

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
January 10, 2012  
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), Rupi Gill, Donna Lister, Gary Barker,  
Mandy Fisher (recording)

**ABSENT:** Ray Tetzl, Mike Clark

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**Approval of Agenda**

- Approved.
- Item 3F on the agenda has been resolved
- Badges encased to be added to next month's agenda.

**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)

- **Rupi** – New Year's eve inspections – safety issue when inspectors were s.15

Also

suggested putting this info (T&C) in the next liquor line.

**ACTION:** place in liquor line and RMs to raise at their next team meetings.

- **Gary** – discussed a fight that took place on New Year's outside a club in Kelowna which involved a police officer and a member of the HA.

**Training** (standing item)

- **Rupi** – Inspectors from the Surrey office completed a defensive driving course in December. Good source of information provided.

**Vehicles** (standing item)

- **Gary** – Jeff Hum's government vehicle was hit by a drunk driver while parked on the street outside his house in s.22 There is significant damage, but the vehicle is repairable.

#### **Timely notice of alleged contraventions (Bruce)**

- Reminder to please let licensees know (best practices) as soon as possible once enforcement action has taken place i.e. a phone call prior to them receiving the contravention notice.

#### **Delivery service for LRS (Rupi)**

- Driver purchases product from LRS and delivery service delivers it. LRS saying they are not accountable once driver purchases the product. LRS's are to keep records of purchases and who it is delivered to. If this is in the T&C guide than the inspector needs to point it out to the licensee to help them come into compliance.

**ACTION:** Mike to send information to Barry for review and clarification.

#### **Divisional Updates**

##### Vancouver Island/Interior - Gary

- New Year's eve— well behaved and quiet, no CNs issued.
- Discussed Jeff Hum's vehicle damage.
- MAP – to be rolled out into the interior. Working with Rupi on the plan.
- RI Competition – 26 applied and 13 prospects. In the process of reviewing the resumes.
- Jay and Kevin in Victoria this week for an enforcement hearing.
- Staff are back from vacation.

##### Fraser Valley/North – Rupi

- Neelam and Rick were out doing inspections on New Year's eve - one CN was issued.
- s.22 She also did a few  
convert inspections with Mike Matheson.
- McKenzie is pursuing enforcement action on an agents licence. Details provided.

##### Vancouver/Greater Vancouver - Donna

- Bruce and Donna were out on New Year's eve doing inspections.
- Quiet in the Vancouver office and getting caught up on paperwork.

##### Manager of Investigations – Bruce for Ray

- Ray is working on the posting for the vacant Investigator position.

##### Deputy General Manager - Bruce

- Part of the Riot Review subgroup committee.
- s.14
- Tobacco enforcement posters and decals - Bruce is working with MOH on the details for ordering these for liquor inspectors to then distribute to licensees. Has also requested a list of tobacco enforcement officer names within the province, which he will give to the RMs, to help with the hiring of agents for MAP.

| Date of Origin<br>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. Update: Jan to confirm purchase of one vehicle. Bruce will contact Jan. <b>Update: Confirmed – one vehicle to be purchased. Purchase date TBD.</b></li> </ul>   | In-progress |
| 07/04/11                | <ul style="list-style-type: none"> <li>Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Donna to let Bruce know when it's up on the website. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: Sample to Mike and Gary for review. <b>Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist.</b></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>. Update: Bruce has given approval for next steps. <span style="color: red;">s.22</span> Mike will get update from Rupi. Update: A questionnaire has been developed and will be sent out to staff by Rupi. <b>Update: Conference call scheduled for Jan 12<sup>th</sup> for Bruce and Rupi to discuss.</b></li> </ul> | In-progress |
| 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. <b>Update: Bruce to follow-up. Do we have the ability to de-licence at the discretion of the GM?</b></li> </ul>   | In-progress |
| 12/06/11                | <ul style="list-style-type: none"> <li>Unproven compliance history – remove from NOEA in mid-January. <b>Update: Bruce to raise this at the adjudicator's meeting this month.</b></li> </ul>   | In-progress |
| 12/06/11                | <ul style="list-style-type: none"> <li>Bruce to contact Treoscope.</li> </ul>  | In-progress |
| 12/01/10                | <ul style="list-style-type: none"> <li>Delivery service for LRS – Mike to send information to Barry for review and clarification.</li> </ul>   |             |
| 12/01/10                | <ul style="list-style-type: none"> <li><span style="color: red;">s.15</span> – place info (T&amp;C) in liquor line and RMs to raise this at team meetings.</li> </ul>  |             |

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 6/27/12                 | <ul style="list-style-type: none"> <li>Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall. Update 10/16/12: Review to be completed after holidays.</li> </ul>     | In progress |
| 10/16/12                | <ul style="list-style-type: none"> <li>Kathy to follow-up with Mike Briggs regarding testing entry of complaints into POSSE.</li> <li>Donna following up with Bruce and Melanie regarding resending NOEA meant for s.15 with cc to Branch Registrar.</li> </ul> | In progress |
| 10/31/12                | <ul style="list-style-type: none"> <li>Bruce to follow up with Barry regarding history and potential removal of wording regarding seized ID.</li> <li>Kathy to arrange further POSSE training for Admins</li> </ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
January 24, 2012  
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), Rupi Gill, Donna Lister, Gary Barker,  
Ray Tetzl, Mike Clark, Bruce Clark, Mandy Fisher (recording)

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**Approval of Agenda**

- Approved.
- Badges encased and MAP updates added to the agenda.

**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

**Digital Voice Recorders** (Mike)

- Mike discussed the decision made by executive for specific recorders to be purchased. Bruce approved Mike ordering smaller hand held recorders, but will first look into the details of the approval for the recorders and report back.

**C&E Meal Claims** (Bruce)

- Result of the MAP – either the inspector or agent can claim, but not both.
- There are concerns about meal claims as a whole i.e. training in one location, inspectors out of the region claiming as well as inspector in the region.
- Bruce discussed the hours meal claims can be made.

**ACTION:** Schedule a conference call for Bruce and the RMs to discuss.

**SOL Spreadsheet** (Bruce)

- Bruce would like to recognize C&E staff for the amount of work they put into the entries for this spreadsheet – thank you! It is a great source of information for both Bruce and Ralph. This spreadsheet will be used again this year to capture all the necessary information.

#### **Badges encased (Gary)**

- Discussed employees retiring or leaving due to new positions and having their LCLB badges encased. A round table discussion was held and it was decided that the RMs and Bruce would meet to make the decision as per person.

#### **MAP Update (Rupi & Bruce)**

- An orientation session was held with agents and their parents. They were also advised about the possibility of attending enforcement hearings. Contracts are being done.
- Inspections are taking place in Surrey and Vancouver this week.
- An enforcement hearing is coming up on February 8<sup>th</sup> resulting from this project.
- Rupi and Bruce will speak with Gary about FP inspections for this project.
- An Enforcement hearing was held last week. Bruce discussed the details of the hearing.
- 4 NOEAs recently issued.

#### **Divisional Updates**

##### Vancouver Island/Interior - Gary

- RI competition – 11 prospects – 6 confirmed to be interviewed. Interviews will be held in Kelowna and Vancouver.
- Enforcement hearings taking place in Victoria and 4-5 waivers signed this week.
- MAP – Rupi volunteered to help with the orientation/training in Kelowna and Kamloops. Jay and Kevin will work with Rupi.
- Covert operations are being arranged for February.
- Jeff Hum's car is fixed.

##### Fraser Valley/North – Mike

- Holly Belanger is dealing with a Ubrew/Uvin in Williams Lake currently without a licence.
- Discussed a transfer regarding an establishment in Williams Lake.
- Issue at an SOL event at Bombay Banquet Hall in Surrey. Discussed details with group.

##### Vancouver/Greater Vancouver - Donna

- MAP ongoing
- Bruce will be Acting RM while s.22
- Donna will be attending a meeting regarding the riot review for FEST in the city of Vancouver s.22
- Jazz festival in mid-July discussed. Also working on a few projects with Cst. Alex Clarke.

##### Manager of Investigations Ray

- s.15
- Discussed cases Gail and David have been working on.
- 59 prospects for the Investigator position.

##### Deputy General Manager – Bruce

- Discussed an establishment in Big White which is a seasonal LP and currently has five pending enforcement actions. s.13
- LZ in Kelowna discussed.
- Vancouver riot review committee group – Bruce has joined a couple of meetings via conference call so far and discussed the details of these meetings with the group.

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| 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. Update: Jan to confirm purchase of one vehicle. Bruce will contact Jan. <b>Update: Confirmed – one vehicle to be purchased. Purchase date TBD.</b></li> </ul>  | In-progress |
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| 12/06/11                | <ul style="list-style-type: none"> <li>Bruce to contact Treoscope. <b>Update: Contacted and an email will be sent out to C&amp;E staff regarding an upcoming seminar.</b></li> </ul>  | In-progress |
| 12/01/10                | <ul style="list-style-type: none"> <li>Delivery service for LRS – Mike to send information to Barry for review and clarification. <b>Update: Barry is reviewing.</b></li> </ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
February 21, 2012  
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), Donna Lister, Gary Barker,  
Ray Tetzl, Mike Clark, Mandy Fisher (recording)

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**Approval of Agenda**

- Approved.
- MAP cash funds added to the agenda.

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

- The Minutes of the previous meeting were approved as circulated.
- Ray is already on the C&E Mgrs distribution list.
- Email sent to Liz asking if monetary vs. days of suspension can be added to the C&E stats.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report

**Training** (standing item)

- Nothing to report

**Vehicles** (standing item)

- Nothing to report

**Street Light Decals** (Bruce)

- Thank you to Shannan Johnston! We have on order in for 2x3' decals that look like street lights. This tool was developed by Tobacco for their program, which is where we got the idea from. Queen's Printer is making around 10,000 decals for us which we will order on an annual basis. We will be sending them out to all inspectors for distribution.

**CN Books and Dates** (Bruce)

- It was decided to dispose of old CN books and order new ones. Goods and services will more than likely not be received in this fiscal year so the order will fall into next year's budget.

**Liz's Statistical Report** (Bruce)

- This report was sent out to all staff. Bruce discussed the details of the report with the group and mentioned that inspectors should be very proud of the work they've done. RM's to discuss this report with their staff at team meetings.



**Removing unproven CNs from the NOEA & EH process (Bruce)**

- Contraventions neared are routinely debated at enforcement hearings. It was agreed that this information would be removed from the NOEAs compliance history. Compliance meetings will still be included in the NOEA process.

**Travel Authorization Forms (Mike)**

- Bruce mentioned that RMs and Ray should be doing travel request forms if on travel status. Bruce to confirm at next Branch Executive meeting.

**Adjudicators – EH participants and potential gang connections (Bruce)**

- RMs to inform Liz or Bruce about any potential gang links prior to adjudicators attending enforcement hearings.

**MAP cash funds (Gary)**

- Gary mentioned that he is working with Scott McElroy regarding the process for reconciliation of funds for Rupi and Bruce. Gary suggested that a bank account with card be set up which Scott will be looking into.

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

- MAP training – thanks to Rupi for helping out in the Kelowna area. She also did 30 inspections while there. Training will be taking place in Kamloops this week for the new hires.
- Discussed operation “black diamond” which was a success and involved four teams of two.
- Covert inspections took place in Victoria over the weekend.
- RI competition complete. Thanks to both Donna and Bruce for helping with this.
- s.22

**Fraser Valley/North – Mike**

- Covert operations on going.
- C&E focus group will be coming to Surrey in March.
- Discussed issues with a dance club in the area.
- Ron is working with Surrey RCMP.

**Vancouver/Greater Vancouver - Donna**

- Bode will be at the Vancouver team meeting this week to discuss the enforcement hearing process.
- Looking at hockey playoffs starting again – working groups etc. being set up.

**Manager of Investigations - Ray**

- There are 10 applicants for the Investigator position which is now at the written stage.
- Discussed a few cases up North and other cases the investigators are working on.

**Deputy General Manager – Bruce**

- RFP will be out today regarding LDB warehouse and distribution centres.
- New EPDP process will be in effect February 29<sup>th</sup>.
- Draft C&E guide – will be sent to RMs for review and comments and placed on the next agenda for discussion.
- All inspectors but 4 have their SPC status.
- MOU for coroners' service is with Karen for approval.

| Date of Origin<br>M/D/Y | ACTIONS Summary  | Status      |
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| 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. Update: Jan to confirm purchase of one vehicle. Bruce will contact Jan.<br/><b>Update: Confirmed – one vehicle to be purchased. Purchase date TBD. Bruce to ask Jan about vehicles and the shuffle between Ministry's.</b></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. s.22<br/>Mike will get update from Rupi. Update: A questionnaire has been developed and will be sent out to staff by Rupi. Update: Conference call scheduled for Jan 12<sup>th</sup> for Bruce and Rupi to discuss. <b>Update: Rupi to follow-up with the service provider if haven't heard back from them.</b></li> </ul> | In-progress |
| 12/06/11                | <ul style="list-style-type: none"> <li>Bruce to contact Treoscope. Update: Contacted and an email will be sent out to C&amp;E staff regarding an upcoming seminar. <b>Update: Owen Cameron will be attending the planning meeting scheduled in Kelowna on March 20<sup>th</sup>. RM's to let Bruce know dates that work for seminars in their areas.</b></li> </ul>  | In-progress |
| 12/01/10                | <ul style="list-style-type: none"> <li>Delivery service for LRS – Mike to send information to Barry for review and clarification. Update: Barry is reviewing. <b>Update: Mike to follow-up with Janice.</b></li> </ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
March 6, 2012  
4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
10:00 – 11:30 a.m.**

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

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**Approval of Agenda**

- Approved.
- "Snag-it" was added to the agenda.

**Approval of Previous Meeting's Minutes**

- 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

**NOEA Style Guide** (Bruce)

- RM's have reviewed and like the document. It will be distributed to inspectors and attached with a link to the NOEA.

**MyPerformance** (Bruce)

- All are advised that this new tool is up and running and expectations are that it be used. There are several available on-line training modules available.

**New Vehicle Purchase** (Bruce)

- Discussed and agreed that we would replace the vehicle assigned to Ed and sell that vehicle.

## Divisional Updates

### Vancouver Island/Interior - Gary

- **s.22**
- Two substantial files closed with substantial fines and suspensions – Raakel's in Big White and Monty's in Victoria.

### Fraser Valley/North – Mike

- Mike Matheson and Mike Clark doing several roll call training.
- Coverts are being planned; they are running into liquor infused whipped topping for drinks.
- Liaising with Surrey RCMP vis a vis the G-Spot shooting.

### Vancouver/Greater Vancouver - Donna

- Heather is doing education sessions.
- Several coverts planned and talk in heating up about SOL's.
- There is a promoter giving away beer in the street, it's called Beer in a Bag.

### Manager of Investigations - Ray

- **s.22**
- Investigator competition – one candidate has dropped out from the process.
- Several Fit and Proper files underway.

### Deputy General Manager – Bruce

- Submitted the Advocates JD for reclassification.
- Written a draft MAP plan for 2012/2013.
- Went on inspections in Nanaimo and Port Alberni.

| Date of Origin<br>M/D/Y | ACTIONS Summary  | Status      |
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| 07/04/11                | <ul style="list-style-type: none"><li>• Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Donna to let Bruce know when it's up on the website. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: Sample to Mike and Gary for review. Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist. Update: Donna to provide an update at the next meeting. Update: All bids received and a company has been</li></ul> | In-progress |

|          |   |             |
|----------|---|-------------|
|          | <p>selected. Donna to find out if there is a destruction process. <b>Update: Two inspectors will be fitted for test purposes; Donna has liaised with VPD and they will take used vests off our hands. They use them for training purposes and send them on to off-shore police agents that cannot afford to purchase their own new vests.</b></p>   |             |
| 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. <b>s.22</b><br/>Mike will get update from Rupi. Update: A questionnaire has been developed and will be sent out to staff by Rupi. Update: Conference call scheduled for Jan 12<sup>th</sup> for Bruce and Rupi to discuss. Update: Rupi to follow-up with the service provider if haven't heard back from them. <b>Update: The survey is ready to go and will wait until Rupi returns.</b></li> </ul> | In-progress |
| 12/06/11 | <ul style="list-style-type: none"> <li>Bruce to contact Treoscope. Update: Contacted and an email will be sent out to C&amp;E staff regarding an upcoming seminar. Update: Owen Cameron will be attending the planning meeting scheduled in Kelowna on March 20<sup>th</sup>. RM's to let Bruce know dates that work for seminars in their areas. <b>Update: Owen Cameron cannot make the date for Victoria, and is confirmed for Kelowna. We will seek alternate dates for Victoria.</b></li> </ul>  | In-progress |
| 12/01/10 | <ul style="list-style-type: none"> <li>Delivery service for LRS – Mike to send information to Barry for review and clarification. Update: Barry is reviewing. Update: Mike to follow-up with Janice. <b>Update: PP&amp;C is looking into it.</b></li> </ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
March 20, 2012  
4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 – 3:30 p.m.**

---

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

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**Approval of Agenda**

- Approved.

**Approval of Previous Meeting's Minutes**

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

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report

**Training** (standing item)

- Mike - Giving Evidence training is on course.
- Donna - training provided by Bode to the Vancouver office was well received.

**Vehicles** (standing item)

- Nothing to report

**Divisional Updates**

**Fraser Valley/North – Mike**

- Discussed an article in the Publican about licensees writing to the MO if they notice police monitoring their establishments.
- St. Patrick's weekend was very busy - CN's were issued.
- 
- s.22
- Lori in Prince George working on projects with the inspectors.
- MAP – went out on March 12 & 14. 10 establishments were inspected on March 12, resulting in two CNs issued and six establishments were inspected on March 14, resulting in three CNs issued.

**Vancouver/Greater Vancouver - Donna**

- MAP – McKenzie was out with the group.
- Inspectors went out during the day and night for St. Patty's day.
- SOL – Stanley Park and PNE discussed.

Vancouver Island/Interior - Gary

- St. Patty's day – Okanagan/Victoria - went out during day/night and it was very busy. A few CNs were issued. It was quiet in the Interior.
- MAP – went out in Kamloops and did eight inspections, three CNs were issued, one for a GLS.
- Operational planning is taking place next week.
- Three waivers are coming.

Deputy General Manager – Bruce

- In Whistler with Holly Glenn last week doing inspections.
- Will be in Kelowna and Kamloops next week doing inspections.
- Went through the RFP for the Adjudicators with Liz. Five delegates will be selected.
- Coroners MOU – will be following up on this.
- MAP report went out to staff and will be working on the public report.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
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| 07/19/11                | <ul style="list-style-type: none"><li>• Safety survey has been sent out.</li></ul>  | In-progress |
| 12/06/11                | <ul style="list-style-type: none"><li>• Treoscope presentation by Owen Cameron. <b>Update: Donna and Mike to send Bruce possible dates.</b></li></ul>   | In-progress |
| 12/01/10                | <ul style="list-style-type: none"><li>• Delivery service for LRS – Mike to send information to Barry for review and clarification. Update: Barry is reviewing. Update: Mike to follow-up with Janice. <b>Update: PP&amp;C is looking into it.</b></li></ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
April 3, 2012  
4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 – 3:30 p.m.**

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

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**Additions to Agenda**

- My Performance
- Meal Policy

**Approval of Previous Meeting's Minutes**

- 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

**CCTV Footage** (Bruce)

- In order to convert CCTV footage to compatible software that can be played on the liquor inspectors' computers, the following steps will be followed:
  - inspectors will try to play the footage on their computers
  - if unable to play, contact Mike Briggs or Kristine's replacement
  - Bruce will be advised if in-house staff is unable to convert the footage
  - either Ministry of Labour and Citizen Services IT staff or a private contractor will be contacted
- Bruce will write an Operational Bulletin or Policy Directive on this issue.
- Regional Managers will inform inspectors of process.
- Mike Briggs will be asked to provide larger memory sticks for the liquor inspectors.

**My Performance**

- Jan has sent an e-mail reviewing the My Performance with instructions on entering the data. Regional Managers should review the e-mail and inform the inspectors.

**Meal Policy**

- The Branch meal policy was discussed.



## **Divisional Updates**

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

- Bruce attended a team meeting in Surrey last week.
- Bruce and Owen Cameron met with the Okanagan/Kootenay inspectors in Kelowna last week. Owen Cameron gave an information presentation on the Treoscope system.
- While in the Okanagan, Bruce went on inspections with the Kamloops inspectors.
- s.22 Ray will be ADGM for that time.

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

- Friday night was quiet in Vancouver.
- The MAP team did inspections in Chilliwack with no issues found.
- Interviews for the Investigators position are progressing.
- SOL's event applications to be held in Vancouver at the PNE and Stanley Park are being discussed with the City of Vancouver.
- Inspectors will be working for the 1<sup>st</sup> round of the Stanley Cup Playoffs.

### **Fraser Valley/North – Mike**

- McKenzie attended inspections with Vancouver inspectors.
- s.22 Rupi will be the A/RM.
- Many SOL's are being requested.

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

- Operational Planning meetings were held in Victoria and Kelowna. Owen Cameron gave an informative presentation on the Treoscope scanning system at the Kelowna meeting. Bode gave a presentation at both meetings entitled Navigating the Turbulence of Cross Examination.
- Because of the number of SOL's this summer, Gary may be requesting assistance from the other regions.
- The MAP program is ongoing.
- Waivers are being signed and inspectors are issuing CN's.
- The Kamloops RCMP issued two CN's. One at Cactus Jack's and one at the Commodore.

| <b>Date of Origin<br/>M/D/Y</b> | <b>ACTIONS Summary</b>  | <b>Status</b> |
|---------------------------------|---|---------------|
| 07/04/11                        | <ul style="list-style-type: none"><li>• Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist. Update: All bids received and a company has been selected. Donna to find out if there is a destruction process. Update: Two inspectors will be</li></ul> | In-progress   |

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|          | fitted for test purposes; Donna has liaised with VPD and they will take used vests off our hands. Update: Measurements have been sent to Armour Works. Update: Donna is satisfied with the body armour.  |             |
| 12/06/11 | <ul style="list-style-type: none"> <li>Treoscope presentation by Owen Cameron. <b>Update: Donna and Mike to send Bruce possible dates.</b></li> </ul>  | In-progress |
| 04/03/12 | <ul style="list-style-type: none"> <li>Bruce will create either an Operational Bulletin or Policy Directive to address compatibility between CCTV tapes and Branch computers, as well as, the process involved when CCTV tapes and Branch computers are not compatible.</li> </ul> | In-progress |
| 04/03/12 | <ul style="list-style-type: none"> <li>Mike Clark will speak to Mike Briggs about purchasing larger memory sticks.</li> </ul>  | In-progress |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
May 1, 2012  
4<sup>th</sup> F. 3350 Douglas Street/Teleconference  
2:00 – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Bruce Clark (for Donna Lister), Jay Blackwell (for Gary Barker), Mike Clark, Ray Tetzl, Kathy Jones (recording)

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**Additions to Agenda**

- The agenda was approved as circulated.

**Approval of Previous Meeting's Minutes**

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

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report

**Training** (standing item)

- Development of Customized Use of Force, Situational Awareness Training addressed as a separate agenda item.

**Vehicles** (standing item)

- Ed Osei-Appiah has received his new work vehicle.

**CCTV Footage** (Bruce)

- The team agreed that a policy directive or operational bulletin regarding CCTV footage was unnecessary at this time. Regional Managers and Regional Inspectors will remind staff (if they have not already) of the following process:
  - Ask for footage in Windows Media Player format if possible
  - inspectors will try to play the footage on their computers
  - if unable to play, contact Mike Briggs
  - Mike will follow up with contacts at Labour and Citizen Services who are able to convert the footage.
- Terrance is looking into the capability of a nearby private business and its ability to convert CCTV footage.

**C&E/Licensing Focus Group** (Bruce)

- This group was originally formed to promote better working relationships between C&E and Licensing staff through increased understanding of roles and responsibilities within each department. This has been accomplished to date and it has been proposed that the group be disbanded.
- The team agreed that the group should be disbanded. Bruce will take this recommendation to Cheryl and discuss next steps.

#### **C&E Safety Survey Results (Bruce)**

- The team agreed that the results should be shared with the division.
- Bruce to circulate C&E Safety Survey results with division.
- Results of C&E Safety Survey to be discussed at next C&E Managers' Meeting.

#### **MAP Petty Cash Alternative (Bruce)**

- Following problems with the issuance and tracking of petty cash for minor agent purchases, the team discussed the following three options:

s.15

- Email transfer of money – Rupi investigating. Further details to be provided at next meeting.
- Keep petty cash
- Item to be discussed further at next meeting.

#### **Development of Customized Use of Force, Situational Awareness Training (Bruce)**

- The team discussed the possibility of customized training offered by Sherriff Services.
- Concerns were expressed about any training that would teach inspectors how to use force in a situation. Rather the focus of training should be on awareness of how to remove oneself from situations where the use of force might become an issue.
- Bruce will follow up with Sherriff Services regarding the training they offer to determine if there is a fit with the training offered and that needed by C&E staff. Bruce will present any options to Management for discussion.

#### **Failure to Permit Immediate Entry Contraventions**

- In the last 6 months there have been 3 or 4 contraventions of this type but the enforcement action recommended varied between a 15 day suspension and licence cancellation.
- Bruce requested that any contraventions of this type be brought to the Management group for discussion before enforcement action is recommended so that the issues can be discussed and consistency in approach developed.

#### **Divisional Updates**

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

- Overnight stays are now an option for minor agents, provided they are accompanied by a parent or guardian.
- New adjudicators were introduced at Adjudicator's meeting today.

##### **Vancouver/Greater Vancouver – Bruce Clark for Donna**

- Follow-up inspections in the Kingsway corridor resulted in 2 CNs.
- A joint investigation with Immigration and the VPD in the Granville district on student nights resulted in fake foreign identification being confiscated.
- Festival of Lights seeking a permit for a 500 person beer garden.
- Minor Agents work going well. MAP work will begin in Powell River and Whistler shortly.

#### Fraser Valley/North – Mike

- Preparing for Cloverdale Rodeo in 2 weeks.
- Preparation underway for concert at Deer Lake although Licensing has not yet issued the SOL.
- Mike received package on Giving Evidence Training today; will review and touch base with Bruce.
- Ongoing covert and SOL inspections.

#### Vancouver Island/Interior – Jay Blackwell for Gary

- Brad working on interviews/hiring of new minor agents in Nanaimo and Victoria.
- MAP work going well in the rest of the region. Approximately a 40% failure rate in the Okanagan between LRSs and RASs.
- Kelowna licensees showing positive response to adopting 'the Standard', a program of best practices for licensees to follow.
- Getting ready for SOL season.

#### Investigations - Ray

- Finishing final report on s.15 Contravention Notice has been completed, Ray to meet with Bruce and Peter regarding the NOEA.
- Wrapping up s.15 investigation and Gail preparing report.
- Gail and Doug to interview applicant for the s.15 (Kelowna) tomorrow.
- In follow-up to documents supplied by s.15 licensee, Ray and David will be meeting with Gaming.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 07/04/11                | <ul style="list-style-type: none"><li>• Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist. Update: All bids received and a company has been selected. Donna to find out if there is a destruction process. Update: Two inspectors will be fitted for test purposes; Donna has liaised with VPD and they will take used vests off our hands. Update: Measurements have been sent to Armour Works. Update: Donna is satisfied with the body armour.</li></ul> | In-progress |
| 12/06/11                | <ul style="list-style-type: none"><li>• Treoscope presentation by Owen Cameron. <b>Update: Donna and Mike to send Bruce possible dates.</b></li></ul>   | In-progress |
| 04/03/12                | <ul style="list-style-type: none"><li>• Mike Clark will speak to Mike Briggs about purchasing larger memory sticks.</li></ul>   | In-progress |
| 05/01/12                | <ul style="list-style-type: none"><li>• Bruce to follow up with Cheryl re: disbanding of C&amp;E/Licensing Focus Group.</li></ul>   |             |

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|  | <ul style="list-style-type: none"> <li>• Bruce to circulate C&amp;E Safety Survey results with division.</li> <li>• Bruce to follow up with Sherriff Services regarding customized training for use of force/situational awareness.</li> </ul> |  |
|--|--|--|

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
May 15, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
2:00 – 3:30 p.m.**

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

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**Additions to Agenda**

- Update on Investigation Case Tracker System.

**Approval of Previous Meeting's Minutes**

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

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Development of Customized Use of Force, Situational Awareness Training
  - Bruce identified two courses in the Customized Use of Force, Situational Awareness Training offered by Sheriff Services that may be relevant to LCLB. He will circulate this information to get feedback from staff.
  - The group will meet with the course developer to ensure that the course is relevant for C&E.
  - Mike will check at PRTC and the Justice Institute for courses offered.
  - Ray will give Bruce the name of one trainer in Vancouver.

**Vehicles** (standing item)

- Nothing to report.

**MAP Petty Cash** (Gary)

- Alternatives for distribution of petty cash to fund MAP inspections are being discussed and when a decision is reached the Regional Inspectors will be informed.

**LRS Relocations** (Bruce)

- Inspectors are to direct any questions from licensees or interested parties about LRS relocation to licensing. Their response should be, "I don't know, please call the licensing division." and then provide the telephone number.
- Regional managers are to convey this response to inspectors.

**Annual Leave** (Bruce)

- Regional Managers are to send their annual leave dates by e-mail to Bruce immediately.

#### **Meal Claim Policy (Bruce)**

- Bruce will speak with Jan and Karen about releasing the new meal claim policy.
- Regional managers will discuss at their team meetings.

#### **Branch Coffee Mugs (Mike)**

- The mugs will have the LCLB crest with Compliance and Enforcement engraved under the crest. The mugs will also be given as gifts to presenters.
- Mike will order 60 mugs.

#### **Intoxication and NOEAs (Bruce)**

- In a random sampling of approved NOEAs, Bruce found two instances of the inspector inserting an opinion in the Elements of Defence area.
- Inspectors are to list indicia of observations and then conclude with, e.g. "As a result of these observations, I came to the conclusion that..... was intoxicated."
- Regional managers will discuss this point with inspectors.

#### **Investigation Case Tracker System (Bruce)**

- Testing of the system will be finished this week and it will be in production by the end of June.
- Investigators will enter current data in to the system.
- Regional managers and regional inspectors will have read access.
- All previous Fit and Proper files will be entered by administrative staff.
- Eventually, this system will be expanded outside the investigative unit.

### **Divisional Updates**

#### **Fraser Valley/North – Mike**

- Holly in town for training.
- Questions from the Mayor of Coquitlam have been referred to Cindy for direct response.
- MAP will be going in Prince George and then Fort St John.
- MAP will be used at the Cloverdale Rodeo this weekend.
- In Kane's area, a s.15 staff person has been arrested for trafficking in cocaine.

#### **Vancouver Island/Interior – Gary**

- Expression of Interest for Kamloops produced no response, so the recruitment process will begin for Kamloops, Victoria and Nanaimo liquor inspector positions.
- Jay is transitioning nicely to the Regional Inspector position even though he also has 350 licences to attend to at the moment.
- MAP work ongoing. There have been 26 failures since February. There were several in Vernon and several in Nanaimo.
- The SOL at Okanagan Falls went well. Randy and Doug attended.

#### **Vancouver/Greater Vancouver – Donna**

- Festival of Lights permit for a 500 person beer garden has been denied.
- Boat cruises are being monitored. Of particular concern, are unsanctioned cruises with minors preloading liquor.



- Donna attended the District 3 NCO meeting to discuss availability to work with police.
- Bruce and Melody will be attending Greek Days.

#### Investigations - Ray

- Ray will produce a final report on the **s.15** in Nanaimo.
- Gail and Doug Hufsmith are investigating an application in Kelowna.
- The MVA being investigated in Kelowna has resulted in the findings that the driver had been drinking at a private residence so the file has been closed.

#### Deputy General Manager – Bruce

- The meal policy has been updated and the information will be distributed to staff.
- The Investigation Case Tracker was discussed above.
- Bruce will be at the Vancouver Regional office next week.
- Ray and Bruce reviewed an internet based investigation course that Holly went to at the Justice Institute which can track who set up websites on the internet. There may be either training for F&P investigators or a contractor may be hired for these investigations.
- **s.22** has accepted a new position. An internal competition was held with 8 applications so far. The competition closes this Friday.

| Date of Origin<br>M/D/Y | ACTIONS Summary  | Status      |
|-------------------------|--|-------------|
| 07/04/11                | <ul style="list-style-type: none"> <li>• Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist. Update: All bids received and a company has been selected. Donna to find out if there is a destruction process. Update: Two inspectors will be fitted for test purposes; Donna has liaised with VPD and they will take used vests off our hands. Update: Measurements have been sent to Armour Works. Update: Donna is satisfied with the body armour. <b>Update: Donna has sent e-mails to RM's requesting that arrangements be made with Armour Works for measuring inspectors for vests.</b></li> </ul> | In-progress |
| 12/06/11                | <ul style="list-style-type: none"> <li>• Treoscope presentation. <b>Update: Donna and Mike to send Bruce dates for training. Information may be forthcoming on other systems.</b></li> </ul>   | In-progress |
| 04/03/12                | <ul style="list-style-type: none"> <li>• Mike Clark will speak to Mike Briggs about purchasing larger memory sticks. <b>Update: Mike will e-mail Mike</b></li> </ul>   | June 21/12  |

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|          | <b>Briggs on status of order and report to Bruce.</b>  |  |
| 05/01/12 | <ul style="list-style-type: none"> <li>• Bruce to follow up with Cheryl re: disbanding of C&amp;E/Licensing Focus Group. <b>Update: Cheryl will be sending out communication to staff.</b></li> </ul>  |  |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>• Ray will give Bruce the name of a trainer in Vancouver.</li> <li>• Bruce will distribute information on training.</li> </ul> |  |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Bruce will contact WCB.</li> </ul>  |  |
| 05/15/12 | <ul style="list-style-type: none"> <li>• RM's will instruct liquor inspectors to refer questions about LRS relocation to the licensing department.</li> </ul>  |  |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Gary will determine a way to pay for purchases incurred during MAP inspections.</li> </ul>  |  |
| 05/15/12 | <ul style="list-style-type: none"> <li>• RM's will e-mail Bruce their annual vacation requests.</li> </ul>   |  |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Mike will order 60 mugs.</li> </ul>   |  |
| 15/15/12 | <ul style="list-style-type: none"> <li>• RM's will instruct liquor inspectors on the proper wording for NOEA's in reference to intoxication.</li> </ul>  |  |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
May 29, 2012  
Bruce's Office/Teleconference  
2:00 – 3:30 p.m.**

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

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**Approval of Agenda**

- The May 29, 2012 agenda was approved as circulated.

**Approval of Previous Meeting's Minutes**

- The Minutes of the May 15th meeting were approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Giving Evidence training to happen in Surrey June 21/12. Bruce and Peter attending with Surrey staff.

**Vehicles** (standing item)

- Nothing to report.

**Divisional Updates**

**Vancouver/Greater Vancouver – Donna**

- MAP work planned for Powell River on the weekend.
- MAP work in Mission during past weekend resulted in purchase at food-primary.

**Investigations - Ray**

- Financial analyses being prepared for the s.15
- Paperwork completed for newly hired Investigator.

**Fraser Valley/North – Mike**

- Mail slot finally installed on front of Surrey office building; awaiting changes to resolve front door issues.
- Wally working with Burns Lake RCMP after liquor licence was seized.
- Holly and Lorie are continuing with MAP work.
- Mike to travel to Fort St. John and Prince George in the coming weeks.
- Deer Lake Festival has no issues; was very successful.
- Rupi in process of serving NOEA to softball tournament licensee.

Deputy General Manager – Bruce

- Registrar competition process on-going; seven of nine candidates will proceed to the interview stage.
- Working with Gary on liquor inspector vacancies; expression of interest has been posted for Victoria vacancy.
- Ray and Bruce met with Toddington re: open-source investigations.

\*Gary joined the meeting.

Vancouver Island/Interior – Gary

- MAP inspections in South Okanagan and Shuswap over the weekend. Of 39 inspections, 8 were non-compliant.
- Liquor inspector postings went up Friday and will close in 2 weeks.
- Covert inspections have been going well.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 07/04/11                | <ul style="list-style-type: none"><li>• Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist. Update: All bids received and a company has been selected. Donna to find out if there is a destruction process. Update: Two inspectors will be fitted for test purposes; Donna has liaised with VPD and they will take used vests off our hands. Update: Measurements have been sent to Armour Works. Update: Donna is satisfied with the body armour. Update: Donna has sent e-mails to RM's requesting that arrangements be made with Armour Works for measuring inspectors for vests. Update: Measurements completed in Vancouver and Surrey office. Mike will manage measurements for Northern staff during his office visits in coming weeks.</li></ul> | In-progress |
| 12/06/11                | <ul style="list-style-type: none"><li>• Treoscope presentation. Update: Donna and Mike to send Bruce dates for training. Information may be forthcoming on other systems. COMPLETED</li></ul>   | COMPLETE    |
| 04/03/12                | <ul style="list-style-type: none"><li>• Mike Clark will speak to Mike Briggs about purchasing larger memory sticks. Update: Mike will e-mail Mike Briggs on status of order and report to Bruce.</li></ul>  | In progress |
| 05/01/12                | <ul style="list-style-type: none"><li>• Bruce to follow up with Cheryl re: disbanding of C&amp;E/Licensing Focus Group. Update: Cheryl will be</li></ul>  | COMPLETE    |

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|          | sending out communication to staff.  |             |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>• Ray will give Bruce the name of a trainer in Vancouver.</li> <li>• Bruce will distribute information on training.</li> </ul> | In progress |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Bruce will contact WCB.</li> </ul>  | In progress |
| 05/15/12 | <ul style="list-style-type: none"> <li>• RM's will instruct liquor inspectors to refer questions about LRS relocation to the licensing department.</li> </ul>  | COMPLETE    |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Gary will determine a way to pay for purchases incurred during MAP inspections.</li> </ul>  | COMPLETE    |
| 05/15/12 | <ul style="list-style-type: none"> <li>• RM's will e-mail Bruce their annual vacation requests.</li> </ul>   | COMPLETE    |
| 05/15/12 | <ul style="list-style-type: none"> <li>• Mike will order 60 mugs.</li> </ul>   | In progress |
| 5/15/12  | <ul style="list-style-type: none"> <li>• RM's will instruct liquor inspectors on the proper wording for NOEA's in reference to intoxication.</li> </ul>  | COMPLETE    |
| 5/29/12  | <ul style="list-style-type: none"> <li>• Ray to check with Mike Briggs re: digital cameras that have not been received.</li> </ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
June 11, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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

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**Additions to the Agenda**

- Violation Tickets - Bruce
- Minors as Agents - Bruce
- Agent Photo - Gary

**Approval of Agenda**

- The June 11, 2012 agenda was approved.

**Approval of Previous Meeting's Minutes**

- The Minutes of the May 29th meeting were approved.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Will be discussed later.

**Vehicles** (standing item)

- Gary stated that there are mounting repair costs for vehicles.

**Meal Compensation Policy** - Donna

- Donna will contact Jan Evans to discuss payment methods for meal claims and then report back to Bruce.

**NOEAs, Penalties and Event Driven Licences** - Bruce

- Inspectors will consider an appropriate penalty when enforcement is decided on an event driven licence.
- Information must be entered in to the Reason for Enforcement section of the NOEA so it is available to both the advocate and the licensee.

## **The SOL Spreadsheet and Entering Inspections - Bruce**

- SOL inspection information must be entered on the SOL spreadsheet.

## **Violation Tickets**

- Cabinet has signed the regulation into effect that allows the issuing of Violation Tickets. Karen, Bruce and Barry are discussing the issue and will send out instructions to staff.

## **Minors as Agents**

- Staff are instructed to direct any media questions about the Minors as Agents program to Cindy Stephenson.

s.15

If unsuccessful,  
the inspector should contact the regional manager. Bruce will contact the licensee if necessary.

## **Divisional Updates**

### **Fraser Valley/North - Rup**

- MAP work planned for Prince George. s.15
- s.15 Rup would like to thank Kathy and Lynda for amending the contracts so s.15 can attend.
- Some MAP inspections have resulted in CN's and NOEA's.
- A covert inspection of a UBrew/UVin resulted in liquor being purchased. The liquor will be sent for testing to determine the alcohol content. Rup will e-mail Bruce the results.
- Linda Hoy and the Chilliwack RCMP will be meeting with licensees concerning recent events.
- Deer Lake Concert Series in ongoing.

### **Vancouver/Greater Vancouver – Donna**

- Projects addressing overcrowding and minors are ongoing for the month.
- Donna will meet with Bar Watch on June 20.

### **Investigations - Ray**

- Dave will be in Prince George.
- Gail will be in the Okanagan for a few weekends.

### **Vancouver Island/Interior – Gary**

- MAP inspections are continuing in the region. Noncompliance has been: GLS – 2%; LRS – 21%; RAS – 35%
- Recruitment for liquor inspectors resulted in 45 applicants for Kamloops; 94 for Victoria and Nanaimo positions.
- Doug and Randy gave a presentation at a Joint Task meeting in Osoyoos which included the RCMP, CBA, US Border Patrol, US Police. The presentation was well received.

Deputy General Manager – Bruce

- Registrar competition completed. Karen will be sending out an announcement.
- Cactus Club hearing is scheduled for next week.
- Gary will be acting DGM next week.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
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| 04/03/12                | <ul style="list-style-type: none"> <li>• Mike Clark will speak to Mike Briggs about purchasing larger memory sticks. Update: Mike will e-mail Mike Briggs on status of order and report to Bruce.</li> </ul>  | In progress |
| 05/15/12                | <ul style="list-style-type: none"> <li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>• Ray will give Bruce the name of a trainer in Vancouver.</li> <li>• Bruce will distribute information on training.</li> </ul>  | In progress |
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| 05/15/12                | <ul style="list-style-type: none"> <li>• Mike will order 60 mugs.</li> </ul>  | In progress |
| 6/11/12                 | <ul style="list-style-type: none"> <li>• Donna will contact Jan Evans to discuss petty cash payment of meal claims.</li> </ul>  | In progress |



|         |  |             |
|---------|--|-------------|
| 6.11/12 | <ul style="list-style-type: none"> <li>Rupi will e-mail Bruce the results of tests on liquor samples.</li> </ul> | In progress |
|---------|--|-------------|

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
June 27, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
2:00 – 3:30 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Ray Tetzl, Gary Barker, Rupi Gill,  
Pam Edwards (recording)

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**Additions to the Agenda**

- Liquor Depot Advertising - Rupi
- New Computers - Bruce
- SOL Documents - Gary

**Approval of Agenda**

- The June 27, 2012 Agenda was approved.

**Approval of Previous Meeting's Minutes**

- The Minutes of the June 11th meeting were approved.

**Discussion/Decision Items**

**Safety** (standing item)

- Regional Inspectors are asked to monitor the atmosphere during MAP inspections in relation to the prospect of issuing Violation Tickets and to then discuss their concerns at team meetings.
- Inspectors should be informing licensees about Violation Tickets, providing them with signs and directing them to the signs on the website.

**Training** (standing item)

- The Surrey office received Giving Evidence training. It was a success, particularly the role playing component. Bruce and Mike will review the inspectors responses on the training evaluation and may arrange for province wide training. Both inspectors and investigators may attend.
- On-line internet based investigation courses are being offered by the Justice Institute. Investigators as well as some inspectors will be eligible for training.
- Ray will organize training in Vancouver.

**Vehicles** (standing item)

- Inspectors should be aware that the number for road side assistance on their PHH cards should be checked to assure that it is updated to the correct phone number.

**Liquor Depot - Rup**

- Rup received a complaint about advertising by Liquor Depot. She is trying to contact the director of marketing at Liquor Depot for clarification of the offer posted on their website.
- Bruce will contact the head office if she is unsuccessful with her enquiries.

**New Computers - Bruce**

- Regional managers will discuss with their staff, a possible computer refresh. We will want to consider PC's instead of laptops.
- By January, inspectors will receive iPhones which have the capacity to enter inspections in mobile POSSE thus possibly eliminating one rationale for laptops.

**SOL Documents - Bruce**

- Regional managers will ask inspectors for feedback on the new SOL documents after they have used them this summer. In the fall, the documents will be reviewed to determine if changes are required.

**Divisional Updates****Investigations - Ray**

- Dave and Ray will be in Prince George and Williams Lake to address two files.
- NOEA's that are returned after being sent by registered mail will be hand-delivered.

**Vancouver Island/Interior - Gary**

- Karen and Gary toured the Okanagan/Kootenay regions with Karen talking with the inspectors and attending meetings with police.
- Short-listing for the liquor inspector positions is taking place this week.
- SOL's are taking place in the Okanagan. There have been no problems at the events with T&C's on their SOL licences.
- A meeting was held with the licensee at Apex Mountain.

**Fraser Valley/North - Rup**

- The SRO now has a camera at the front door which is monitored at Terry's desk. People arriving can ring a bell for admittance.
- Rick and Mike's covert inspections resulted in several enforcement actions.
- MAP agents were used at two large SOL events, s.15  
Concerts, which proved to be well run and problem free.
- Rup and Bruce C, with MAP agents, attended s.15 in Vancouver which resulted in enforcement action pending. No problems have occurred in using agents in FP establishments.
- Lori, Holly with MAP agents inspected 20 establishments in Fort St John and Chetwyn which resulted in 9 sales to the minors. s.15  
s.15

**Deputy General Manager - Bruce**

- Barry will be contacting the regional managers and inspectors concerning the revamping of the Serving It Right manual and exam. Bruce suggested that inspectors ask licensees to encourage long-time staff to take a refresher course.

- The contract for Gary Harper has been renewed for another two years. Regional managers are encouraged to use this service for inspectors who require assistance in writing effectively.
- Karen was impressed with the work done by the inspectors in the Okanagan/Kootenay areas. She thanked Gary for his work.
- Bruce is the member of the Cross-Ministry C&E Working Group. He is working on producing a document or training to convey to inspectors and investigators the Branch policy on sharing information between government agencies and police in a legal and transparent manner.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 07/04/11                | <ul style="list-style-type: none"> <li>• Contract for Body Armour replacement. Update: Donna has worked with Lynda, the specs have been given and all is ready to be posted to BC Bid. Update: More info was required for the Bid. A sample bid was given for review. Donna will try to contact again. Update: On BC Bid, Donna will be doing the evaluation of the tenders, with Gary to assist. Update: All bids received and a company has been selected. Donna to find out if there is a destruction process. Update: Two inspectors will be fitted for test purposes; Donna has liaised with VPD and they will take used vests off our hands. Update: Measurements have been sent to Armour Works. Update: Donna is satisfied with the body armour. Update: Donna has sent e-mails to RM's requesting that arrangements be made with Armour Works for measuring inspectors for vests. Update: Measurements completed in Vancouver and Surrey office. Mike will manage measurements for Northern staff during his office visits in coming weeks. Update: Staff is getting measurements taken. <b>Update: Bruce will pick up armour from VRO. Measurements will be taken for Van Island inspectors.</b></li> </ul> | In-progress |
| 04/03/12                | <ul style="list-style-type: none"> <li>• Mike Clark will speak to Mike Briggs about purchasing larger memory sticks. Update: Mike will e-mail Mike Briggs on status of order and report to Bruce.</li> </ul>  | In progress |
| 05/15/12                | <ul style="list-style-type: none"> <li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>• Ray will give Bruce the name of a trainer in Vancouver.</li> <li>• Bruce will distribute information on training.</li> </ul>  | In progress |

|          |   |             |
|----------|---|-------------|
| 05/15/12 | <ul style="list-style-type: none"> <li>Bruce will contact WCB.</li> </ul>   | In progress |
| 05/15/12 | <ul style="list-style-type: none"> <li>Mike will order 60 mugs.</li> </ul>  | In progress |
| 6/11/12  | <ul style="list-style-type: none"> <li>Rupi will e-mail Bruce the results of tests on liquor samples.</li> </ul>  | In progress |
| 6/27/12  | <ul style="list-style-type: none"> <li>Regional inspectors will report on climate for issuing Violation Tickets during MAP inspections and discuss at team meetings.</li> </ul>     |             |
| 6/27/12  | <ul style="list-style-type: none"> <li>Giving Evidence training will be reviewed by Bruce and Mike.</li> </ul>  |             |
| 6/27/12  | <ul style="list-style-type: none"> <li>Ray will organize Justice Institute investigation training.</li> </ul>   |             |
| 6.27/12  | <ul style="list-style-type: none"> <li>Regional managers should ask inspectors to ensure the telephone number for road side assistance on their PHH cards is up-to-date.</li> </ul> |             |
| 6/27/12  | <ul style="list-style-type: none"> <li>Rupi will update Bruce on Liquor Depot advertising issue.</li> </ul>   |             |
| 6/27/12  | <ul style="list-style-type: none"> <li>Regional managers will discuss computer update with inspectors.</li> </ul>   |             |
| 6/27/12  | <ul style="list-style-type: none"> <li>Regional managers will ask for feedback on SOL documents.</li> </ul>   |             |
| 6/27/12  | <ul style="list-style-type: none"> <li>Rupi will send comments from the agent's mother to Bruce.</li> </ul>   |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
July 10, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
2:00 – 3:30 p.m.**

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

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**Additions to the Agenda**

- Rock the Shores post-event audit - Gary

**Approval of Agenda**

- The July 10, 2012 Agenda was approved.

**Approval of Previous Meeting's Minutes**

- The Minutes of the June 27th meeting were approved.

**Discussion/Decision Items**

**Safety** (standing item)

- No update

**Training** (standing item)

- No update

**Vehicles** (standing item)

- No update

**Monetary penalty signs, color printers and responsibility for printing signs - Bruce**

- Management agreed that signs should have the contravention specific to the establishment printed on the sign.
- To ensure that signs are consistent in wording and appearance, Mandy Fisher will be responsible for printing all contravention signs and sending to the relevant inspector for delivery to the licensee.
- Mandy will train the admin support in the regional offices and headquarters regarding process so they can provide back-up assistance when needed.

**MAP statistics first quarter report and discussion - Bruce**

- Bruce shared the first quarter MAP stats with the Managers, noting that the target date is March 31, 2013.
- Bruce will circulate a second quarter report when those details have been collected.
- A meeting will take place in the fall to discuss results of the MAP and next steps.

•  
s.13, s.17

**Meeting start time - Bruce**

- Managers agreed that a 1:30 p.m. start time for the meetings worked with their schedules.

**SOL T&C, plastic cups and Margaret Fligg – Bruce**

- Bruce explained to Managers that because Margaret is processing exemptions, she has been receiving questions from those Special Occasion Licensees regarding discretionary items (example: plastic cups requirement). Margaret will be instructing these licensees to contact their liquor inspector for issues requiring discretion.

**Rock the Shores post-event audit – Gary**

- Gary noted that Karen had informed him of recent media coverage on the event which made the event appear more commercial in nature than a charitable event, raising the question as to whether a post-event audit should be conducted.
- The team discussed the various approaches that could be taken for conducting post-event audits.
- The team agreed that applying a term and condition to the special occasion licence requiring the license holder to submit necessary documentation within 60 days provided a more strategic approach resulting in better compliance and use of branch resources.

**Divisional Updates**

**Investigations - Ray**

- Ray and Dave were in Prince George and Williams Lake working with local police on two files.
- Tim working on Vault file.
- Ray will be Acting DGM

s.22

**Vancouver Island/Interior – Gary**

- Inspector postings resulted in 4 interviews in Nanaimo and 2 in Kamloops to be conducted next week.
- Multiple SOLs in the Okanagan with terms and conditions contributing to the success of these events.

**Fraser Valley/North - Rupl**

- Canada Day events in the Fraser Valley and Lower Mainland were quiet however issues in Williams Lake with the Stampede. Holly worked with RCMP on a number of issues for which contravention notices will be issued.
- Covert UBrew/UVin inspection found licensee selling 40% alcohol product which when tested revealed the product had an actual alcohol content of 43.2%. Contravention Notice and Notice of Enforcement Action being prepared.

**Deputy General Manager – Bruce**

- Bruce reviewing C&E Desk Manual and definition of “to permit or allow” and “due diligence”. Also reviewing signs of intoxication list which will go to Managers for review and comment.
- Amended policy on body armour will also go to Managers for review and comment then to inspectors for review.
- Bruce has been working with Heather (new Registrar) this past week on various issues.

| <b>Date of Origin<br/>M/D/Y</b> | <b>ACTIONS Summary</b>   | <b>Status</b> |
|---------------------------------|--|---------------|
| 04/03/12                        | <ul style="list-style-type: none"> <li>Mike Clark will speak to Mike Briggs about purchasing larger memory sticks. Update: Mike will e-mail Mike Briggs on status of order and report to Bruce.</li> </ul>   | In progress   |
| 05/15/12                        | <ul style="list-style-type: none"> <li>Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>Ray will give Bruce the name of a trainer in Vancouver.</li> <li>Bruce will distribute information on training.</li> </ul> | In progress   |
| 05/15/12                        | <ul style="list-style-type: none"> <li>Bruce will contact WCB.</li> </ul>  | In progress   |
| 05/15/12                        | <ul style="list-style-type: none"> <li>Mike will order 60 mugs.</li> </ul>   | In progress   |
| 6/27/12                         | <ul style="list-style-type: none"> <li>Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall.</li> </ul>  | In progress   |
| 6/27/12                         | <ul style="list-style-type: none"> <li>Ray will organize "open-source" training for investigators.</li> </ul>  | In progress   |
| 6/27/12                         | <ul style="list-style-type: none"> <li>Regional managers will discuss computer update with inspectors.</li> </ul>  | In progress   |
| 7/10/12                         | <ul style="list-style-type: none"> <li>Managers to let inspectors know that SOL holders will be instructed to contact their local inspector regarding any issues requiring discretion.</li> </ul>  |               |
| 7/10/12                         | <ul style="list-style-type: none"> <li>Bruce to send Rupi details about enforcement action above and beyond penalty schedule.</li> </ul>   |               |
| 7/10/12                         | <ul style="list-style-type: none"> <li>Rupi to contact LDB to find out alcohol upper percentage limit that LDB will carry.</li> </ul>  |               |



**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
July 24, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Jay Blackwell (for Gary Barker), Mike Clark, Donna Lister, Bruce Clark, Gail Mansell, Kathy Jones (recording)

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**Approval of Agenda**

- The July 24, 2012 agenda was approved with the following additions:
  - Inspector approval of catering functions (Bruce)
  - Inspectors requiring larger memory sticks (Bruce)
  - Licence copies (Bruce)

**Approval of Previous Meeting's Minutes**

- The Minutes of the July 10th meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Jay noted that the Sturgis North SOL had no safety issues and was reportedly poorly attended.

**Training** (standing item)

- Mike following up with PRTC and the Justice Institute and will provide Bruce with further details on situational awareness training.

**Vehicles** (standing item)

- No update

**Draft body armour policy – Bruce**

- Responses were received regarding the draft policy. Bruce will add ballistic capabilities to draft body armour policy and then circulate to all C&E staff for feedback with deadline for submitting comments.

**Inspector approval of catering functions - Bruce**

- Management discussed inspector approval of catering functions and whether the approval should be granted by the inspector whose region the licensee is a part of or potentially, the inspector where the catered event will occur.
- The inspector whose region the caterer is licensed in will be approving the functions and will provide notification to the inspector where the event will occur if the event has the potential for issues.

#### **Inspectors requiring larger memory sticks - Bruce**

- Management agreed that inspectors in main offices can share a few of the larger memory sticks and the regional or remote offices will require that each inspector have one. Bruce to follow up with Jan regarding the purchase of larger memory sticks.

#### **Licence copies – Bruce**

- Management confirmed that inspectors are okay with licensees copying their licences to cover multiple licensed areas as they are familiar with those particular licensees.

#### **Divisional Updates**

##### **Vancouver - Donna**

- Celebration of Light and Pride Week events taking place in Vancouver has all available inspectors in the field.
- MAP work resulted in a s.15
- Police project in Fall with Vancouver nightclubs.
- Issue with North Vancouver 'The Corner Store'; will be applying for fp licence.
- Melanie and Ed covered Khatsalano Days – one issue with overcrowding on a patio.

##### **Vancouver Island/Interior – Jay**

- Okanagan SOLs in full swing – Centre of Gravity in Kelowna and long weekend events in Penticton.
- Recent MAP work on Island directed at licensees with contraventions last year – all passed this year.
- Interviews have resulted in good candidates for both Kamloops and Nanaimo.

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

- Zoning remains the issue with s.15 in Abbotsford even though the area inspector has been working with the licensee and residents.
- Lorie working on MAP waivers.
- Office busy with covering vacations, SOLs and upcoming undercover inspections.

##### **Investigations – Gail**

- ICT working well
- Investigators working on inspections in Vancouver to help cover vacations/increased SOLs.
- Working with Kelowna inspectors/RCMP on inspections.

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

- Bruce and Heather (new Registrar) visited the Surrey Office.
- Bruce working with Systems to initiate waivers before NOEA can be completed.

| Date of Origin<br>M/D/Y | ACTIONS Summary  | Status      |
|-------------------------|--|-------------|
| 05/15/12                | <ul style="list-style-type: none"> <li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>• Ray will give Bruce the name of a trainer in Vancouver.</li> <li>• Bruce will distribute information on training.</li> </ul>         | In progress |
| 05/15/12                | <ul style="list-style-type: none"> <li>• Bruce will contact WCB.</li> </ul>  | In progress |
| 6/27/12                 | <ul style="list-style-type: none"> <li>• Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall.</li> </ul>  | In progress |
| 6/27/12                 | <ul style="list-style-type: none"> <li>• Ray will organize "open-source" training for investigators.</li> </ul>  | In progress |
| 7/10/12                 | <ul style="list-style-type: none"> <li>• Managers to let inspectors know that SOL holders will be instructed to contact their local inspector regarding any issues requiring discretion.</li> </ul>  | In progress |
| 7/24/12                 | <ul style="list-style-type: none"> <li>• Bruce will add ballistic capabilities to draft body armour policy and then circulate to all C&amp;E staff for feedback with deadline for submitting comments.</li> <li>• Bruce to follow up with Jan regarding the purchase of larger memory sticks.</li> </ul> |             |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
August 7th, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Jay Blackwell, Mike Clark, Donna Lister, Bruce Clark, Ray Tetzl, Kathy Jones (recording)

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**Approval of Agenda**

- The August 7, 2012 agenda was approved with the following additions:
  - Voicemail Messages (Bruce)
  - s.13 (Bruce)

**Approval of Previous Meeting's Minutes**

- The Minutes of the July 24th meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- none

**Training** (standing item)

- none

**Vehicles** (standing item)

- none

**Voicemail Messages – Bruce**

- Managers will let inspectors know to arrange back-up with another inspector if they are out of the office and have the name and number of the back-up inspector on their voicemail message.

s.13

## Divisional Updates

### Deputy General Manager - Bruce

- Catering policy work ongoing.
- SOL policy work on hold at present.

### Fraser Valley/North - Mike

- Rockin' River Festival and Abbotsford Airshow this weekend.
- Rupi doing MAP work in Whistler.
- Another Deer Lake concert went very well this past weekend.
- Awaiting Licensing decision on Canadian Women's Open at the Vancouver Golf Course in Coquitlam.

### Investigations – Ray

- The majority of SOLs on the Island and in the Okanagan this past weekend well run.
- Doug will be issuing a couple of CNs s.15
- MAP work in August with SOLs and food-primaries.
- Work in the Kootenays to recruit minor agents.
- CN issued to the s.15 for non-payment of penalty.
- Reference checks wrapping up for potential inspectors in Nanaimo and Kamloops.

### Vancouver - Donna

- Managing coverage for staff summer vacations
- Celebration of Lights and Pride this past weekend which went well for the most part.
- Will be working with the VPD on plans for tandem project in the Fall.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 05/15/12                | <ul style="list-style-type: none"><li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li><li>• Ray will give Bruce the name of a trainer in Vancouver. Update 7/8/12: Ray to meet with Clive Milligan within the week.</li></ul> | In progress |
| 6/27/12                 | <ul style="list-style-type: none"><li>• Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall.</li></ul>   | In progress |
| 6/27/12                 | <ul style="list-style-type: none"><li>• Ray will organize "open-source" training for investigators.</li></ul>   | In progress |
| 7/24/12                 | <ul style="list-style-type: none"><li>• Bruce will add ballistic capabilities to draft body armour policy and then circulate to all C&amp;E staff for feedback with deadline for submitting comments.</li></ul>   | In progress |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
August 21st, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Gary Barker, Mike Clark, Donna Lister, Gail Mansell, Kathy Jones (recording)

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**Approval of Agenda**

- The August 21, 2012 agenda was approved with the following additions:
  - Safety Committee Restructuring (Mike)
  - GLS After-Hours Service (Donna)

**Approval of Previous Meeting's Minutes**

- The Minutes of the August 7th meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- none

**Training** (standing item)

- none

**Vehicles** (standing item)

- none

**Safety Committee Restructuring – Mike**

- The Managers agreed to downsize the current Safety Committee so that one Regional Manager (Mike) will lead the Committee with a representative from each region. Ron Carriere will represent Surrey.  
**ACTION:** Donna and Gary to let Mike know who will represent their regions on the Safety Committee.

**GLS After-Hours Service – Donna**

- Holly visited Whistler Village GLS on Saturday evening and spoke with store manager regarding several customers being in the store after 11:00 p.m. close.  
**ACTION:** Bruce to find previously issued operational bulletin regarding serving remaining customers after store hours in GLS/LRS and share with Management.

**Divisional Updates**

**Fraser Valley/North - Mike**

- Rupi's MAP work the second weekend of August resulted in a repeat sale. In addition 3 food-primaries and Abbotsford Airshow SOL served a minor.

- Lynn will be meeting with Terrace Chamber and RCMP from Nass Valley regarding alcohol issues in that area.
- Server panel in Surrey office being replaced.

#### Vancouver - Donna

- Donna's inspections over two previous weekends resulted in 2 NOEAs.
- Increased gang activity in Gastown; appears to be shifting from Graviile Entertainment District.
- Working with VPD on boating activity issues.

#### Vancouver Island/Okanagan – Gary

- Two candidates have accepted verbal offers for the positions in Kamloops and Nanaimo. Awaiting criminal record check results.
- Gary handling the requests for feedback resulting from competition regret letters sent recently.
- SOLs will be wrapping up in Okanagan with end of summer.
- Body armour getting good reviews from inspectors; thanks to Donna.
- MAP expansion to Kootenays in the Fall.

#### Investigations – Gail

- Gail and Tim travelling to Prince George in September.
- Investigators have access to CPIC now so investigation data being shared.

#### Deputy General Manager – Bruce

- All Regional Managers and inspectors except one, have Special Provincial Constable status.
- Bruce and Ray will attend a panel discussion in September regarding information sharing between regulatory agencies.
- Bruce will be in Vancouver September 13<sup>th</sup> and 14 to meet with staff and participate in inspections; Surrey in October.
- Several pre-hearing conferences scheduled over next two weeks.
- Bode will be in Kelowna for MAP hearing.

| <b>Date of Origin<br/>M/D/Y</b> | <b>ACTIONS Summary</b>   | <b>Status</b> |
|---------------------------------|--|---------------|
| 05/15/12                        | <ul style="list-style-type: none"> <li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li> <li>• Ray will give Bruce the name of a trainer in Vancouver. Update 7/8/12: Ray to meet with Clive Milligan within the week.</li> </ul> | In progress   |
| 6/27/12                         | <ul style="list-style-type: none"> <li>• Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall.</li> </ul>  | In progress   |

|         |  |             |
|---------|--|-------------|
| 6/27/12 | <ul style="list-style-type: none"> <li>• Ray will organize "open-source" training for investigators.</li> </ul>  | In progress |
| 7/24/12 | <ul style="list-style-type: none"> <li>• Bruce will add ballistic capabilities to draft body armour policy and then circulate to all C&amp;E staff for feedback with deadline for submitting comments.</li> </ul>  | In progress |
| 8/21/12 | <ul style="list-style-type: none"> <li>• Mike and Gary to let Mike know who will represent their regions on the Safety Committee.</li> <li>• Bruce to find previously issued operational bulletin regarding serving remaining customers after store hours in GLS/LRS and share with Management.</li> </ul> | In progress |



**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
September 4, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Gary Barker, Mike Clark, Bruce Clark, Ray Tetzl, Kathy Jones (recording)

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**Approval of Agenda**

The September 4, 2012 agenda was approved with the following additions:

- Separation of liquor and food primaries (Mike)
- POSSE Training (Bruce)

**Approval of Previous Meeting's Minutes**

- The Minutes of the August 21st meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- none

**Training** (standing item)

- none

**Vehicles** (standing item)

- none

**Customized Use of Force Situational Awareness Training – Bruce**

- The team agreed that the focus of the training should be on verbal skills and situational awareness so as to avoid dangerous situations where use of force would be necessary.  
**ACTION:** Ray will talk with Clive Milligan regarding subject matter, delivery and cost of sessions.

**Vacation Time and Usage – Bruce**

- Bruce asked Managers to remind staff that vacation time must be entered into Time-on-Line before vacation is taken and no more than 70 hours can be carried into a subsequent year.

**Separation of liquor and food primaries – Mike**

- Mike requested direction regarding enforcement options to be taken with licensee opposed to making changes to properly separate their liquor and food primary areas because the issue seems not to have been properly enforced with the previous owner.
- Bruce advised of progressive steps beginning with a request to make the change and eventually issuing a contravention notice if necessary.

**POSSE Training – Bruce**

**ACTION:** Managers will re-circulate Mike Briggs' email regarding subject matter for POSSE training.

**Divisional Updates**

**Vancouver Island/Okanagan – Gary**

- Kamloops inspector position has been filled. Mitch Kendall starts September 24.
- Candidate for Nanaimo position withdrew. Reference checks for 2<sup>nd</sup> candidate underway.
- Brad now transitioned to SOL Manager role. A TA will be posted to backfill for Brad's position.
- Terrence and Wayne will make their lateral transfers (Nanaimo/Victoria) on September 10.
- Organized crime likely on the rise in Kootenay region with apparent infiltration of Street Kings gang.
- s.22 Jay Acting.

**Fraser Valley/North - Mike**

- SOLs winding down; one in Langley this coming weekend.
- Lynn continuing to work with RCMP and Terrace Chamber of Commerce on liquor related area issues.
- Rupi Acting while Mike on vacation.

**Vancouver - Bruce**

- Meetings with VPD, City and charter boat industry to address issues.
- MAP work in Richmond over the weekend resulted in contraventions for 4 of the 7 establishments inspected.
- MAP work in North Van resulted in contraventions for 3 of the 7 LRSs that were inspected.

**Investigations – Ray**

- Investigation of community disturbance file in Port Moody found no issues but will be revisited.
- Gail and Tim will be in Prince George.

**Deputy General Manager – Bruce**

- Bruce has been Acting ADM for the past two weeks.
- Catering policy work is ongoing.
- Registrar and Advocates busy with 6 to 10 hearings a week; MAP work having an impact on hearing process.
- MAP Planning Session to take place first two days of October in Vancouver.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 05/15/12                | <ul style="list-style-type: none"><li>• Mike will check with PRTC and the JI for courses on Customized Use of Force and Situational Awareness Training.</li><li>• Ray will give Bruce the name of a trainer in Vancouver.</li></ul> | In progress |

|         |   |             |
|---------|---|-------------|
|         | Update 7/8/12: Ray to meet with Clive Milligan within the week. 9/4/12: Meeting date to be set.   |             |
| 6/27/12 | <ul style="list-style-type: none"> <li>Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall.</li> </ul> | In progress |
| 6/27/12 | <ul style="list-style-type: none"> <li>Ray will organize "open-source" training for investigators.</li> </ul>   | In progress |
| 8/21/12 | <ul style="list-style-type: none"> <li>Donna and Gary to let Mike know who will represent their regions on the Safety Committee.</li> </ul>   | In progress |
| 9/4/12  | <ul style="list-style-type: none"> <li>Managers will re-circulate Mike Briggs' email regarding subject matter for POSSE training.</li> </ul>  | In progress |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
October 16, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

The October 16, 2012 agenda was approved with the following additions:

- Travel time into POSSE (Rupi)
- Dormant LRS licences (Gary)
- SOLs/NOEAs (Bruce)

**Approval of Previous Meeting's Minutes**

- The Minutes of the September 4th meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- none

**Training** (standing item)

- Development of training sessions underway for 'Giving Evidence' training. Draft to Rupi next week.

**Vehicles** (standing item)

- Bruce reminded Managers to check in with staff to make sure winter preparation and maintenance was completed or underway for vehicles.

**LEAN Information Sessions** – Bruce

- Bruce advised Managers and asked Managers to remind staff that LEAN information sessions are now available and staff should sign-up.

**Complaints into POSSE** – Bruce

- Managers agreed that incoming complaints for a licensed establishment could be entered into POSSE by Admin staff provided the entry then populates the relevant inspector's to-do list.

**ACTION:** Kathy to follow-up with Mike Briggs regarding testing entry of complaints into POSSE.

**Sub-Pay Rules** – Bruce

- Bruce reviewed current sub-pay restrictions resulting from the Hiring Freeze. Specifically, sub-pay can only be provided for included staff performing job duties not mentioned in there job description for 10 days or more.

**Christmas Vacation – Bruce**

- Bruce reminded Managers to ensure vacation coverage was coordinated during the upcoming holiday season.

**Travel time in POSSE – Rup**

- Requirements for inspectors to enter travel time into POSSE were discussed and it was determined that inspectors should continue to enter travel time/distance.

**Dormant Licence – Gary**

- Potential issue with alcohol being purchased on dormant licenses.

**ACTION:** Gary to follow-up on any issues in Island/Okanagan region and Ray following up on issue in Lynn's area.

**SOLs/NOEAs – Bruce**

- Bruce reminded Managers about NOEAs for SOLs needing to include both the contact person and organization that the SOL was issued to.

**ACTION:** Donna following up with Bruce and Melanie regarding resending NOEA meant for  
s.15 with cc to Branch Registrar.

**Divisional Updates****Vancouver Island/Okanagan – Gary**

- Nanaimo inspector position has been filled.
- Winery project will be underway shortly.
- MAP work continuing.
- Orientation for new inspectors and investigators taking place at headquarters in November.

**Vancouver - Donna**

- MAP work has been reduced.
- Halloween weekend schedule completed.
- VRO working with VPD and Licensing regarding temp change requests for the all ages events on the downtown eastside.

**Fraser Valley/North - Rup**

- Mike in Prince George, Rup Acting.
- Weekend work for Halloween being scheduled.
- Linda Hoy and Rup attending upcoming LDB Area Managers' meeting.

**Investigations – Ray**

- Finishing up fit and proper reports, awaiting licensee response for another already sent.
- Determining investigative approach for establishment in Surrey region.

**Deputy General Manager – Bruce**

- CBC interest in MAP work.
- Advocates dealing with very high case load.

| Date of Origin<br>M/D/Y | ACTIONS Summary  | Status      |
|-------------------------|--|-------------|
| 6/27/12                 | <ul style="list-style-type: none"> <li>Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall. Update 10/16/12: Review to be completed after holidays.</li> </ul>  | In progress |
| 6/27/12                 | <ul style="list-style-type: none"> <li>Ray will organize "open-source" training for investigators. Update 10/16/12: Regional Managers to set up times for training with contractor. Bruce to email trainer and cc Managers with details.</li> </ul>  | In progress |
|                         | <ul style="list-style-type: none"> <li>Kathy to follow-up with Mike Briggs regarding testing entry of complaints into POSSE.</li> <li>Gary to follow-up on any issues in Island/Okanagan region and Ray following up on issue in Lynn's area.</li> <li>Donna following up with Bruce and Melanie regarding resending NOEA meant for s.15 with cc to Branch Registrar.</li> </ul> | In progress |

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
October 30, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

The October 16, 2012 agenda was approved with the following additions:

- Admin Support Training (Gary)

**Approval of Previous Meeting's Minutes**

- The Minutes of the October 16th meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- New OSH group has been reminded of key duty to seek input from their regions as well as provide feedback to their regions.

**Training** (standing item)

- Ray to report back on Toddington training once completed so Team can determine if the training would also be beneficial for inspectors.

**Vehicles** (standing item)

- None.

**Situational Awareness Training/Request for Qualifications – Bruce**

- Bruce provided an overview of the Request for Qualifications process that will be used in seeking providers of proposed training.

**Reminder to Working Group – Bruce**

- Managers to remind inspectors on working groups of the need to ensure communication of working group findings back to their regions.

**Salary Freeze – Bruce**

- Excluded employees will not be given the 1% pay raise provided to union employees as per recent negotiations.

**SOL Fax to Email – Bruce**

- Bruce advised Managers of public safety approach to be taken with new information being made available about SOLs with the SOL Fax to Email project. Where a pattern has been set with a particular SOL for example with no public safety issue, use issues management approach.

#### **Seized ID – Bruce**

- Until Bruce checks on wording in licensee guide, current practice is to remain unchanged.
  - ACTION: Bruce to follow up with Barry regarding history and potential removal of wording regarding seized ID.

#### **Use of Current Forms – Bruce**

- Bruce reminded Management to check when using any and all forms to ensure they are the most current form to use.

#### **Admin Support Training – Gary**

- Gary advised Pam has been managing geographic changes in POSSE for Gary's region but has been getting requests from the other regions. Gary requested training for other admin support with this POSSE function.
  - ACTION: Kathy to arrange further POSSE training for Admins.

#### **Divisional Updates**

##### **Vancouver Island/Okanagan – Gary**

- Winery tours completed. 42 land-based and 6 commercial wineries inspected. Contraventions issued for wine not being produced onsite but elsewhere.
- Vancouver Urban Winery issue; work being done.
- New inspector, Greg McCammond started and training going well.
- Doug in Prince George last week.
- Halloween inspections scheduled.

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

- Rupi's winery tours have been completed. Some land-based wineries acting like commercial wineries.
- Northern project found 15 contraventions, action being taken on 6.
- Halloween weekend was busy.

##### **Vancouver - Donna**

- Halloween weekend inspections went well.
- VRO to begin noting on final inspections that MAP has been discussed.
- Busy with downtown temporary change requests; working with Police.

##### **Investigations – Ray**

- Seizure of rice wine with 29% alcohol content in downtown Richmond; store owner now aware they cannot carry the product.
- 23 files in ICT, 11 are active.
- Detailed audit of SOL in progress.

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

- Bruce will be working from home for the next few days.



**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
November 13, 2012  
4<sup>th</sup> Floor 3350 Douglas Street/Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

The agenda was approved as circulated.

**Approval of Previous Meeting's Minutes**

- The Minutes of the October 30th meeting were approved and action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Gary provided a brief update on gang activity in the Okanagan.

**Training** (standing item)

- None.

**Vehicles** (standing item)

- None.

**LPC Checklist** – Bruce

- Bruce will have more LPC checklists printed for inspectors to circulate.

**NOEAs** – Bruce

- Bruce advised managers that greater detail is required on NOEAs regarding the rationale for recommending a monetary penalty over a suspension and vice versa.

**Use of T&Cs in NOEAs** – Bruce

- Bruce reminded managers that inspectors should recommend only those terms and conditions in a NOEA that are particular to the contravention.
- Terms and conditions can be applied to a licence even if a contravention is not found if an inspector finds circumstances that warrant a particular term and condition. In such a case, the inspector would make the recommendation to their manager and the manager would discuss the recommendation with the deputy general manager.

**Divisional Updates**

**Vancouver Island/Okanagan** – Gary

- MAP work in wine stores resulted in 3 of the 6 inspected failing. Inspection of two private stores where complaints were received resulted in failures as well.

- Winery project, including communication with Rupi regarding wine project in lower mainland complete and letter to be sent out from Licensing to some regarding non-manufacturing.
- Shannan participated in multi-agency taskforce inspections recently which resulted in 5 contraventions.
- Waiver signed for s.15

#### Fraser Valley/North - Mike

- Wally tracking down video footage.
- NOEAs for work in PG in progress.
- Follow up work to be done regarding District Public House licence renewal.
- Lynn providing training to Massett detachment.

#### Vancouver - Donna

- Holly and Marilyn working Cornucopia past weekend which went well. Holly met with a lot of stakeholders prior to the festival start.
- Western Finals this weekend; team of inspectors will be present.
- 4 food primaries with contraventions following recent MAP work.

| Date of Origin<br>M/D/Y | ACTIONS Summary   | Status      |
|-------------------------|---|-------------|
| 6/27/12                 | <ul style="list-style-type: none"> <li>• Giving Evidence training will be reviewed by Bruce and Mike. Update July 10/12: Consider 1 or 2 day training session for each region in the fall. Update 10/16/12: Review to be completed after holidays.</li> </ul> | In progress |
| 10/31/12                | <ul style="list-style-type: none"> <li>• Bruce to follow up with Barry regarding history and potential removal of wording regarding seized ID.</li> <li>• Kathy to arrange further POSSE training for Admins</li> </ul>                                       | In progress |