

# Agenda

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

Tuesday, August 13th, 2013

s.15

Teleconference s.15, s.17

Participant ID s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. Compliance meetings arising from MAP complaints (Bruce)
  - e. J.I.B.C. Sheriff's Department Courses (Ray)
  - f. LEAN Training – next stage (Bruce)
  - g. 'Voluntary' Compliance (Bruce)
  - h. NOEAs related to MAP (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
August 13, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

- The agenda was approved with the addition of the following items:
  - Ray's Email (Bruce)
  - Fall Priorities (Bruce)

**Approval of Previous Meeting's Minutes**

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

**Discussion/Decision Items**

**Safety** (standing item)

- None.

**Training** (standing item)

- While nothing is scheduled, Managers discussed upcoming inspector training that may be a requirement for SPC designation and training that may stem from the Liquor Policy Review.

**Vehicles** (standing item)

- None.

**Compliance Meetings Resulting from Public/Police Complaints - Bruce**

- Bruce advised Managers to ensure inspectors are aware of best practice to include any compliance meetings related to public or police complaints in any NOEAs issued subsequently to those compliance meetings.

**J.I.B.C. Sheriff's Department Courses – Ray**

- Ray completed audit of three courses offered through J.I.B.C. specifically designed for Sheriff Services to determine usefulness for liquor inspectors.
- The course for Special Provincial Constables covered a broad range of topics in detail, many of which are not applicable to inspectors' work. The course regarding use of force was offered in two modules, the second focusing on actual use of force which is not applicable. Lastly, the course related to note keeping and report writing could be very useful for those without an investigative background.
- Bruce will follow up with Jan regarding availability to engage consultant and copyright issues to develop and deliver specific in-house training for inspectors related to the above. Ray to champion that process once Bruce acquires necessary approvals.

### **LEAN Training – Bruce**

- Mike has enrolled in the 200 and 300 series of LEAN training which assists in meeting Ministry minimum for the branch having senior staff trained in LEAN methods.
- Bruce advised Managers to ensure their staff are aware of the importance of LEAN training and having it added to performance plans for those who will find it useful for future career plans.

### **‘Voluntary’ Compliance – Bruce**

- Bruce and Managers agreed that ‘voluntary compliance’ will no longer be used in documentation as it has caused confusion. The phrase will eventually be removed from manuals, guides, etc.

### **NOEAs related to MAP– Bruce**

- Managers discussed best practice related to issuing NOEAs.

### **Ray’s Email – Bruce**

- Bruce advised Manager’s to ensure inspectors were aware of event that led to a Licensee’s employee suffering injuries. Inspectors will be following up with related licensees to ensure similar events do not proceed.

### **Fall Priorities – Bruce**

- Managers discussed risk based plans for regions during the fall months.

**ACTION:** Managers to provide regional plans for fall months.

### **Divisional Updates**

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

- Competition for Administrative position on hold with recent rehabilitation referral from PSA. Assessment on referral proceeding; awaiting next steps from PSA.
- Upcoming meeting with RCMP re: SOLs.
- CNs issued following SOL inspections mid-Island this weekend.

#### **Investigations - Ray**

- Files received from Licensing.
- Beneficial dialogue with Licensing following Investigations presentation earlier in the summer.
- Gail will be Acting for s.22 while he is on vacation.

#### **Fraser Valley/North – Mike**

- Attempted break and enter and s.15 recently.
- Abbotsford Air Show this weekend.
- SOL permit holder arrested this weekend. Kudos to Melanie and Rupi for ensuring the event could continue without incident.
- The new inspector participated in MAP work over the weekend.
- Vacation coverage and SOLs keeping everyone busy.

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

- Vacation coverage and SOLs keeping everyone busy.
- Motor vessel inspection with RCMP occurred over the weekend.

- Issues with Squamish SOL first night but things were in control the following night thanks Holly engaging RCMP and the permit holder.

Deputy General Manager – Bruce

- Bruce attending Ministry meetings as Acting.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
Mar. 26/13	<ul style="list-style-type: none"> <li>• Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it.</li> </ul>	b/f September
July 30/13	<ul style="list-style-type: none"> <li>• Bruce to follow-up and make sure all inspectors have been provided with social media training.</li> </ul>	b/f October
July 30/13	<ul style="list-style-type: none"> <li>• Tigertel – Mike to circulate information package once received.</li> </ul>	
Aug. 13/13	<ul style="list-style-type: none"> <li>• Managers to provide regional plans for fall months.</li> </ul>	Sept. 10/13

# Agenda

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

Tuesday, September 10th, 2013

s.15

Teleconference s.15, s.17

Participant ID s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. LEAN Enrollment 50% (Bruce)
  - e. Ownership of NOEAs (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
September 10, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Gary Barker, Donna Lister, Neelam Safavian (for Mike Clark), Ray Tetzl, 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 previous meeting were approved as circulated and Action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Neelam provided an update on security and safety issues experienced at the s.15  
s.15 A log of events is being kept and Mike is in touch with Facilities Management as to how best to manage.

**Training** (standing item)

- Information sessions with Servall Data Systems have been scheduled for Vancouver, Surrey, Victoria and Kelowna offices.

**Vehicles** (standing item)

- Replacement vehicle for Prince George in progress.

**ACTION:** Gary to contact Jan regarding battery issue with 2005 Escape Hybrid vehicles.

**LEAN Enrollment 50% - Bruce**

- Bruce asked Managers to follow up with staff regarding completing LEAN training.
- Gary noted that the spreadsheet illustrating who has taken LEAN training was not accurate and information may not have been up to date.

**Ownership of NOEAs – Bruce**

- Bruce apprised Managers of issue that Advocates have encountered on a couple of occasions where an inspector has prepared a NOEA for an establishment outside of their area and it is unclear as to whether the area inspector or NOEA author provides details to the Advocate.
- In future, inspectors writing the NOEA will be responsible for disclosure although the area inspector may need to be involved as physical establishment files will reside in area office.
- Advocates are to follow up with Managers in future if these circumstances arise so direction can be provided.

- Managers are to use the disclosure checklist in POSSE as well.

### **Divisional Updates**

#### **Deputy General Manager/Acting ADM/GM – Bruce**

- Issue with bankrupt licensee being sorted out. Kudos to Melanie, Neelam and Heather for handling.
- FOI request guidelines.

#### **Investigations - Ray**

- New file in Vancouver.
- s.22 on vacation.

#### **Fraser Valley/North – Neelam**

- s.22 on vacation
- SOL work on multi-day events with no major issues.
- Inspectors covering Reception in s.22 absence.

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

- SOLs wrapping up and hockey season starting.
- 2 new inspectors doing very well.

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

- SOL season winding down.
- Great Canadian Beer Festival had very few issues; kudos to Shannan for her work.
- Administrative Assistant competition continues.
- Liquor Inspector position can now be filled.
- Servall/Social Media training scheduled.
- Scanner training scheduled.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
Mar. 26/13	<ul style="list-style-type: none"> <li>• Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it.</li> </ul>	b/f September
July 30/13	<ul style="list-style-type: none"> <li>• Bruce to follow-up and make sure all inspector have been provided with social media training.</li> </ul>	b/f October
July 30/13	<ul style="list-style-type: none"> <li>• Tigertel – Mike to circulate information package once received.</li> </ul>	
Aug. 13/13	<ul style="list-style-type: none"> <li>• Managers to provide regional plans for fall months.</li> </ul>	Sept. 24/13

Sept. 10/13	<ul style="list-style-type: none"> <li>• Gary to contact Jan regarding battery issue with 2005 Escape Hybrid vehicles.</li> <li>• Bruce to follow up with Jan re: s.12</li> </ul>	
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# Agenda

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

Tuesday, September 24th, 2013

s.15

Teleconference s.15, s.17

Participant ID s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. Mobile POSSE (Bruce)
  - e. Fall Plans (Regional Managers)
  - f. Servall (Bruce)
  - g. WES – Workforce Engagement Survey (Bruce)
  - h. My Performance year end (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Neelam)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
September 24, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Gary Barker, Donna Lister, Neelam Safavian (for Mike Clark), Ray Tetzl, 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 previous meeting were approved as circulated and Action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Servall and Social Media training at the Surrey Office yesterday. Bruce attended.
- Regional Managers to provide Mike Briggs with a contact name for each of their regions to manage the Mobile POSSE update.

**Vehicles** (standing item)

- Regional Managers to remind their inspectors to book vehicles for winter tire changes if needed.

**Fall Plans** - Bruce

- Donna to forward Vancouver plan to Bruce.

**Servall** - Bruce

- Servall training has been completed for the Surrey Office and is scheduled for the remaining regions.

**WES** – Bruce

- Bruce advised the Regional Managers that the Workforce Engagement Survey will be released in October. Regional Managers are to advise their teams to take the time to complete the WES.

**MyPerformance year-end** – Bruce

- Regional Managers are now aware that meetings will be arranged for their year-end MyPerformance evaluations shortly. Regional Managers are to complete MyPerformance year-end evaluations for inspectors.

## Divisional Updates

### Vancouver Island/Interior – Gary

- Admin competition continues; Liquor inspectors posting to go live shortly.

### Investigations - Ray

- Gail and Holly will attend a townhall meeting in Vanderhoof called by city officials and police regarding licensed establishment. Licensee to attend.

### Fraser Valley/North – Neelam

- Long term project has begun again with summer vacations wrapping up. Plans for target areas in progress.
- Melanie provided social media training for Surrey staff which went well.
- Servall presentation went well.
- Forensic accounting presentation well received by Surrey staff.

### Vancouver/Greater Vancouver – Donna

- MAP inspections over the weekend. Of 10 inspections, 1 LRS failed.
- Bruce and Rupi will be meeting with MAP recruit parents soon.

### Deputy General Manager – Bruce

- Regional Managers to ensure NOEAs related to event driven licenses state the event driven nature of the facility clearly.
- Managers to plan for General Manager's visits to their offices during the Fall. Prepare inspection plans and forward to Bruce/Kathy.
- Bruce provided a reminder of budget restrictions.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
July 30/13	<ul style="list-style-type: none"><li>• Tigertel – Mike to circulate information package once received.</li></ul>	In progress
Sept. 10/13	<ul style="list-style-type: none"><li>• Gary to contact Jan regarding battery issue with 2005 Escape Hybrid vehicles.</li><li>• Bruce to follow up with Jan re: s.12</li></ul>	
Sept. 24/13	<ul style="list-style-type: none"><li>• Regional Managers to remind their inspectors to book vehicles for winter tire changes if needed.</li><li>• Donna to forward Vancouver plan to Bruce.</li><li>• Regional Managers are to advise their teams to take the time to complete the WES.</li><li>• Regional Managers are to complete MyPerformance year-end evaluations for inspectors.</li><li>• Regional Managers to ensure NOEAs related to event driven licenses state the event driven nature of the facility clearly.</li></ul>	

# Agenda

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

Tuesday, October 22, 2013

s.15

Teleconference s.15, s.17

Participant ID s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Vehicles (standing item)
  - d. New WorkSafe BC Policies (Bruce)
  - e. Licensing Managers attending C&E Meetings (Bruce)
  - f. Business Days (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
October 22, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

- The agenda was approved with one addition:
  - POSSE SOL Inspection Entry Testing (Bruce)

**Approval of Previous Meeting's Minutes**

- The Minutes of the previous meeting were approved as circulated and Action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Nothing to report.

**New Worksafe BC Policies** - Bruce

- All Managers to share new Worksafe BC policies regarding bullying in the workplace and creating respectful work environment at next team meeting and record in meeting minutes. Staff can be referred to PSA website for further information.

**Licensing Managers attending C&E Meetings** - Bruce

- Managers to send Teresa and Rebecca next couple of meeting dates and invite them to attend.

**Business Days** – Bruce

- Managers to let inspectors know that the actual business days of a suspension must be noted in the waiver so that penalty letters are accurate.

**POSSE SOL Inspection Entry Testing** – Bruce

- Regional Managers to let Brad know of two inspectors in each region that will participate in the testing.

## **Divisional Updates**

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

- Doug visited the Surrey office last week.
- Executive planning session has been scheduled.
- MAP contract work underway.
- s.22 will be taking some vacation days in coming weeks.

### **Investigations - Ray**

- New Vancouver file; awaiting info from originating agency.
- Surrey file finishing up.
- New Okanagan file.
- Ray on the Island in November.

### **Fraser Valley/North – Mike**

- Long Term Enforcement Project underway – CN's to be issued from weekend work.
- Holly down for training session.
- Holly and Ana attended Kelowna hearing; helped out with inspections.
- Seizure in Dawson Creek.
- Stabbing at LP.
- Halloween planning underway.

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

- Servall training complete.
- Stabbing in Vancouver outside club.
- Halloween weekend activities.
- Pemberton Music Festival meeting coming up.

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

- Admin position filled.
- Liquor Inspector competition closed.
- Servall and social media training completed.
- Seizure in Kootenays by police.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
July 30/13	<ul style="list-style-type: none"><li>• Tigertel – Mike to circulate information package once received.</li></ul>	In progress
Oct. 22/13	<ul style="list-style-type: none"><li>• Gary to find out cost of battery replacement in Ford Escape Hybrid; Bruce managing.</li><li>• 2 inspectors from each region to participate in SOL POSSE entry testing. Managers to let Brad know whom.</li></ul>	

# Agenda

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

Tuesday, November 5, 2013

s.15

Teleconference s.15, s.17

Participant ID s.15, s.17

Bruce is the Moderator

1:30– 3:00 pm

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

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
November 5, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

- The agenda was approved with one addition:
  - TigerTel Update (Mike)

**Approval of Previous Meeting's Minutes**

- The Minutes of the previous meeting were approved as circulated and Action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Nothing to report.

**TigerTel** - Mike

- Mike advised the group that texting with TigerTel is an option.

**ACTION:** Mike to follow-up with TigerTel to see if either phone or text can be used simultaneously.

**ACTION:** Managers to follow up with inspectors to see if the option to text will be useful and any issues or concerns they may have.

**ACTION:** Managers to work out pilot before full implementation of TigerTel texting option.

**Divisional Updates**

**Investigations - Ray**

- IU working on new MVA file.
- Rebecca will be meeting with Investigations Unit in near future.

**Vancouver/Greater Vancouver – Donna**

- Doug will be visiting with Vancouver inspectors tomorrow.
- Halloween events took place the weekend of the 26<sup>th</sup> and October 31<sup>st</sup>. SOL issues dealt with.



Fraser Valley/North – Mike

- Doug took part in MAP work on Friday night and then inspections with Ron and Abbotsford RCMP/Fire.
- Halloween was quiet.
- Long Term Enforcement Project goals being met.

Vancouver Island/Interior – Gary

- Esther Bendall started in Admin Assistant role today.
- Liquor Inspector interviews this week.
- Weekend inspections following up on complaints.
- Halloween busy but well managed.

Deputy General Manager – Bruce

- A second contravention for MAP has occurred.
- Act rewrite work underway.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
	<ul style="list-style-type: none"><li>• Mike to follow-up with TigerTel to see if either phone or text can be used simultaneously.</li><li>• Managers to follow up with inspectors to see if the option to text will be useful and any issues or concerns they may have.</li><li>• Managers to work out pilot before full implementation of TigerTel texting option.</li></ul>	

# Agenda

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

Tuesday, November 19, 2013

s.15

Teleconference

s.15, s.17

Participant ID

s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

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

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
November 19, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson (Chair), Donna Lister, Ray Tetzl, Rupi Gill (telephone),  
Peggy Ly (recording)

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**Approval of Agenda**

- TigerTel on going

**Approval of Previous Meeting's Minutes**

- The Minutes of the previous meeting were approved as circulated and Action items updated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Nothing to report.

**TigerTel – Texting vs. Calling**

VRO - prefer texting over calling

SRO – Mixed response

**Divisional Updates**

**Deputy General Manager – Bruce**

- s.22 will be on vacation from s.22
- Ray will be A/DGM
- Sub pay (acting position) still in place for included staff

**Investigations - Ray**

- Beaverdell file concluded successfully
- Tim F will be issuing CN for over service in PG
- Vanderhoof – Licensee will send action plan to curb community disturbance & concerns
- Recommend report & possibly enforcement for T & C

**Vancouver/Greater Vancouver – Donna**

- LISS Gun was tested in some establishment + 1 LRS by John O & Mark L
- VPD contacted Donna re: continual SOL being taken out at one location
- VPD wants to know if LCLB can deny SOL issued (public safety issue)

- Applicants may have gone to different LDB to obtain their SOL
- Special project will be in place for problem establishment(s) along s.15 in Vancouver
- Marilyn L & John O will be out doing MAP this Friday
- Michelle T will sit in on MAP Training being held in VRO

#### Fraser Valley/North – Rupi

- Power went out last Friday had been fixed
- Telephone will be installed inside building elevator
- Rupi G & Ron C did testing with LISS Gun earlier today
- Waiver Notice –licensee need to initial at bottom right corner of waiver form
- Bruce E. will talk to Erin in adding this to POSSE
- illicit liquor seizure was made in the north
- All the alcohol was purchased in Alberta
- CN is being issued and NOEA is being prepared
- Process for SRO admin position had started with approval from Deputy Minister

Date of Origin M/D/Y	ACTIONS Summary	Status
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# Agenda

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

Tuesday, December 3, 2013

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. SOL Inspections On-line (Bruce)
  - d. NOEAs and Investigative Work (Bruce)
  - e. SOL LDB Licensing Guide (Bruce)
  - f. Advocate-led Debriefs Post Hearing (Bruce)
4. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

# Agenda

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

Tuesday, December 17, 2013

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

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

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
December 17, 2013  
s.15 / Teleconference  
1:30 – 3:00 p.m.**

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

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**Approval of Agenda**

- Agenda was approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- SRO and VRO staff attending JIBC for special provincial constable related training.

**Divisional Updates**

Fraser Valley/North – Mike

- Melanie's work with RCMP and Surrey hall owners moving ahead well.
- Rupi led MAP work over the weekend – 1 LRS out of 7 inspected failed.
- Rupi was in PG to carry out some training; Ana is now through probation period.

Vancouver/Greater Vancouver – Donna

- Holiday season events starting to pick up.
- MAP in LRS work conducted over the weekend went well with new recruits.
- Staff vacations beginning Friday for holiday season.

Vancouver Island/Okanagan – Jay

- Liquor Inspector hiring should be completed today.
- Work with RCMP in the Kootenays regarding intoxication issues; enforcement action pending.
- 4 new agents hired recently; will begin work in January.

Investigations – Ray

- Waiver signed for PG Earls.
- Dave in Kelowna for interview.
- Ray reviewing file from Gail.

Deputy General Manager – Bruce

- Bruce met with Brendan Alexander, Director Corporate Loss Prevention at LDB.
- Liquor Policy Review announcements forthcoming.
- Bruce will be in the office over the holidays.

- Act rewrite discussions ongoing.

Date of Origin M/D/Y	ACTIONS Summary	Status
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# Agenda

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

Tuesday, January 28, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Gary is the Moderator

1:30– 3:00 pm

1. Approval of Agenda
2. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
3. Divisional Updates
  - a. Deputy General Manager (Ray)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
January 28<sup>th</sup> 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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

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**Approval of Agenda**

- Date on agenda changed and approved as circulated.

**Discussion/Decision Items**

**Safety** (standing item)

- Nothing to report.

**Training** (standing item)

- Ray met with Corporate Risk and Security, Ministry of Justice regarding Investigator Safety program.  
ACTION: Ray working out details for inspectors to participate in Investigator Safety program; will send information to Regional Managers.

**Divisional Updates**

Acting DGM- Ray Tetzl

- Ray to attend Act and Amendment Review meeting Friday 3:00pm on Bruce's behalf.
- Tim and Thelma working on Island File.
- Fit and Proper on Okanagan file.

Fraser Valley/North – Mike

- Peggy working 2 days a week in Surrey Regional Office.
- Panelling done for SRO Administrative Assistant – candidate to be offered position.
- Holly assisted with MAP inspections in Kelowna - no CNs issued.
- Ana and Lori conducted MAP work in Prince George recently – 2 CNs issued.
- Melanie and Mike conducted MAP work in Surrey – 2 CNs issued.
- Ana on course to complete SPC designation – Mike researching where and when final coursework can be completed.

Vancouver/Greater Vancouver – Donna

- Bruce and Doug- Vancouver MAP inspections – 2 CNs.
- VRO Inspector retiring – notice posted for expression of interest for lateral transfer to VRO. External posting goes live Feb. 3<sup>rd</sup> 2014.

Vancouver Island/Okanagan – Gary

- New Inspector on job 3 weeks, almost ready to do work in other areas if needed.

- West Kootenays MAP tour – 23 inspections resulted in 6 CNs issued (4 LRS, 1 GLS, 1LP).
- 4 new agents hired recently; will begin work in January.
- Victoria Inspectors following up on various issues
- Kelowna Inspectors in tandem with LDB and CRA conducted inspection resulting in removal of licence for Okanagan winery.

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
Jan. 28 <sup>th</sup> 2014	<ul style="list-style-type: none"> <li>• Ray to follow up on training with Corporate Risk and Security – information to be sent to Regional Managers.</li> </ul>	In progress

# Agenda

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

Tuesday, February 11th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Bruce is the Moderator

1:30– 3:00 pm

1. Approval of Agenda
2. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. WES (Workforce Engagement Survey)
  - d. Inspector Identification
3. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
February 11<sup>th</sup> 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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

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**Approval of Agenda**

- One addition to agenda – March 12<sup>th</sup> Planning meeting.
- Modified Agenda approved

**Discussion/Decision Items**

**Safety** (standing item)

- Ray waiting for return call from Corporate Risk and Security re business case – will send copies once received. Bruce asked that all read documents and bring to next meeting for discussion
- Ray – working on I- phone compatibility.

**Training** (standing item)

- Surrey has a couple of staff currently taking JI courses for special constable

**Divisional Updates**

**DGM**

- Doug to release results of WES
- Bruce to give C&E results to Managers to share with staff.
- Bruce would like staff to bring forward ideas for rewards and recognition
- Branch Planning session March 12<sup>th</sup> – may be two days either March 12<sup>th</sup> and 13<sup>th</sup> or March 11<sup>th</sup> and 12<sup>th</sup>, session will be held in Victoria, facility not yet determined
- Each division to have pre-planning sessions - ADM will attend meetings – ½ day meeting in Kelowna for interior staff – ½ day in Victoria for Island staff
- Discussion around challenges to successful implementation of the Liquor review recommendations.

**Manager of Investigations**

- 4 Fit and Propers completed

**Vancouver Island/Okanagan – Gary**

- Business as usual
- Lots of calls received regarding Liquor Review

**Surrey - Mike**

- Business as usual
- Also receiving call regarding Liquor Review

**Vancouver – Donna**

- Posting for Vancouver Liquor Inspector has gone live
- Receiving complaints re Electronic Parties

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>Jan.28<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Ray to forward documents from Corporate Risk and Security</li></ul>	<b>In progress</b>

# Agenda

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

Tuesday, February 25th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Bruce is the Moderator

1:30– 3:00 pm

1. Approval of Agenda
2. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. Inspector Identification
3. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
February 25<sup>th</sup> 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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

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**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety** (standing item)

- No issues

**Training** (standing item)

- No date set yet for course in Vancouver, Bruce asked that date be set as soon as Possible

**ID Policy**

- Bruce to finalize documentation- Ray to be contact lead

**Divisional Updates**

**DGM**

- Posting for DGM position to be posted this week or next
- Bruce in Vancouver for meeting next week – Draft docs for meeting sent.

**Manager of Investigations**

- No issues
- s.22 on vacation next week

**Surrey – Mike**

- Holly and Ana getting a lot done, putting in a ton of work
- SOL season coming up



### **Vancouver – Donna**

- PMF - no plans put in place yet
- Edward to provide a list of all events coming up in near future

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

- s.22 back Yay!
- Jay renewing MAP contracts and hiring new agents
- SOL's coming up
- Member of headquarters staff accompanied a C&E employee on an afternoon of routine inspections as a learning opportunity

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>April 8<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Training date to be set</li></ul>	<b>In progress</b>

# Agenda

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

Tuesday, March 25th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

**Bruce is the Moderator**

**1:30– 3:00 pm**

1. Approval of Agenda
2. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. WES Survey
  - d. Workplace Violence
3. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
March 25<sup>th</sup> 2014 s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson, Donna Lister, Mike Clark, Gary Barker, Esther Bendall  
(recording)

---

**Approval of Agenda**

- 1 addition to agenda – Planning meeting follow-up.
- Modified Agenda approved

**Discussion/Decision Items**

**Safety** (standing item)

- No outstanding issues

**Training** (standing item)

- No outstanding issues

**WES**

- Bruce asked for comments re WES results – issues that had lowest rating, are issues that usually rate lowest:
  - Recognition
  - Pay and Benefits
  - Transparency in Hiring Process
- Managers stated C&E has no issues with Recognition

**Planning Meeting Follow-up**

- Bruce asked managers for feedback from Inspectors on expectations of working groups

**Divisional Updates**

**Surrey - Mike**

- Note from Inspectors re inspections in Williams Lake – No Public Safety issues
- St.Patrick's day inspections – 1 CN for overcrowding
- Happy to announce that s.22 is back from leave

### Vancouver – Donna

- Eight Map inspections completed results were one CN issued
- Vancouver inspectors on board to assist with SOL's in other areas especially the Interior – will discuss at SOL meeting
- Gary stated all SOL's at moment covered except maybe one weekend

### Vancouver Island/Okanagan – Gary

- s.22 unfortunately, is off ill – Rob assisting in picking up some of s.22 workload
- Lots of hearings over the past month – Shannan has stepped up and taken extra workload – much thanks
- Will be hiring MAP agents in Kelowna and on Island

### DGM

- MAP – Meeting for mid April – will be receiving draft documents before meeting re evolution of MAP. Documents will also go to hearing delegates.
- When a CN is issued, it will be policy to state that licensee's, if they have CCTV, save the footage as principle of transparency and openness
- Meeting being set up to work on LPR
- Dates have been set for the Panelling for Strategic Planning Director.

Date of Origin M/D/Y	ACTIONS Summary	Status
Jan.28 <sup>th</sup> 2014	<ul style="list-style-type: none"><li>• Ray to forward documents from Corporate Risk and Security</li></ul>	In progress

# Agenda

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

Tuesday,  
April 8<sup>th</sup>, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Bruce is the Moderator

1. Approval of Agenda
2. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. ID Policy
3. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
April 8<sup>th</sup> 2014**

s.15 / Teleconference  
**1:30p.m. – 3:00 p.m.**

---

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

---

**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety** (standing item)

- No issues

**Training** (standing item)

- No date set yet for course in Vancouver, Bruce asked that date be set as soon as Possible

**ID Policy**

- Bruce to finalize documentation- Ray to be contact lead

**Divisional Updates**

**DGM**

- Posting for DGM position to be posted this week or next
- Bruce in Vancouver for meeting next week – Draft docs for meeting sent.

**Manager of Investigations**

- No issues
- s.22 vacation next week

**Surrey – Mike**

- Holly and Ana getting a lot done, putting in a ton of work
- SOL season coming up

### **Vancouver – Donna**

- PMF - no plans put in place yet
- Edward to provide a list of all events coming up in near future

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

- s.22 back Yay!
- Jay renewing MAP contracts and hiring new agents
- SOL's coming up
- Member of headquarters staff accompanied a C&E employee on an afternoon of routine inspections as a learning opportunity

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>April 8<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Training date to be set</li></ul>	<b>In progress</b>

# Agenda

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

Tuesday,  
April 22nd, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Bruce is the Moderator

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



**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
April 22<sup>nd</sup> 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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**PRESENT:** Bruce Edmundson, Donna Lister, Neelam Safavian, Gary Barker,  
Esther Bendall (recording)

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**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety** (standing item)

- No issues

**Training (standing item)**

- Hugh and Brad to set up training for SOL evaluations using risk assessment tool, this will be done via conference call.
- Risk assessment tool useful and easy to use.
- Government to make announcement re whole site licensing April 26th

**Divisional Updates**

**Vancouver Island/Okanagan – Gary**

- Business as usual – lots of licensing jobs
- Jay and Kevin busy hiring MAP agents in Kelowna and on Island

**Vancouver – Donna**

- Working on PMF – looks like a go, lineup has been announced and planning going ahead
- Celebration of Lights working next big SOL
- Inspectors busy working on SOLs

**Surrey – Neelam**

- Finishing up inspections in Port Coquitlam and Coquitlam, two establishments with long standing issues
- two inspectors attending region to region meetings re joint inspections in summer with RCMP

**DGM**

- IIO MOU document to be sent to Regional Managers for Perusal
- ID policy in place

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>April 8<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Training date to be set</li></ul>	<b>In progress</b>

# Agenda

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

Tuesday,  
May 6th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Bruce is the Moderator

1. Approval of Agenda
2. Discussion/Decision items
  - a. Safety (standing item)
  - b. Training (standing item)
  - c. IIO MOU
3. Divisional Updates
  - a. Deputy General Manager (Bruce)
  - b. Manager of Investigations (Ray)
  - c. Fraser Valley/North (Mike)
  - d. Vancouver/Greater Vancouver (Donna)
  - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
May 6th 2014**

s.15 / Teleconference  
**1:30p.m. – 3:00 p.m.**

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

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**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety**

- Ray is meeting with Neelam Safavavian and s.22 to test safety equipment

**Training (standing item)**

- Peter Mior looking into training
- Ray to set up training.

**IIO MOU**

- Regional Managers to send document to SPC inspectors and answer any questions they might have

**Posse SOL Entry**

- A report was run of the number of SOL inspections in the licensing area, it appears approximately 19 reports have been entered. Remind inspectors to please enter all SOL inspections into Posse in a timely fashion.

**Divisional Updates**

**Investigations - Ray**

- Ray in Penticton last week for meeting re upcoming SOL's, there were quite a few concerns.
- Organizers to receive a list of questions

**Vancouver – Donna**

- MAP – three inspections done – three contravention notices given on LP's
- Pemberton – still need more documentation.
- Gearing up for SOL's – lots happening over next couple of months

### **Surrey – Mike**

- MAP inspections conducted – two contravention notices
- Neelam meeting with city bylaws and establishments re applying for SOL or license extensions

### **Vancouver Island and Interior – Gary**

- MAP Agents being hired and trained in Okanagan
- First SOL in Okanagan – two inspectors from Kamloops worked event – all went well
- s.22 away for a while – Mitch to act as safety Representative until s.22 able to return to position.

### **DGM**

- Security Services Police division would like access to Posse
- Inspectors auditing security personell – workload to high
- Inspectors to note if security personell issues and send report to securities commission also be open to take security commission staff on information inspections
- No approval re hiring/ lateral transfers and acting roles – Bruce to discuss with Vanessa

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>April 8<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Training date to be set</li></ul>	<b>In progress</b>
<b>May 6<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Testing of safety equipment</li></ul>	<b>In progress</b>
<b>May 6<sup>th</sup> 2014</b>	<ul style="list-style-type: none"><li>• Status re hiring/ lateral transfers/acting roles</li></ul>	<b>In progress</b>

# Agenda

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

Tuesday,  
May 20th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Bruce is the Moderator

1. Approval of Agenda
2. Discussion/Decision items
  - a) Safety (standing item)
  - b) Training (standing item)
  - c) \$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$
3. Divisional Updates
  1. Deputy General Manager (Bruce)
  2. Manager of Investigations (Ray)
  3. Fraser Valley/North (Mike)
  4. Vancouver/Greater Vancouver (Donna)
  5. Vancouver Island and Interior (Gary)

# Agenda

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

Tuesday,  
June 17th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Ray is the Moderator

1. Approval of Agenda
2. Discussion/Decision items
  - a) Safety (standing item)
  - b) Training (standing item)
  - c) Final Word on Public Service week
  - d) Travel Budget
  - e) Safety course in Vancouver
3. Divisional Updates
  1. Deputy General Manager (Bruce)
  2. Manager of Investigations (Ray)
  3. Fraser Valley/North (Mike)
  4. Vancouver/Greater Vancouver (Donna)
  5. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
June 17<sup>th</sup> 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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**PRESENT:** Neelam Safavian, Donna Lister, Mike Clark, Jay Blackwell, Ray Tetzl, Esther Bendall (recording)

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**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety**

- Donna to send a date for course – “Corporate Security Work alone Safety Sight Assessment” - 2hr course.
- Workplace assessment device - work in progress
- App for I phone – loner  
Neelam and Holly have tried it out, still in early stages of development

**Training (standing item)**

- Ray in process of setting dates for Safety Training

**Public Service Week**

- Happy Public Service Week- everyone in Victoria HQ at a picnic on Thursday June 19<sup>th</sup>
- Surrey staff went for lunch on Monday June 16<sup>th</sup>
- Vancouver staff to go for lunch this week
- Management services need to know who do not attend the lunches
- Interior, Northern BC and Nanaimo – Ray to purchase 16 - \$10.00 Tim Horton gift cards – will be sent out this week.

**Travel Budget**

- The travel budget has been cut for entire branch – budget is tight – Ray to send spreadsheet. This will affect both Ray and Jay's travel.

**Divisional Updates**

**Investigations - Ray**

- Looking into issues re FP in Vancouver

**Vancouver – Donna**



- Shannan fitting in nicely, out with Bruce doing MAP on Saturday. In Victoria June 20<sup>th</sup> week and then July 11<sup>h</sup> – 13<sup>th</sup>
- Pemberton almost ready for sign-off – Kudo's to Holly for all the work.
- Squamish almost ready for sign- off
- Pemberton – still need more documentation.
- Gearing up for SOL's – lots happening over next couple of months

#### **Surrey/Fraser Valley – Mike**

- Ana and Holly trained MAP agents and did some inspections with RCMP
- Holly organizing MAP inspections
- last day Friday
- s.22 last day Friday

#### **Vancouver Island and Interior – Gary**

- MAP Agents being hired and trained Nanaimo - North
- Kevin and Mitch up to assist Holly and Ana w/ training etc.
- SOL- meeting at 10:00am – responsibilities explained to organizer- no insurance as of yet, more details needed for Security plan.

#### **DGM**

- Campbell River T&C's – process ongoing

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>April 8<sup>th</sup> 2014</b>	<ul style="list-style-type: none"> <li>• Training date to be set</li> </ul>	<b>In progress</b>
<b>May 6<sup>th</sup> 2014</b>	<ul style="list-style-type: none"> <li>• Testing of safety equipment</li> </ul>	<b>In progress</b>
<b>May 6<sup>th</sup> 2014</b>	<ul style="list-style-type: none"> <li>• Status re hiring/ lateral transfers/acting roles</li> </ul>	<b>In progress</b>

# Agenda

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

Tuesday,  
July 15<sup>th</sup>, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Ray is the Moderator

1. Approval of Agenda
2. Discussion/Decision items
  - a) Safety (standing item)
  - b) Training (standing item)
  - c) My Performance Cycle
  - d) Risk based Prioritization
3. Divisional Updates
  1. Deputy General Manager (Ray)
  2. Manager of Investigations (Ray)
  3. Fraser Valley/North (Rupi)
  4. Vancouver/Greater Vancouver (Donna)
  5. Vancouver Island and Interior (Jay)
4. Managers' Round table

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
July 15th 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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**PRESENT:** Rupl Gill, Donna Lister, Jay Blackwell, Ray Tetzel

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**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety**

- Safety – Ray still dealing with Corporate Security, inspections on-going

**Training (standing item)**

- Violence Prevention Safety Training - September / October / November

**My Performance**

- C&E will now be fiscal (2014/15)

**Risk Based Prioritization**

- Lack of resources known to Executive. Priorities - streamline process, group inspections/finals. We are not asking inspectors to assume risk; safety is still the major priority.

**Divisional Updates**

**Surrey/Fraser Valley – Rupl**

- SOLs main priority
- Whole site education taking place
- White Rock Inspectors working with RCMP
  - Re: s.15
  - 3<sup>rd</sup> Party – s.15
  - When inspectors/police enter music switches to 'Bad Boyz'
  - CN / Compliance meeting pending

### **Vancouver – Donna**

- Squamish / Pemberton
- Push for Whole site last minute
  - Appreciated Doug's position and noted inspector moral after dozens of hours invested

### **Vancouver Island and Interior – Jay**

- Boonstock
  - Continuing work from inspectors to facilitate a safe event
  - Unprepared and eleventh hour planning devouring inspector resources
- Preparing for COG.

### **MOI – Ray**

- Fit & Propers
  - 
  - s.15
  -

### **DGM - Ray**

- Discussed proposed Managers Roundtable
  - Brainstorming
  - Opportunity to voice concerns
  - LPR from within
  - Make our job easier
- Doug's the Sponsor, Ralph is the facilitator

Date of Origin M/D/Y	ACTIONS Summary	Status
April 8 <sup>th</sup> 2014	<ul style="list-style-type: none"><li>• Training date to be set</li></ul>	In Progress
May 6 <sup>th</sup> 2014	<ul style="list-style-type: none"><li>• Testing of safety equipment</li></ul>	In progress
May 6 <sup>th</sup> 2014	<ul style="list-style-type: none"><li>• Status re hiring/ lateral transfers/acting roles</li></ul>	In progress

# Agenda

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

Tuesday,  
Sept. 10th, 2014

s.15

Teleconference: s.15, s.17

Participant ID: s.15, s.17

Ray is the Moderator

1. Approval of Agenda
2. Discussion/Decision items
  - a) Safety (standing item)
  - b) Training (standing item)
3. Divisional Updates
  1. Deputy General Manager (Bruce)
  2. Manager of Investigations (Ray)
  3. Fraser Valley/North (Mike)
  4. Vancouver/Greater Vancouver (Donna)
  5. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch  
C&E Managers' Meeting  
Sept.10<sup>th</sup> 2014  
s.15 / Teleconference  
1:30p.m. – 3:00 p.m.**

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**PRESENT:** Rupi Gill, Donna Lister, Jay Blackwell, Ray Tetzel

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**Approval of Agenda**

- Agenda approved as circulated

**Discussion/Decision Items**

**Safety**

- Safety – e-mail sent Aug. 20<sup>th</sup> 2014 re JOSH regional representation – the following staff will become regional reps:  
Vancouver- Tim Fanning  
Surrey – Janeanne Levasseur  
Vancouver Island and Interior – Mitch Kendall

All Reps will need to take OSH course

**Training (standing item)**

- Violence Prevention Safety Training – September 9<sup>th</sup> in Vancouver – Ray was sent presentation prior to course- seems segment was missed as the MOJ instructor was delayed, he will need to return for Harassment/bullying segment.
- Course went well but was very generic, may need to be made slightly more relevant, also could be tweaked slightly i.e. situational awareness.
- List of diffusion techniques – needs to be enhanced
- Ray and Donna need to meet with Course presenters re course relevancy, meeting to be set for Sept. 15<sup>th</sup> week.
- App – good to use for small issues – for critical issues call 911 – needs to be communicated to inspectors
- May need to have Corporate Security come along on MAP inspections to note areas of concern and tools for reducing risks.
- Question re informing RCMP in rural areas of upcoming MAP inspections

- It was noted that current procedure is that once a licensee's engaged they do not leave your sight until inspectors leave.
- Discussion re delivering CN by registered mail following a phone call/e-mail from inspector to licensee. RM's to discuss with inspectors and bring back for next managers meeting.
- Need to look at policy regarding time frames of notification.
- Rupi suggested a template be set up for letter of notification of CN to be e-mailed to licensee.
- Issue tabled until next meeting

## MAP

- MAP policy re agents attire updated April 2014 in Manual

## Divisional Updates

### DGM (Ray)

- No new business

### MOI (Ray)

- Two investigators met with Nanaimo RCMP
- LDB Rural Agency store being investigated by LDB investigator
- Growing trend in first nation communities
- Issue has gone to LDB legal dept.

## Surrey/Fraser Valley – Rupi

- Doug Dyke has moved from Vancouver to Surrey
- s.15
- Starting October inspectors will rally to cover inspections in Mission are will also look at having other inspectors help cover Terrace region.
- Two MAP shifts coming up.

## Vancouver – Donna

- Marilyn to take over Doug's old area (Richmond)
- Ed and Shannan to split Marilyn's old area

- MAP inspections ongoing
- Grey Cup coming up – no liquor venue at Activation Site

### **Vancouver Island and Interior – Jay**

- s.15 – CN issued for intoxication and staff consumption
- Beer fest – staff consumption Inspectors to discuss past compliance – very little accountability for individual manufacturers
- Ray and Jay to meet with Diane Roberts re Legalities
- Farmers' markets – complaint from Downtown Penticton Association – number of manufacturers at markets – Policy allows 15 total
- Inspector needs to identify if a true farmers market if not manufacturers licence to sell can be revoked.
- Need to look at Policy
- Issue Tabled

<b>Date of Origin M/D/Y</b>	<b>ACTIONS Summary</b>	<b>Status</b>
<b>April 8<sup>th</sup> 2014</b>	<ul style="list-style-type: none"> <li>• Training date to be set</li> </ul>	<b>In Progress</b>
<b>May 6<sup>th</sup> 2014</b>	<ul style="list-style-type: none"> <li>• Testing of safety equipment</li> </ul>	<b>In progress</b>
<b>May 6<sup>th</sup> 2014</b>	<ul style="list-style-type: none"> <li>• Status re hiring/ lateral transfers/acting roles</li> </ul>	<b>In progress</b>