

<b>Agenda</b>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Tuesday May 10, 2011</b> <b>Main Boardroom – 4<sup>th</sup> Floor, 3350 Douglas St.</b> <b>Teleconference</b> <b>Participant ID</b> <b>Bruce is the Moderator</b> <b>2:00 pm – 3:30 pm</b></p> <p><i>s.15, s.17</i></p>
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1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce)

*s.13, s.17*

4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Bruce)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**May 10, 2011**  
**4th Floor Boardroom, 3350 Douglas Street/Teleconference**  
**2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Bruce Clark (for Donna Lister s.22  
s.22 , Gary Barker, Robert Meseyton (recording)

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**1. Approval of Agenda**

- Approved.

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

- There were three minor corrections after which the Minutes of the previous meeting were approved as circulated.

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

- Nothing to report. The Safety meeting is upcoming.

**b. Training (standing item) (Bruce)**

- Special Provincial Constable designation and other training is ongoing.

**c. Vehicles (standing item) (Bruce)**

- Meeting is upcoming for the next five year replacement plan.
- All related vehicle expenses have been put into a regular report that will be sent to regional managers.

s.17

s.13, s.17

#### **4. Divisional Updates**

##### **Fraser Valley/North (Mike)**

- Overall the mixed martial arts events went well but had some problems. The smaller classes of establishments are the ones causing the problems of overcrowding.
- We are busy doing SOLs and security plans.
- Completed a trip up north doing night shifts with the inspectors.
- EPDPs are almost complete.

##### **Vancouver/Greater Vancouver (Bruce for Donna)**

- MAP will have agents deployed in late May.
- We are busy with SOLs and security plans. Many large events.
- Late August is the office move date.
- Mentioned an incident involving VPD and inspectors that was discovered by using social media.
- The VPD is working with us to monitor the hockey playoffs and the movement of people during the event. It is working well will the smaller venues causing overcrowding problems but no infractions.
- The inspections of the Rodgers Stadium private booths went well.

**Vancouver Island/Interior (Gary)**

- The Kamloops City presentation generally went very well. These types of presentations are a good way of educating municipal officials of their and our roles.
- Phil W spent some time with the more remote inspectors.
- Bode has consulted on tow files/NOEAs that went very well. He will continue to do more.
- Inspectors have done covert inspections in the Lilloette area with no contraventions found.
- MAP training has started with two agents now doing inspections.
- All EPDPs are scheduled for completion.

**Deputy General Manager (Bruce)**

- Had a great trip to Kamloops. Investigators are following up with the Log Inn north of Clearwater.
- Hearing in Golden is complete. Regardless of the outcome it sends a good message.
- Kelowna went well. Initiated a new Fit and Proper investigation.
- Manager of Investigations posting is at the stage where the offer has been presented. The position will be filled approximately early July.
- Manager of Investigations business is that Bruce has had meetings with Liz and the advocates on various files. We are trying to get "Agreed Statements of Fact" from the licensees to create efficiencies in the hearing process.
- EPDPs underway.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	Application for Blackberrys to show licence information – discuss with Mike & Jan. 04/26/11 – BF for Bruce to follow-up in 60 days, end of July.	
04/26/11	Insurance coverage in personal vehicles for MAP – Rupi to discuss with Jan and provide information at next meeting. Update: 05/10/11 Business forward to May 24 meeting.	
04/26/11	NOEAs (element of the contravention) & Violation tickets - ½ hr training to be considered by Bruce/Advocates at RM team meetings. Update: 05/10/11 Ongoing.	
05/10/11		
05/10/11		
05/10/11		

s. 13, s.17

<h1><b>Agenda</b></h1>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Tuesday May 24, 2011</b> <b>Cross Town (Main) Boardroom</b> <b>4<sup>th</sup> Floor, 3350 Douglas St.</b></p> <p><b>Teleconference</b> s.15, s.17 <b>Participant ID</b> <b>Bruce is the</b> <b>2:00 pm – 3:30 pm</b></p>
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1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce)
  - d. Timely and complete entry of inspections (Bruce)
  - e. Branch Business Planning Sessions (Bruce)
  - f. Public Service Week (Bruce)
  - g. Weekly Inspection Workload Distribution Report (Gary)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Bruce)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**May 24, 2011**

**Cross Town (Main) Boardroom, 3350 Douglas Street/Teleconference**

**2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker, Robert Meseyton (recording)

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**1. Approval of Agenda**

- Item 3h, s.17 (Gary), was added.

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

- The contract to provide personal safety service for Inspectors with Tiger Tel Communications is being renewed.

**b. Training (standing item) (Bruce)**

- Ongoing training in progress. No issues.

**c. Vehicles (standing item) (Bruce)**

- Gary noted that the vehicle repair approval process seems to have changed. Sue Z is approving repairs directly with PHA. C&E staff are only being cc's via email after the approval has been granted.

**ACTION:** Bruce will discuss with Jan what the correct C&E vehicle repair process is and if C&E staff are to be involved in the approval of these decisions.

- In regards to the five year plan for vehicles, Government's new directive is to replace vehicles after 200,000 km and or 10 years. We need to manage the use of and maintenance of our vehicles closely in light of these new restrictions. Our vehicles will not meet these replacement criteria until 2015. \$60,000 is currently in the capital costs budget and it can be used for purchases if needed. Two or three leases are expiring. Jan is looking at the option of buying these vehicles. As we are a \$1,000 vote, if necessary, we could lease vehicles.

**ACTION:** Robert will invite Jan to attend the June 21st meeting to discuss the challenges we may have in managing our vehicles with the new replacement criteria.

**d. Timely and complete entry of inspections (Bruce)**

- Managers were asked to remind their staff of the importance of this task and how it impacts other areas of the Branch. e.g. Media requests, Branch statistics in Briefing Notes, etc.

**ACTION:** Bruce to confirm with Mike B if using Ranger for entry of inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations.

**e. Branch Business Planning Sessions (Bruce)**

- Many issues raised linked back to the SOL project. No C&E issues were identified that resulted in any projects that C&E would be responsible for. We will be continuing to implement and refine the existing projects we already have underway.

**f. Public Service Week (Bruce)**

- A report on recognizing and appreciating staff during Public Service Week will be prepared for the DSG. Everyone is to discuss with their staff what event(s) would be meaningful and appreciated by them.

**g. Weekly Inspection Workload Distribution Report (Gary)**

- The errors in this report's programming have been corrected and have resulted in a useful tool. A range of parameters are available. Bruce will be using this report on a regular basis so please ensure accurate and timely data entry. This report can also be used as a way of rewarding and recognizing staff.

s.13, s.17

**4. Divisional Updates**

**Fraser Valley/North (Mike)**

- May 27 to June 10 PSA will be posting the Inspector vacancy, with interviews tentatively taking place in the last week of June.
- Covert inspections are taking place.
- Hartley Bay Band is having issues with a mail order LRS.
- Staff vacation is starting.
- Hockey playoff issues are mostly RCMP related.



**Vancouver/Greater Vancouver (Donna)**

- Hockey playoffs are still a big event and are our number one concern. Staff will be working every game. Overtime and extra staff may be needed.
- Office move details are being finalized.
- Lots of staff vacation is happening.

**Vancouver Island/Interior (Gary)**

- Phil is actively training the MAP inspectors and doing inspections with them.
- EPDs are almost complete.
- Covert inspections are happening.
- Operational plans are happening for areas farther out.
- There are no hockey playoff issues.

**Deputy General Manager (Bruce)**

- Five or six license inspections in Cloverdale and about fifteen bar inspections in Surrey. Overall the visits were a very good experience.
- MOI competition process is winding down. One applicant has asked for feedback.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	Application for Blackberrys to show licence information – discuss with Mike & Jan. 04/26/11 – BF for Bruce to follow-up in 60 days, end of July.	In progress
04/26/11	Insurance coverage in personal vehicles for MAP – Rupi to discuss with Jan and provide information at next meeting. Update: 05/10/11 Business forward to May 24 meeting.	In progress
04/26/11	NOEAs (element of the contravention) & Violation tickets - ½ hr training to be considered by Bruce/Advocates at RM team meetings. Update: 05/10/11 Ongoing.	In progress
05/10/11		In progress
05/10/11		In progress

s.17

05/24/11	Bruce will discuss with Jan what the correct C&E vehicle repair process is and if C&E staff are to be involved in the approval of these decisions.	
05/24/11	Robert will invite Jan to attend the June 21st meeting to discuss the challenges we may have in managing our vehicles with the new replacement criteria.	
05/24/11	Bruce to confirm with Mike B if using Ranger for entry of inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations.	

<h1>Agenda</h1>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Tuesday June 7, 2011</b> <b>Bruce's Office</b> <b>4<sup>th</sup> Floor, 3350 Douglas St.</b> <b>Teleconference</b> s.15, s.17 <b>Participant ID</b> <b>Bruce is the</b> <b>2:00 pm – 3:30 pm</b></p>
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1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce)
  - d. LPCs and NOEA Review (Bruce)
  - e. NEARs and Reasons (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Bruce)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**June 7, 2011  
Bruce's Office, 4<sup>th</sup> Fl. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark s.22 , Rupi Gill (for Mike Clark)  
Donna Lister, Gary Barker, Robert Meseyton (rec)

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**1. Approval of Agenda**

Approved.

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

The TigerTel Communications contract is being renewed.

**b. Training (standing item) (Bruce)**

No items for discussion.

**c. Vehicles (standing item) (Bruce)**

Jan will be attending the June 21<sup>st</sup> meeting to discuss the vehicle replacement program and the C&E vehicle repair approval process.

**d. LPCs and NOEA Review (Bruce)**

Liz will be providing some trend analysis. The process of having advocates involved, at the inspector's request, at an early stage before some NOEAs have been issued is working well and increasing the NOEA success rate.

**e. NEARs and Reasons (Bruce)**

Licensees have a right to know the reasons why an NEAR was issued. In order to do this we need to have our comments in POSSE clear and relevant. Everyone is to communicate to their staff that this should be done.

#### **4. Divisional Updates**

##### **Fraser Valley/North (Rupi for Mike)**

- The hockey games have kept everyone busy. Some issues were around public viewings on large screens and incentives to buy alcohol to win a contest.
- MAP inspections were done in New West resulting in some LRS issues.
- Staff are working on SOL events with license extensions.
- Staff are attending courses working towards their SPC designations.

##### **Vancouver/Greater Vancouver (Donna)**

- Inspections of public viewings on big screens of the hockey game in Rogers Arena and another venue went well. Overall the games are going well.
- Police have some concerns about people buying liquor and immediately opening and consuming it in public while on their way to the hockey games.

##### **Vancouver Island/Interior (Gary)**

- Phil had a positive meeting with other RIs on the mainland.
- He also has done six more MAP inspections. Five of them had issues. A second phase of MAP inspections will happen in mid August.
- MAP agents will be hired central to where inspections need to be done to eliminate the need to stay overnight.
- Covert inspections will have Interior agents coming to Vancouver Island.
- The hockey games have gone very well with no problems.
- Vacation leaves will result in low staff levels over the summer.

##### **Deputy General Manager (Bruce)**

- Bruce was in Vancouver last week. It was a fun and interesting experience.
- Acting as ADM, some C&E issues have arisen. e.g. viewing hockey games on a large screen at Rogers Area while others were denied, what is the definition of an "event".
- Hearings in Victoria are occurring.

s.17

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	s.17	In progress
04/26/11	discuss with Jan and provide information at next meeting. Update: 06/07/11 Sue Z to confirm with Rupi the details of the various insurance scenarios, including Government car rentals.	In progress
04/26/11	NOEAs (element of the contravention) & Violation tickets - ½ hr training to be considered by Bruce/Advocates at RM team meetings. Update: 05/10/11 Ongoing.	In progress
05/10/11	s.17	In progress
05/24/11	Bruce to confirm with Mike B if using Ranger for entry of inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations.	In progress

<b>Agenda</b>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Tuesday June 21, 2011</b> <b>Cross Town Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.</b> <b>Teleconference</b> s.15, s.17 <b>Participant ID</b> <b>Bruce is the Moderator</b> <b>2:00 pm – 3:30 pm</b></p>
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1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce/Jan who will arrive around 2:30 p.m.)
    - Vehicle replacement program
    - C&E vehicle repair approval process
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Bruce)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**June 21, 2011  
Cross Town Boardroom, 4<sup>th</sup> Fl. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker, Jan Evans (guest speaking to Item 3c who then departed), Robert Meseyton (recording)

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**1. Approval of Agenda**

Items 3d EPDPs and 3e Overtime were added to the Agenda.

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

The Minutes of the previous meeting were approved as circulated.

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

Gary mentioned that the upcoming Sturgess North SOL may have gang related problems.

**b. Training (standing item) (Bruce)**

Two Inspectors have completed the required SPC courses and will be taking the next steps to get their designations.

**c. Vehicles (standing item) (Bruce and Jan)**

- **Vehicle replacement program**

There are no capital funds available. Replacements will be on a case by case basis after 10 years of use. If in the future a vehicle replacement is denied we can rent for a few days, make a case for a lease or use personal mileage. There is \$60,000 in our budget to allow for approximately two vehicle purchases in 2013.

**ACTION:** Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012.



- C&E vehicle repair approval process  
Jan described the process as outlined in the binder in each vehicle. Repairs under \$750 are approved at the repair shop via PHH. Repairs over \$750 are sent by PHH, during regular office hours, to Sue Zazuliak who contacts the regional manager for approval.  
**ACTION:** Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&E's business needs.

**d. EPDPs (Bruce)**

The planning sessions for the next cycle need to be completed by the end of July.

**e. Overtime (Bruce)**

Some overtime money is available for specific inspection operations events. e.g. SOL events but not travel time. Let Bruce know if you need this funding.

**4. Divisional Updates**

**Fraser Valley/North (Mike)**

- Teresa is in Prince George to assess the administration of the office.
- MAP NOEAs are coming through. Bruce has requested that he look at them.
- Meeting with the City regarding a music event for minors with several problems related to the extensions granted to their LP.
- Posting for the inspector position has approximately thirteen possible applicants.

**Vancouver/Greater Vancouver (Donna)**

- Busy the last few weeks with the playoffs. Will be doing an over view with staff.
- Gearing up for summer events.

**Vancouver Island/Interior (Gary)**

- About to enter the busy SOL season. This should continue until the third week of August. Many events requiring dedicated resources.
- Seventh MAP tour was completed with fourteen establishments inspected. All were compliant. MAP will next move up island.
- Covert operations have resulted in a few contraventions.
- Overall a very busy time compounded by staff vacations.

**Deputy General Manager (Bruce)**

- The two Investigator positions have been requisitioned.
- Near the end of the Fit and Proper policy manual review.
- In the MOI area, a new Fit and Proper has opened.
- Review of the Stanley Cup playoff procedures, to include the role alcohol played, has been announced.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	s.17	In progress
05/24/11	inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations.	In progress
06/21/11	Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012.	
06/21/11	Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&E's business needs.	

<h1><b>Agenda</b></h1>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Monday July 4, 2011</b></p> <p><b>Cross Town Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.</b></p> <p><b>Teleconference</b> s.15, s.17</p> <p><b>Participant ID</b></p> <p><b>Bruce is the Moderator</b></p> <p><b>2:00 pm – 3:30 pm</b></p>
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1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce)
  - d. Draft of C&E Desk manual Section 10.1.4: Gathering Evidence (Bruce) Document was circulated on June 9<sup>th</sup>.
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Bruce)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**July 4, 2011  
Crosstown Boardroom, 4<sup>th</sup> Fl. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker, Ray Tetzl, Mandy Fisher (recording)

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**1. Approval of Agenda**

Items 3e SOL's – Peter/Bode and 3f Team Meetings – Peter/Bode were added.

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

The Minutes of the previous meeting were approved as circulated.

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

s.17

for the Canada Day long weekend.

- Bruce attended a few large SOL Events in Kelowna.
- Defence Driving – Mike will be doing the training for this. Bruce recommends that C&E staff take the training, but it is voluntary.

**b. Training (standing item) (Bruce)**

Interview Course (week in length) offered through the JI. Keep in mind for future investigators joining the Branch.

**c. Vehicles (standing item) (Bruce and Jan)**

Nothing to report.

**d. Draft of C&E Desk manual Section 10.1.4: Gathering Evidence document circulated on June 9th (Bruce)**

Discussed as a group.

**ACTION:** RMs to discuss with staff and send any comments to Bruce before the next managers meeting.

**e. SOLs – Peter/Bode (Bruce)**

Bruce mentioned that Peter and Bode would benefit from attending inspections of SOL events. The primary contravention for these events is intoxication.

**ACTION:** RMs agreed to put an invitation out to Peter/Bode when events are scheduled.

**f. Team Meetings/Elements of Offense in NOEA/ Training – Peter/Bode (Bruce)**

Bruce mentioned that a narrative is being done on particular offenses.

The advocates will be doing training for liquor inspectors once this is completed.

**ACTION:** Training to be done at RM Team Meetings in September.

**4. Divisional Updates**

**Vancouver Island/Interior (Gary)**

- Canada Day Events – SOL held in Kamloops discussed and Victoria events went well.
- Merritt Mountain Music Festival – going ahead this year under an SOL.
- Sturges North and Salmon Arm events discussed. Gary will be doing inspections with 3 of his inspectors.
- On Tour #8 of the MAP. 6 LRS in non-compliance and 100% compliance for GLSs.

**Fraser Valley/North (Mike)**

- SOLs - busy season approaching.
- Vacation time for staff.
- Prince George – an issue came up regarding a licensee wanting to move their FP to an LP licence and licensing not granting it. Mike discussed and cleared this issue with Cheryl.
- 11 candidates being interviewed for the liquor inspector position in Surrey.

**Vancouver/Greater Vancouver (Donna)**

- MAP – touring the Richmond and Pemberton area.
- Canada Day – inspections in the downtown area went well.
- Vacation time for staff.
- Move of the Vancouver office is fast approaching. Computers will be unhooked on August 25 & 26 and the full day move will take place on the 28<sup>th</sup>.

**Deputy General Manager (Bruce)**

- Completed several inspections in Vernon last Friday/Saturday with Kevin & Graham.
- Investigator positions (2) have been posted internally.
- In Nanaimo this Friday/Saturday with Mandy McKelvie for the Bath Tub Races.
- Will be attending the Surrey office to meet with Ray for a day.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	s.17	In progress
05/24/11	inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations.	In progress
06/21/11	Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012.	
06/21/11	Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&E's business needs.	
07/04/11	s.17	
07/04/11	Draft of C&E Desk manual Section 10.1.4: Gathering Evidence document – RMs to send comments from staff to Bruce before next meeting.	
07/04/11	SOL Inspections for Peter/Bode – RMs to put invitations out when events are scheduled.	
07/04/11	Elements of Offense Training by Peter/Bode – to be done at RM Team Meetings in September.	
07/04/11	MAP – Bruce to schedule a conference call for mid-late August to discuss the project and what the next steps are.	

<h1><b>Agenda</b></h1>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Tuesday, July 19, 2011</b> <b>Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.</b> <b>Teleconference</b> <b>Participant ID</b> s.15, s.17 <b>Bruce is the</b> <b>2:00 pm – 3:30 pm</b></p>
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1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce)
  - d. Sale of liquor to licensees by LRS signature (Bruce)
  - e. SOL education video for participants and LDB (Bruce)
  - f. LPCs and Investigations (Bruce)
  - g. What is the most meaningful way to communicate the WES Survey results to staff? (Bruce)
  - h. Tiger Tel – Answer Plus Service (Gary)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**July 19, 2011  
Crosstown Boardroom, 4<sup>th</sup> Fl. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker, Ray Tetzl, Mandy Fisher (recording)

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**1. Approval of Agenda**

Approved.

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

Approved.

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

- Nothing to report.

**b. Training (standing item) (Bruce)**

- Mike is meeting with the PSA regarding the "Giving Evidence" training.
- Gary will follow-up with Phil regarding the "Gathering and Evaluating Intelligence" training.

**c. Vehicles (standing item) (Bruce)**

- Nothing to report.

**d. Sale of liquor by LRS to Licensees (Bruce)**

- This was brought forward at Executive. PP&C is working on information that will be available on our website. This will also include SOL's.

**e. SOL education video for participants and LDB (Bruce)**

- Brought forward at Branch Executive and all agreed this is a good idea. It will be a while before it's put into place.



**f. LPCs and Investigations (Bruce)**

- Investigators will have the resources to help out inspectors with any cases resulting from LPC's that might be more complex and time consuming.
- Ray commented that this would help with team building between the Investigators and Inspectors.

**ACTION:** RM's to discuss at team meetings.

**g. WES Survey Results - communication (Bruce)**

- The results will be out sometime next week.
- Group agreed the best way to communicate the results is at team meetings.
- The survey will be held every two years from this point forward.

**ACTION:** Bruce to inform executive that this information will be given to C&E staff at team meetings.

**h. Tiger Tel (Gary)**

- Gary was approached by Karen about this service. Reminder that inspectors need to be using this service when doing inspections/travelling on their own and RMs should be checking with their staff.

**ACTION:** Group agreed that we need more details on the report we receive – inspector names? Gary will put forward this information to the company.

**ACTION:** Mike to ask Rupi to include this as part of the safety review – optional or a requirement to use service?

**ACTION:** RMs to gather feedback from inspectors and report back.

**4. Divisional Updates**

**Vancouver/Greater Vancouver (Donna)**

- Busy with answering questions about the liquor review regarding the Stanley cup riot. John Ferlong has been assigned by the Minister to do the review.
- July 30<sup>th</sup> is the Celebration of Lights in Vancouver.
- Office move – demo is completed and drywalling in progress. Move dates are August 27 & 28<sup>th</sup>. Vancouver office will be offline from August 26-29<sup>th</sup>.
- Donna s.22 Bruce Clark will be Acting.
- NOEA f ill be signed.

**Fraser Valley/North (Mike)**

- MAP inspections took place in the Fraser Valley – 6 LRS's have received CN's.  
**ACTION:** Mike to forward stats to Bruce.
- Liquor Inspector interviews have been completed. Thanks to both Donna and Rupi for being on the panel.
- Large amount of SOL's taking place throughout the summer.

**Vancouver Island/Interior (Gary)**

- SOLs
  - Sturgess North Motorcycle Rally held - no issues
  - Blues Festival held – no issues
  - July Festival in Kimberley held – no issues
  - Many SOL's taking place during the August long weekend.
- Booze Cruise was cancelled.
- Gary is s.22 Phil Williams will be Acting.

**Manager of Investigations (Ray)**

- Will be reviewing the resumes of candidates for the Investigator's position.
- Discussed two fit and proper cases with the group - both deemed fit and proper and now over to Cheryl in Licensing.

**Deputy General Manager (Bruce)**

- Attended inspections with Mandy McKelvie in Nanaimo.
- Attended Inspections with Holly and Wally up in PG.
- Attended 3 large SOL events in the Quesnel area.
- Attended Sturgess North in Salmon Arm.
- Will be attending the Pride Event in Vancouver on the 29<sup>th</sup> and also the Celebration of lights taking place on the 30<sup>th</sup>.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	s.17	BF August
05/24/11	inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations. <b>Update:</b> Mike to work with Kristine on Ranger once she is s.22 Will then follow-u s.22	BF Mid-Sept
06/21/11	Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b>Update:</b> Bruce to follow-up with Jan regarding status.	
06/21/11	Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&E's business needs. <b>Update:</b> Bruce to follow-up with Jan regarding status.	
07/04/11	s.17	BF Mid-Sept
07/04/11	document – RMs to send comments from staff to Bruce before next meeting. <b>Update:</b> follow-up with staff and provide comments at next meeting.	
07/04/11	Elements of Offense Training by Peter/Bode – to be done at RM Team Meetings in September. Update: Draft documents done by advocates and given to Bruce for review	BF Sept
07/19/11	Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review.	
07/19/11	Tiger Tel – more detailed reporting? - Gary, feedback from Inspectors – RM's	
07/19/11	Cases resulting from LPC's – Investigators and Inspectors to work together on more complex cases. RMs to discuss at team meetings.	

<h1><b>Agenda</b></h1>	<p><b>Liquor Control and Licensing Branch C&amp;E MANAGERS' MEETING</b></p> <p><b>Tuesday, August 2, 2011</b> <b>Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.</b> <b>Teleconference</b> <b>Participant ID</b> s.15, s.17 <b>Bruce is the Moderator</b> <b>2:00 pm – 3:30 pm</b></p>
------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce) – spreadsheets provided via email
  - d. C&E Manager's face to face meeting this fall (All)
    - Do you think it's a good idea?
    - Should we include the RIs.
    - When and where?
    - A state of the nation review.
  - e. Amending the qualifying criteria for the liquor inspector position (Bruce)
  - f. SOL Spreadsheet – Inspector entries (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Rupi)
  - d. Vancouver/Greater Vancouver (Bruce C.)
  - e. Vancouver Island and Interior (Phil)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting Minutes**

**August 2, 2011  
Crosstown Boardroom, 4<sup>th</sup> Fl. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Rupi Gill, Bruce Clark, Phil Williams, Ray Tetzl, Mandy Fisher (recording)

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**1. Approval of Agenda**

Approved

**Added to Agenda:**

- SOL/Beer Gardens – Definition of what is a beer garden (Rupi)

**2. Approval of Previous Meeting's Minutes and Update of Actions Summary**

Approved

**3. Discussion/Decision Items**

**a. Safety (standing item) (Bruce)**

- Phil advised that the body armour for Bode fits well.

**b. Training (standing item) (Bruce)**

- Phil mentioned the "Giving Evidence" and "Gathering and Evaluating Intelligence" training will be rolled out in September. The training will be held in Vancouver for one day and there will be four speakers. There will be a smaller session held first and a larger session at a later time.

**ACTION:** Phil to send presentations to Bruce prior to September and notify staff attending.

**c. Vehicles (standing item) (Bruce)**

- Discussion of what two vehicles should we buy out in 2012.

**ACTION:** Deferred to next meeting.

**d. C&E Manager's face to face meeting this fall (Bruce)**

- To be held in Vancouver in October. Bruce mentioned the focus will be on planning and strategic goals for the next two years. RMs/RIs to think about what changes they'd like to see.

- e. **Amending the qualifying criteria for the liquor inspector position (Bruce)**
  - The qualifying criteria for inspector positions will be looked at and discussed at the C&E Managers meeting in the fall – need more diversity. Bruce asks that both RMs/RIs look at the job description and bring your suggestions to the table in October.
- f. **SOL Spreadsheet – Inspector entries (Bruce)**
  - A friendly reminder – RMs to please remind their staff about completing these entries. Bruce mentioned that it is beneficial to making a case when we have the facts and numbers.
- g. **SOL/Beer Garden – definition of what is a beer garden (Rupi)**
  - Rupi discussed an issue that was raised at their last team meeting regarding a SOL with a fenced off area with liquor/beer – considered a beer garden or licensed area as per the SOL policy?  
**ACTION:** Rupi to write-up the issue at hand and bring forward to Cheryl/Barry for review.

#### **4. Divisional Updates**

##### **Deputy General Manager (Bruce)**

- Recently in Vancouver on Friday and Saturday for the Pride Parade and Festival of lights. Both events were well controlled.
- In Mission and Burnaby next week.
- Will be heading up to Whistler in November to do inspections with Holly Glenn.
- Karen will be on s.22

##### **Manager of Investigations (Ray)**

- Will be in Prince George September 1-3 to do inspections.

##### **Vancouver Island/Interior (Phil)**

- Busy weekend for events in Victoria, Kelowna and Kamloops – 8 contraventions over the weekend and 3 written-up for SOL events.
  - Kamloops – busy with ball tournaments.
  - Victoria – blues bash and techno music event held.
  - Dragon boat festival is coming up.

### Vancouver/Greater Vancouver (Bruce Clark)

- ½ of Vancouver staff are on holidays.
- Busy with the Festival of Lights which continues through to August 6<sup>th</sup>. Large crowds expected.
- SOLs events held in Squamish and at UBC - no issues.
- BC Place – structural and staff changes occurring. Vancouver Inspectors are doing training sessions for new staff.

### Fraser Valley/North (Rupi)

- Fraser Valley has been quiet. Many staff off on vacation and Teresa is off on s.22
- Agro Fair – ended earlier which helped as there were fewer problems this year.
- Abbotsford Air Show and Burnaby Blue Festival coming up.
- Concerts coming up in Deer Lake park. McKenzie Castle has briefed Cheryl on what changes need to be made to the T&Cs for next year.
- MAP – 55 inspections have been completed (VRO & SRO) and 15 NOEAs have been issued.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	<span style="color: red;">s.17</span>	BF August 31
05/24/11	inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations. <b>Update:</b> Mike to work with Kristine on Ranger once she is <span style="color: red;">s.22</span> Will then follow-up and do training.	BF Sept 15
06/21/11	Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b>Update:</b> Bruce to follow-up with Jan regarding status.	
06/21/11	Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&E's business needs. <b>Update:</b> Bruce to follow-up with Jan regarding status.	

07/04/11	s.17	BF Sept 15
07/04/11	document – RMs to send comments from staff to Bruce before next meeting. <b><u>Update:</u></b> Phil to forward comments to Bruce. Waiting on comments from Donna's area.	
07/04/11	Elements of Offense Training by Peter/Bode – to be done at RM Team Meetings in September. Update: Draft documents done by advocates and given to Bruce for review. <b><u>Update:</u></b> Documents completed and ready for ½ day training session in September.	BF Sept
07/19/11	Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review. <b><u>Update:</u></b> Service provider research completed. Next steps – Rupi to work with Jan on the contract process – will be discussed at next safety mtg on August 11 <sup>th</sup> .	
08/02/11	Giving Evidence and Gathering and Evaluating Intelligence training. Phil to provide Bruce with the presentations for his review prior to the training in September.	
08/02/11	Definition of a beer garden. Rupi to write-up the issue which was discussed for Cheryl/Barry to review.	



# **Agenda**

## **Liquor Control and Licensing Branch C&E MANAGERS' MEETING**

**Tuesday, August 16, 2011**  
**Crosstown Boardroom, 4<sup>th</sup>** **Douglas St.**  
**Teleconference** s.15, s.17  
**Participant ID**  
**Bruce is the Moderator**  
**2:00 pm – 3:30 pm**

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce) – spreadsheets provided via email
  - e. Mobile POSSE (Bruce)
  - f. Monetary Penalty Signs – effective date (Bruce)
  - h. WES Results (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
August 16, 2011  
Crosstown Boardroom, 4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker,  
Ray Tetzl, Pam Edwards (recording)

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**Approval of Agenda**

- Approved

**Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item) (Bruce)

- Gary informed meeting about gang issues in Kelowna.

**Training** (standing item) (Bruce)

- Phil Williams, Rupi Gill and Bruce Clark have created a training package – Gathering and Evaluating Intelligence Training. This will be presented in the Vancouver office on October 12, 2011 to inspectors who have had no previous police training.
- Bruce has obtained Special Provincial Constable status for some inspectors without police training by demonstrating that they have received on-the-job training.

**ACTION:** Bruce will send out an explanatory e-mail concerning the training schedule.

**Vehicles** (standing item) (Bruce)

- Two vehicles, those driven by Lori Barrette and Phil Williams, number 7 and 12 on the LCLB Vehicle Fleet list will be replaced with Ford Escapes. Bruce will inform Jan and determine whether or not the new vehicles have to hybrids.

**ACTION:** Bruce will contact Jan informing her that 2 vehicles will be replaced and asking if hybrids must be purchased.

### **Monetary Penalty Signs – Effective Date (Bruce)**

- A monetary penalty sign will be displayed in the customer service area of any establishment for any contravention notice issued after August 15, 2011 that resulted in a monetary penalty.
- Licensees should be notified of this change of process.
- The date will be written on the sign by the inspector. Four signs will be sent out and the licensee must put up two signs on doors or windows in the service area of the establishment.
- Mandy will print the signs and send them out.

### **WES Results (Bruce)**

- C&E division has the highest score in employee engagement in LCLB.
- LCLB has the highest score in work force engagement.
- Bruce has instructed regional managers to keep the focus on public safety and both formal and informal recognition.
- Employee response rate is low which affects the validity of the integrity of the results so regional managers are asked to encourage staff to participate.
- Gary requested statistics on recruitment packages.

**ACTION:** Regional managers will discuss the WES survey with staff and ask for suggestions for changes. Bruce will attend the team meetings to discuss the WES survey if requested. Bruce will obtain statistics for Gary.

### **Divisional Updates**

#### **Deputy General Manager - Bruce**

- Bruce attended two SOL's in Burnaby and Mission which were well run events.
- Bruce has determined that business hours for The Social Club were on Friday and Saturday nights only so the suspension will be in effect for those days.
- Cheetah's will be offered terms and conditions on their licence.
- Bruce will be in the VRO on Wednesday, August 17 to meet with the new ABLE president.
- Bruce spoke with the s.15 to discuss the Minors Project. He stated that he was in favour ht that the clerks should be issued tickets for serving minors and that the penalties were too light. Bruce stated that LCLB does not have legislation which allows them to issue tickets to clerks.

#### Vancouver/Greater Vancouver - Donna

- On Friday the computers at VRO will be packed for the move. Saturday and Sunday will be moving days.
- The PNE begins on Saturday.
- Donna may have an issue pertaining to community disturbances on West Broadway to discuss with Ray when his team is put together.

#### Fraser Valley/North - Mike

- Mike is dealing with Roosters and Finnigins.
- Inspectors not on vacation are dealing with SOL's.

#### Manager of Investigations - Ray

- Ron has 4 active files. Linda and Mike are assisting.
- Ray is reviewing thirty-two resumes for the investigator position.

#### Vancouver Island/Interior - Gary

- Inspectors are working on SOL's and festivals.
- Doug and Gary will meet next week to discuss Centre of Gravity.
- A problem arose when the Dragon Boat SOL purchased liquor through an LRS and Private Wine Store. The purchase was cancelled and the liquor was purchased through LDB. CN's may be issued to the LRS and wine store involved.

Date of Origin M/D/Y	ACTIONS Summary	Status
04/12/11	s.17	BF Aug 31
05/24/11	<ul style="list-style-type: none"><li>• Bruce to confirm with Mike B if using Ranger for entry of inspections reduces the time involved. If so then he will ask Mike B to send out instructions to inspectors or provide hands on training demonstrations.</li></ul> <p>on Ranger once she is s.22 Will then follow-up and</p>	BF Sept 15
06/21/11	<ul style="list-style-type: none"><li>• Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b>Update:</b> Agenda Item for Aug 16 meeting. See Minutes.</li></ul>	

Date of Origin M/D/Y	ACTIONS Summary	Status
06/21/11	<ul style="list-style-type: none"> <li>Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&amp;E's business needs. <b>Update:</b> Bruce followed-up with Jan and she is arranging the process.</li> </ul>	
07/04/11	s.17	BF Sept 15
07/04/11	<ul style="list-style-type: none"> <li>Draft of C&amp;E Desk manual Section 10.1.4: Gathering Evidence document – RMs to send comments from staff to Bruce before next meeting. <b>Update:</b> Now with PP&amp;C. Will develop bulletin and update manual.</li> </ul>	
07/04/11	<ul style="list-style-type: none"> <li>Elements of Offense Training by Peter/Bode – to be done at RM Team Meetings in September. Update: Draft documents done by advocates and given to Bruce for review. <b>Update:</b> Documents completed and ready for ½ day training session in September.</li> </ul>	BF Sept
07/19/11	<ul style="list-style-type: none"> <li>Safety process review – Mike to follow-up with Rupl on the status. Also ask to include Tiger Tel in the review. <b>Update:</b> Service provider research completed. Next steps – Rupl to work with Jan on the contract process – will be discussed at next safety mtg on August 11<sup>th</sup>.</li> </ul>	BF Sept
08/02/11	<ul style="list-style-type: none"> <li>Giving Evidence and Gathering and Evaluating Intelligence training. Phil to provide Bruce with the presentations for his review prior to the training in September. <b>Update:</b> Issue discussed at meeting see Minutes.</li> </ul>	
08/02/11	<ul style="list-style-type: none"> <li>Definition of a beer garden. Rupl to write-up the issue which was discussed for Cheryl/Barry to review. <b>Update:</b> Rupl provided information to Cheryl and Barry for review.</li> </ul>	
08/16/11	<ul style="list-style-type: none"> <li>Bruce will send an e-mail explaining the Gathering &amp; Evaluating Intelligence Training schedule.</li> </ul>	

Date of Origin M/D/Y	ACTIONS Summary	Status
08/16/11	<ul style="list-style-type: none"> <li>• Bruce will speak with Jan about purchasing vehicles and determine whether or not they have to be hybrid vehicles.</li> </ul>	
08/16/11	s.17	
08/16/11	<ul style="list-style-type: none"> <li>• Regional managers will discuss the WES survey with staff and ask for suggestions for changes.</li> <li>• Bruce will attend the team meetings to discuss the WES survey if requested.</li> <li>• Bruce will obtain statistics for Gary.</li> </ul>	

# **Agenda**

## **Liquor Control and Licensing Branch C&E MANAGERS' MEETING**

**Tuesday, September 13, 2011  
Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.  
Teleconference s.15, s.17  
Participant ID  
Bruce is the Moderator  
2:00 pm – 3:30 pm**

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item) (Bruce)
  - b. Training (standing item) (Bruce)
  - c. Vehicles (standing item) (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
September 27, 2011  
Crosstown Boardroom, 4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker,  
Ray Tetzl, Mandy Fisher (recording)

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**Approval of Agenda**

- Approved

**Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Gary discussed the Vancouver Police Gang Task Force report.
- Swollen Members (HA) located in the lower Fraser Valley was recently in the news Clippings.

**Training** (standing item)

- Nothing to report

**Vehicles** (standing item)

- Nothing to report

s.13, s.17

**Gary Harper – writing coach** (Bruce)

- Gary is an asset for the branch and fully engaged. Bruce encourages all C&E staff to work with Gary if they haven't done so already – this can be looked at as a long term benefit for your career path.



### **SOL Spreadsheet (Bruce)**

- The spreadsheet was discussed and approximately 120 days have been spent on inspections.

**ACTION:** RMs to remind staff about placing entries into the spreadsheet. Bruce will extend the entry period to mid-October. Bruce will then report back to executive with the results – this will be used as a tool for future planning.

### **EPDPs (Bruce)**

- The replacement process is in the works but delayed. Continue using the existing process until the mid-year reviews.

**ACTION:** Meetings to be scheduled for early December.

## **Divisional Updates**

### Vancouver/Greater Vancouver - Donna

- Busy with Grey Cup planning. Have had meetings (Donna, Bruce and Mark) with the Vancouver Trade Centre and Wall Centre.
- BC Place Grand Opening is September 30<sup>th</sup>. Mark, Bruce, Ray, Ed and Donna will be doing inspections.
- Very busy with events in and around the Vancouver area.
- Discussed Molson truck handing out beer on the street. Barry is looking into the legality of this.

### Fraser Valley/North - Mike

- Busy with inspections this past weekend from Show and Shines to MMAs.
- McKenzie was recently in Victoria doing inspections.
- Inspections have taken place at Ubrew/Uvins in PG.
- Covert inspection codes have been entered into posse (project ID). Rupi did a great job working on this.
- Recent MAP inspections – 10 inspections, 4 sales.

### Manager of Investigations - Ray

- Received an email from Kevin regarding Sturgess North for next year.
- Worked with Kathy Colquhoun on a couple F&P files this week.
- Interviews taking place next week for the three Investigator positions.

### Vancouver Island/Interior - Gary

- Covert Inspectors have just been completed in both Victoria and Penticton – multiple CNs.
- Shannan is doing a test pilot on golf courses. Mandy and Shannan completed 60 inspections, 80% were non-compliant, 41 CNs will be issued.
- Phil was in Kelowna interviewing for MAP.
- Sturgess North will continue next year – the event will expand from 5 days to 8.
- CUSP music festival is looking at moving to Penticton.

### Deputy General Manager – Bruce

- SPC and purchasing card approval for Ray has been completed and sent in.
- Overtime dollars were discussed. Whether taken as CTO or OT is at the employee's discretion.
- Will be in Vancouver next week for Investigator interviews.
- Will be in Whistler in November to join Holly on inspections.
- November to March – will try to work out of each office for a couple days a week.

### **Budget**

- Project/training education sessions between the different departments in the Branch will be done.

The following will be purchased:

- DVD players and TV's for each office
- Colour printer (desktop)
- Digital camera long range surveillance lenses
- Video cameras
- Colour scanners for most offices

Date of Origin M/D/Y	ACTIONS Summary	Status
06/21/11	<ul style="list-style-type: none"><li>• Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b><u>Update:</u></b> Jan to confirm purchase of one vehicle.</li></ul>	In-progress
06/21/11	<ul style="list-style-type: none"><li>• Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&amp;E's business needs. <b><u>Update:</u></b> Bruce to follow-up with Jan.</li></ul>	In-progress
07/04/11	s.17	In-progress
07/04/11	<ul style="list-style-type: none"><li>• Draft of C&amp;E Desk manual Section 10.1.4: Gathering Evidence document – RMs to send comments from staff to Bruce before next meeting. <b><u>Update:</u></b> Now with PP&amp;C. Will develop bulletin and update manual. <b><u>Update:</u></b> Gary to provide comments to Bruce.</li></ul>	In-progress
07/04/11	<ul style="list-style-type: none"><li>• Elements of Offense Training by Peter/Bode – to be done at RM Team Meetings in September. <b><u>Update:</u></b> Draft documents done by advocates and given to Bruce for review. <b><u>Update:</u></b> Documents completed and ready for ½ day training session in September. <b><u>Update:</u></b> RM's to schedule sessions for staff in Northern/Interior regions</li></ul>	In-progress

07/19/11	<ul style="list-style-type: none"> <li>Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review. <b><u>Update:</u></b> Service provider research completed. Next steps – Rupi to work with Jan on the contract process – will be discussed at next safety mtg on August 11<sup>th</sup>.</li> </ul>	In-progress
09/27/11	<ul style="list-style-type: none"> <li>SOL spreadsheet – RMs to remind staff about entries. Deadline is mid-October.</li> </ul>	In-progress
09/27/11	<ul style="list-style-type: none"> <li>EPDPs – to be scheduled for early December</li> </ul>	Completed

# **Agenda**

## **Liquor Control and Licensing Branch C&E MANAGERS' MEETING**

**Tuesday, September 27, 2011  
Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.  
Teleconference s.15, s.17  
Participant ID  
Bruce is the Moderator  
2:00 pm – 3:30 pm**

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. Gary Harper, writing coach (Bruce)
  - e. SOL Spreadsheet (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
October 11, 2011  
Crosstown Boardroom, 4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
1:00 p.m. – 2:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker,  
Ray Tetzl, Mandy Fisher (recording)

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**Approval of Agenda**

- Approved

**Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report

**Training** (standing item)

- Gary mentioned a few of his inspectors will be doing JIBC training to obtain their SPC status.

**Vehicles** (standing item)

- Nothing to report.

**Tiger Tel** (Bruce)

- Bruce spoke with the company to find out what the details on the monthly reports mean. The company is unable to say who/when this service is being used. There was 21 minutes of usage in the last report which suggests that the service isn't been utilized.

**ACTION:** RMs to remind staff about using this service when appropriate.

**MAP Update** (Bruce)

- Bruce is working on a report which will be issued publicly and should be available at the end of October.

**ACTION:** RMs to remind staff about having their data entries completed in a timely manner.

### **Regional Inspectors attending Mgr Meetings (Mike)**

- Mike discussed the RIs occasionally joining in on these meetings. Bruce agreed this is a good opportunity for them and can be done once a month.

**ACTION:** Donna and Mike to advise the RIs about getting monthly meeting requests (2<sup>nd</sup> meeting scheduled of each month).

### **Divisional Updates**

#### **Vancouver Island/Interior - Gary**

- Golf course project is now complete and all CNs have been issued. The information is now with inspectors for follow-up. Phase two will be planned for next year.
- Five staff will be attending the "Gathering and Evaluating Intelligence" training in Vancouver on October 12 & 13.
- Five waivers were signed over the last week.

#### **Manager of Investigations - Ray**

- Reference checks are being done for the two candidates selected for the Investigator positions. Ray will send over the notes/packages to Bruce.
- Rob Sabyan contacted Ray regarding a brewery issue. Ray mentioned this will be looked at in early December once the investigators start.

#### **Vancouver/Greater Vancouver - Donna**

- The two day training session starts tomorrow in the Vancouver office – "Gathering and Evaluating Intelligence".
- Very busy with meetings and planning for the Grey Cup. Site visits have been done and this event will be the Vancouver offices main focus until November. The Granville Entertainment District will be monitored closely when both hockey and football games are happening on the same day.

#### **Fraser Valley/North - Mike**

- Karen had a good visit with the Surrey office on Thursday.
- Lori will be working in Surrey this weekend with Rupi doing MAP.

#### **Deputy General Manager – Bruce**

- SPC ID cards will be issued at the training session in Vancouver this week.
- Investigators – the process is now complete and two candidates will be offered positions with the Branch.
- Will be over in Vancouver tomorrow for the "Gathering and Evaluating Intelligence" training and looking forward to it. Gary will have 8 staff attending, Donna 5 and Mike 4.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
06/21/11	<ul style="list-style-type: none"> <li>Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b>Update:</b> Jan to confirm purchase of one vehicle.</li> </ul>	In-progress
06/21/11	<ul style="list-style-type: none"> <li>Jan will try to arrange a repair approval process for charges over \$750 for situations outside of regular business hours to accommodate C&amp;E's business needs. <b>Update:</b> Bruce to follow-up with Jan.</li> </ul>	In-progress
07/04/11	s.17	In-progress
07/04/11	<ul style="list-style-type: none"> <li>Draft of C&amp;E Desk manual Section 10.1.4: Gathering Evidence document – RMs to send comments from staff to Bruce before next meeting. Update: Now with PP&amp;C. Will develop bulletin and update manual. Update: Gary to provide comments to Bruce. <b>Update:</b> currently in test in posse – Mike to assign an inspector to do the testing.</li> </ul>	In-progress
07/19/11	<ul style="list-style-type: none"> <li>Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review. <b>Update:</b> Service provider research completed. Next steps – Rupi to work with Jan on the contract process – will be discussed at next safety mtg on August 11<sup>th</sup>.</li> </ul>	<b>BF Nov</b>
10/11/11	<ul style="list-style-type: none"> <li>Tiger Tel - RMs to remind staff about using this service when appropriate.</li> </ul>	
10/11/11	<ul style="list-style-type: none"> <li>MAP – RMs remind staff about data entries into posse in a timely manner.</li> </ul>	
10/11/11	<ul style="list-style-type: none"> <li>Mgrs Meetings – RMs to speak with RIs about attending once a month.</li> </ul>	

# **Agenda**

## **Liquor Control and Licensing Branch C&E MANAGERS' MEETING**

**Tuesday, October 11, 2011  
Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.  
Teleconference  
Participant ID s.15, s.17  
Bruce is the Moderator  
2:00 pm – 3:30 pm**

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. Tiger Tel Contract (Bruce)
  - e. MAP Updates – RIs attending Mgr Mtgs (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)



**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
October 25, 2011  
Crosstown Boardroom, 4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker, Ray Tetzl, Rupi Gill, Bruce Clark, Mandy Fisher (recording)

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**Approval of Agenda**

- Approved.
- Two items added to the agenda by Gary: Liquor removed from red-lined area & MAP agent statements.

**Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Mike discussed the committee meeting held in Surrey this morning and mentioned he'd send a copy of the minutes to Bruce.
- A hearing matter note from the PSA was discussed.

**Training** (standing item)

- Gary mentioned it would be beneficial to have more training done by Bruce Pitt-Payne and suggested that the advocates be invited.

**ACTION:** Bring-forward for discussion in late November to discuss organizing a group session.

**Vehicles** (standing item)

- Nothing to report.

**LPCs and Hearings** (Bruce)

- A few challenges and issues have taken place for the advocates at recent hearings regarding the quality of evidence from police. Police witnesses need to be contacted immediately after the PHC and interviewed 30 days prior to the hearing. If no contact is received with Police, then the advocate should contact the RM or RI to help out.
- Liz, Bruce and Diane had a meeting to discuss the difficulties with scheduling hearings with licensee's legal counsel. Good advise was provided by Diane.

#### **MAP & Agent Statements (Rupi & Bruce)**

- The quality of information on the agent observation forms was discussed. It was suggested that the forms be updated.
- Gary discussed the need for consistency on the agent statement forms as there are a few different ones circulating. Gary, Rupi and Bruce will meet to discuss the forms.
- Rupi mentioned questions from licensees are being raised regarding violation tickets being issued to staff. The branch has no authority now to do this but Bruce E. mentioned that a working group will be established to discuss this further.
- Bruce Clark discussed a few of the challenges he's faced with the licensee's legal counsel at the hearings resulting from this project.
- Bruce E. has drafted a written MAP report with the assistance of both Liz Barker and Janice Carlson which is currently with Karen for review. It will be sent to staff and then made public once Karen has given her approval.

**ACTION:** Rupi, Bruce and Gary will meet to discuss the forms and then circulate to Bruce and C&E Mgrs for review.

#### **Liquor removed from red lined area (Gary)**

- Multiple licenses from different areas within the same establishment were discussed – allow liquor to be moved from one licensed area to another between unlicensed space.
- Rupi and Donna discussed their concerns with this.

**ACTION:** Shannan to draft a paper and send to all branch staff for comment.

s.17

#### **POSSE – change request vs. defect/fix and how to manager properly (Bruce)**

- Branch executive met to review posse change requests. There are 12 change requests in for C&E. A change or amendment to the process is when a change request is required. Inspectors should discuss any change requests they'd like put forward with their RM prior to submitting to systems – RMs to remind staff.

**\*Divisional Updates** – No updates for this meeting as Mandy left at this point.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
06/21/11	<ul style="list-style-type: none"> <li>Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b><u>Update:</u></b> Jan to confirm purchase of one vehicle.</li> </ul>	In-progress
07/04/11	<p style="text-align: center;">s.17</p>	In-progress
07/04/11	<ul style="list-style-type: none"> <li>Draft of C&amp;E Desk manual Section 10.1.4: Gathering Evidence document – RMs to send comments from staff to Bruce before next meeting. Update: Now with PP&amp;C. Will develop bulletin and update manual. Update: Gary to provide comments to Bruce. <b><u>Update:</u></b> currently in test in posse – Mike to assign an inspector to do the testing.</li> </ul>	In-progress
07/19/11	<ul style="list-style-type: none"> <li>Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review. Update: Service provider research completed. Next steps – Rupi to work with Jan on the contract process – will be discussed at next safety mtg on August 11<sup>th</sup>. <b><u>Update:</u></b> Bruce has given approval for next steps.</li> </ul>	In-progress
10/25/11	<ul style="list-style-type: none"> <li>Agent Statement forms – Gary, Rupi and Bruce to meet and discuss then provide form to Bruce E for review.</li> </ul>	
10/25/11	<ul style="list-style-type: none"> <li>Liquor removed from red lined area – Shannan to do a paper and circulate to branch staff for comment.</li> </ul>	

# Agenda

## Liquor Control and Licensing Branch C&E MANAGERS' MEETING

Tuesday, October 26, 2011  
Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.  
Teleconference s.15, s.17  
Participant I  
Bruce is the Moderator  
2:00 pm – 3:30 pm

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. LPCs and Hearings (Bruce)
  - e. MAP (Rupi & Bruce C.)  
s.17
  - g. POSSE – change request vs. defect/fix and how to manage properly (Bruce)
    - A change request is an addition to the existing system to do something it doesn't already do.
    - A fix is a repair of something it is already suppose to do.
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
November 22, 2011  
Uptown Boardroom, 4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker,  
Pam Edwards (recording)

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**Approval of Agenda**

- Approved.

**Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item) (Bruce)

- Bruce would like the regional managers to encourage staff to take the ICBC approved defensive driving courses. These courses are paid for by the Branch and conducted on work time. Lists of approved courses offered in different cities can be found on the ICBC website. Ron and Wally have researched the training and found that it consists of four hours in the classroom and the rest is driving.

**ACTION:** Regional managers will recommend to staff that they take ICBC defensive driver training.

**Training** (standing item) (Bruce)

- The private sector will be consolidating and presenting the Giving Evidence training.

**Vehicles** (standing item) (Bruce)

- The monthly vehicle reports were received by the regional managers.
- Standard vehicle maintenance to prepare vehicles for winter is taking place.

**LDB GM Letter re: LCLB Enforcement Program for Sales to Minors** (Gary)

- Karen has sent the November 7, 2011 letter from Jay Chambers, General Manager of LDB to the regional managers to share with the inspectors.
- RASs are not licensed by LCLB.

- The minor agents will be inspecting RASs in the province.
- Inspectors are to inform Bruce about RAS infractions.
- When a contravention allegedly occurs the liquor inspector will inform the GM of LDB, Jay Chambers, as soon as possible and will conduct a compliance meeting with the operator. The liquor inspector will draft a NOEA recommending a penalty which is on the LDB sanction list. The draft NOEA and the evidence gathered will be sent to Jay Chambers for a decision on the penalty proposed. The completed NOEA will be sent to both Jay Chambers and the operator.

**ACTION:** Regional managers will inform inspectors of the process for dealing with RAS inspections by minor agents.

## MA

- s.17 On November 4 and 5, Rupi and Lynda took the agents out which resulted in one contravention notice.
- Bruce and Rupi will be hiring two new agents since two agents will soon be nineteen years old. They have conducted 45 inspections since October 14.
- Bruce has conducted nineteen inspections producing one contravention notice.
- Holly and Wally are now trained in taking agents for inspections. They inspected twenty-two stores with Lynda.
- Contravention Notices were issued immediately. Bruce would like this process followed by all inspectors. He would also like consistency in penalty.
- Bruce would like this program managed by the regional inspectors with the inspectors taking the agents out after the inspectors are trained.
- Mike asked for information on the process of liquor stores using due diligence as a defence in a hearing.
- The first Minors as Agents report has been published.

## Liquor Removed from a Red-Lined Area (continuation) (Gary)

- The discussion revolved around Shannan Johnston's paper on liquor being removed from one red-lined LP area to another in the same establishment where there are no divisions between areas and the multiple licences are owned by one licensee.
- If a suspension is served on one licence, the other licenses can remain open. .
- Shannan has recommended that a term and condition be added in the manual to address multiple licenses.
- Donna would like more time to review this issue.

**ACTION:** Donna will review again for discussion at the next meeting.

## ABLE Conference: questions raised (Bruce)

- Bruce sent an e-mail to the regional inspectors listing the questions asked and the answers given at the ABLE Conference.
- If a liquor inspector receives an inquiry from a licensee asking whether an agent has attended his establishment, the inspector will determine whether or not an agent did attend and will give the information to the licensee/operator.

## Divisional Updates

### Deputy General Manager - Bruce

- Bruce will be attending ALAC in Montreal in mid-February and will be giving a presentation on the Minors as Agents Program.
- Regional Managers will give to inspectors an abridged version of the legal opinion Bruce has sent to them.

**ACTION:** Regional managers will distribute legal opinion.

### Vancouver/Greater Vancouver - Donna

- VRO has been very busy with Grey Cup preparations.
- Donna, Bruce, Mark and Rick hand delivered letters to LRSs, FPs and LPs in the area reminding licensees of the policies regarding service to minors, overservice, bootlegging and other areas of concern around Grey Cup celebrations.
- Inspectors will be out during the Grey Cup weekend.

### Vancouver Island/Interior - Gary

- Melanie and Mckenzie travelled to Kamloops to do covert inspections. A NOEA will be issued to the university.
- The winery inspection project has been conducted. Randy Brown is very knowledgeable about wineries.
- Inspectors are taking vacations before the end of the year.
- Operations for the winter season are **being arranged**.

### Fraser Valley/North – Mike

- The Duke of Dublin in Chilliwack won the best LP contest even though it is a FP.
- EPDP's begin tomorrow.
- Holly is attending a course at the Justice Institute.
- Mike has spent some time in Victoria as A/DGM.
- Mike attended the hearing in Prince George and complimented Bode on his efficient handling of the case.
- Staff will be out on the weekend of the Grey Cup.

Date of Origin M/D/Y	ACTIONS Summary	Status
06/21/11	<ul style="list-style-type: none"> <li>Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b>Update:</b> Jan to confirm purchase of one vehicle. Bruce will contact Jan.</li> </ul>	In-progress
07/04/11	s.17	In-progress
07/04/11	<ul style="list-style-type: none"> <li>Draft of C&amp;E Desk manual Section 10.1.4: Gathering Evidence document – RMs to send comments from staff to Bruce before next meeting. Update: Now with PP&amp;C. Will develop bulletin and update manual. Update: Gary to provide comments to Bruce. <b>Update:</b> Currently in test in POSSE – Mike to assign an inspector to do the testing. Neelam will be testing. Bruce will contact Mike B for update.</li> </ul>	In-progress
07/19/11	<ul style="list-style-type: none"> <li>Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review. Update: Service provider research completed. Next steps – Rupi to work with Jan on the contract process – will be discussed at next safety meeting on August 11<sup>th</sup>. <b>Update:</b> Bruce has given approval for next steps. s.22 Mike will get update from Rupi.</li> </ul>	In-progress
10/25/11	<ul style="list-style-type: none"> <li>Agent Statement forms – Gary, Rupi and Bruce to meet and discuss then provide form to Bruce E for review. <b>Update:</b> Gary in progress.</li> </ul>	In-progress
11/22/11	<ul style="list-style-type: none"> <li>Regional managers will recommend to staff that they take ICBC defensive driver training.</li> </ul>	
11/22/11	<ul style="list-style-type: none"> <li>Regional managers will inform inspectors of the process for dealing with RAS inspections by minor agents.</li> </ul>	
11/22/11	<ul style="list-style-type: none"> <li>Donna will review liquor removed from a red-lined area information for discussion at the next meeting.</li> </ul>	
11/22/11	<ul style="list-style-type: none"> <li>Regional managers will distribute legal opinion.</li> </ul>	



# Agenda

## Liquor Control and Licensing Branch C&E MANAGERS' MEETING

Tuesday, November 22, 2011  
Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.  
Teleconference  
Participant ID s.15, s.17  
Bruce is the Moderator  
2:00 pm – 3:30 pm

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. LDB GM Ltr (attached) re: LCLB Enforcement Program for Sales to Minors (Gary)
  - e. MAP (Rupi & Bruce C.)
  - f. Liquor removed from red-lined area (continuation) (Gary)
  - g. ABLE Conference: questions raised (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
December 6, 2011  
Crosstown Boardroom, 4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 p.m. – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Mike Clark, Donna Lister, Gary Barker,  
Mandy Fisher (recording)

**ABSENT:** Ray Tetzel

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**Approval of Agenda**

- Approved.
- Three more items added to the agenda: Information session video in simple Chinese (Donna), Delicensing (Donna) and Treoscope (Gary)

**Approval of Previous Meeting's Minutes and Update of Actions Summary**

- The Minutes of the previous meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report

**Training** (standing item)

- Nothing to report.

**Vehicles** (standing item)

- Nothing to report.

**Gary Harper/Writing Coach/NOEA Style Guide (Bruce)**

Gary has offered to create a simple and straight forward style guide. It will be three pages with a brief explanation and will be used as a tool for the inspectors, investigations and regional managers. Bruce mentioned it will bring simplicity and consistency to the NOEA's. A draft will be sent out in mid to late January.

**Staff Appreciation Lunches (Bruce)**

Just a reminder for the Regional Manager's to arrange something with their staff this month. Mike is holding the annual "Festivous" at the Surrey office. Gary suggested that gift cards be sent to staff (Northern, Okanagan offices etc.) who are unable to attend the events scheduled at the regional offices.

**Cambie decision and unproven compliance (Bruce)**

- This decision was the result of a judicial review. Bruce and Liz approached Diane who advised that the unproven compliance history in the NOEA is no longer permitted. The advocates are pleased with this decision.
- We will continue to use all NOEAs in the system right now until the changes are made in posse.

**ACTION:** RM's to advise inspectors. Suggested the advocates explain this at the regional team meetings. Bring forward in mid January for the unproven compliance history to be removed from the NOEA in posse.

**Information session video in simple Chinese (Donna)**

- Complaints have been received from a few people who have viewed this video saying they didn't fully understand all the content. Donna suggested that we have a Cantonese and Mandarin version made.

**ACTION:** Bruce will raise this with Barry & Terry.

**Delicensing (Donna)**

- All ages events – whether they have no liquor or an SOL and the problems that may arise. Donna mentioned she didn't think we had jurisdiction to issue a CN for the time the establishment is delicensed, do we?

**ACTION:** Bruce will speak with Cheryl and Karen. Do we have an existing legal opinion? If not, should we?

**Treoscope (Gary)**

- An issue came up when Melanie and McKenzie were pointed out in Kamloops while doing inspections in a covert capacity.

**ACTION:** Bruce to conduct more research and speak with Treoscope.

**Divisional Updates****Vancouver Island/Interior - Gary**

- The Regional Inspector job description is with the PSA and the position should be posted shortly.
- Many enforcement hearings taking place for staff in November and December.
- MAP – will expand into the Interior in the New Year.
- EPDP focusing phase reviews are taking place.

**Fraser Valley/North – Mike**

- MAP – Rupi, Neelam and McKenzie did a tour in Port Moody and Coquitlam, 3 out of 12 sales took place.
- Discussed an operation McKenzie is working on in the Surrey area.
- Kane recently did covert inspections in the Delta area.

Vancouver/Greater Vancouver - Donna

- Grey Cup has come to a close. There was only one issue with a place @ the epicentre.
- TV has been received for the Vancouver office.
- Peggy will be going to Pemberton in the new year to do a clean-up of Holly Glenn's files.
- Many staff taking vacation during Christmas.

Deputy General Manager - Bruce

- Bruce discussed the C&E Cross Ministry Committee he is on (Gaming, Forest and Natural Resources, CMFD, Sheriffs, Corrections, Security Services). Discussed HR, training, job descriptions and hiring process at the first meeting held.

Date of Origin M/D/Y	ACTIONS Summary	Status
06/21/11	<ul style="list-style-type: none"><li>• Jan will give Bruce the deadline for vehicle purchase recommendation submissions for 2013, which must be submitted in the fall of 2012. <b>Update:</b> Jan to confirm purchase of one vehicle. Bruce will contact Jan.</li></ul>	In-progress
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07/19/11	<ul style="list-style-type: none"> <li>Safety process review – Mike to follow-up with Rupi on the status. Also ask to include Tiger Tel in the review. Update: Service provider research completed. Next steps – Rupi to work with Jan on the contract process – will be discussed at next safety meeting on August 11<sup>th</sup>. Update: Bruce has given approval for next steps. <span style="color: red;">s.22</span>. Mike will get update from Rupi. <b>Update:</b> A questionnaire has been developed and will be sent out to staff by Rupi.</li> </ul>	In-progress
10/25/11	<ul style="list-style-type: none"> <li>Agent Statement forms – Gary, Rupi and Bruce to meet and discuss then provide form to Bruce E for review. Update: Gary in progress. <b>Update:</b> meeting scheduled for December 15 in Surrey. Bruce will share the document re: protocol for agents.</li> </ul>	In-progress
12/06/11	<ul style="list-style-type: none"> <li>Information sessions to be made available in Mandarin and Cantonese. Bruce to raise with Barry and Terry</li> </ul>	
12/06/11	<ul style="list-style-type: none"> <li>Delicensing – Bruce to speak with Cheryl and Karen about whether we have a legal opinion.</li> </ul>	
12/06/11	<ul style="list-style-type: none"> <li>Unproven compliance history – remove from NOEA in mid-January.</li> </ul>	
12/06/11	<ul style="list-style-type: none"> <li>Bruce to contact Treoscope for more details.</li> </ul>	

# Agenda

## Liquor Control and Licensing Branch C&E MANAGERS' MEETING

Tuesday, December 6, 2011  
Crosstown Boardroom, 4<sup>th</sup> Floor, 3350 Douglas St.  
Teleconference s.15, s.17  
Participant ID  
Bruce is the Moderator  
2:00 pm – 3:30 pm

1. Approval of Agenda.
2. Approval of previous meeting's Minutes and update of Actions Summary.
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. Gary Harper/writing coach/NOEA style guide (Bruce)
  - e. Staff Appreciation Lunches (Bruce)
  - f. Follow up on "Permit" Legal Opinion (Bruce)
  - g. Cambie Decision and unproven compliance (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

• C&S Manager's

Date

Meeting - POSSE

✓ Changes - to RM →  
C&S Manager's Meeting

✓ Change request vs fix.



• CTE Man Nov. 22 / Victoria / Date

• July 24 / 2009 :

• did anybody give notice?

- Ron Carvill. Ziguada too

- Legion. —



• In Camera (500)

Date

- ① Map Manager
- ② R Inspector - Jay
- ③ Brad McRobert:
- ④ Video Camera
- ⑤ Investigator: —