, there will be little impact except for the name change on February 22, 1998 and a subsequent address change in April 1998. However, it is

important for you to be aware of the new sections which have been proclaimed.

Highlights:

- The AGCO is responsible for the administration of the *Liquor Licence Act*, the *Gaming Control Act*, 1992 and the *Wine Content Act*.
- The Registrar of Alcohol and Gaming assumes the duties now exercised by the Registrar of Gaming Control, the director of Gaming Control and the licensing-type powers now exercised by members or employees of the LLBO.
- Under the notice provision, it is now officially acceptable for the AGCO to give “notice” by sending a fax transmission to the person’s last known fax number.
- The process for setting fees has been changed from a regulation process with the board of the AGCO establishing fees and then obtaining approval from the Minister of Consumer and Commercial Relations.
- The gaming-related appeal hearings function of the Commercial Registration Appeal Tribunal under the *Gaming Control Act*, 1992 is now the responsibility of the board of the AGCO.
- Although the LLBO and the OGCC no longer exist, both the *Liquor Licence Act* and the *Gaming Control Act* remain as stand-alone pieces of legislation.
- All references in the *Liquor Licence Act* and the *Gaming Control Act* to the LLBO, OGCC Registrar or Director will be replaced by references to the board of the AGCO or the Registrar of Alcohol and Gaming. There are regulations assigning powers and duties exercised by the former bodies to the new board and Registrar. □

AGCO Organizational Structure



Let your fingers do the walking

Recognizing that a name change and a move is complicated enough without compounding it with telephone number changes, we have tried to keep as many of the Liquor Licence Board of Ontario (LLBO) and Ontario Gaming Control Commission (OGCC) telephone numbers as we could for the new Alcohol and Gaming Commission of Ontario (AGCO) office at 20 Dundas Street West.

In most cases, the old number that you called for information for a specific gaming or liquor licensing service will still be the same one to call at the AGCO. In some cases where we could not avoid it, fax numbers were changed because of the reorganization.

AGCO Telephone Numbers

- Business Management Development (416) 326-0311
- Customer Service/General Enquiries (416) 326-0450
- Toll-free in Ontario 1-800-522-2876
- Finance and Administration (416) 325-0428
- Hearings (416) 326-0366
- Human Resources (416) 326-0325
- Inspections (liquor & gaming) (416) 326-0330
- Investigations (gaming) (416) 326-8425
- Legal • Liquor (416) 326-0360
 - Gaming (416) 326-8280
- Licence Line (newsletter) (416) 326-0422
- Licensing and Registration
 - Toll-free in Ontario 1-800-522-2876
 - Gaming - Break open tickets (416) 326-8700
 - Gaming - Casinos (416) 326-8700
 - Gaming - Charitable Registration (416) 326-8700
 - Gaming - Charity Gaming Clubs (416) 326-8700
 - Gaming - Lotteries (licensing & eligibility) (416) 326-8700
 - Liquor Advertising (416) 326-0400
 - Liquor Licensing (416) 326-0450
 - Special Occasion Permits (416) 326-0450

Questions & Answers

Q I currently have the LLBO name painted on my window and listed in my menu. Should I now change it to say AGCO?

A It is not necessary to change your window sign or menu. The LLBO name is still valid and accepted, but you may want to change it to AGCO the next time you print menus or change your window sign.

Existing licenses will show that it was issued by the LLBO and any licenses issued after February 22, 1998 will be issued by the AGCO.

Q How does the change to the AGCO affect my licence?

A It should not affect it except that you should recognize and learn the new name. But if you

want to apply for a liquor licence and a gaming licence, everything is done at the AGCO.

Q Where will I find the LLBO website and has the address changed?

A The name has been change to: <http://www.agco.on.ca>. However, in order to make it easy for those who know our old site address, there will be a pointer that will direct you to our new location.

Q How does the name change affect the *Liquor Licence Act*? Is the Act still valid?

A The AGCO is now responsible for the *Liquor Licence Act* and the *Gaming Control Act*. Yes, the *Liquor Licence Act* and the *Gaming Control Act* are still valid, subject to certain amendments. □

Changes affecting Toronto SOPs

Bigger may not always be better, but in this case there definitely are benefits. On January 1, 1998 when the new megacity of Toronto was created by amalgamating the cities of Scarborough, East York, North York, York, Etobicoke and Toronto, it changed how someone in the new megacity applies for a Special Occasion Permit (SOP). Under the regulations, applications for a Special Occasion Permit must be made at an LCBO issuing store in the municipality where the event is to take place. Since the new megacity is recognized as one municipality, anyone applying for a SOP may go to any LCBO issuing store in the megacity, and not just the LCBO issuing store nearest the event location.

Since some SOP applicants don't normally go into the area where they are planning an event, the option of going to another LCBO issuing store may make it more convenient. In those cases, a bigger city makes it easier. □

Decision summary

The following establishments were recently brought before the Commission for disciplinary hearings. Suspensions for similar infractions may vary in length according to the specifics of each case. Details about these decisions are now available on **QUICKLAW**.

Establishment	Infraction related to	Suspension
Lido's in the Beach, Toronto	Liquor sold to person who appeared to be intoxicated	30 days*
Club Galaxy, Windsor	Supply liquor to person who appears to be intoxicated, serving minors, failure to inspect identification, permitting drunkenness	21 days*
Royal Pataya Thai Restaurant, Toronto	Serving minors, obstructing and inspection, failure to clear, service outside prescribed hours	21 days*
Lucky's Restaurant, Toronto	Failure to inspect identification, permitting drunkenness, serving minors	21 days*
"Q" Restaurant (The), Toronto	Illegal liquor, serving minors, failure to ensure supervised operations, failure to ensure no person allowed to enter behind bar	30 days
Lemon Club (The), Toronto	Permitting overcrowding	28 days*
Club Academico de Viseu of Toronto, Toronto	Illegal liquor	30 days*
Sweet Dream Karaoke	Breaching a condition, serving minors, service outside prescribed hours, failure to clear, failure to provide timely access	28 days
J.R.'s Shooter's, Toronto	Permitting drunkenness	24 days
Click's Bar & Grill, London	Permitting drunkenness or riotous, quarrelsome, violent or disorderly conduct	21 days*
Macedonian Nights, North York	Allegations of after-hours service, illegal liquor (didn't contest)	Licence revoked
Four A's Restaurant (The), Toronto	Illegal liquor, permitting drunkenness	14 days*
Wimpy's Diner, Scarborough	Illegal liquor	14 days*
Rizzo Restaurant, Rexdale	Illegal liquor	21 days*
Longlac Pizzeria & Steak House Restaurant, Longlac	Supplying liquor to apparently intoxicated person, illegal liquor, permitting drunkenness, obstructing an inspection	14 days*
Cat and the Fiddle Restaurant (The), Cobourg	Retail sales tax infractions	Licence revoked
Bayside Inn, Carnarvon Township, Providence Bay	Allegations of retail sales tax infractions (didn't contest)	Licence revoked
Red Pepper Bar & Grill (The), Waterloo	Allegations of retail sales tax infractions (didn't contest)	Licence revoked
Twin Action "K.G.", Toronto	Allegations of after-hours service, intoxication, serving minors (didn't contest)	Licence revoked
Back Street Bar & Grill, Toronto	Permitting minor to consume liquor, permitting liquor to be brought onto premises, failing to inspect identification, past or present conduct, public interest	Licence revoked
R & R Sports Lounge, Manitouwadge	Supplying liquor to apparently intoxicated person, serving minors, permitting drunkenness, permitting removal of liquor from premises, encouraging immoderate consumption, past conduct	Licence revoked
Cafe Lan Restaurant, Toronto	Illegal liquor	21 days*
Portuguese Cafe Bar, Toronto	Illegal liquor	15 days*
Wah Too Seafood Restaurant, Toronto	Allegations of after-hours service, failure to clear (didn't contest)	14 days*
Homestead Manor Restaurant, Woodstock	Retail sales tax infractions	Licence revoked
Kebob Express, North York	Obstructing an inspector	Licence revoked
Ashleys Sports Bar & Grill, Brampton	Not financially responsible due to retail sales tax	Licence revoked

* All managers and servers must take Smart Serve responsible trainer program.

Temporary... *(continued from page 2)*

Act and Regulations, and must provide light meals for attendees. If there is a public thoroughfare or sidewalk which must be crossed to reach the temporary extension area, the area must have a self-contained bar.

Temporary extensions offer licensees an opportunity to increase business, but it is important to remember that all the normal rules and recommendations for responsible service should still be applied. □

Good news!

Starting March 1, 1998, licensees will have the option of making their payments using VISA or MasterCard at LCBO stores or depots. Contact your LCBO store for details. □

Licence Line

Licence Line is published quarterly by the Alcohol and Gaming Commission of Ontario to provide licensees and interested parties with information regarding alcohol legislation and related issues. Reader contributions, letters and suggestions are welcome.

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