Minors as Agents Program

"MAP"



Purpose of MAP

- O Serious negative consequences associated with liquor consumption by minors
- Minors who drink are vulnerable to vehicle crashes, sexual assault, fighting, binge drinking and alcohol poisoning
- Selling liquor to minors is against the law



Liquor Control and Licensing Branch

Regulates:

- Liquor service in bars and restaurants
- Private liquor stores
- Liquor manufacturers and importers
- OU-brews and U-vins
- Liquor service at special occasion events









Compliance and Enforcement

- O "The goal of the Compliance and Enforcement Program is to reduce liquor-related threats to public safety such as service to minors and intoxication, and promote voluntary compliance with provincial liquor laws by licensees."
- MAP is part of the Compliance and Enforcement Program.

Liquor Control and Licensing Act—34 (5)

- "Prohibitions with respect to minors"
 - O This section, except as subsection (1) applies to the consumption of liquor, does not apply to a minor
 - a) Who is employed or contracted by a municipal police board, the provincial police force or the general manager to test the compliance of a licensee with section 33 or 35 or the regulations, and
 - b) While the minor is engaged in that employment or under the contract and accompanied or supervised by a peace officer or an employee.



Huh??????

In Other Words....

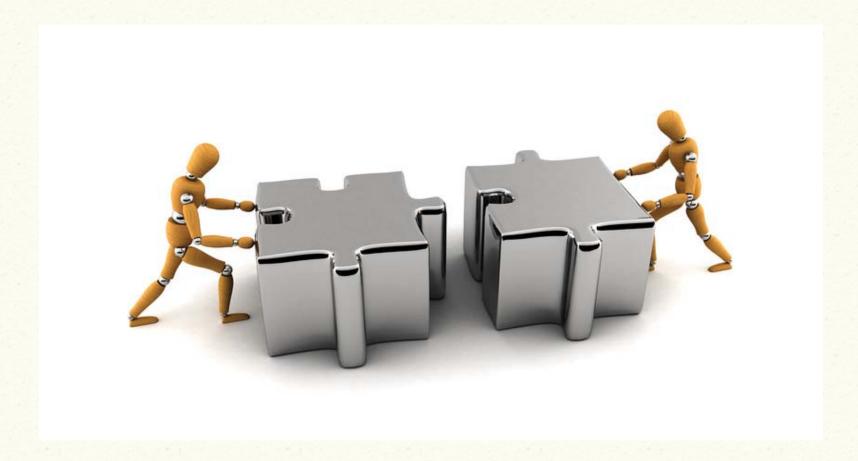
When employed by the Liquor Control and Licensing Branch minors are:

- Legally allowed to be in the licensed premises
- Legally allowed to purchase liquor
- As long as the minor is under the supervision of a Liquor Inspector
- And the purchased liquor and receipt (if provided) is given to the Liquor Inspector

History

- 2010—Liquor Control and Licensing Act amended to allow minors employed or contracted by the province to legally purchase liquor for the purpose of testing licensee compliance with the Act's prohibition on supplying liquor to a minor.
- 2011, Spring—communication to all licensees regarding new program.
- 2011—Minors as Agents Program begins
- 2012—Current statistics show MAP is having a significant, positive impact on compliance rates.

Match Game





Minor Agents

DO

- ✓ Tell the truth…always
- ✓ Follow safety rules
- ✓ Keep confidentiality
- ✓ Act seriously and professionally

DON'T

- X Lie...ever
- X Try to convince the clerk to sell to you
- Brag about the job to friends or at school
- Compromise your safety

Important Skills

- Observation
- Note taking
- Writing reports
- Giving evidence



Minor Agents working within a Food Primary

Introduction

Working with a minor agent in a food primary establishment or Special Occasion Licence will create a new dynamic for both liquor inspectors and the minors alike. With this in mind, the following procedures will be applied while working in these circumstances. These are draft procedures (summer 2012) and will be revised based on the results of the pilot and input from all involved.

All existing protocols for minors as agents' inspections remain in place. There is no deviation from the existing procedures, up to the point of entry and to the point of exit of the licensed premises. Upon exit, the protocols for documentation also remain the same.

Know the history and layout of the establishment.

Prior to inspecting the establishment, the inspector will know the layout of the premise. This will be based on the local inspector's input and the floor plan, and, where possible, personal scouting.

This will enable the inspector to determine where the lounge is located vs. the restaurant area etc.

s.15

The establishment floor plan will be reviewed with the minor agent prior to entry into the establishment.

s.15

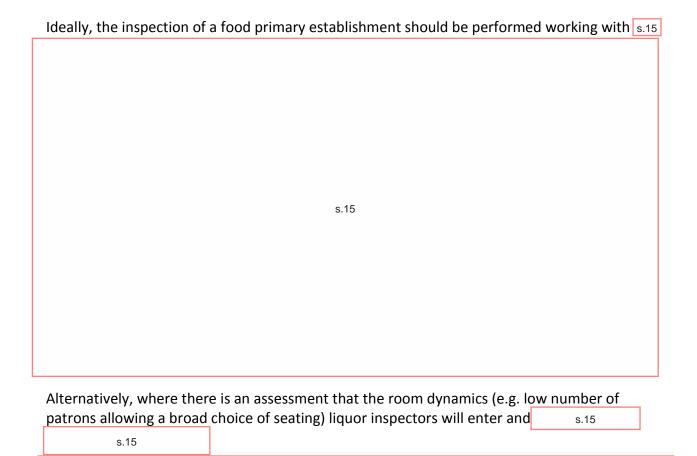
s.15

s.15

If the inspector deems the establishment to be unsafe for any reason, the inspection will be aborted.

The Inspection

These procedures are guidelines for use by liquor inspectors. As each inspection will prove to be different with respect to the size of the establishment, the nature and number of servers and patrons, and the physical layout of the establishment, all the dynamics will have to be analyzed at the time by the attending liquor inspector for safety concerns and the location of minors.



if appropriate to the situation. Should the server deliver liquor to the minors, the minors will accept it. The minor will leave cash to cover the cost of the order and exit the establishment. Alternatively, the minors may simply leave once they have been served. The inspector will pay the bill. The agent/s will return to the vehicle and complete the required observation/statement sheets previously provided to them.

s.15

The liquor inspectors will immediately move to the table and secure the liquor purchased by the minors. The server will be notified of the contravention and the manager will be summoned.

- Agents will not attempt to deceive or mislead the server in any manner.
- At no time is the minor to consume alcohol.

s.15

Once the server has moved on, the minor/s will immediately exit the premise and return to the vehicle. The inspector in the vehicle will provide observation sheets to the minor agent(s) for completion. Where there is only 1 inside the establishment, the inspector at the vehicle will then proceed to help the inside inspector. Where there are 2 inspectors inside, the vehicle inspector will remain with the minors.

The minors may order food

At this point, the inspector inside the premise will take possession of the liquor and identify themselves to the server and request immediate access to the manager. The inspector will tell the manager that there is an existing concern, and will ask the manager to move to a more private location. The inspector will ask for the receipt for the liquor and pay for the purchase.

s.15

The inspector will advise the Manager of the contravention. For safety, this procedure should be performed in a secure area away from the general public, such as an office area etc.

The contravention notice will be completed and served to the person in charge of the establishment. The Manager will be advised to log the incident, contact his employer, and preserve any CCTV video they might have. This advice will be documented by the inspector.

Both inspectors will leave the establishment and return to the vehicle. The procedures from this point forward will remain unchanged regarding completion of the minor agent observation reports and statement form regarding the sale of liquor to a minor.

MINORS ORDERING LIQUOR VIA LRS DELIVERY SERVICE

Introduction

Working with a minor agent testing for compliance with delivery services is a unique set of circumstances. A LRS delivery service is accountable for the sale of liquor to a minor where the sale is generated from the LRS regardless of whether or not the sale occurs at the LRS. With this in mind, the following procedures will be considered while working in these circumstances. These procedures are draft at this time (summer 2012) and will be revised based on upon the results of the pilot, and input from all involved.

All existing protocols for minors as agents inspections remain in place. There is no deviation from the existing procedures, up to the point of entry and to the point of exit from the licensed premises. Upon exit, the protocols for documentation also remain the same.

There is debate about the level of risk of sale to a minor posed by LRS delivery services. One point of view is that the risk is low due to the cost and other options (bootlegging) are more affordable for minors attempting to purchase liquor. Information is anecdotal and testing delivery services will provide facts upon which to base future decisions.

Pre-Inspection planning.

Each scenario will be different and planning for the event will take time by the liquor inspector(s). We believe the use of hotels or motels will work effectively as a cover for the minor agents. These facilities are easily controlled by LCLB personnel, to create an environment of safety for our minor agents.

s.15

Inside the room will be the minor agent(s), a liquor inspector and a police officer.

The minor agent will phone a liquor delivery company regarding the purchase of beer. The minor agent will provide a bogus name but will provide correct age if asked by the LRS employee, delivery clerk etc. Should a request for the delivery of liquor be completed, the minor will wait inside the room for the delivery of liquor to arrive.

Once the delivery person arrives, the minor will open the door and speak with the delivery person. The minor will be instructed to provide their correct age should they be asked. The minor will take possession of the liquor and pay the delivery person. Should a receipt be not provided, the minor will not ask for one. This can be done by the inspector/police.

Agents will not attempt to deceive or mislead, and if asked will advise that they have left their identification in the car.

The minor will not be present to the delivery person once the sale of liquor has been completed. Only LCLB and police will deal with the delivery person. The minor will proceed to complete the required forms regarding the sale of liquor to them. The liquor will be seized by the liquor inspector and initialled by both minor and inspector for evidence.

The issuance of the CN and notice to the Licensee will occur post delivery, at the actual LRS. There is no obligation to obstruct or halt the delivery person in the parking lot or otherwise.

All pertinent information will be gleaned from the delivery person. This is best prepared in company of the police who can help illicit the identity etc of the delivery person plus providing a safety net to the inspector etc.

The contravention notice will be served to the Licensee who provided the liquor to their delivery person. This can be completed at a later date.

Minors as Agents Program--MAP

Agent Training

Facilitator's Guide

LIQUOR CONTROL AND LICENSING BRANCH, BRITISH COLUMBIA COMPLIANCE AND ENFORCEMENT DIVISION

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Learning Objectives

By the end of this training session Participants will be able to:

- Understand the basics of the Liquor Control and Licensing Act
- Explain the objectives of the Minors as Agents Program (MAP) and the role of the minor agents within the program
- Make accurate observations, gather evidence and write field notes
- Complete a detailed and well written observation report
- Understand the basics of covert inspections as it pertains to MAP inspections
- Understand the need for confidentiality
- Comply with, and understand the need for, safety precautions
- Follow WCB requirements
- Explain the basics of the Administrative Hearing process
- Understand the process of providing evidence at Administrative Hearings

Overview of the Minors as Agents Program

Present the following PowerPoint to provide agents with a general overview of:

- Minors as Agents Program
- Liquor Control and Licensing Branch
- The basics of the Liquor Control and Licensing Act

An activity, "Match Game", occurs partway through the presentation. Participants work to match terms with definitions. They work cooperatively in small groups of 2-4. Do not allow the use of dictionaries or the Internet. Materials for this activity can be found in Supplementary Materials.





Purpose of MAP: Explain to Participants that the focus is on safety...not on "catching criminals." Compliance in terms of liquor sales is directly related to public safety. In fact, Inspectors would prefer to see fewer contraventions because that means greater public safety...in this case, for vulnerable youth.



Liquor Control and Licensing Branch: Give Participants a brief overview of what the LCLB does.



Compliance and Enforcement: The role of Liquor Inspectors and the Minors as Agents Program. Explain how the MAP fits into the overall picture.

Liquor Control and Licensing Act - 34(5)

- 0 "Prohibitions with respect to minors"
- rrounoutons with respect to minors

 O This section, except as subsection (1) applies to the consumption of liquor, does not apply to a minor

 a) Who is employed or contracted by a municipal police board, the provincial police force or the general manager to test the compliance of a licensee with section 33 or 35 or the regulations, and
- b) While the minor is engaged in that employment or under the contract and accompanied or supervised by a peace officer or an employee.



In Other Words....

When employed by the Liquor Control and Licensing Branch

- O Legally allowed to be in the licensed premises O Legally allowed to purchase liquor
- O As long as the minor is under the supervision of a Liquor
- Inspector

 0 And the purchased liquor and receipt (if provided) is given

History

- ${\color{red}0}$ **2010**—Liquor Control and Licensing Act amended to allow minors employed or contracted by the province to legally purchase liquor for the purpose of testing licensee compliance with the Act's prohibition on supplying liquor to a minor.
- 2011, Spring—communication to all licensees regarding new program.

 2011—Minors as Agents Program begins
- 0 2012—Current statistics show MAP is having a significant, positive impact on compliance rates

Liquor Control and Licensing Act—34 (5):

This is the section of the Liquor Control and Licensing Act that pertains to MAP agents. But what does it mean???

In Other Words... In plain language, take time to clearly explain that agents are legally allowed to purchase liquor only in very specific circumstances. Being an agent does not allow them to purchase liquor at any time other than when under the direct supervision of a Liquor Inspector and when working a shift. For example, a minor agent may not purchase liquor if they are with (for whatever reason) a Liquor Inspector but are not working a scheduled shift.

History: MAP is a young program but has shown startling success in terms of compliance rates.



Match Game: Have Participants work in pairs or small groups (no more than 4) to work at matching the terms with the definitions.

Provide Participants with the answers at the end. Direct them to page 7 in their workbooks for the terms and definitions.



Cartoon: Discuss the meaning of the cartoon. Yes, it's funny but it also highlights how the seriousness of underage drinking can be trivialized. It also points out how easy it can be for underage youth to purchase liquor.

Minor Agents

- ✓Tell the truth...always
- ✓ Follow safety rules √Keep confidentiality
- ✓ Act seriously and professionally

DON'T

- X Lie...ever
- $\ensuremath{\boldsymbol{\varkappa}}$ Try to convince the
- X Brag about the job to friends or at school
- ✗ Compromise your
- safety

Minor Agents: Brief introduction to important principles for a minor agent to follow.

Ask why these are important principles. Have Participants spend some time coming up with their own reasons.

Important Skills

- 0 Observation
- 0 Note taking
- 0 Writing reports 0 Giving evidence



Important Skills: Introduction to the skills that will be presented in this training.

Ask Participants why they think these are important skills.

Liquor Control and Licensing Act Basics

The purpose of this activity is to provide Participants with background information on the basics of liquor laws in British Columbia.

Go over the Liquor Law Basics on page 8 of the Participant Workbook. This information has been taken from the Liquor Control and Licensing Branch website at www.pssg.gov.bc.ca/lclb/LLinBC/basics.htm.

It would be important to highlight the public safety aspect of the liquor laws in BC, particularly as it pertains to youth.

The topics covered in the Participant Workbook are:

- Legal drinking age
- ID requirements
- Minors
- Drinking in a public place
- Police powers
- Responsibilities of those who sell alcohol in BC

"I Have Such a Cool Job!!!!.... But I Can't Tell You About It"

The purpose of this activity is to help the minor agents think about and understand the need for confidentiality. It is natural for teenagers to want to 'brag' about exciting events and the apparently glamorous nature of their job. Helping them recognize the potential consequences of breaching confidentiality is an important factor in gaining their compliance.

Prior to starting this activity the Facilitator should spend a few minutes discussing the word "confidentiality" to see what the Participants understand it to mean. Do not go into an explanation about what it means in the context of being an agent as that should become clear as the activity progresses. Any further clarification around the importance of confidentiality can be discussed with the Participants at the end of the activity.

Note: For very small training groups (no more than 2 or 3 Participants) have the Participants work on one scenario as a group. The Facilitator should then take some time to go through, in a quicker discussion format, a few more of the possible scenarios.

- 1. Break Participants into groups of 2 or 3 and provide each group with one scenario description.
- 2. Have the groups read the scenario and then, using the question sheet on page 11 of their workbooks, discuss the possible consequences of the breach of confidentiality.
- 3. Have each group present their scenario to the larger group and share their discussion and any questions that came up for them.
- 4. Discuss with the group how to deal with questions without having to resort to lying. (e.g. "Hey! I saw you in the local wine store last night. What were you doing there?"; "You can't go out with us again? What is this job you have that's such a secret?" "Are you one of those kids who tries to catch us selling to minors?")
- 5. Discuss any questions they have about keeping confidentiality as an agent for the Liquor Control and Licensing Branch.

Scenario 'Strips'

(The template for these strips can be found in the Supplementary Materials file.)

- You are standing in the school hallway with a bunch of your friends. You've been working for the Liquor Control and Licensing Branch for about 6 months now. It's been a lot of fun and there've been 1 or 2 exciting moments. You're telling your friends about your job and all about your exploits.
- Your girlfriend is really upset with you. She doesn't understand why you can't tell her why you can't see her tonight and all those other nights when you supposedly "have to work." She's beginning to think that you don't want to see her anymore. You know you can trust her implicitly so you decide to tell her about your job as an agent with the Liquor Control and Licensing Branch.
- You're at a big family gathering. Some friends of the family (who happen to own a restaurant in town) are there as well. At the dinner table your mom announces that you have a wonderful new job and asks you to tell the guests all about it.
- You had a pretty exciting shift last night. You made a successful purchase at a liquor retail store. After the inspector went in to notify the clerk that she had sold to a minor, the clerk came running out into the parking lot to try and find you. She was screaming, "You're going to get me fired!" The whole thing was exciting but also a bit scary. You really want to talk to someone about what happened. You think that your best friend can be trusted to listen and not say anything.
- You missed school yesterday afternoon because you had to give evidence at an Administrative Hearing. Your chemistry teacher asked where you were. You thought the principal had informed all of your teachers that you had a legitimate absence. However, because he's your teacher, you tell him anyway. He seems very surprised and intrigued by the information.

Questions for Participant Discussion

- 1. Do you think the listeners in this scenario are trustworthy? Why or why not?
- 2. What might happen if you tell an "untrustworthy" listener about your job or other details about the work you do?
- 3. Could any problems arise if you tell a "trustworthy" listener about your job or other details about the work you do? What might those problems be?
- 4. What could be the consequences for you if it's discovered that you have breached confidentiality?
- 5. If you were the agent in this scenario, how might you do things differently?
- 6. What questions do you have as a result of this discussion?

Making Observation a Habit

The purpose of this activity is to highlight for Participants the difference between looking and careful observation. Participants will also be given an opportunity to practice making observations, taking notes and writing up a statement.

Sherlock Holmes Quote

"You see, but you do not observe. The distinction is clear." Sherlock Holmes

Direct Participants to page 13 in their workbook where they can take notes about this section.

Write the Sherlock Holmes quotation on chart paper or whiteboard. Ask the Participants what they think the famous detective meant when he said this. Then ask them to think about what importance this quote might have for them as minor agents.

How Good Are Your Observational Skills?

Note: For very small groups (2-3 Participants), or as an alternative to the instructions below, have the Participants take turns being a store clerk. Have the minor agent put on a 'costume' (e.g. glasses, false moustache, name tag, different shirt, etc.) come out, converse with the Facilitator and then leave the room to remove the 'costume'. The other 1 or 2 Participants will then complete their Observation sheet. This activity can be repeated until each of the Participants has an opportunity to observe. Ensure that the 'costume' is different each time.

- View a short YouTube clip about observation. "Selective Attention" is a famous experiment that shows how we can miss important information that is right in front of our eyes.
 http://www.youtube.com/watch?v=vJG698U2Mvo&sns=em
 Lead a discussion about what they saw, what they missed and why they think they missed some obvious details.
- 2. Ask for 1 Participant to help present a brief role-play showing an agent conversing with a store clerk.
- 3. The Facilitator will play the role of the store clerk. Prior to beginning the scenario the Facilitator should change their appearance somewhat so that agents need to remember what they saw rather than just 're-look' at the Facilitator. For example:
 - Different shirt
 - Glasses
 - Wig
 - Hat
 - Removable tattoo
 - Name tag

Note: It would be best if another staff member was able to play the role of the store clerk and so could leave the room while the agents are completing their Observation Forms. In this case, the Facilitator would be able to take on the role of the agent allowing all Participants to fully engage in the observation exercise.

Retail Outlet Scenario:

In this scenario there is a store clerk and a minor agent engaging in a purchase transaction. The agent takes the product up to the counter and places it on the counter. He/she gives a friendly smile to the store clerk and says "hi." The clerk looks at the agent, appears to be trying to decide something but then shrugs his/her shoulders and rings up the product. The clerk tells the agent the amount that is due. The agent gives the money in cash, receives the change and is able to leave the store with the product.

- 4. Ask Participants to turn to pages 14 and 15 in their workbooks where they will find the Observation Form and Minor Statement. Without conversing with each other, after they have observed the role play, ask them to complete the forms to the best of their ability.
- 5. Once all Participants have completed their Observation sheets have them share their observations and statements with a partner. Ask them not to change their sheets but to make notes on page 16 about anything that they missed.
- 6. Open up a discussion with the whole group about what was easy/difficult about making the observation and then writing up what exactly happened.
- 7. Have Participants turn to pages 17 and 18 where there is a sample of a good Observation Form and Minor Statement. Ask Participants to discuss with their partner what makes this example a good one. Ask partner groups to share their discussion with the larger group.
- 8. The Facilitator should make notes on the whiteboard or chart paper regarding important points for agents to keep in mind when making observations and when writing up a statement. Have Participants take these notes down on page 16 in their workbook.

Basics of Covert Inspections

The purpose of this activity is to introduce Participants to the concept of a covert inspection. This activity will also give them a sense of what happens during an inspection.

("Covert Inspection" topic strips can be found in the Supplementary Materials file.)

Note: For very small groups, (2-3 Participants) this activity could be modified by having the minor agents work in 2's or 3's with three or four of the topics and then have the Facilitator go over the other topics in a more open discussion format.

- 1. Discuss the meaning of 'covert' with Participants. Clarify that 'covert' in terms of MAP inspections refers to concealment or secrecy of the agent's identity and concealment of the inspection itself. 'Covert' in this context does not refer to a disguise and that, in fact, agents are not to attempt to disguise or alter their appearance in any way. **Agents must be truthful in action, speech and appearance.**
- 2. Break Participants into partners. Give each partnership a number of "Covert Inspection" topics. (The number of topics each partnership gets will be dependent on how many Participants there are.) There is space for Participants to make notes on page 19 of their workbook.
- 3. Ask the Participants to discuss each of the topics with their partner to determine what they believe each topic is about and whether their topic would occur before the inspection, during the inspection or after the inspection. Have them prepared to justify their thinking. (It's not important that they are correct per se, but that they have spent time carefully thinking through their responses. Clarifications can be made later.)
- 4. After the Participants have been given adequate time to discuss they should place their topic under the respective heading on the whiteboard or chart paper.
- 5. The Facilitator should then go through the topics and ask each partnership to explain what they think it is and why they believe it occurs when it does.

- 6. After all topics have been explained by the Participants, the Facilitator should clarify and explain any changes that need to be made and then briefly describe what an actual covert inspection would look like.
- 7. The Facilitator should ask Participants to take a few minutes to talk to their partner and generate 2-3 questions they have about covert inspections. Have each partnership write their questions up on the whiteboard or chart paper. The Facilitator should then respond to the questions.

"Covert Inspection" Topics:

- Pre-operational briefing
- Right to be there
- Escape plan
- Cover story
- Plan to deal with known persons
- Conflict resolution
- Backup plan
- Verbal 'walk through' before inspection
- Working with inspectors
- Providing feedback and debriefing

Safety First

The purpose of this activity is to present Participants with safety information and to help them recognize their own personal responsibility in terms of safety as well as the responsibility of their employer to keep them safe.

1. The Facilitator reads the following scenario to the Participants.

It was a bright, sunny Saturday afternoon in mid December when Kelly went on an inspection with Inspector Smith and Inspector Jones. It had snowed the night before but the main roads were clear and most of the side streets had also been plowed. Many sidewalks and parking lots had, however, not been cleared.

Kelly and the Inspectors arrived at the inspection site and parked on the street in view of the front door. They needed to cross an uncleared sidewalk to access the parking lot to gain access to the front door of the establishment. It was still cold and there was black ice to watch out for.

Inspector Jones went in to the beer and wine store ahead of Kelly who followed a few minutes later. Kelly thought a person getting out of their car in the parking lot looked somewhat familiar but didn't pay close attention and carried on into the store. She was followed shortly after by the person she noticed in the parking lot.

Once inside, Kelly, looked for the refrigerated section and proceeded towards it. Kelly heard some raised voices that seemed to be coming from the back of the store but chose not to look to see what was going on. Kelly found the product she needed in the refrigerator and turned to take it up to the cash register.

When Kelly turned around she saw that there seemed to be some confusion going on at the counter. The store clerk appeared to be arguing with a customer and the customer was clearly angry and getting angrier.

Kelly felt nervous but she continued to approach the counter with the product and her cash clearly visible.

- 2. The Facilitator should ask Participants to turn to page 20 in their workbooks where they will find a copy of this scenario and space for notes. Ask the Participants to spend a few minutes in partners or groups of three to list all of the safety considerations that they think they would need to be aware of if this scenario happened to them.
- 3. Ask each group to report out their lists. Conduct a discussion around the safety issues presented in this scenario and how Participants could mitigate the potential problems.
- 4. The Facilitator should highlight any safety concerns that the Participants may have missed or "glossed over." Present the Participants with potential outcomes of these concerns. For example:
 - a. The angry customer could be a robbery in progress.
 - b. The angry customer could escalate to violence.
 - c. The familiar person in the parking lot could know the agent and compromise the agent's 'cover' at the least and safety at the worst.
 - d. The weather conditions present multiple hazards, the most likely being slips and falls.
- 5. The Facilitator should also highlight the importance of personal responsibility in terms of awareness. For example:
 - a. Paying attention to familiar people
 - b. Looking for the source of angry voices and silently checking with the in-store Inspector
 - c. Paying attention to feelings of nervousness or anxiety and leaving the store if necessary.
- 6. Direct Participants to page 22 in their workbooks and go over the "Safety First" Policy (LCLB, Compliance and Enforcement Division) and the Young Workers WCB regulations. Ensure that Participants fully appreciate the concept of safety first and that they understand their personal responsibility in this regard.

Providing Evidence at Administrative Hearings

The purpose of this activity is to help Participants get a sense of what occurs during an Administrative Hearing. Participants will have an opportunity to practice giving evidence.

(Information for the steps in the enforcement process have been taken from the document entitled "Liquor Control and Licensing Enforcement Process: Information for Licensees." Document retrieved from www.pssg.gov.bc.ca/lclb/docs-forms/LCLB168.pdf)

The Enforcement Process

- 1. Explain to Participants the steps that a Liquor Inspector goes through during the enforcement process. Direct Participants to turn to page 24 in their workbooks where they will find the steps in the Enforcement Process. Explain each step and encourage Participants to take notes.
- 2. Explain to Participants that their role encompasses the Inspection step and the Enforcement Hearing step. They may be asked to present evidence during an Enforcement Hearing and that the better they focus on good observations, taking good notes and writing clear statements, the easier their experience at an Enforcement Hearing will be.

Enforcement Hearings

1. To help Participants visualize the experience of being in a Hearing, arrange Participants in a typical Hearing arrangement. Have one Participant sit where an Adjudicator might sit, where the Licensee might sit, the Licensee Representative, Liquor Inspector etc. Explain who each of these people are and what their role is. Direct Participant attention to page 26 in their workbooks where they can take notes about each of the roles of each of the people involved in a Hearing.

Note: For a very small training group (2-3 Participants) this could be done by placing tent cards with the titles of people typically involved in a Hearing. This will also help the minor agents visualize how an Administrative Hearing might look.

2. Show Participants the Youtube clip "Are Your Witness Skills Better Than a First Grader?" (http://www.youtube.com/watch?v=88qv-IILS5s) After viewing the clip ask them what it was the witness did that contributed to a confident presentation. Emphasize for the Participants that they can only provide evidence on what they saw, heard or did. They cannot "fill in the

blanks" even if they think that doing so is being helpful. Remind them of one of the principles of **always being truthful**.

- 3. Have the Participants refer to their Observation notes and Statements from the earlier activity "How Good Are Your Observational Skills?" ask Participants questions as they would be asked in an actual Enforcement Hearing. Try to set the tone as one of serious practice and, if possible, give each Participant an opportunity to respond to at least one question.
- 4. After the question period, break Participants into partners or groups of 3. Ask them to discuss, for a few minutes, how it felt to be questioned about their notes and statements. Ask them to be prepared to share their discussion with the larger group.

Note: For very small training groups, this discussion can be done as a whole group. With larger groups, the benefit of having them discuss in small groups is that it allows everyone to process their experience and to have a chance to speak about it. Sometimes, in larger groups (5 or more) there will be individuals who prefer not to speak up. Small group discussions are a safer format to start with.

5. Debrief with the Participants and assure them that nervousness, anxiety and other challenging emotions are very normal when having to present evidence in a formal setting. Emphasize that the better organized they are before, during and after a covert inspection the easier the Hearing experience will be. Emphasize the importance of the quality of observation notes and written statements.

Reassure the Participants that they will not be alone during Enforcement Hearings and that the Adjudicator will ensure that they are treated well by all parties.

Supplementary Materials

Match Game

The purpose of this activity is to introduce Participants to terms and phrases used by the Liquor Control and Licensing Branch. Disallowing dictionaries during the activity engages the 'problem solving' portion of the brain and sets it up for wanting to know the answer. When the Participants have the correct answers revealed to them they are more likely to remember what the term means because a motivation or 'desire to know' has been triggered.

Make as many copies of this sheet as you have small groups. This activity is best done in small groups of 2. In some cases, larger groups will be necessary. Groups should be no larger than 4 to help ensure that all Participants are engaged with the activity.

Provide each group with an envelope with the terms (in bold) and the definitions. Their job is, to the best of their ability, match the terms to the definitions. They may not consult a dictionary or the internet.

Compliance	Cooperation or obedience with the law.
Licensee	A person, or business, to whom a license is granted or issued.
Minor Agent	An employee of the Liquor Control and Licensing Branch who is under the age of 19.
LRS	A Liquor Retail Store
GLS	A Government Liquor Store

RAS	A Rural Agency Store
CN	A Contravention Notice: given to a Licensee when they have broken the terms of their license.
Contravention	An act of breaking an agreement.
Enforcement	Ensuring obedience to an agreement or law.
Liquor Inspector	An employee of the Liquor Control and Licensing Branch who inspects licensed establishments.
Observation form	A form used to record observations from a MAP purchase.
Statement form	A form used by minor agents to describe the events surrounding a product purchase.
Establishment	A place of business.
Covert operation	An activity that works to conceal the identity of the individuals involved.

License	Formal permission from a		
	governmental (or other		
	authority) to engage in a		
	particular activity.		
Product	An item for purchase.		

Scenario Strips

Print this sheet off and then cut the scenarios into individual strips. Provide one scenario strip to each group.

You are standing in the school hallway with a bunch of your friends. You have been working for the Liquor Control and Enforcement Branch for about 6 months now. It's been a lot of fun and there've been 1 or 2 exciting moments. You're telling your friends about your job and all your exploits. They seem really impressed.

Your girlfriend is very upset with you. She doesn't understand why you can't see her tonight and all those other nights when you supposedly "have to work." She's beginning to think that you don't want to see her anymore. You know you can trust her implicitly so you decide to tell her about your job as an agent with the Liquor Control and Enforcement Branch.

You're at a big family gathering. Some friends of the family (who happen to own a restaurant in town) are there as well. At the dinner table your mom announces that you have a wonderful new job and asks you to tell the guests all about it.

You had a pretty exciting shift last night. You made a successful purchase at a liquor retail store. After the inspector went in to notify the clerk that she had sold to a minor, the clerk came running out into the parking lot to try and find you. She was screaming, "You're going to get me fired!" The whole thing was exciting but also a bit scary. You really want to talk to someone about what happened. You think your best friend can be trusted to listen and not say anything.

You missed school yesterday afternoon because you had to give evidence at an Administrative Hearing. Your chemistry teacher asked where you were. You thought the principal had informed all of your teachers that you had a legitimate absence. However, because he's your teacher, you tell him anyway. He seems very surprised and intrigued by the information.

Pre-operational briefing
Right to be there
Escape plan
Cover story
Plan to deal with known persons
Conflict resolution
Backup plan

Walk through verbally before inspection

Working with inspectors

Providing feedback and debriefing

YouTube clip url's

- "Are You a Better Witness Than a First Grader?" (Actual Youtube title is "Witness Prep—Is Your Witness Better Than a 1st Grader") http://www.youtube.com/watch?v=88qv-IILS5s&sns=em
- "Selective Attention Test" http://www.youtube.com/watch?v=vJG698U2Mvo&sns=em

Work Safe BC—Young Worker Resources

General Information:

www2.worksafebc.com/Topics/YoungWorker/Home.asp

Brochures (pdf):

"Getting a Job? Ask Questions About Safety." www2.worksafebc.com/PDFs/youngworker/Getting job.pdf

"Be a Survivor. Young Workers Get Hurt More Than Anyone."
www.worksafebc.com/publications/health and safety/by topic/assets/pdf/be survivor.pdf

Minors as Agents Program--MAP

Agent Training

Participant Workbook

Liquor Control and Licensing Branch, British Columbia Compliance and Enforcement Division

Minors as Agents Program--Participant

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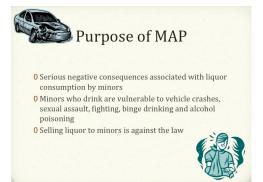
Learning Objectives

By the end of this training session Participants will be able to:

- Understand the basics of the Liquor Control and Licensing Act
- Explain the objectives of the Minors as Agents Program (MAP) and the role of the minor agents within the program
- Make accurate observations, gather evidence and write field notes
- Complete a detailed and well written observation report
- Understand the basics of covert inspections as it pertains to MAP inspections
- Understand the need for confidentiality
- Comply with, and understand the need for, safety precautions
- Follow WCB requirements
- Explain the basics of the Administrative Hearing process
- Understand the process of providing evidence at Administrative Hearings

Overview of Minors as Agents Program









Liquor Control and Licensing Act—34 (5)

- 0 "Prohibitions with respect to minors"
- "Pronibitions with respect to minors"

 O This section, except as subsection (1) applies to the consumption of liquor, does not apply to a minor

 a) Who is employed or contracted by a municipal police board, the provincial police force or the general manager to test the compliance of a licensee with section 33 or 35 or the regulations, and

 b) While the minor is engaged in that employment or under the contract and accompanied or supervised by a peace officer or an employee.



In Other Words....

When employed by the Liquor Control and Licensing Branch

- 0 Legally allowed to be in the licensed premises0 Legally allowed to purchase liquor
- **0** As long as the minor is under the supervision of a Liquor
- **0** And the purchased liquor and receipt (if provided) is given to the Liquor Inspector

History

- 0 2010—Liquor Control and Licensing Act amended to allow minors employed or contracted by the province to legally purchase liquor for the purpose of testing licensee compliance with the Act's prohibition on supplying liquor to a minor.

 0 2011, Spring—communication to all licensees regarding new program.

- O 2011—Minors as Agents Program begins
 O 2012—Current statistics show MAP is having a significant, positive impact on compliance rates.

Match Game



Minors as Agents Program--Participant



Minor Agents

- ✓Tell the truth...always
- ✓ Follow safety rules ✓ Keep confidentiality
- ✓ Act seriously and professionally

- DON'T

 X Lie...ever
- X Try to convince the clerk to sell to you
- X Brag about the job to friends or at school
- ✗ Compromise your safety

Important Skills

- 0 Observation 0 Note taking

- 0 Writing reports 0 Giving evidence



6	

Common Terms

Compliance

Cooperation or obedience with the law.

Licensee

A person, or business, to whom a license is granted or issued.

Minor Agent

An employee of the Liquor Control and Licensing Branch who is under the age of 19.

LRS

Liquor Retail Store

GLS

Government Liquor Store

RAS

Rural Agency Store

CN

Contravention Notice: given to a Licensee when they have broken the terms of their license.

Contravention

An act of breaking an agreement.

Enforcement

Ensuring obedience to an agreement or law.

Liquor Inspector

An employee of the Liquor Control and Licensing Branch who inspects licensed establishments.

Observation form

A form used to record observations from a MAP purchase.

Statement form

A form used by minor agents to describe the events surrounding a product purchase.

Establishment

A place of business.

Covert operation

An activity that works to conceal the identity of the individuals involved.

License

Formal permission from a governmental (or other authority) to engage in a particular activity.

Liquor Control and Licensing Basics

Liquor Law Basics

"What Everyone Should Know About B.C.'s Liquor Laws" Taken from www.pssg.gov.bc.ca/lclb/LLinBC/basics.htm

Legal Drinking Age

The legal drinking age in British Columbia is 19 years of age.

ID Requirements

It's a good idea to have identification with you when purchasing alcohol in B.C. If a server believes you may be underage, they must verify your age by asking to see the following two pieces of ID:

- An official government ID with your name, signature, picture and birth date. (e.g. driver's license or passport)
- A secondary piece of ID that includes an imprint of your name and your signature or picture. (e.g. credit card)

If the server has any doubts about a customer's ID, they may refuse service.

Minors

In British Columbia, the legal drinking age is 19. Anyone under the age of 19 is considered to be a minor.

The following lists the liquor law rules that apply to minors in British Columbia:

- It's against the law to purchase liquor for or give liquor to a minor.
- Minors are not permitted in any type of government or private liquor store unless they are accompanied by a parent or guardian.
- Minors are allowed in a restaurant at any time, and they don't need to be accompanied by a parent or guardian, but they may not be served liquor.
- LCLB policy permits minors, who are 16 or older to serve liquor in restaurants, but they may not open bottles, pour, or mix liquor.
- In general, minors may not enter bars or pubs.
- Minors may not be employed to sell or serve liquor in a bar or pub.
- You may not sell or give liquor to a minor, or permit a minor to drink liquor in your home or business. The fine for doing this is a minimum of \$500, and you may also be held legally responsible for any damages or injury caused as a result.

- If you are a parent, guardian or spouse of a minor you may provide liquor only to your child or minor spouse in the privacy of your home. This exception does not allow you to provide liquor to any other minors who may be in your home.
- If minors are caught with liquor in their possession, if they try to buy liquor, if they are found inside a bar or pub, or if they try to buy liquor using false ID, they can receive a \$230 violation ticket fine. Liquor inspectors can issue tickets for these offences inside licensed establishments, and other law enforcement officers can issue tickets in other locations under their jurisdiction. Police can issue tickets at any location.

Drinking in a Public Place

In B.C., you are not allowed to drink alcohol in a public place—such as a street or a park—unless it has been specially approved as a place where drinking may occur (during a community festival where there is a liquor license in place, for example). You may drink alcohol outside at your home or at your campsite.

Police Powers

Police may arrest you if you are found intoxicated (drunk) in a public place.

They may also seize your liquor if you are found drinking or selling it in a public place, supplying it to minors, or driving with an open liquor bottle in the car.

Responsibilities of Those Who Sell Alcohol in B.C.

Licensees must follow provincial liquor laws and policies, to ensure safe and responsible liquor service. For example, there are strict limits on the hours of sale and the number of people they may allow in a licensed establishment at any given time. In addition, servers must refuse service to anyone who is intoxicated and ensure they leave safely.

Liquor inspectors and/or police visit licensed establishments—and will usually arrive unannounced—to ensure servers are complying with B.C. liquor laws. Licensees found not following the rules may receive a fine or suspension, or lose their license.

NOTES:

Minors as Agents Program--Participant

"I Have Such a Cool Job!!!!....But I Can't Tell You About It"

Your group has been given a scenario to read and discuss. This activity is about confidentiality and you are being asked to think about why it is important and what some of the consequences of breaking confidentiality might be.

Read your scenario, discuss the questions below and make some notes to remind yourself of your discussion. Be prepared to present your scenario and share some of your discussion with the larger group. You could present as a group or choose one person to 'report out.'

not?	
What n	night happen if you tell an "untrustworthy" listener about yo
or othe	er details about the work you do?
Could a	any problems arise if you tell a "trustworthy" listener about y
	any problems arise if you tell a "trustworthy" listener about yother details of the work you do? What might those problems

Minors as Agents Program--Participant

4.	What could be the consequences, for you, if it's discovered that you have
	breached confidentiality?
5.	If you were the agent in this scenario, how might you do things
	differently?
6.	What questions do you have as a result of this discussion?
NOTES:	

Making Observation a Habit

"You see but you do not observe. The distinction is quite clear." —Sherlock Holmes—			
"Selective Attention"			

Observation Form



Ministry of Public Safety and Solicitor General

Liquor Control and Licensing Branch

MINOR AGENT OBSERVATION FORM

						MPL	IANT	☐ NONC	OMPLIANT	
		Time in:		ERAL INFO						
Handler:		Time in:		am/pm	ne out:		am/pm	Agent Number:		
Agent Clothin	g Description:	(please circle)								
Hat Glasses Shirt/T-shirt Pants/sw				ints/sweats	SI	kirt	S	horts Si	noes/runners	
Other:				Sa	me as phot	ograp	hed at s	tart of shift: Ye	es / No	
			ESTABLI	SHMENT IN	FORMATIC	N				
Premises nan	ne:			Licence numb	er:		Type of	premises:		
								LRS GLS	RAS	
				_			C	OTHER:		
Address:				Cit	y:		Į.		Postal:	
			IDENTIFIC	CATION & O	BSERVATIO	ONS				
Request for 2	pieces of ID:		Cashier deta			Name	tag:	Yes / No		
		Yes / No	М	ale / Femal	_	Name	/number	on tag:		
		1637 140		aic / i ciliai						
405		WEIGHT	HAIR	HAIR	EYE				DIEDONIOS	
AGE	HEIGHT	LBS	COLOUR	STYLE	COLOUR	GL	ASSES	SKIN TONE	PIERCINGS	
MINOR	UNDER 4'	<100	Blonde	S/M	Blue		Yes	Caucasian	Ears	
19-29	4'in	100-120	Brown	Straight	Brown		No	Asian	Nose	
29-39	 5'in	120-150	Black	Curly	Black	ТАТ	TOOS	Olive	Mouth	
39-49	6'in	150-180	Red Grey	Pony Tail Braids	Green	IAI	1003	Native Black	Eyebrows	
49-59	7'+	180+	Salt/Pepper	Up	Hazel		Yes	East Indian	Other	
59+	• •	2001	Other	Other	Other		No	Other	-	
				RCHASED P	RODUCT		ı			
Till Receipt: \	es / No		Product cost:				Brand na	ame:		
Register num	ber:		Change given					Quantity:		
Exhibit numb	ner:		Change given	.n:			Quantity:			
2,11,21			ADDIT	IONAL INFO	ORMATION					
Summary of 0	Observations:									
NOTE – To be	completed for	COMPLIANT insp	ection. Minor Age	ent Statement	also required	for NO	NCOMPLI	ANT inspections (se	ee reverse)	
Signature of A	Agent:			1	lgent Numbe	r:		Date:		
Signature of I	Handler:			(Office:			Date:		
								2000		

Minor Agent Statement



Ministry of Public Safety and Solicitor General

Liquor Control and Licensing Branch

MINOR AGENT STATEMENT

Date:	 	
Time:	 	
Agent #:	 Location:	
Agent Initials:		
Handler Initials:		Page:

NOTES:

Minors as Agents Program--Participant

Pages 58 through 59 redacted for the following reasons: s.15

Basics of Covert Inspections

'Covert' in the context of MAP inspections refers to concealment of the agent's identity and the inspection itself. 'Covert', in this case, does not refer to a disguise and that, in fact, agents are not to attempt to disguise or alter their appearance in any way. **Agents must be truthful in action, speech and appearance.**

If you are asked if you are a MAP agent you must answer 'yes.' At this point you need to locate your Inspector and tell them what has occurred.

Covert Inspections:

- Pre-operational briefing
- Right to be there
- Escape plan
- Cover story
- Plan to deal with known persons
- Conflict resolution
- Backup plan
- Walk through verbally before inspection
- Working with inspectors
- Providing feedback and debriefing

Safety First

It was a bright, sunny Saturday afternoon in mid December when Kelly went on an inspection with Inspector Smith and Inspector Jones. It had snowed the night before but the main roads were clear and most of the side streets had also been plowed. Many sidewalks and parking lots had, however, not been cleared.

Kelly and the Inspectors arrived at the inspection site and parked on the street in view of the front door. They needed to cross an uncleared sidewalk to access the parking lot to gain access to the front door of the establishment. It was still cold and there was black ice to watch out for.

Inspector Jones went in to the beer and wine store ahead of Kelly who followed a few minutes later. Kelly thought a person getting out of their car in the parking lot looked somewhat familiar but didn't pay close attention and carried on into the store. She was followed shortly after by the person she noticed in the parking lot.

Once inside, Kelly, looked for the refrigerated section and proceeded towards it. Kelly heard some raised voices that seemed to be coming from the back of the store but chose not to look to see what was going on. Kelly found the product she needed in the refrigerator and turned to take it up to the cash register.

When Kelly turned around she saw that there seemed to be some confusion going on at the counter. The store clerk appeared to be arguing with a customer and the customer was clearly angry and getting angrier.

Kelly felt nervous but she continued to approach the counter with the product and her cash clearly visible.

NOTES:			

Safety First Policy

The safety of inspectors when carrying out their duties is deemed the paramount consideration. Inspectors should take precautions to assess potential safety issues before going out on an inspection and maintain a heightened situational awareness while on duty. They are not expected to enter or remain in a particular establishment or the vicinity if they have safety concerns.

Inspectors who perceive that their personal safety is in jeopardy while on duty shall immediately leave the location, drawing as little attention to themselves as possible. The branch has other tools and strategies, such as covert or tactical operations that can be employed to safely address the non-compliance at a later date.

If an inspector is assaulted or threatened while on duty, the inspector must immediately report the incident to the police and to their supervisor. Inspectors must inform their supervisor of dangerous situations, including particulars of the event and details of any police action taken.

Inspector must place their own personal safety above the requirements and duties of the job.

Young Worker Regulations—Work Safe BC

Young or New Workers

3.22 Definitions

"new worker" means any worker who is

- a) New to the workplace,
- b) Returning to a workplace where the hazards in that workplace have changed during the worker's absence,
- c) Affected by a change in the hazards of a workplace, or
- d) Relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace;

"young worker" means any worker who is under 25 years of age.

3.23 Young or new worker orientation and training

- 1) An employer must ensure that before a young or new worker begins work in a workplace, the young or new worker is given health and safety orientation and training specific to that young or new worker's workplace.
- 2) The following topics must be included in the young or new worker's orientation and training:
 - a. The name and contact information for the young or new worker's supervisor;
 - b. The employer's and young or new worker's rights and responsibilities under the *Worker's Compensation Act* and this Regulation including the reporting of unsafe conditions and the right to refuse to perform unsafe work;
 - c. Workplace health and safety rules;
 - d. Hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
 - e. Working alone or in isolation;
 - f. Violence in the workplace;
 - g. Personal protective equipment;
 - h. Location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
 - i. Emergency procedures;
 - j. Instruction and demonstration of the young or new worker's work task or work process;
 - k. The employer's health and safety program, if required under section 3.1 of this Regulation;
 - l. WHMIS information requirements set out in Part 5, as applicable to the young or new worker's workplace;
 - m. Contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.

3.25 Additional orientation and training

An employer must provide a young or new worker with additional orientation and training if

- a) Workplace observation reveals that the young or new worker is not able to perform work tasks or work processes safely, or
- b) Requested by the young or new worker.

Work Safe BC—Resources and Information for Young Workers

More information and helpful resources can be found at: www2.worksafebc.com/Topics/YoungWorker/Home.asp

Providing Evidence at Administrative Hearings

Steps in the Enforcement Process

Inspections:		
Compliance Meeting:		
Notice of Enforcement	Action:	
Waiver:		
Pre-Hearing Conference	ce:	
Enforcement Hearing:		
Judicial Review:		

8.	Possible Enforcement Action:
NOTES:	

Who's Who at Enforcement Hearings?

1.	Licensee:
2.	Licensee Representative:
3.	Liquor Inspector:
4.	Minor Agent:
5.	Adjudicator:
6.	Branch Advocate:
NOTES:	

"Are Your Witness Skills Better Than a First Grader?"				
Enforcement Hearings				

NOTES:

Minors as Agents Program--Participant

MINORS AS AGENTS WORKING WITHIN A SPECIAL OCCASION LICENCE

Introduction

Working with a minor agent in Special Occasion Licence (SOL) is a new dynamic for both liquor inspectors and the minors alike. With this in mind, the following procedures will be considered while working in these circumstances. These procedures are draft at this time (summer 2012) and will be revised based on upon the results of the pilot, and input from the Regional Inspectors.

All existing protocols for minors as agents' inspections remain in place. There is no deviation from the existing procedures, up to the point of entry and to the point of exit. Upon exit, the protocols for documentation also remain the same.

Know history/layout of the establishment preceding an inspection

Special occasion events will pose various challenges for the deployment of minors within the area			
designated for liquor service. The variety in size and nature of SOL events will require a thorough			
assessment of the situation prior to inserting a minor. $ \\$	s.15		
s.15			

Prior to inspecting the SOL, the inspector will know the layout of the premise and the surrounding area. This will be based on the local inspector's input and a floor plan where there is one, and, where possible, a personal scouting of the premises. Consideration will be given to alerting police (if present) to the operation.

If the inspector deems the circumstances to be unsafe for any reason, the inspection will be aborted.

s.15

Agents will not attempt to deceive or mislead door staff or security, and will advise that they have left their identification in the car.

In most cases, where there is entry into the licensed area, the minor/s will then be escorted out of the red lined area without any liquor purchase.

Where there is an assessment of minimum risk; e.g. excellent lighting, immediate access to exits, no crowds, direct and immediate control of the circumstances by more than 1 inspector, an attempt to purchase liquor, or tokens for liquor, may be made.

Once the minor/s have exited and are safely back at the vehicle, the Inspectors will return to the area where the contravention occurred and begin the process of gathering evidence and issuing the contravention notice. Once the information has been attained, the contravention notice will be issued at the scene.

The procedures from this point forward will remain unchanged regarding completion of the minor agent observation reports and statement form regarding the sale of liquor to a minor.

Minors as Agent Program Procedures

Regional Inspectors are responsible for monitoring the MAP program and the recruiting, training and handling of the minors in conjunction with local inspectors.

Program funding is maintained and monitored by each Regional Inspector.

These protocols are to manage risk and provide consistency which will enable the success of the program.

Minors will not be taken on inspections of any kind until they have completed the training program and signed contracts and parent/ guardian acknowledgements/ permissions are in place.

When working with a female minor agent, there must always be one female inspector on the team. Also, a male minor agent must always be accompanied by a male inspector (when working with a female inspector) on MAP inspections. **THERE ARE NO EXCEPTIONS**. Where this is not possible, the operation will be abandoned.

There will always be 2 liquor inspectors working with the minors. **THERE ARE NO EXCEPTIONS**. Where this is not possible, the operation will be abandoned.

The safety of the minor agents is paramount in all circumstances. Minors will not conduct inspections in the same community in which they reside. The risk to the minor as being identified during the course of the inspection carries through to a risk to the minor should the minor be identified during any follow up activities including but not limited to testifying at a hearing.

Procedures:

- 1. At the Office: At the start of each shift the minor/s will attend a pre-designated meeting point, normally this will be the local office.
 - a. The minor/s will be photographed at the office. There will be two photos taken: A full body shot and a head shot. The photos are held by the inspector as evidence.
 - b. The minor will provide 2 pieces of identification, which must contain his or her age and DOB (ID issued by a government agency and a secondary ID with minors signature and or picture). This identification is photocopied, and the photo copy is initialled and dated by the minor, and stamped as a "certified true copy".
 - c. The photocopied identification is initialled and dated also by the inspector.
 - d. The inspector will ensure the availability of cash to enable any purchase.
 - e. A briefing will be held before each inspection operation begins.

2. <u>Upon arrival at the establishment</u>.

- a. The area is scanned for any potential problems/ threats to the safety of the minor. With <u>any</u> real or perceived threat the inspection will be abandoned.
- b. The minor is issued the funds, e.g. \$20.00

C. The minor leaves their identification behind in the vehicle. This is to ensure the minor is not placed in the position of having to lie when asked whether or not he/she has identification. The minor must never lie or deceive in order to achieve the sale of alcohol. **THERE ARE NO EXCEPTIONS**.

3. Entry of the Establishment:

- a. Note time, date and location in notebooks.
- b. A inspector may enter the establishment prior to the minor, or immediately after (e.g. 20 seconds) the minor's entry.

C. s.15

d. The inspector inside may look for product or do any other activity such as speak on their cell phone. The outside inspector may call the inside inspector.

s.15

- e. Once the minor leaves the establishment, the inspector exits behind him/her.
- f. The minor immediately returns to the vehicle. The inspector leaves the establishment and returns to the vehicle after the minor has exited.
- g. If questioned, the minor will answer truthfully. The minor is **NOT** expected to lie in order to influence the sale.

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4. At the vehicle:

- a. Inspector seizes the liquor.
- b. Seizure tape is placed on the liquor.
- c. The minor **and** the inspector date and initial the seizure tape.
- d. Inspector seizes the receipt if available.
- e. The minor completes the "Observation Report".
- f. The inspector checks the Observation Report for accuracy.
- g. The minor signs and dates the Observation Report
- h. The minor writes, signs and dates a written statement.
 - From entry to exit.
 - Recall any conversation with the clerk, as specific as they can recall.
 - Describe the clerk,
 - Was identification requested? If yes, describe. In not, say so.
- i. The inspector reviews the statement and initials it.
- j. Both inspectors document their entire involvement in their notebooks.
 - Store name and number
 - Ensure all times are entered.
 - Description of the clerk.
 - Name of the clerk if available.
 - Type, volume and name of product.
 - Time of exit.

- Id requested, yes or no.
- K. Lead inspector completes the contravention notice.
- l. Lead Inspector re-enters the store and issues the CN. In circumstances where this is not practical, the Licensee or manager will be notified by telephone and the CN will be issued as soon as possible and no later than 3 business days after the inspection.
- m. Inspector advises the manager/clerk that they may want to retain any CCTV tape of the inspection.
- n. Inspector advises the clerk to contact their manager. Should any manager/licensee wish to speak to the inspector the inspector will remain and answer any questions.
- o. Deposit all documents in an envelope for safe keeping.

5. Back at the Office:

- a. Have minor complete payment form this may occur prior to attending the office.
- b. Deposit seized liquor into the locker.
- c. Regional Inspector will process the payment form.
- d. Inspections for MAP must be entered into POSSE ASAP.

MINORS AS AGENTS PROGRAM CHECKLIST

1.	Minor/s photographed	
	The state of the s	
2.	Minor's 2 pieces of identification photocopied	
3.	ID photo copy signed and dated by the minor	
4.	ID photo copy is signed and dated by the inspector	
5.	Safety scan of establishment	
_	D.C. 1 (1	
6.	Minor issued funds	
7.	Minor leaves wallet/identification behind in the vehicle.	
R	Time, date and location documented in notebooks.	
0.	Time, date and location documented in notebooks.	
9.	Liquor seized	
10.	Seizure tape with minor and inspector date and initial	
	Ţ	
11.	Receipt seized.	
12.	Minor's "Observation Report" completed and checked for accuracy	
	, and the second se	
13.	Observation Report signed and dated by minor	
14.	Minors' written statement completed.	
15	Increator review cian and date the statement	
15.	Inspector review, sign and date the statement	
16.	Inspection fully documented in notebooks by both inspectors.	
17	CN completed and issued	
18.	Licensee advised to retain their CCTV tape	
19.	Clerk advised to contact the licensee.	
	ı	
20.	Note books updated as necessary.	
21.	Minor payment form completed.	

22. Sized liquor in the locker.	
23. POSSE inspections entered.	
24. Inspector collects change from Agent	
25. All documentation secured and recorded in separate envelope	

Liquor Control and Licensing Branch (LCLB)

Ministry of Public Safety and Solicitor General

Upon completion of the training, the minor contracted to the LCLB will sign and date this form.

- (1) I have been provided with health and safety orientation and training specific to my role as a person contracted to purchase liquor in licensed premises.
- (2) I have been provided with the name and contact information for my supervisor.
- (3) I am aware of my rights and responsibilities under the *Workers Compensation Act* including the reporting of unsafe conditions and the right to refuse to perform unsafe work.
- (4) I am aware of the workplace health and safety rules.
- (5) I am aware of the risk and the safety protocols in place to mitigate any risks, including risks from robbery, assault or confrontation.
- (6) I am aware of the risks of working alone or in isolation.
- (7) I am aware of and understand what to do where there is any violence or the potential of violence.
- (8) I am aware of the personal protective procedures to ensure the safety of myself and my colleagues.
- (9) I am aware of the location of first aid equipment and the means of summoning first aid and reporting illnesses and injuries.
- (10) I am aware of the emergency procedures.
- (11) I have been instructed in my work task and work processes.
- (12) I am aware that at any time if I feel that I am at risk of harm, or any colleague is at risk of harm, that I can decline to work and no adverse inference will result.
- (13) I am aware that I will be required to take additional training if observations during the course of my work indicate any lack of understanding or compliance with workplace safety policy and procedures.
- (14) I am aware that I am able to request further training or orientation in work place process or procedures with respect to any safety issues, at any time, and no adverse inference will be taken.

By my signature	e below, I acknowledge i	that I have read,	considered and	l understand ea	ch of the	above

Minor's Printed Name	Signature	Date