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From the Chair...

IAN D.C. McPHAIL, Q.C.

A continuous commitment for improvement is part of a successful planning cycle for any organization, whether in the private sector or public sector. The Alcohol and Gaming Commission of Ontario (AGCO) would like to continue to strengthen its commitment for improvement in all areas including customer-service.

The Board of the AGCO has recently created a **Strategic Planning Committee** responsible for ensuring that the AGCO strategic plans are aligned with the overall goals, priorities and legislative agenda of the government.

Continued page 4 See Chair

Farewell to Dr. Lynn Lightfoot

AGCO Chair Ian McPhail has announced a retirement from the Board.

*"It is with great regret that I have to inform you that **Dr. Lynn Lightfoot** has completed her second term as a member of the Board of Directors of the AGCO. Lynn was a valued member of the Board of the Gaming Control Commission, Liquor Licence Board of Ontario and the AGCO. I would like to take this opportunity to formally thank Lynn for her service and dedication."*

Less is more where higher alcohol content drinks are concerned

In response to consumer interest, the **Liquor Control Board of Ontario (LCBO)** has in recent years started offering additional products containing more than 40% alcohol content.

Higher alcohol products tend to fall into one of three categories:

- ◆ *High-end specialty products, such as certain Scotches and Chartreuses, which usually fall into the 40% - 50% alcohol by volume range;*
- ◆ *Specific niche products that appeal to various groups. Examples include some Caribbean rums and Asian spirits; and,*
- ◆ *Premium line extensions of existing brands.*

Though the alcohol content by volume may vary among these products, they do share two common traits: they tend to appeal to limited markets and they should be served using a "less is more" approach.

If your establishment offers customers any higher alcohol content products, serving them in a socially responsible manner is critical, as it is with all other beverage alcohol products. It is especially important with these products due to their increased alcohol content.

Continued page 2 See Less is more

New minister in charge of liquor laws

Norman Sterling Q.C. MPP for the eastern Ontario riding of Lanark-Carleton has been appointed **Minister of Consumer and Business Services** (formerly Ministry of Consumer and Commercial Relations).

Mr. Sterling has been elected to the Ontario Legislature seven times, the most recent at the General Election on June 3, 1999,



NORM STERLING

Continued page 4 See Minister

Two new board members appointed

Eleanor Meslin and **Jeffery Steiner** have been appointed by Order in Council as members of the Board of Directors of the **Alcohol and Gaming Commission of Ontario**. Their appointments are for three years.

Ms. Meslin has held a number of senior positions in the Ontario government, most recently as the Assistant Deputy Minister of Corporate Services of the Ministry of Consumer and Commercial Relations.

Mr. Steiner, a lawyer, is the principal and director of Gpex Capital Ltd.



ELEANOR MESLIN



JEFFERY STEINER

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

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continued from page 1 Less is more

Make adjustments

This means you must always remember to take into account alcohol content by volume when determining how much is served to a patron.

The following tables provide examples of how to adjust the serving sizes for products that are 50% and 60% alcohol by volume. The first table is based on a 1 oz serving of 40% alcohol by volume and the second is based on a 1.5 oz serving of 40% alcohol by volume.

Table 1

Alcohol Content	Serving Size	
40% alcohol by volume	1 oz	(30 ml)
50% alcohol by volume	.8 oz	(24 ml)
60% alcohol by volume	.6 oz	(20 ml)

Table 2

Alcohol Content	Serving Size	
40% alcohol by volume	1.5 oz	(45 ml)
50% alcohol by volume	1.2 oz	(36 ml)
60% alcohol by volume	1 oz	(30 ml)

While these higher-proof products are likely to appeal to a relatively small segment of your establishment’s clientele, if you do offer any of these products it is very important that you be prepared. Ensure that all your serving staff is aware of the differences between these products and the more commonly requested ones in order to avoid the potential for overservice.

Good business sense

Responsible service is not only one of your most important obligations as a licensee, but having knowledgeable staff who are committed to ensuring patrons consume responsibly also makes eminently good business sense.

For more information on higher-alcohol products and how to serve them, contact the LCBO Info-line at 1-800-ONT-LCBO or in the Greater Toronto Area at 416-365-5900.

Operation POINT a good idea

(An editorial from the December 11, 2000 edition of the Tillsonburg News)

Though the onus for how much alcohol a person consumes when out with friends or home by themselves is ultimately their own, a new project, launched recently by the Ontario Provincial Police, is making sure those who sell alcohol are doing their part to prevent unnecessary intoxication and the devastating effects it can have.

Operation POINT (Point of Intoxication Not Tolerated) works on a simple premise: When someone is involved in an incident wherein excessive alcohol consumption is an aggravating or contributing factor, the individual will be asked by police where they took their last drink. The name of the establishment will be kept and tracked, and if the same name surfaces repeatedly, the owner of the business will be notified by a letter. A copy of the letter will also be sent to the *Ontario Liquor and Gaming Commission for information and action.

The aim of Operation POINT is to make alcohol-serving establishments more accountable for the well being of their customers, and that’s a good idea. After all, those who host parties are responsible for the well being of their guests, and can even be held responsible if a guest is caught drinking and driving after leaving their home. Why then, shouldn’t bars and restaurants have the same responsibility to those imbibing at their business?

Operation POINT isn’t the only initiative developed to ensure safe and responsible consumption of alcohol over the years. Programs like SmartServe, wherein bartenders and servers learn how to determine when a customer has had enough to drink and how to handle them, are great ideas, and can only help prevent the many senseless alcohol-related deaths that take place on Ontario’s road each year. Hopefully the newly launched Operation POINT will only contribute to these preventive measures, by helping crack down on establishments which don’t know when enough is enough.

* **Editors note:** Alcohol and Gaming Commission of Ontario



Wine pub endorsement

A reminder to those licensees who manufacture wine under a “wine pub” endorsement that you have the obligation to ensure you notify your patrons on the wine list or menu that the wine product they are purchasing was made on the premises by the licensee.

Also, licensees have the responsibility to have laboratory testing done on new vintages. All wine manufactured by the licensee must not contain more than 14 per cent alcohol by volume; and the wine being sold and served in a licensed premise under a “wine pub” endorsement must be manufactured in accordance with standards established under the **Food and Drugs Act (Canada).**

It’s a tough job ... and it’s your job!

*By Erin Henry, Public Health Nurse
Adult Injury Prevention Team
City of Ottawa*

You’re in the hospitality business. You want to make your patrons happy and keep them that way. When people have had too much to drink, it’s hard to step in and break up the party. But the Ontario Liquor Licence Act says that it is your responsibility. **It’s a tough job ... and it’s your job.**

That’s the name of a new resource for bar staff developed in Ottawa by the **Public Health Services Department. (PHSD)** personnel has been working with managers and servers to make liquor facilities safer for bar staff and patrons. It’s part of a five- year project to reduce injuries related to alcohol use and misuse among youth and young adults.

Difficult clients

In the fall of 1997, bar servers, owners and managers were surveyed regarding their perception of key problems and issues pertinent to managing their bar and identified areas such as, measuring intoxication, server liability, alcohol and minors and dealing with difficult clients.

Therefore, the following topics are covered in the eight page bilingual booklet entitled, **It’s a tough job ... and it’s your job: Know the Law, Signs of Intoxication, Guidelines to Bar Staff, Dealing with Drunks, the Use of Force and Underage Drinking.**

SmartServe Training

It was focus-tested with bar staff and managers. They thought the tips presented in the guide were useful, and helped them gain a better understanding of alcohol laws. They said it should be distributed to all new staff, and that it complemented the **SmartServe** training program. It’s colourful, easy to read and staff can go back to it after their **SmartServe** training. Validation by the bar industry was determined to be instrumental for the continued development of this resource and initiative.

In Ottawa, a local bar association that coordinates training for staff in the ByWard Market automatically gives out the Bar Guide to the participants.

For a copy of It’s a Tough Job ... and It’s Your Job. Bar Staff Guide: Making It Easier, call 613-724-4122 ext. 23515.

Decision Summary

The following establishments were recently brought before the Board of the AGCO 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
Acadian Anchor Hotel, Cornwall	Serving minors, illegal liquor	21 days
Association of Limosanesi In Ontario, Concord	Breach of condition, illegal liquor, overservice, permitted removal of liquor from premises, permitted free liquor	21 days*
Austin’s, Toronto	Permitted drunkenness, permitted removal of liquor from premises	45 days
Brass Rail Restaurant, Oshawa	Past conduct, liquor sold to person who appears to be intoxicated, permitted drunkenness, serving minors, failure to inspect identification, illegal liquor, failure to retain records of sales and purchases of food and liquor, liquor not in original container, adulterated liquor	Licence revoked
Chaplins III, Ottawa	Past conduct, not financially responsible in conducting its business due to Retail Sales Tax Act	Licence revoked
Copperfield’s Restaurant, Oshawa	Permitted drunkenness	35 days
Jack’s Backyard, Brampton	Serving minors, permitted drunkenness	30 days
Just Desserts, Toronto	Illegal liquor, serving minors	14 days
Landmark Café, Brampton	Liquor sold to person who appears to be intoxicated, permitted drunkenness	21 days
Lido Gardens Restaurant, Port Elgin	Illegal liquor	21 days*
Long Beach Cove Restaurant, Wainfleet	Contracted out sale and service of liquor, illegal liquor, failure to retain records of sales and purchases of food and liquor	30 days
Marky’s Delicatessen & Restaurant, North York	Illegal liquor	14 days*
Moon Light Caribbean and Canadian Restaurant, Scarborough	Permitted removal of liquor from premises, overcrowding	14 days
Phelpston Tavern, Phelpston	Permitted operation of a business not permitted under the Act or regulations	21 days*
Phi Khanh Restaurant, Toronto	Illegal liquor	Licence revoked
Pizzateca Trattoria Mastro, Woodbridge	Illegal liquor	18 days
Restaurant Arabat, Thornhill	Failure to retain records of sales and purchases of food and liquor, illegal liquor	Licence revoked
Robinson Crusoe Restaurant, Toronto	Obstructing an inspection, serving minors, illegal liquor	14 days
Romeo’s Restaurant, Hamilton	Illegal liquor	17 days
Seneca Restaurant & Lounge, Niagara Falls	Serving minors, breach of condition	60 days
Shindig, Toronto	Illegal liquor, service outside prescribed hours, failure to clear signs of service, permitted removal of liquor from premises, overcrowding	30 days
Sportsman’s Hotel, Chapleau	Liquor sold to person who appears to be intoxicated	30 days*
Tequila Restaurant & Lounge, Toronto	Illegal liquor, failure to inspect identification, permitted narcotics on premises, serving minors	40 days
Vieng Ratri, North York	Service outside prescribed hours, permitted drunkenness, failure to inspect identification, liquor sold to person who appears to be intoxicated, serving minors, breach of condition	14 days

The following is a list of suspensions/revocations where the licensee did not request a hearing.

ESTABLISHMENT	INFRACTION	SUSPENSION
Bright King Café, Toronto	Failure to post sign concerning suspension, failure to post sign in a conspicuous place concerning suspension - did not contest	14 days
Illusion, Ottawa	Permitted narcotics on premises, premises, accommodation, equipment or facilities are not in compliance with this Act and the regulations, non compliance with Building Code Act, permitted removal of liquor from premises, sale not under licence, illegal liquor, no light meals available, failure to post prices, overservice, failure to facilitate inspection - did not contest	Licence revoked
J.M. Gators Bar & Grill, Etobicoke	Illegal liquor - did not contest	Licence revoked
Jazz Café & Lounge, Barrie	Sale not under licence, permitted removal of liquor from premises - did not contest	21 days
Red Dog Café, Acton	Past conduct, not financially responsible in conducting its business due to Retail Sales Tax Act - did not contest	Licence revoked
Sevens Restaurant, Madoc	Past conduct, breach of condition, not financially responsible in conducting its business due to Retail Sales Tax Act - did not contest	Licence revoked
We’ Ave, Toronto	Overcrowding - did not contest	30 days*
Web 2000 (The), Toronto	Service outside prescribed hours, failure to clear signs of service, permitted narcotics on premises, no light meals available, non compliance with Building Code Act, non compliance with Fire Marshals Act - did not contest	Licence revoked
Windsor Foremen’s Club, Windsor	Past conduct, breach of condition, not financially responsible in conducting its business due to Retail Sales Tax Act - did not contest	Licence revoked
Yorkies Café, Hamilton	Past conduct, breach of condition, not financially responsible in conducting its business due to Retail Sales Tax Act - did not contest	Licence revoked

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

THE EXECUTIVE COUNCIL OF ONTARIO*

Mike Harris	Premier and President of the Council
Jim Flaherty	Deputy Premier, Minister of Finance
Norm Sterling	Minister of Consumer and Business Services and Minister Responsible for Liquor Laws
Bob Runciman	Minister of Economic Development and Trade
Jim Wilson	Minister of Energy, Science and Technology
Chris Hodgson	Minister of Municipal Affairs and Housing
Elizabeth Witmer	Minister of Environment
Dianne Cunningham	Minister of Training, Colleges and Universities (and Minister Responsible for Women’s Issues)
David Tsubouchi	Chair of the Management Board of Cabinet
John Snobelen	Minister of Natural Resources
Janet Lynne Ecker	Minister of Education (and Government House Leader)
Tony Clement	Minister of Health and Long-Term Care
Cam Jackson	Minister of Citizenship (and Responsible for Seniors)
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Chris Stockwell	Minister of Labour
John R. Baird	Minister of Community and Social Services (and Minister Responsible for Children and Minister Responsible for Francophone Affairs)
Tim Hudak	Minister of Tourism, Culture and Recreation
Dan Newman	Minister of Northern Development and Mines
Brenda Elliott	Minister of Intergovernmental Affairs
Brad Clark	Minister of Transportation
Brian Coburn	Minister of Agriculture, Food and Rural Affairs
David Young	Attorney General (Minister Responsible for Native Affairs)
Helen Johns	Associate Minister of Health
Frank Klees	Minister without Portfolio (Chief Government Whip and Deputy Government House Leader)
Rob Sampson	Minister of Correctional Services
Andromache Karakatsanis	Secretary of Cabinet and Clerk of the Executive Council

(*as of April 2001)

Information for licensees about the e-laws website

The e-laws project is an undertaking by the Government of Ontario to make the consolidated laws of the Province available on-line in electronic form. At this site www.e-laws.gov.on.ca you can view consolidated versions of most of Ontario’s public statutes and regulations. The goal of the government is to keep these consolidations current to within 14 days. All liquor laws and regulations are available on this provincial website, as well as direct links on the **AGCO’S** own website at www.agco.on.ca

continued from page 1 Chair Feedback

In order for the **Strategic Planning Committee** to effectively recommend improvements to our processes, we would like feedback from you - our customers. As part of the AGCO’s mandate, we need to ensure the honesty, integrity and social responsibility of the alcohol industry through effective regulation and an independent adjudicative process. These processes must be seen to be fair, responsive and in the public interest.

If you have suggestions for improvement that would maintain our balance between economic growth and development, and regulatory controls, we would welcome them. Please address your comments to me at:

AGCO
20 Dundas Street West, 10th Floor
Toronto, Ontario
M5G 2N6
Or fax at (416) 326-0923
Or email at ian.mcphail@em.ccr.gov.on.ca

Ian D.C. McPhail

continued from page 1 Minister

and shortly after appointed by **Premier Mike Harris** as Minister of Intergovernmental Affairs and Government House Leader.

Long time MPP

He is the longest-sitting member of the Progressive Conservative Caucus, and has held a number of other government portfolios such as Environment, Energy, Resources Development and Justice-and from 1995 to 1997 was Consumer and Commercial Relations Minister.

Mr. Sterling has a law degree from the University of Ottawa and a Bachelor of Engineering (Civil) from Carleton University.

Prior to entering politics, Mr. Sterling was an engineer at **Du Pont** and owned and operated his own small manufacturing firm. He practiced law for six years before his first election to office.

Change to the Wine Content Act

The Ontario wine industry has welcomed changes to the **Wine Content Act**. New legislation named the **Wine Content and Labelling Act** came into force on January 1st 2001.

The new Act focuses on increased domestic content for Ontario wines and greater clarity in labelling for consumers stipulating that wines labelled as being made in Canada must have at least 30% domestic content (previously it was 25%).

The **Ontario Wine Council** announced that the new labelling system would come into effect as existing inventories run out.

Company fined \$15,000 for providing illegal gaming machines to bars

A Fort Erie company that provided illegal gaming devices to bars throughout southern Ontario has been fined \$15,000 in provincial court.

A police surveillance operation named **“Operation Hailstorm”** was conducted in seven bars located in St.Catharines, Niagara Falls, Welland, Brantford and Dunnville. Police confiscated gaming machines- charging the bar owners with keeping a common gaming house.

The supply company owner and his son still face a total of 14 personal charges under the Criminal Code of keeping gambling machines.

New information added to AGCO website

Here’s what’s new on our website as of March 1, 2001.

(In particular now available at www.agco.on.ca is access to all alcohol information; and you can download and fill out on screen liquor related forms such as liquor licence applications, renewals, transfers etc.)

♦ **Alcohol**

This section includes detailed alcohol-related licensing information. Use it to access and download online copies of all current guides, forms and instruction sheets

♦ **Alcohol FAQs**

Find the answers to all your general alcohol-related questions and brew-on-premise inquiries

♦ **Alcohol legislative Acts**

Links to Acts and Regulations administered by the **AGCO**



♦ **Useful links and contacts**

Link to: Alcohol regulators, industry associations, related government branches and other information

With the addition of this new information our website continues to improve.

The mandate of the **Alcohol and Gaming Commission of Ontario** is to regulate the sale, service and consumption of beverage alcohol and to promote moderation and responsible use; and to ensure that casino and charitable gaming is conducted in the public interest by people with integrity, and in a manner that is socially and financially responsible. ■

Police issue warning:

Illegal Crane or “Claw” Machines and Illegal Video Gambling Machines

The **Ontario Illegal Gaming Enforcement Unit** is continuing their investigation into the illegal use of crane type machines.

This initiative is in response to a number of complaints from charitable organizations, the business community, and individuals negatively impacted by the operation of crane machines within bingo halls, liquor-licensed establishments, arcades and other publicly accessed locations.



The position of the **Ontario Illegal Gaming Enforcement Unit** in relation to the operation and possession of these devices is that crane machines are illegal. This stance is supported by a number of court decisions including the most recent one in the case of Regina v. Balance Trading Inc. where the **Ontario Court of Justice** found crane machines to contravene s. 206 of the **Criminal Code of Canada**.

Section 206(1) (f) [subject to s. 206(3) annual fair or exhibition exemption] makes it an offence for any person to dispose of any “goods, wares or merchandise” by any game of chance or any game of mixed chance and skill in which the contestant pays money or other valuable consideration.

Meeting requirements

In order to be exempt from criminal liability, the element of chance must be completely removed from the game. A machine or device in which the crane or “claw” is not able to pick up and deposit to the player a prize solely from within the “box or field of play” each and every time does not meet this requirement.

Consequently, for the purpose of illegal gaming enforcement, crane or “claw” machines and/or devices that do not dispose of a prize to the player from within the enclosed “field of play” for each and every turn of play are considered illegal.

Any licensee/person permitting use of such devices may be subject to charges under the Criminal Code of Canada and/or administrative sanctions pursuant to the Liquor Licence Act.

Illegal machines

The **Ontario Illegal Gaming Enforcement Unit** would also like to remind liquor licensees that the Unit continues to be proactive in the seizure of illegal video gaming machines. Criminal charges will be preferred against persons and businesses involved in the manufacturing, distributing and/or use of video gaming machines.

Results of recent investigations

Toronto - On February 7, 2001 members of the **Ontario Illegal Gaming Enforcement Unit**, Toronto Team, charged 22 people with 26 gaming related offences after search warrants were executed at three business locations in the City of Toronto.

Windsor - On February 14, 2001, a distributor of illegal gaming machines in the Windsor area, plead guilty to charges under the gaming provisions of the Criminal Code. The following were ordered forfeited under Proceeds of Crime Legislation - \$30,000.00 cash, 3 vehicles and a 1/2-acre lot.

Durham Region - On February 28, 2001 members of the **Ontario Illegal Gaming**

Enforcement Unit, in conjunction with the **Durham Regional Police Service** executed search warrants at eight liquor licensed locations in Durham Region. The investigation revealed that these businesses were providing video gaming machines to their customers. Police seized 13 gaming machines worth \$40,000.00, as well as a quantity of cash. 15 people have been charged with 46 gaming related Criminal Code offences.

Since 1997, the Ontario Illegal Gaming Enforcement Unit has charged 1847 individuals and businesses with 3064 Criminal Code gaming offences resulting in fines and forfeitures of amost \$2.5 million.

Criminal Code charges resulting from the use of illegal video gaming machines within licensed premises will also result in the licensee being subject to administrative sanctions pursuant to the **Liquor Licence Act**.

If you have any information regarding illegal gaming activity, contact the Ontario Illegal Gaming Enforcement Unit through your local police service/detachment or call Crime Stoppers.



Larry D. Moodie
Detective Inspector
Ontario Illegal Gaming Enforcement Unit ■

Questions
& Answers

Q. What are acceptable forms of age identification?

A. Generally speaking, any item of identification that reasonably appears to have been issued by a government and includes a photograph and the date of birth of the person who is offering it as proof of is acceptable. The following pieces of identification are prescribed in the *Liquor Licence Act* as acceptable:

1. Ontario driver’s licence with a photo;
2. Canadian passport with a photo;
3. Canadian citizenship card with a photo;
4. Canadian armed forces card with a photo;
5. Photo card issued by the former Liquor Licence Board of Ontario (no longer being issued but those in circulation are still valid); and
6. Liquor Control Board of Ontario BYID photo card.

7. In all cases, you must ensure that the item of identification is authentic and belongs to the person presenting it.

NOTE: Application forms for the LCBO’s BYID card can be picked up at your local LCBO store or by calling the LCBO info-line at 1-800-ONT-LCBO (668-5226) toll free or (416) 864-6632. The issuing fee is \$15.

We remind all licensees and servers to please check identification cards carefully to ensure that it has not been tampered with or borrowed. Examine the photo; birth date information and expiry date. For more tips on spotting fake ID, speak to our AGCO inspectors or refer to our Checking I.D. Responsible Service Tip Sheet located on our web site.—
www.agco.on.ca

Q. What are Retail Sales Tax Certificates of Compliance?

A. A liquor licence holder is responsible for paying **Retail Sales Tax (RST)**. The **Registrar of Alcohol and Gaming** is required to propose to revoke a liquor licence or refuse to renew or transfer a liquor licence for non-payment of RST.

Electronic link

When the **AGCO** receives an application, the information is transferred electronically to the **Ministry of Finance**. The **Ministry of Finance** checks its records and in the case where an applicant is behind in **RST** payments, the **Ministry of Finance** will notify the applicant of the situation and advise that the licensee is responsible for clearing any outstanding **RST** amounts prior to a licence being issued. At the same time the AGCO is notified electronically. Licensees and applicants that are in arrears with the Ministry of Finance for Retail Sales Tax may experience some delays as they clear up their accounts. The first step you can take in streamlining the process for yourself is to keep your account with the Ministry of Finance current.

Attention licensees: liquor inspections

From time to time there may be persons posing as liquor inspectors who want to charge for a liquor inspection. These imposters will say they are from the “liquor board” and will do a quick check of the bar and ask to review the licence. Then they will charge the licensee \$100 for the inspection. Sometimes these imposters ask for a cheque with the name left blank. Later, they may return and complain that they could not cash the cheque and demand cash.

Notice: All AGCO inspectors or members of the liquor enforcement branch and OPP officers seconded to the AGCO carry appropriate identification and must identify themselves accordingly to licensees when an inspection is carried out. There is **never a charge** levied by the AGCO or any of its inspection or enforcement staff for an inspection of a licensed facility.

Keeping track of Licence Line

Beginning with this printing of Licence Line we will make it easier for readers to keep track of this publication by switching from the current labelling of Spring, Summer, Fall and Winter Editions to a Volume and Issue format. So, this edition will be labelled Volume 1: Issue 1- 2001. The next issue would then be labelled Volume 1: Issue 2- 2001.

Enforcement activities

In the Spring 2000 edition of Licence Line we reported that the AGCO integrated its inspection and investigation resources into an Investigation and Enforcement Bureau.

One of the main purposes of this unified management structure was to provide better coordination with local enforcement agencies.

Safer communities

This change was in keeping with the provincial government’s focus on the Building Safer Communities project aimed at creating solutions to reduce illegal activities in licensed and unlicensed establishments.

As a result of these events, the AGCO liquor enforcement activities have included a much more focussed approach in dealing with licensees who are in breach of the Liquor Licence Act (LLA) and Regulations around service to minors, serving intoxicated patrons, overcrowding, after hours service, rowdiness in licensed premises, and sale of drugs and illegal liquor.

Joint forces operations

Since these changes were made back in March 2000, the AGCO Investigation and Enforcement Bureau, liquor section, has coordinated a wide range of Joint Forces Operations (JFO) with local law enforcement agencies resulting in hundreds of charges for offenses under the Liquor Licence Act.

JFO activities have taken place in all regions of the province and will continue indefinitely.

Canada scores victory over icewine

Europeans will soon be sipping on an icy Canadian export after the **European Union**, earlier this year, agreed to open its borders to icewine.

Canada, and especially Ontario, has become a major producer of icewines, named because they are made from grapes left on the vine to freeze before being harvested to make a sweet dessert wine. The Canadian wine industry along with the **Ontario Wine Council** and the **Ministry of Consumer and Business Services** have been negotiating for a number of years to win access to the European market.

Letter to the editor

Dear AGCO

I am writing to you about receiving your quarterly newsletter (Licence Line). I’ve read it a few times and found it to be quite informative and for all in the industry a must. Thank you.

*Terry McDonnell, Slots Bar Manager
Western Fair Raceway Tavern
London, Ontario*