



AGCO

Alcohol and Gaming
Commission of Ontario

Responsible Service Tip Sheet: **MULTI-ROOM KARAOKE BARS**

INFORMATION SHEETS FROM THE ALCOHOL AND GAMING COMMISSION OF ONTARIO



In keeping with its commitment to provide effective regulation and services that are fair, responsive and in the broader public interest, the Alcohol and Gaming Commission of Ontario (AGCO) strives to ensure that its licensees and stakeholders have the proper education, tools and information to achieve compliance. This tip sheet provides some best-practices designed to help multi-room karaoke establishments remain compliant with the *Liquor Licence Act* and its regulations and mitigate risk within their establishments.

What are the Challenges?

As a licensee or manager, you are responsible for what happens at your business. You are required to ensure that all staff are properly trained and aware of their obligations under the *Liquor Licence Act* and regulations. Your AGCO Compliance Official (formerly called an Inspector) is available to help educate you and your staff to ensure compliance. To help you comply with your obligations under the *Liquor Licence Act* and regulations, the following must be adhered to:

Intoxicated Patrons

Intoxicated people or those displaying signs of intoxication are not allowed to be in the karaoke establishment.

- Continuously monitor licensed areas to ensure patrons are not approaching or showing signs of intoxication (e.g. every 20-30 minutes).

- Speak to and engage with your customers to assess their condition.
- Establish policies and practices on how to identify signs of intoxication.
- Remember that intoxication can be caused by drugs and/or alcohol.
- Do not promote or allow drinking games (e.g. dice, cards, etc.).
- See the AGCO's **Responsible Service Tip Sheet: Recognizing Intoxication** for additional information.
- When in doubt, ask for a second piece of identification and challenge it (e.g. ask questions about the ID provided, test signature, examine the photo).
- Make sure the identification presented is government-issued, not expired, and includes a photo and birth date.
- See the AGCO's **Responsible Service Tip Sheet: Checking ID** for additional information.

Overcrowding

Your Liquor Sales Licence lists each area's capacity.

- Capacities of different rooms and/or areas cannot be combined.
- Capacity includes staff.
- Post signs setting out the capacity for each area.
- Make sure all staff know what the capacity is (e.g. when booking rooms, parties, etc.).
- Regularly monitor/count persons in each area.
- Continuously monitor patron movement in and out of the establishment and its different areas.

Minors

The legal drinking age is 19 to consume alcohol in Ontario. Make sure people under the age of 19 do not have or consume alcohol.

- Ensure staff check identification of all patrons entering the establishment and before alcohol is served, especially where customers appear to be under 19.
- You can choose to restrict access to persons 19 years and older.
- If minors are permitted into the establishment, rooms hosting minors could be identified as "no alcohol" rooms. Do not accept identification that is on an electronic device (e.g. a picture of an ID on a cell phone).

Alcohol Sale and Service Hours

Alcohol cannot be sold/served after 2:00 a.m..

- All staff are responsible to ensure alcohol sales stop at 2:00 a.m. (except on New Year's Eve). For information on exceptions, please see **Hours of Alcohol Sale and Service** on the AGCO website.
- Consider posting the time (e.g. hang a clock).
- Post signs displaying sale and service hours.
- All signs of alcohol service must be removed and cleared from licensed areas by 2:45 a.m..
- Signs of service can include cups, bottles, pitchers, tea pots or anything else that contained alcohol.

Illegal Drugs

- As a liquor licence holder, you cannot permit illegal drug use or drug dealing on your premises.
- Regularly monitor karaoke rooms, bathrooms and outside areas.
- While it is now legal in Canada to purchase, possess and use cannabis for recreational purposes, under Ontario law, a person cannot smoke or vape cannabis in enclosed public places or work places, and other smoke-free places such as establishments licensed by the AGCO. This includes restaurant and bar patios, and public areas within 9 metres of any patios.
- See the AGCO's **Responsible Service Tip Sheet: Just Saying "No" To Drugs Is Not Enough** for additional information.

Disorderly Behaviour

It is the responsibility of all staff to ensure the establishment is safe for the public to attend.

- Disorderly behaviour includes: fighting and unruly behaviour.
- If your personal safety is not at risk, intervene early.
- If problems continue, consider security.
- If you cannot maintain control, call police.
- Having windows on karaoke room doors will assist with observing patron behaviour as will having sufficient lighting in all areas.
- Video surveillance/recordings can be used to watch patron behaviour (interior and exterior).
- Increase staff presence and have sufficient staff on duty to manage/monitor your establishment.
- Ensure staff are easily identified (e.g. name tags, t-shirts) which may deter inappropriate behaviour.

For more information, please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876 (toll-free in Ontario) or visit us online at www.agco.ca.