

Race Line

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Photo: John Loper

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Race Line is the Alcohol and Gaming Commission of Ontario (AGCO)'s publication for Ontario's horse racing industry. Printed copies are available at open racetracks and industry associations. All issues may be viewed online in both official languages at www.agco.ca.

We welcome your ideas and input. If there are topics you would like to see addressed in future publications, or if you wish to receive *Race Line* and other AGCO horse racing-related communications electronically, please email Racing@agco.ca or call 416-325-0427.

iAGCO Online Services for Ontario's Horse Racing Licensees

On March 2, 2020, the AGCO launched online services for horse racing licensees.

Providing a quicker, easier, more convenient way to apply for, change and renew your horse racing-related licences and registrations, anytime from anywhere, the iAGCO portal is available at www.agco.ca/iAGCO.

The AGCO's roll out of online services is part of the AGCO's ongoing efforts to provide a modern, quality, customer service experience. iAGCO online services have already rolled out for AGCO alcohol-related transactions, public inquiries and complaints, lottery and gaming registrants and cannabis licensees.

Customers who have used iAGCO have been overwhelmingly satisfied with its ease of use and functionality, with a 93% satisfaction rate.

WHAT YOU NEED TO KNOW

Make sure the (mailing and email) address you have provided to the AGCO is up to date. To update your address, you can:

- Complete a Horse Racing Licensee Contact Update Information Form, available on the AGCO website, and return it to the AGCO by mail or the AGCO Office at the nearest open racetrack
- Call Customer Service Monday to Friday from 8:30 am to 5:00 pm at 416-326-8700 or toll-free 1-800-522-2876

When using online services, payments for applicable fees must be made by Visa, MasterCard, Interac Online, Visa Debit, MasterCard Debit or pre-paid Visa or MasterCard. Cheques and cash (including USD) will no longer be accepted.

With the launch of iAGCO online services:

- If your renewal date is before May 2020, you will receive instructions in your renewal letter on how to renew
- If your renewal date is May 2020 or later, you will receive an online access code by mail from the AGCO 60 days before your licence is set to expire
- You can also obtain an access code by calling AGCO Customer Service Monday to Friday from 8:30 am to 5:00 pm at 416-326-8700 or toll-free 1-800-522-2876.

You will need to create an iAGCO account and use the access code to link your new account to your information already on file. After setting up your account, you will conduct all of your AGCO transactions on iAGCO including going online to apply for, change or renew your licence(s), making an EIPH submission, and paying outstanding monetary penalties.

Once your information has been saved, you will be able to reuse it for all of your applications and renewals. You will only need to update that information when changes occur. You'll also be able to save your application in draft form before submission and modify it as needed throughout the application process before submitting it.

Helpful Resources

Visit the iAGCO Information page on the AGCO website at www.agco.ca

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Changes to the Registration of Racing Colours & Temporary Waiver of Fees for the Registration of Thoroughbred & Quarter Horse Racing Colours

The AGCO frequently reviews its horse racing policies and processes as part of its ongoing industry modernization efforts with a goal of supporting the sector in leading the development of its own processes, where appropriate.

Through this process, it has been determined that while the AGCO will maintain its regulatory oversight over the appropriate use of racing colours, the horse racing industry itself is best positioned to determine the correct approach to the registration of Thoroughbred and Quarter Horse racing colours in the future.

As a result, beginning January 1, 2021, the AGCO will no longer administer the registration of racing colours.

In the interim, the AGCO will continue to register racing colours from January 1, 2020 to December 31, 2020 but will waive the annual registration fee during this period. Lifetime racing colours may be registered with the AGCO until March 1, 2020, after which time the AGCO will no longer accept applications for lifetime racing colours.

During the interim period, the AGCO will work with industry leaders on a long-term solution for racing colours, and will keep the industry informed of changes when they come into effect.

Questions about this change may be directed to AGCO Customer Service at 416-326-8700 or 1-800-522-2876 (toll free in Ontario).



Photo: John Loper

Approved 2020 Race Dates – Start & Finish Months* (as at December 19, 2019)

The approved 2020 Race Dates are posted on the [AGCO website](#)

Ajax Downs (Quarter Horse)	May 10 – October 19
Clinton Raceway (Standardbred)	May 17 – September 6
Dresden Raceway (Standardbred)	May 24 – August 3
Flamboro Downs (Standardbred)	January 2 – May 31 & September 3 – December 31
Fort Erie Racetrack (Thoroughbred)	May 26 – October 31
Georgian Downs (Standardbred)	June 2 – August 30
Grand River Raceway (Standardbred)	June 3 – September 25
Hanover Raceway (Standardbred)	June 6 – September 19
Hiawatha Horse Park and Entertainment Centre (Standardbred)	May 2 – September 19
Kawartha Downs (Standardbred)	May 9 – September 26
Leamington Raceway (Standardbred)	August 9 – October 25
Mohawk Park (Standardbred)	January 4 – December 26
Rideau Carleton Raceway (Standardbred)	February 9 – December 27
The Raceway at Western Fair District (Standardbred)	January 1 – May 29 & October 9 – December 31
Woodbine Racetrack (Thoroughbred)	April 18 – December 13

Getting to Know: Rob Isshak

AGCO MANAGER VETERINARY SERVICES

Meet Robert Isshak, who has been named Manager, Veterinary Services. Reporting to Dr. Adam Chambers, Senior Manager of Veterinary Services, Rob is responsible for the supervision of the AGCO Official Veterinarians at the province's 15 racetracks.

As horse racing licensees move to online services with the launch of iAGCO in March 2020, one of Rob's priorities will be managing the adoption of new Veterinary Services business processes within the iAGCO online portal.

With more than 20 years of AGCO experience, Rob brings a wealth of knowledge and strong, front line understanding of the industries that the AGCO regulates, as well as AGCO policies, procedures and processes. Most recently, he served as a Regional Manager, Regulatory Compliance.

The AGCO's Racing Operations branch was integrated into the Regulatory Compliance Branch in January 2019 to support a more flexible, cross-functional regulatory compliance approach. The Branch oversees the activities of Racing Officials, coordinates racing compliance and medication control efforts and leads the Racing Reform project and Racing's integration into iAGCO.

Rob's experience of bringing multifaceted projects to completion, managing people and stakeholder relations in all lines of business will be an asset to Veterinary Services within the Regulatory Compliance Branch and the broader horse racing community. Welcome Rob!



Race Reports are Changing!

Since 2017, AGCO Race Officials have provided the horse racing industry with Race Reports to explain the calls and decisions made by Race Officials

To provide more transparency to the industry and betting public, the AGCO will be making changes to Race Reports this spring. This includes expanding the Race Reports to include more detailed

information about track conditions, scratched and claimed horses. The look of the Race Reports will also change, featuring a new layout and standardized template across horse breeds.

Race Reports will continue to be published online on the AGCO website, and posted to the Standardbred Canada and select Racetrack websites.



Photo: John Watkins

Concussion Protocol Update

On April 20, 2019, the AGCO began piloting a concussion protocol at Woodbine and Fort Erie racetracks, as part of its commitment to safeguarding jockeys and race horses while enhancing the integrity of racing.

The protocol was enacted as a standards-based rule, to address incidents where jockeys are suspected of suffering concussions to ensure they do not engage in racing when they have a concussion. The protocol pilot ran from April 20, 2019 to December 15, 2019.

After analyzing the pilot to evaluate whether the protocol was effectively meeting its objective of safeguarding jockey health and ensuring jockeys do not participate in racing when diagnosed with a concussion, the AGCO has made the decision to roll out the protocol

more broadly across all Thoroughbred and Quarter Horse racetracks, for the beginning of the 2020 racing season.

Specialized in-person training sessions will take place for jockeys and other participants, to help raise awareness and understanding of the protocol, of concussion management, and of the associated health risks among jockeys and others. The AGCO will continue to monitor the protocol to ensure its objectives are being met and remains committed to receiving input from all affected stakeholders on this initiative.

For more information about the pilot, please visit: <https://www.agco.ca/bulletin/2019/info-bulletin-no-68-concussion-protocol-pilot-introduction-standards-based-rule>

The AGCO is committed to enhancing the fairness, integrity and safety of horse racing in Ontario, while at the same time enhancing public confidence, reducing administrative burdens, and modernizing horse racing regulation.

AGCO Horse Racing Consultation: Interference Rules and Adjudication Survey

On December 2, 2019, the AGCO launched a consultation on horse racing interference rules and adjudication to seek input on the future of interference adjudication in Ontario.

Currently, there are two in-race interference adjudication approaches, Category 1 and Category 2, used in racing jurisdictions around the world. The difference between the two approaches is typically highlighted when a high-profile race outcome is impacted, such as the 2019 Kentucky Derby when the first horse to cross the finish line, Maximum Security, was disqualified for interference.

The AGCO is assessing the two interference adjudication approaches in each of the three breeds in consultation with the horse racing industry and related stakeholders, as well as the public. The input provided to the AGCO on the different interference classification systems used globally, and any implications if Ontario were to change its regulatory approach to interference, will help to inform future changes to interference adjudication in Ontario.

The period for completing the online survey and providing written submissions closed on January 20, 2020. In total, the AGCO received 295 submissions from across the industry – with representation from all breeds and horsepersons. Thank you to everyone who participated and shared your feedback with us!



The AGCO is now analyzing the results and will report back publicly, once complete.

In the coming months, the AGCO will hold a limited number of in-person or teleconference meetings with interested stakeholders to discuss the feedback and comments received.



Photo: Dave Landry

Digital Tattoos

Effective January 1st, 2020, all Thoroughbred horses that have not previously been Thoroughbred Racing Protective Bureau (TRPB) lip tattooed must have a Digital Tattoo for race day identification. This Digital Tattoo indicates that the TRPB has confirmed the identity of the horse and uploaded updated digital photographs to the breed registry database at The Jockey Club. The TRPB provides authentication of identity for every Thoroughbred racing jurisdiction in the United States and Canada. The transition to the TRPB Digital Tattoo was preceded by a requirement by The Jockey Club which calls for any Thoroughbred foaled in 2017 or after to be microchipped prior to being registered.

iAGCO

WHAT'S NEW?

As part of the AGCO's commitment to being a modern regulator, public inquiries and complaints may now be submitted to the AGCO electronically via iAGCO Online Services. When your submission is received you will receive a reference number that will allow you to track the status of your inquiry/complaint online.

WHAT'S NEXT?

Please visit the AGCO website for a list of all online services currently available and those planned for future rollouts.

Read us online!

When you view Race Line online in either English or French, all of the links are clickable – taking you quickly to the extra information you need to have.

www.agco.ca/newsletters



Stay up to Date! Follow us on Twitter @AGCO_Racing

Race Line

This newsletter is published by the **Alcohol and Gaming Commission of Ontario** to provide licensees and interested parties with information regarding horse racing legislation and related issues. Reader comments and content suggestions are welcome.

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