



Page 2

Some things you should know about AGCO

Apply for your patio licence early

Illegal for licensees to raffle liquor

Page 3

Decision Summary

Page 4

Decision Summary

Page 5

Many changes to liquor laws

Uphold liquor laws

Pilot project accepting credit cards

Page 6

New Year's Eve hours extended

Smart serve video program update



From the Chair...

CLARE LEWIS



It has been a great pleasure for me to work with all of our licensees and clients over the past several years.

For almost two years, we have been engaged in the challenges of the merger of the former Liquor Licence Board of Ontario and Gaming Control Commission. As we approach the new century we are now well positioned to meet our new opportunities and demands for this agency at this special time in history.

Overall, we have been witness to the enormous expansion of Ontario's hospitality industry, which has not only matured, but has become a major contributor to the province's economic growth.

As we look forward to next year, the prospects for the Ontario economy appear very bright indeed. This means new opportunities for the hospitality sector. If past performances are any indication, the people of our province can once again feel comfortable in knowing that the hospitality industry will continue to provide the innovation needed to maintain Ontario's reputation as a great place to live, work and enjoy.

So, from myself as Chair, the Board of Directors, our CEO Duncan Brown, the management and staff of the Alcohol and Gaming Commission of Ontario, we wish all of our licensees and clients a Happy Holiday Season, and best wishes for good health and success in the Millennium year of 2000.

Clare Lewis



A new face for an old friend - The LCBO's BYID Photo ID Card

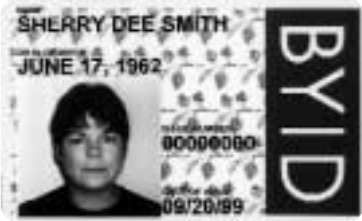
In 1996, the Liquor Control Board of Ontario (LCBO) introduced the BYID (Bring Your Identification) photo ID card. The BYID card replaced the Ontario Photo ID card, which had been issued by the then LLBO.

The BYID card is issued to people who are 19 years of age or older. This tamper-resistant plastic card can be used as proof of age in licensed establishments, LCBO and beer stores, and Ontario wine stores. Under the *Liquor Licence Act*, the LCBO's BYID card is one of the **six prescribed** forms of acceptable photo ID. The other five forms of photo ID are: an Ontario driver's licence, Ontario Photo ID card, Canadian passport, Canadian citizenship card, and a Canadian armed forces identification card.

The BYID card is the same size as a driver's licence. It includes the cardholder's name, date of birth, photo, and the card serial number and date of issue. Pictured below on the left is the first edition of the LCBO's BYID card, issued from September 1, 1996 until September 1, 1999. Recently, the LCBO introduced a new face for this old friend (pictured on the right). The new look card reflects the LCBO's updated corporate logo and colours.



Old Look



New Look

Both old and new versions of the BYID card are acceptable forms of identification.

As a quick reference for licensees, the main differences between the old and new card are summarized below:

Characteristic	Old Look	New Look
Front Face		
Background screen/design	Grey LCBO lettering with old LCBO logo	Light sage green, hops and grapes design
Vertical BYID identification	Thick white BYID lettering in capital letters on forest green background background	Narrow white BYID lettering in capital letters on sage green background
Back Face		
Logo	No Logo	New LCBO Logo, centered on back face of card
Social Responsibility message	BE RESPONSIBLE DO NOT DRINK AND DRIVE	Please Drink Responsibly
	SOYEZ RESPONSIBLE SI VOUS BUVEZ NE CONDUISEZ PAS	La modération a bien meilleur goût
	(Upper case, black lettering)	(Mixed case, sage green lettering)

continued on page 6 see BYID

Alcohol and Gaming Commission of Ontario
20 Dundas Street West, 10th Floor
Toronto, Ontario
M5G 2N6

Mail to:



Address Label Here

Some things you should know about the AGCO

The Alcohol and Gaming Commission of Ontario (AGCO) is an agency of the Ontario government reporting to the Minister of Consumer and Commercial Relations. It was created in 1998 as a result of the merger of the Liquor Licence Board of Ontario and the Gaming Control Commission.

The AGCO is responsible for administering the following legislation.

- ◆ **Liquor Licence Act;** provides for the licensing and regulation of beverage alcohol in Ontario
- ◆ **Gaming Control Act;** provides for the registration of suppliers and key employees and the regulation of commercial casinos, charity casinos and slot machines at racetracks
- ◆ **Wine Content Act;** specifies the quota of Ontario/imported grapes to be used in the manufacturer of wine in the province
- ◆ **Order-in Council 2688/93;** provides the regulatory regime for the management and conduct of charitable gaming events in Ontario

FACTS ON THE AGCO

◆ What is the mandate of the AGCO?

The Commission regulates the sale, service and consumption of beverage alcohol to promote moderation and responsible use; and ensures that casinos and charitable gaming are conducted in the public interest, by parties operating with honesty, integrity and financial responsibility, and that games of chance are conducted fairly.

◆ How many employees does the Commission have?

The AGCO has approximately 400 employees of which about 120 are seconded Ontario Provincial Police officers.

There are eight (8) regional offices located strategically through the province.

◆ What are the key activities of the AGCO?

In the liquor area the AGCO licenses, regulates and inspects licensed establishments to ensure they are in compliance with the LLA and regulations; pre-approves beverage alcohol advertising; licenses and regulates Ontario manufacturers and their agents and administers the Special Occasion Permit programme.

In gaming, the Commission registers commercial suppliers and gaming assistants; issues about 50,000 charity gaming licenses in partnership with municipalities and monitors commercial casinos, charity casinos, slot machine facilities and charitable gaming events for compliance with the various acts and regulations for which the AGCO has responsibility.

◆ How many Board members?

There is a full-time Chair -- Clare Lewis, Q.C. - and 4 part-time Vice Chairs and 9 part-time Board members. All are appointed by the Government to serve for specified terms.

◆ What are the AGCO's registrants/licenses?

The alcohol industry 34.8%; charitable gaming 41.6 % and casino gaming 23.6%.

◆ What is Licence Line?

This is a publication of the AGCO. It contains timely information on the regulation of the beverage alcohol industry and is published quarterly. Licence Line is distributed free to all licensees and other interested parties, and has a distribution of close to 20,000 each issue.

◆ How many licensed liquor establishments are there in Ontario?

In 1998 there were about 16,400 licensed establishments in Ontario.

◆ How many Special Occasion Permits are issued each year?

In 1998/99 fiscal year approximately 73,000 SOP's were issued.

◆ How many charity gaming licenses are issued annually?

About 90% of charity lottery licenses are issued by municipalities. Overall, the AGCO in partnership with local governments issue about 50,000 charity gaming licenses annually. ■

Apply for your patio licence early

Were you planning to add a patio for this spring or summer?

We suggest that if you are interested in applying for an outdoor area you should submit your application in January.

The application process takes approximately six to eight weeks. If an objection from a member of the public is received the process may take much longer. If the Commission receives one or more written objections to your application from residents in the municipality, the Commission is required to hold either a public meeting or a hearing.

Many licensees have benefited from informing residential and business neighbours of their intentions to apply for a new licensed outdoor area (patio) or expansion of an existing patio. If you don't explain your plans and listen to their concerns early, your neighbours might submit an objection when your application is publicly advertised. Early communication and cooperation could save you valuable time and possibly eliminate difficulties in the processing of your application.

To obtain an application for an additional licensed area, call the Licensing and Registration Department at (416) 326-8700 or 1-800-522-2876 Toll free in Ontario. ■

Illegal for licensees to raffle liquor

As a licensee you're always trying to retain your customers and attract new ones. This holiday season you've decided to hold a raffle with liquor as the prize. After all, what could be more appropriate, given the nature of your business, right? Wrong. In fact, you could be putting your liquor licence in jeopardy.

Raffling illegal

The regulations under *The Liquor Licence Act* explicitly prohibit licensees from offering or giving liquor to a patron as a prize in a contest. If you are caught doing this, you could be subject to disciplinary action. Some licensees know this, and try to disguise what they are doing by calling the liquor prize "moose milk" or "Yuletide log", but others may not be aware that raffling or otherwise giving liquor away in a contest is illegal.

Then, depending on how a raffle is organized, a licensee could be committing more infractions. Often, licensees holding

raffles leave the prize in open view to entice customers into buying raffle tickets, which has led to reports of licensees offering as prizes bottles of American liquor either bought there or smuggled across the border, beer made at U-brews, and homemade wine. Or, a licensee who has acquired an unusual bottle while in, say, Europe or Asia, has hit on raffling it as a good marketing tool.

Play it safe

Always remember that the presence of any liquor in a licensed establishment that was not purchased under the liquor licence at a government store is illegal, and could lead to a hearing and sanctions. Combined with conducting an illegal raffle, the penalties could be severe, as well as expensive. So play it safe this holiday season, and don't hold a raffle with liquor of any kind as a prize. If your liquor inspector happens to drop in, your holiday season may not be jolly. ■

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	SUSPENSION
Amato Pizza, Toronto	Illegal liquor	14 days*
Arabella Billiards and Snooker Club Cafe, North York	Illegal liquor	17 days*
Bairrada Churrasqueira Grill, Toronto	Liquor not in original container, illegal liquor	14 days*
Black Ball Café & Sports Bar, Erin	Permitted drunkenness, failure to clear	14 days*
Bronze Rail Bar & Grill, Toronto	Non-compliance with zoning by-laws	Licence revoked
Café Thu, Toronto	Past conduct, obstructing an inspection, failure to facilitate inspection, failure to retain records of sales and purchases of food and liquor - did not contest	Licence revoked
Canton Café, St. Catherines	Illegal liquor, failure to retain records of sales and purchases of food and liquor	14 days
Carib Circle, Toronto	Breach of condition, failure to facilitate inspection, overcrowding	21 days
Casa Ricca Banquet Hall, North York	Illegal liquor	30 days
Caswell Resort Hotel, Sunridge	Permitted drunkenness	21 days*
Cell Block Night Club, Niagara Falls	Past conduct, serving minors, permitted removal of liquor from premises, failure to inspect identification, no light meals available, failure to post prices, failure to retain records of sales and purchases of food and liquor, breach of condition of licence - did not contest	Licence revoked
Cherryhill Restaurant, London	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Chinese Palace Tavern, Toronto	Illegal liquor	14 days
Club 555, Thunder Bay	Permitted drunkenness - 30 days*, Permitted drunkenness - 30 days	60 days*
Club Paparazzi 2000, Richmond Hill	Overcrowding, permitted drunkenness	18 days
Club Shanghai, Toronto	Failure to retain records of sales and purchases of food and liquor, permitted narcotics on premises, permitted removal of liquor from premises, overcrowding	30 days*
Coco's Grand Bend	Permitted drunkenness, permitted removal of liquor from premises	14 days
Connaught Tavern, Connaught	Liquor sold to person who appears to be intoxicated, permitted drunkenness, failure to facilitate inspection - did not contest	30 days*
Cool Beer Brewing Co. Ltd.	Improper inducement to increase sale or distribution of a brand of liquor	18 days
Da Sergio Banquet Hall and Catering, Ottawa	Illegal liquor	14 days
Dalby House, Elora	Liquor sold to a person who appeared to be intoxicated, permitted removal of liquor from premises, permitted drunkenness	21 days*
Diamond Palace Restaurant, Toronto	Illegal liquor	14 days*
Double Double Pizza & Chicken, Scarborough	Breach of condition	15 days*
Down Under, Niagara Falls	Serving minors, failure to inspect identification, overcrowding	21 days
Features, Etobicoke	Past conduct, illegal liquor, failure to clear, failure to retain records of sales and purchases of food and liquor, permitted free liquor	Licence revoked
Gold Bridge Café, Toronto	Illegal liquor, liquor not in original container - did not contest	Licence revoked
Good Fortune Restaurant & Bar, Toronto	Illegal liquor, failure to retain records of sales and purchases of food and liquor	21 days
Grossman's Tavern, Toronto	Permitted narcotics on premises, served outside prescribed hours	18 days*
Hava Java Internet Café, St. Catharines	Non compliance with Building Code Act, non compliance with Fire Marshals Act, failure to ensure sale and service of liquor by authorized persons, failure to give notice of catered event, overcrowding, failure to post licence in a conspicuous place - did not contest	Licence revoked
Hillbilly Willy's, London	Permitted noise from licensed outdoor area to disturb persons who reside near the premises	14 days*
Hong Hanh Café Karaoke, North York	Illegal liquor, failure to retain records of sales and purchases of food and liquor	30 days
Hong Kong Billiard & Cafe, Downsview	Illegal liquor	14 days
Hoops Sports & Bar & Grill, Toronto	Serving minors, failure to inspect identification, illegal liquor	21 days
Hyang Chon-Korea Hut Restaurant	Liquor sold to person who appears intoxicated, failure to retain records of sales and purchases of food and liquor, non compliance with Fire Marshals Act	21 days
International Chinese Buffet, Kingston	Illegal liquor, past conduct	Licence revoked
J.P. Planks, Uxbridge	Liquor sold to person who appears to be intoxicated, permitted drunkenness - did not contest	Licence revoked
Jack's Sports Bar, Bradford	Permitted narcotics on premises - did not contest	Licence revoked
Jolly Restaurant, Toronto	Permitted drunkenness, failure to give access, breach of conditions	30 days
Juliana In Paradise, North York	Served outside prescribed hours, illegal liquor, breach of condition	28 days
Killerbees Bar & Grill, Scarborough	Permitted drunkenness	14 days
La Salle Hotel, Earlton	Illegal liquor, permitted removal of liquor from premises, serving minors	21 days*
La Sunset Dining Lounge, Toronto	Contracted out the sale and service of liquor, illegal liquor	14 days
Layalle Restaurant, North York	Breach of condition of licence	30 days
Leonardo's Ottawa	Selling without a licence, past conduct, altered boundaries of licenced premises, non-compliance with Building Code Act and local zoning bylaw	24 days
Manny's Road House Home of the Blues, Acton	Liquor sold to person who appears to be intoxicated, past conduct	Licence revoked
Mayfair Hotel, Kitchener	Permitted narcotics on premises, liquor sold to person who appears to be intoxicated	31 days

Decision Summary continued from page 3		
ESTABLISHMENT	INFRACTION	SUSPENSION
McGarry Curling Club, Virginiatown	Illegal liquor, permitted removal of liquor from premises, no light meals available	14 days*
McIntosh Tavern, Iroquois Falls	Illegal liquor, contracted out sale and service of liquor, experienced food and beverage supervisor not on premise - did not contest	Licence revoked
Mellows Restaurant, Hamilton	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Mercury Lounge, Ottawa	Obstructing an inspection, overcrowding, permitted drunkenness	30 days
Midnight Restaurant, Scarborough	Served outside prescribed hours, failure to clear, overcrowding	Licence revoked
Midway Restaurant, Thornhill	Illegal liquor	14 days*
Nooky's Etobicoke	Liquor not in original container, permitted drunkenness, liquor sold to person who appears to be intoxicated	14 days
O'Briens, London	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Olympia Restaurant and Tavern, Onaping	Not financially responsible in conducting its business due to Retail Sales Tax Act, breach of condition	Licence revoked
Oriental Court, Thornhill	Illegal liquor, failure to facilitate, obstructing an Inspection - 28 days Obstructing an inspection, failure to clear - 30 days	58 days
Payal Banquet Hall, Mississauga	Illegal liquor	14 days
Pazzo Gourmet Pizza & Pool Bar, Toronto	Illegal liquor, liquor not in original container - did not contest	Licence revoked
Pit-Stop Family Restaurant, North York	Liquor sold to person who appears to be intoxicated, permitted drunkenness	30 days*
Pop-In, Toronto	Breach of condition, failure to ensure sale and service of liquor supervised by authorized employee, no light meals available	14 days
Porta Romana Ristoriate, Port Colborne	Illegal liquor, liquor not in original container	30 days*
Puffins Bar & Eatery, Toronto	Permitted drunkenness and disorderly conduct	35 days
Rakers Billiards and Sports Bar, North York	Illegal liquor	14 days
Rally Restaurant, Parry Sound	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Ramshead Sports Pub & Grill, London	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Restaurant Arbat, Thornhill	Liquor not in original container	14 days
Sam Woo Seafood Restaurant, Scarborough	Illegal liquor	14 days*
Sam's Pizza & Restaurant, Ottawa	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Sand Bar, Hamilton	Liquor sold to person who appears to be intoxicated, serving minors, permitted drunkenness and disorderly conduct, permitted narcotics on premises, failure to inspect identification, public interest	Licence revoked
Scooter's Sports Bar & Grill, Woodbridge	Liquor not in original container, illegal liquor	18 days*
Seneca Restaurant & Lounge, Niagara Falls	Failure to inspect identification, permitted drunkenness, serving minors	21 days
Shakers-Maverick's, London	Permitted drunkenness	21 days
Shangrila, Mississauga	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
Sherway Inn, Etobicoke	Permitted drunkenness	25 days
South Vietnam House Restaurant, Kingston	Sale not under a licence, illegal liquor	14 days
Star City Restaurant, Toronto	Serving minors, permitted drunkenness, failure to clear - 10 days Failure to post sign concerning suspension, failure to post sign in a conspicuous place - 15 days	25 days*
Steaky Restaurant, Brampton	Failure to post sign concerning suspension	21 days
T.J.'s Roadhouse Restaurant, Bownmanville	Permitted drunkenness	14 days
Take One Studios, Markham	Serving minors, liquor sold to a person who appears to be intoxicated	14 days
Teddy's Sports Bar & Grill, Toronto	Failure to clear, liquor sold to person who appears to be intoxicated	18 days
The Captains Cook, Port Stanley	Permitted drunkenness, permitted removal of liquor from premises, permitted unauthorized persons behind the bar, liquor sold to person who appears to be intoxicated	21 days*
The Four A's Restaurant, Toronto	Liquor sold to a person who appears to be intoxicated	14 days
The Kave, London	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act), breach of condition - did not contest	Licence revoked
The Mezz, Sarnia	Serving minors - did not contest	21 days*
The Original Evie's Sports Cafe, Owen Sound	Serving minors, failure to inspect identification, permitting drunkenness	14 days*
The Show, Espanola	Past conduct, permitted drunkenness	21 days
The Sports Zone Restaurant, Peterborough	Illegal liquor, liquor not in original container	28 days
The Stagecoach Bar and Grill, Pembroke	Not financially responsible in conducting its business due to Retail Sales Tax Act	Licence revoked
Top Spot Pub, Sutton	Liquor sold to person who appears to be intoxicated	14 days
Tropical Island, Markham	Illegal liquor	14 days
Venom The Night Club, Scarborough	Past conduct non compliance with Fire Marshals Act, liquor sold to person who appears to be intoxicated, permitted drunkenness - did not contest	Licence revoked
Wabigoon Tavern, Wabigoon	Illegal liquor, offered liquor free of charge	30 days*
Wally Ballou's Restaurant, Guelph	Past conduct (not financially responsible in conducting its business due to Retail Sales Tax Act)	Licence revoked
White House Hotel, Peterborough	Selling without a licence, liquor sold to a person who appears to be intoxicated, serving minors, permitted drunkenness	25 days

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

Many changes to liquor legislation over the past century

Liquor regulation has been in place in Ontario for at least 122 years.

As early as 1878 with the enactment of the *Canada Temperance Act (CTA)**, the electors of any county or city in Canada could petition the Governor General to hold a vote on liquor matters under this legislation. If more than half of the votes polled favoured the adoption of the Act, the sale or keeping for sale of beverage alcohol in the county or city where the vote was held was prohibited. The Act would remain in force for three years after which there could be a vote to repeal it--if a majority favoured repeal.

In 1880, Ontario enacted a *Liquor Licence Act* which empowered the council of a township, city, town or incorporated village to pass by-laws prohibiting the sale of liquor in any tavern, inn, or any other house or place of public entertainment. These by-laws could only be implemented where the *Canada Temperance Act* was not in force.

Needed a doctor's OK

The *Ontario Temperance Act* came into force in 1916 and remained in place until it was repealed in 1927. During this period, generally it was only possible to obtain beverage alcohol for use by through a physician's prescription or for scientific or industrial purposes.

The *Liquor Control Act* was enacted in 1927 and this legislation permitted the sale of liquor through government stores although subject to the CTA and local by-laws prohibiting the sale of liquor.

In the restricted or dry municipalities, if the residents wanted to purchase liquor, a vote was required to approve the sale of beverage alcohol and 60 per cent of those voting had to vote in favour of the sale.

The *Liquor Licence Board of Ontario (LLBO)* came into existence in 1946 and was given the responsibility for the licensing and regulation of beverage alcohol in the province through the enactment of the *Liquor Licence Act (LLA)* which took effect on April 1, 1947.

Bar licences approved

During the first full year of operation in 1947, 77 establishments were approved in the province for the sale of liquor. The very first location was the Barclay Hotel in downtown Toronto, which opened for business on the very day the LLA, came into force. The second to open (April 2,1947) was the soon to be famous Silver Rail on Yonge Street.

Now 122 years from when the original regulatory regime was put in place, the *Liquor Licence Board of Ontario (LLBO)* has been replaced by the *Alcohol and Gaming Commission of Ontario (AGCO)*, and many changes to the *LLA and Regulations* have taken place to modernize the sale and service of beverage alcohol in Ontario.

Many changes

There have been many milestones in this century in liquor legislation.

Here are some highlights:

- ◆ **Prohibition:** The Ontario Temperance Act was passed in 1916, which essentially banned the sale of alcohol in the province. It was repealed in 1927.
- ◆ **Liquor Control Board** was established in 1927, which provided for government liquor stores and the granting of permits for the sale of light beer to the public.
- ◆ The **minimum age** for purchasing and consuming liquor: 1916 to 1927--18 years old; 1927 to 1971--21 years old; 1971 to 1978--18 years old. On August 1st 1978, the minimum age was increased from 18 to 19 years of age where stands IT at the present time.
- ◆ **Liquor hearings:** Ontario establishes in 1944 a three person Board (*The Liquor Authority Control Act*) to hold public hearings for the granting, transferring and cancellation of liquor licences.
- ◆ **The Liquor Licence Board of Ontario (LLBO)** was formed in 1946.
- ◆ **Liquor Licence Act** was introduced in 1946 and became effective on April 1, 1947.
- ◆ **Room service:** In June 1962 the province approved room service sale of drinks by the

- glass in Ontario hotels.
- ◆ **Sunday openings:** The sale of liquor in licensed dining rooms on Sundays was approved in 1967. Then beginning in 1976, lounges were able to open on Sundays under certain conditions relating to a food/liquor ratio.
- ◆ **Separate entrances:** By 1972 Ladies and Escorts separate entrances were eliminated.
- ◆ **Advertising:** Guidelines for liquor advertising were formalized in 1990. All liquor advertising must be approved by the Board (now the *Alcohol and Gaming Commission of Ontario*).
- ◆ **Server training:** In 1995, server training in the responsible sale and service of beverage alcohol was made mandatory for all new and transfers of liquor licenses.
- ◆ **Hours of operation:** On May 1,1996 bars and restaurants were allowed to sell and serve beverage alcohol until from 11 am to 2 am, one hour later than previously permitted (3 AM on New Year's Eve).
- ◆ **Golf course endorsement:** Also beginning in May 1996, golfers were able to buy and drink liquor on the playing areas of courses subject to the same legal obligations as other liquor sales licence holders.

Moderation

The 77 licensed establishments in 1947 have now grown to 16,400 licensees in Ontario as we enter the year 2000. This activity reflects the province's population growth from about 4 million in 1945 to over 12 million in 1999; as well as significantly changed public attitudes regarding the availability of beverage alcohol.

Over the years, the focus of liquor regulation has been on the responsible consumption, sale and service of beverage alcohol. As we reach the threshold of the new century this emphasis will remain the key focus even while changes and further moderation of our liquor regulatory regime can be expected.

*The *Canada Temperance Act* ceased to be in force in 1959. ■

Pilot project accepting credit cards

As a benefit to many of our clients, the Alcohol and Gaming Commission of Ontario (AGCO) is now accepting Visa, MasterCard and Interac as forms of payment for renewal applications for liquor sales licensees.

Inserts for credit card authorization are included with liquor licence renewal applications which are mailed out 60 days prior to the date of your liquor sales licence expiry. This provides the option for you to make your renewal payment by Visa or MasterCard when you

mail in your renewal application. You must ensure that the credit card authorization form is fully completed and signed along with your renewal application before you forward it to the AGCO. Interac transactions are also accepted for renewal applications that are hand delivered to the AGCO during regular business hours.

You may continue to make your payment for the liquor licence renewal by certified cheque or money order made payable to the Minister of Finance, if you choose to do so. ■

Uphold liquor laws

- Ontario's liquor licence regulator has got it right. When it suspects that serious breaches of the liquor laws have occurred, it seeks to suspend or revoke the licence of the offending establishment.
- Alcohol in moderation has its place, but when it is abused the consequences can be destructive and deadly. Ontario licenses bars and nightclubs - not for puritanical reasons - but to maintain a safe and civil society.
- A liquor licence is a privilege, not a right. Those who have abused that right deserve to face the consequences.

Excerpts from an editorial in the
Kitchener -Waterloo Record
October 25,1999

New Year's Eve hours extended

Ontario's licensed establishments (bars and restaurants) will be able to serve beverage alcohol until **4AM** this New Year's.

The announcement was made by Consumer and Commercial Relations Minister Robert Runciman following a decision by the Board of the *Alcohol and Gaming Commission of Ontario*.

Those holding Special Occasion Permits (SOPS) will be permitted to serve until 3 AM.

Mr. Runciman said the 1 hour extension was in recognition of this year's special celebrations related to the **Millennium Year 2000**.

However, he cautioned all licensees, "party goers" and "celebrants" to remember that drunk driving and inappropriate behaviour, such as intoxication, would not be tolerated. He said, "Everyone can and should have a good time, but just as important is the responsible use of serving and drinking alcoholic beverages."

While the service hours have been extended from the present regulation (*Regulation 719/90 section 25 of the Liquor Licence Act*) of 11AM to 3 AM on New Year's Eve to 11 AM to **4 AM** for licensed premises and to **3AM** for SOP holders -- licensees and SOP holders are reminded they must remove all evidence of the service and consumption of liquor within 45 minutes after the stop-service time.



continued from page 1 BYID

Web site info

The BYID card is an inexpensive and attractive alternative form of photo identification for people who don't drive or who don't have a passport. Application forms are available at all LCBO stores. As well, visitors to our web site (www.lcbo.com) can also download application forms, found in the Social Responsibility section of our site.

Completing the application is an easy process. Applicants submit one passport-size, colour photo and photocopies of documents proving date of birth and name. As with a passport, the applicant must also have a guarantor sign the back of the applicant's photo and the photocopies of the documents, and fill out a section of the application. Once complete, applications are mailed to the LCBO's Head office, along with a certified cheque or money order for \$15.00. This low fee covers administration and processing costs.

Easy identification

On August 31, 1999, the LCBO marked an important social responsibility milestone as the 10,000th BYID card was issued. As well as benefiting the cardholder, the BYID card assists licensees and retail staff to easily identify customers who are of age, while making it tougher for minors to buy beverage alcohol.

For information on BYID cards, licensees should contact:

Sherry Smith, LCBO BYID Administrator at 416-864-6632

Positive response from licensees to the updated Smart Serve Training program

Licensees from across Ontario are impressed with the newly revised Smart Serve® Responsible Alcohol Beverage Service Training Program. "The feedback we're getting on the updated program is that it better serves the needs of the licensees and their servers," says Diane Stefaniak, Executive Director of Smart Serve Ontario. "We saw the need to revise our Smart Serve program because there have been changes in regulations since we introduced the program in 1995. We also felt it was important to update the situations illustrated in the video to reflect today's expanding markets. While we were at it, we made the video easier to use with the workbook. From the response we've been getting, licensees agree."

Easy to use

Smart Serve is the only responsible alcohol beverage service training program that is recognized by the AGCO. To date, 143,000 servers in Ontario have been certified by Smart Serve. "Many licensees tell us the reason they like our program is because it is convenient, easy to use and is always on site, which makes training of new staff quick and cost effective," Stefaniak says.

"We recently sent out a mailing about our updated training program. If licensees haven't yet received the information on the updated Smart Serve training program, they can call our toll free number: 1-877-620-6082."

Stefaniak says one of the most popular products Smart Serve offers is the Incident Reporting Log, which allows licensees to keep detailed records of all significant events that occur on their premises. "Licensees tell us this log is invaluable in keeping track of events for insurance purposes. They really like the easy-to-use format. And the cost is so affordable that they like to keep one log at each station."

Replacing SIPs

She adds that there is one service that Smart Serve has been performing that it is eliminating. "We have been replacing SIP certificates that were part of the old Server Intervention Program that was operated by the former Addiction Research Foundation. As of December 15th, we will no longer replace those certificates. SIP-certified servers who lose their certificates, and want new ones, will have to obtain their Smart Serve certification.

Smart Serve has also launched a web site which provides full information about the Smart Serve training program and other products and services available to all those involved in serving alcoholic beverages in Ontario. "Together with our new newsletter, we are providing a wide range of information and services to Smart Serve trained licensees and their staff."

Correction

In the summer 1999 edition of Licence Line, on page 2 - Decision Summary - we incorrectly indicated the liquor sales licence for the Sands Motor Inn, North Bay, Ontario was revoked. In fact, the licence was suspended for 10 days (March 28 to April 9, 1999) - not revoked. We apologize for this oversight and trust this correction sets the record straight.



AGCO

Alcohol and Gaming Commission of Ontario

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. This newsletter is available free of charge to all holders of an alcohol sales licence in Ontario.

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