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First Name

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Postal Code for Event Location

Application Number

Event Attendee Size Range to

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Application Status

All

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Name

Ambleside Live Concert Series

Start Date: June 25, 2015

Application Number: 006480

0 Comments Approval Summary

Approvals were assigned to:

POLICE DETACHMENT**LICENCE INSPECTOR****LCLB**

WEST VANCOUVER POLICE Vancouver

Jeff Young

604-925-7300

JeffYoung@wvpd.ca

Heather Lahoda

604-775-0071

heather.lahoda@gov.bc.ca

James Hackett

250-952-7053

james.hackett@gov.bc.ca

0 Comments

Approved

0 Comments

Approved

0 Comment

Approved

View All Licences

- View Individual:
- Ambleside Park West Vancouver

Cancel All Licences

- Cancel Individual:
- Ambleside Park West Vancouver



- *Status*

Licence Issued

Last seen by Police on June 19, 2015

- *Alerts*

Multiple

Minors Present

- *Type*

Anyone

Anyone">

Annual

- *Size*

Large

15000

[Detailed Summary](#)

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Notes and Comments

Please note that all information stored in this tab may be requested by the applicant or a third party in accordance with Freedom of Information and Protection of Privacy Act

Notes (internal)

Add notes for other reviewers. Notes are internal and cannot be viewed by the applicant.

There are no notes for this applications

Comments (external)

Comments are viewed by the applicant online upon application approval but are not included on the actual licence.

There are no comments for this licence



Ministry of Justice,
Liquor Control and Licensing Branch



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Build 0.5.4.5.2

July 2015

Su Mo Tu We Th Fr Sa

28	29	30	1	2	3	4
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July 2015

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2 3 4 5 6 7 8

June 29, 2015

REVISED

West Shore Parks and Recreation
Via email: Gwelham@wesshorerecreation.ca

Attention: Geoff Welham

Re: Temporary Change to a Liquor Licence – Approved
Establishment: The Q Centre
Liquor Primary Licence #300826
Establishment Location: 1767 Island Highway, Victoria, BC

The Liquor Control & Licensing Branch has approved the temporary change application for the above-noted establishment.

Temporary Extension of the Licensed Area: Whole Site Licensing

- Date: July 18 – 19, 2015 – Rock the Shores
- Hours: 12:00 noon to 12:00 midnight daily.
- The red-lined area is temporarily extended to the lower playing fields outlined in red, as per the submitted plans (attached).
- Total whole site occupant load: 10,000 persons

Terms and Conditions of Temporary Licensed Area:

- The security plan approved by the Branch forms part of the terms and conditions of the liquor licence for this event (attached).

A copy of this approval letter and attached plans must be kept on site, with your liquor licence and your red-lined floor plans, ready for inspection at all times while the extended area is in use.

If any event approved in this letter is not being managed to the satisfaction of the General Manager, all remaining dates will be cancelled. Future approvals for similar temporary changes will be conditional on this event(s) being managed to the satisfaction of the General Manager.

.../2

**Liquor Control and
Licensing Branch**

Mailing Address:
PO Box 9292 Stn Prov Govt
Victoria BC V8W 9J8
Telephone: 250 952-5787
Facsimile: 250 952-7066

Location:
4th Floor, 3350 Douglas Street
Victoria, BC
<http://www.pssg.gov.bc.ca/clb>

If you have any questions, please call David Jones at 250-952-7056 or 1-866-209-2111.

Sincerely,



Suzanne N. Bell
Deputy General Manager
Licensing & Local Government Liaison

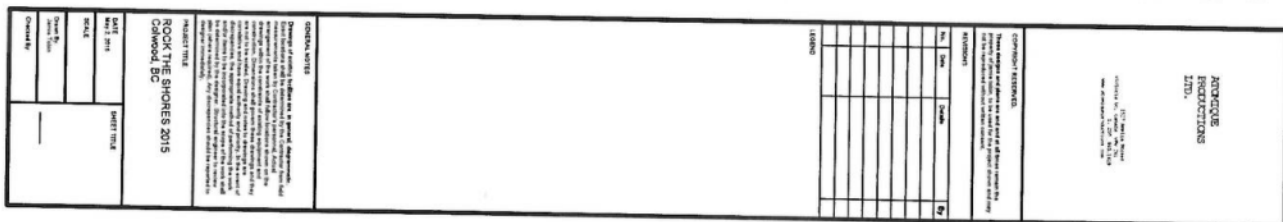
SB/dj

Attachment: Security Plan

cc: Holly Belanger, Inspector (via email)
Stephen Hitchcock, Regional Manager (Via email)
City of Colwood, via fax
Westshore RCMP, via fax

Please Note:

The Branch operates on the basis that you are responsible for understanding and complying with the requirements of the LCLB Act, its Regulations, and the terms and conditions of your licence.





Security Plan – Open License Rock the Shores 2015 Juan de Fuca Recreation Centre Lower Fields

Issue Date	June 24th, 2015
Version	V5
Status	Confidential
Author	Jamie Tobin – on behalf of the WSPR Society, licence number 300826.

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1 SUMMARY

1.1 Summary

This document is to detail the security plan and protocol for Rock the Shores 2015 taking place at Juan de Fuca Recreation Centre's Lower Fields in Colwood BC, Canada on July 18th and 19th, 2015.

This purpose of this security plan is to outline the security protocol, placement, policies, communication and scheduling for an open license concept for Rock the Shores 2015.

This plan has been created based on the 60 years combined experience and knowledge of producing events and festivals of Source Security Manager Kris Jamieson, Operations Manager Jamie Tobin and the Event Producer Nick Blasko.

1.2 License Summary

License Type – West Shore Parks & Recreation License Extension

Capacity – 15,000

Start Time - 12:00pm

End Time – 11:00pm Saturday & 10:00pm Sunday

License Holder – West Shore Parks and Recreation Society

Venue: West Shore Parks & Recreation, lower fields, 1767 Old Island Highway, Colwood BC - Geoff Welham – 12502138992 – gwelham@westshorerecreation.ca

1.3 West Shore RCMP

West Shore RCMP will be present during the event to deter problems through proactive engagement and visibility. WC RCMP will work with Source Security to patrol the perimeter and site, address issues, and have manned vehicles on site to deal with any ejections as required. West Shore RCMP will have a site commander who will be a part of the emergency protocol CODE TEAM.

1.4 Security Supplier

Source Security & Investigations

Source Security & Investigations is one of Canada's industry leaders for all security needs. Their size, experience and commitment to provide the finest security solutions and services available make them the preferred choice for a wide range of clients across Canada. With teams of specially trained professionals, matched with unparalleled security expertise, Source Security provides a range of high calibre security options.

Source Security has been the preferred supplier of the event producers for the past 5 years and has a vast knowledge and understanding of large scale entertainment events. Source Security has worked on Live at Squamish, Rock the Shores, Rifflandia and Victoria Celebrates Canada Day.

Most recently Source Security was awarded the contract for Save on Foods Memorial Centre in Victoria. This contract has given Source access to year round full time security guards with the highest levels of up to date training and experience.

1.5 Source Security Venue Command

Venue command will be the main communication hub and guard deployment area for Source Security. Venue Command will be located backstage behind the mainstage. The venue commander will be based out of this location.

The secondary venue commander will be located in The Q Centre with sight lines of the entire event so they can scan the event grounds, ensuring public safety and reporting any issues or security breaches to guards on the ground. The secondary venue commander will be responsible for monitoring, tracking, and resolution management of all incidents called in through the security channel.

1.6 Source Security Training

All SSI staff working in a beverage enforcement position in British Columbia are required to have training in a Responsible Beverage Service Program.

Preferable security candidates will have a valid BC security license, 2 years plus experience in the security industry, 2 years plus in law enforcement, advanced security training, and OFA 1.

Preferable guest services candidates will have 2 years plus experience in a guest services position, customer service training, and OFA 1.

All Source personnel working as beverage enforcement officers receive in house training from a certified T.E.A.M Coalition trainer. The following material is covered during training:

- Signs of Impairment
- Tolerance
- Absorption Rate Factors
- Assessing Guests
- Understanding Liability
- Reasonable Efforts to Prevent Alcohol Related Issues
- Documentation
- Venue Policies
- Intervention Guidelines
- Blood alcohol content
- Checking ID'S
- Legal and Compliance information

1.7 Uniformed Beverage Enforcement / Plain Cloths Beverage Enforcement / Guest Service Personnel

There are two beverage enforcement positions that SSI utilizes at Sporting and Entertainment venues: 1) Uniformed, 2) Plain Clothes. The objective for both security personnel is to reduce alcohol consumption related incidents, enforce venue alcohol policies, and to ensure duty of care is followed when a patron is removed from a venue due to impairment.

SSI also utilizes guest services staff to educate and inform patrons on venue policies.

1.7.1 Uniformed Beverage Enforcement

All uniformed beverage enforcement personnel will have a clearly identifiable security uniform along with a laminate. Beverage Enforcement personnel will be placed by their coordinator throughout the venue in static and roaming positions to ensure that venue alcohol policies are enforced.

1.7.2 Plain Clothes Beverage Enforcement

All plain clothes beverage enforcement personnel will be wearing a black security shirt, khaki pants, and a laminate that identifies them as beverage enforcement personnel. These persons will be covert in their duties and be strategically positioned throughout the venue to make sure alcohol and venue policies are enforced.

1.7.3 Guest Services

All Guest services staff will have a white collared shirt that distinguishes them as guest services. The function of the guest services personnel is to provide patrons with information related to the site and remind them of venue policies. While Guest services staff are trained in effective alcohol management, they are not enforcing it. Instead they educate patrons on safe practices and notify security of any restricted activity in their designated area. Some of the key positions guest service staff are utilized in are:

- Usher
- Ticket taker
- Ticket scanner
- I/D Check
- Bracelet check
- Information guide

1.8 Documentation

All Beverage enforcement staff is required to document any violations in venue alcohol policies, violations in venue policies, liability incidents, medical incidents, and use of force incidents. These reports are to be submitted to an immediate supervisor or

coordinator.

Reports:

- INCIDENT REPORT - VENUE/ALCOHOL
- LIABILITY INCIDENT REPORT
- MEDICAL INCIDENT REPORT
- USE OF FORCE REPORT

1.9 Atomique Productions Operations Staff

Operations personnel that are hired for Rock the Shores are highly trained production professionals with a minimum 5 years' experience in producing events and festivals. All staff are briefed and trained on responsible serving practices and are continually monitoring crowds for intoxication and underage alcohol consumption.

All Operations personnel are positioned in a specific area of the event site to manage this zone and to be a direct link to Source Security. Operations staff has direct radio communication to Source Security, First Aid and Operations control.

1.10 West Shore Parks & Recreation Staff

West Shore Parks and Recreation Licensed Event Security and Staff will be present and assist during patron ingress and egress as well as be an additional resource in monitoring concert goers throughout the day.

West Shore staff and personnel will assist with patrolling the perimeter of the event site and onsite traffic management.

2 SECURITY PLACEMENT & POLICIES

2.1 General Admission Front Gates

The main access and entry to the concert site will be through the front gates. For ingress into the site, the highest concentration of guards will be present during the hours of 12:00pm – 6:00pm.

To ensure public safety and maintain a smooth and orderly line up, patrons will be directed into corral fencing upon arrival. As patrons get closer to the security check points they will be separated into 3 lines - patrons with and without bags, and female patrons.

Persons Search

All patrons prior to entering the corral fencing will receive a non-intrusive body and bag search.

A secondary thorough, non-intrusive body search will be conducted on each patron as they enter facility.

Bag Search

Bag Searches will be conducted at the Main Gates by Source Security. Anyone caught with alcohol, open or otherwise, or restricted items will be denied access to the site. No liquids are allowed on site including unopened water bottles.

2.2 VIP Gates

The VIP gates will open to patrons with VIP tickets and VIP entry vouchers. VIP patrons will be subject to the same body and bag searches as GA patrons.

2.3 Backstage Gates

The backstage gates will have strict access control for event staff, performers and volunteers. Accreditation will be required to access the site from this gate.

Body and bag searches will be conducted at the discretion of the security guards.

2.4 Mainstage

The mainstage performance zone will have a high concentration of guards to ensure patron safety and maintain order. The highest concentration of guards will be located in front of the stage to monitor the crowd and notify venue command if any issues or concerns are noticed.

There will be several access points into the backstage area, which will be restricted to staff, suppliers, volunteers and performers with proper accreditation. The performance stage will have strict control access.

In addition to artist dressing room trailers, there will also be a separate Guest/Sponsor area backstage, featuring snacks and general hospitality throughout the day. This area will be manned and will have strict secondary access control.

2.5 Beverage Stations, Ticket Sales & VIP Area

All beverage stations, ticket sales and the VIP Area entrances will have controlled access. All patrons entering are ID checked by Security Guards; all patrons who appear to be below the age of 30 will be asked for two pieces of ID at the access gate. All patrons above the age of 19+ with acceptable ID will be given a specific proof of age wristband. Anyone with a ripped or tampered wristband will be rechecked for proper ID. Patrons may be subject to repeat bag searches and ID checks at the discretion of Security.

VVIP Cabanas will be located inside the VIP area and a full description is listed below.

Appropriate signage will be located at all entrances and exits.

The VIP section will be secured with a single row of 4 foot fencing. This internal fence line will be patrolled by security guards and is a measure taken to discourage patrons from gaining unauthorized access to the areas.

These areas will be closely monitored by roving guards, watching for intoxicated patrons, underage alcohol consumption and those using illegal drugs.

2.6 VVIP Cabanas

The VVIP Cabanas located inside the VIP area are individually purchased by groups of 10 people. These cabanas are secure and separate from the VIP area, are partially covered to provide shelter and shade. Each cabana will have a dedicated server and security guard to monitor alcohol consumption and ensure only patrons who are 19+ are consuming alcohol. All patrons above the age of 19+ with acceptable ID will be given a specific proof of age wristband.

Alcoholic beverages will be served individually, there will be no alcohol left unattended in the cabanas.

2.7 General Event Site & Food Vendor Area

The general event site and food vendor area will be patrolled by groups of roving guards who will work in predetermined sectors to ensure full event coverage and closely monitor the event patrons, watching for intoxicated patrons, underage alcohol consumption and those using illegal drugs.

There will 2 strategically placed guard towers on the site allowing guards to have a bird's eye view of the event grounds and monitor the crowds.

2.8 Internal Access Gates & Production Corridor

The event site will consist of a production corridor that will run around the majority of the site behind operational infrastructure. This corridor will allow production staff the ability to quickly access functional areas within the event site. This corridor will also act as a secondary security fence to deter patrons from trying to gain unauthorized access to the site.

There are several access points throughout the venue that will access the production corridor. Guards will be positioned at all access points and only people with approved accreditation will be allowed access.

2.9 Perimeter Fencing

The event site will be secured with 8` foot high temporary fencing around the perimeter. This fencing will be covered with privacy scrim to deter patrons standing at the fence line expecting to watch the concert.

2.10 Outside Venue

The area outside of the venue including the golf course will be monitored by roving guards to deter patrons from public urination and trying to gain unauthorized access to the event site. Guards will also direct people to the main gates for ingress.

External parking facilities and the Juan de Fuca recreation facility surrounding areas will be monitored by roving guards to ensure public safety and monitor these areas for public drinking.

Issues outside the venue will be handled with support from RCMP and Municipal resources.

2.11 On-site Parking

On-site parking refers to any parking that is located within the West Shore Parks & Recreation - Juan de Fuca facility. This area will have strict access control, and will adhere to the event traffic management plan.

Guards and volunteers will be roving the parking areas to deter illegal activity.

2.12 POLICIES

2.12.1 Site Ejections

Any patron caught with alcohol, drugs, drug paraphernalia and – or weapons will be ejected from the site. Patrons may be handed over to RCMP in necessary depending on reason for ejection.

2.12.2 Breach of Perimeter Fencing

Any person caught entering the venue through ingress points not outlined in Ingress Protocol is subject to immediate ejection and police involvement depending on circumstance.

2.12.3 Breach of Interior Fencing / Production Corridor

Patrons caught in restricted or off limit areas are subject to a warning or a site ejection under discretion of Primary Security Supplier.

2.12.4 Illegal & Underage Alcohol Consumption

Any minor caught drinking will be immediately ejected through the front gate by the On Duty Site Supervisor to ensure there is no re-entry. Any of-age person(s) caught assisting a minor with alcohol consumption or consuming off site alcohol will be ejected in a similar manner.

During any site ejections all alcohol will be confiscated and poured out.

In cases where ejected patrons are believed to be at risk to themselves or to others, they will be turned over to the West Shore RCMP.

2.12.5 Restricted Items

Alcohol, drugs and/or drug paraphernalia and weapons are not permitted. Anyone caught with these items will be subject to immediate ejection. Patrons will be asked not to bring lawn chairs, tents, or musical instruments. No professional video cameras or audio recording devices are allowed on site. No large beach umbrellas. No animals, except certified assistance dogs.

2.13 EJECTIONS/ BANS/USE OF FORCE

The SSI Ejection Policy is guided by the Provincial & Local Government by-laws and Statutes, The Criminal Code of Canada, and Venue Policies. If a patron(s) engages in restricted activity they are subject to an ejection. The following steps are to be followed for an ejection:

2.13.1 Not complying with direction:

Politely ask the patron to cease the activity they are engaged in. If they continue to engage in breaking the designated rules and guidelines:

- Radio for a supervisor and response team to attend your location; continue to give verbal direction to participant(s) until a supervisor arrives.
- remove the individual(s) from the venue in a discreet manner
- remove bracelet or ticket

- take a picture (if possible)
- issue a ban notice
- Complete an incident report

2.13.2 Complying with direction

Politely ask the patron to cease the activity they are engaged in. If they comply and cease breaking the designated rules and guidelines:

- Contact your supervisor to inform him of the situation. The supervisor will then inform the response team to attend if necessary
- remove the individual(s) from the venue in a discreet manner
- remove bracelet or ticket
- take a picture (if possible)
- issue a ban notice
- Complete an incident report

If two or more patrons have a disagreement, which is causing a disruption to the event, and neither party is breaking any venue policies, ask one of the parties to re-locate to a different area. If possible escort them to guest services and have new tickets issued for a different section. It should be verbalized to both parties, that if there are any further disruptions police will be requested to intervene and both parties will be subject to an ejection.

2.13.3 Immediate ejections

Under no circumstance should a guard eject someone unless approved by a supervisor- unless it is to protect the life and safety of a person or to prevent property damage. The on duty supervisor is to be notified of all ejections and breaches of the rules and guidelines.

Activity that would justify immediate intervention from security personnel:

- Prevent injury or death to a person
- Prevent property damage
- *Intoxication

* Patrons who are intoxicated will be immediately removed by security and assessed outside the red line licensed area.

* Patrons who are intoxicated will be immediately removed and provided with first aid treatment outside the red line licensed area

2.13.4 Ban procedures

All Person(s) that engage in restricted activity are subject to a ban. The length of the ban will be determined by the security manager or designate. The following steps are to be followed for a ban:

- Request for identification
- Take a picture
- Serve a ban notice
- Complete an incident report

2.13.5 Restricted Activity

All persons that enter a venue are expected to comply with the designated rules and guidelines. If a person engages in restricted activity they are subject to an ejection. All ejections are to be coordinated through the site supervisor.

- Entering a restricted area without proper accreditation - possible ejection
- Damaging facility property - immediate ejection, ban, possible arrest
- Theft (-immediate ejection ,possible ban, possible arrest
- Fires- immediate ejection, ban, and arrest
- Intoxicated patrons- ejection
- Patrons acting in an insulting or abusive manner - ejection, possible ban
- Behave in a manner that shows hatred or contempt based on a person's race, colour, ancestry, place or origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age. - ejection, possible ban
- Engaging in indecent acts- ejection
- Fighting- ejection, possible ban, arrest if a serious assault occurs
- Getting caught using illegal drugs or in possession of illegal drugs - immediate ejection, ban, arrest
- Offering bribes to gain access to restricted areas - ejection, possible ban
- Smoking- possible ejection
- Outside alcohol- possible ejection
- Giving alcohol to minors - ejection, possible ban
- Assault or threaten to assault another person- immediate ejection, ban, possible arrest
- No gang affiliation or apparel

2.13.6 Use of Force Policy

Beverage Enforcement guards act as an AGENT of the property and therefore have the same powers and authority as the land owners while on duty.

SSI can remove a person(s) from the venue that do not have legal authority to be on site or a person(s) that is breaking venue policies. Guards can ask for ID from patrons, take pictures, and document information.

While minimum force can be used by landowners or guards to remove trespassers, enforce rules and guidelines, and to arrest criminals. SOURCE policy is that guards exercise this right cautiously and wait for instruction from a supervisor before physically removing or arresting a person.

2.13.7 Guideline

Security staff derive their authority to use force under the Criminal Code of Canada (34 to 37, 38 to 42) in which they have the same rights as a regular citizen. All SSI staff may be required to use force in the following instances:

1. Protection of self or another person,
2. Protection of property, and
3. Conducting a citizen's arrest on witnessing an indictable or dual procedure offence, or when acting as agents of a property they arrest anyone they witness committing a criminal offence on or relating to that property.

When using force staff must be acting on reasonable grounds and use only as much force as is necessary under the circumstance

2.14 ID CHECK POLICY

It is the policy of SSI to demand and inspect two pieces of ID from anyone who appears under the age of 30 at any time within the licensed area.

2.14.1 Proper Identification

Security must ask for two pieces of identification when verifying a patron's age. The pieces of identification must include one of the following and may not include any other option:

- A passport
- A driver's license that displays a photograph and the date of birth of the holder, or
- An identification card, issued by a government agency, that displays a photograph and
- the date of birth of the holder
- PLUS one other piece of identification that displays at least
- An imprint of the person's name and their signature, or
- An imprint of the person's name and their picture

Note: there will be an area that is well lit for staff to properly review both the identification and the patron, and to ask appropriate questions to test the authenticity of the identification. Identification that is clearly false should, if possible, be confiscated by the Licensee, and retained for collection by a compliance and enforcement officer. Some appropriate verification procedures include:

- A sample signature to compare to the signature on the photo identification
- Patron's Zodiac sign-people with false identification often hesitate when asked

- Patron's middle name and spelling of it
- Other information on the photo ID such as address or postal code
- Checking the date carefully to ensure that the year is correct
- Checking to ensure the ID has not been altered or tampered with, signs of which may be that the corners have been peeled back or the date altered in some way
- Checking for eye color and height

If the person cannot produce two pieces of acceptable identification that proves they are 19 years or older, you **MUST REFUSE THEM ENTRY/SERVICE**. Be firm but polite and do not raise your voice, as we don't want to create an incident with an already embarrassed customer. If in doubt, always refuse admission or service regardless of the reason

You must fully cooperate with a Liquor Inspector or Police authority if the inspector or authority asks you to determine whether a person is a minor.

2.14.2 Identify and discourage the use of Fake ID

When you suspect fake ID, or have any other concerns about the authenticity of ID, you must refuse entry/service. Do so in a polite but authoritative manner. Express regret that you cannot allow them to enter or serve them.

Do not be judgmental or try to embarrass the individual. If possible, retain identification that is false and turn it over to the liquor inspector or police. You should also make a note of the incident in the logbook.

1. Check if the ID is counterfeit.

Counterfeiters might be able to replicate some, but not usually all, of these features using advanced technology.

2. Compare the person to the photo.

These days, hairstyles and colors (and even eye colors) can be changed easily. Look at facial features like positioning of cheekbones and the spacing between the eyes. Gender, height, and weight information are worth checking as well.

3. Look for signs of tampering.

If the card is in a plastic sleeve, wallet or purse, ask to have it removed. Look for wrinkles, bubbling or peeling. Run your fingers over the card's face and edges to check that the seals are intact. Note inappropriate raised or bumpy surfaces or uneven

edges. Be especially vigilant around the areas of the date of birth and photo. Consider the thickness of the ID. Does it seem multilayered? That could be a sign of after-issue lamination. Ensure the typeface is consistent throughout. Check the reverse side. Counterfeiters will often spend a disproportionate amount of time on the front of a fake ID but merely photocopy the back. Look for blurred lettering or lack of focus.

4. Check the date of birth

5. Make sure that ID is authentic.

If out-of-province ID is presented, you should have a current book of valid IDs close at hand. There are references available that show examples of valid North American IDs. We have a copy at the entrance. If you are not sure of a piece of ID's authenticity, you must refuse entry and alcohol service to that individual. When checking IDs, you may come across an ID that you are unfamiliar with. Refer to the resource book that has samples of all North American IDs.

6. Check the second piece of ID.

Examine the secondary, supporting ID with the same vigilance you use for the primary piece. Ensure the information on both cards matches. If you are still unsure, ask for a third piece of ID.

7. Ask the person to verify the signature.

If you suspect an ID to be false or tampered with, request that the person verify their signature. To test the signature, ask the person to sign and date a piece of paper, and compare it to the ID. Also, write the driver's license number (and other ID information) on the paper and keep the sample in the logbook.

8. Watch body language and behavior.

Look for signs of nervousness. Darting eyes and fidgeting may be signs of someone trying to pass off a fake ID. Are they trying to distract you with questions about the band, cover charge, hours, etc.? Is the guest being flirtatious or acting overly friendly? Avoid distractions and scrutinize the ID.

9. Talk to the person.

Make eye contact. Ask them some random questions. What high school did they go to? What year did they graduate? How old were they? What is their zodiac or Chinese horoscope sign? What does their middle initial stand for? How do they spell their

middle name? What is their postal code? There should be no hesitation in answering any of these questions.

10. Maintain a professional staff image.

Hospitable, friendly and polite staff encourages a hospitable, friendly and polite atmosphere. By having well-trained and disciplined staff as an example, guests tend to be more respectful of the environment and behave in a more positive manner.

2.14.3 Plain Clothes ID checks

Are responsible for monitoring the crowd covertly to ensure venue alcohol policies are being followed. Job duties are as follows:

1. Provide 5 random ID checks per hour. Document these on an ID check form and submit them to your supervisor.
2. ID Check any individual not displaying proper age checks verification or having verification that appears to have been tampered with.

Do not divulge the identity of a liquor inspector or tobacco enforcement agent

2.15 Alcohol Policy

- At venues where alcohol is served everyone who appears to be under the age of 30 may be required to show proof of age.
- No alcohol will be allowed to be brought in or out of the venue.
- Any person appearing to be intoxicated before entering the venue may be denied entry.
- For any guest found intoxicated within the venue or causing disturbance police will be requested to intervene and the patron will be asked to leave the venue without a refund, intoxicated patrons are removed with duty of care being provided.
- No alcoholic beverage may leave the venue.
- Limit of two alcoholic beverages per purchase.

2.15.1 Assessing Signs of Impairment

- Judgement
- Inhibitions
- Reactions

- Coordination

2.15.2 Sensory Cues

- Red eyes
- Odour of liquor
- Dishevelled appearance
- Staggering
- Aggressive behaviour
- Exaggerated care in walking

2.15.3 Practices

- No patrons are allowed to be sleeping in the licenced area, educate patrons if you see them doing this and assess for signs of impairment
- If a patron is “cut off” they are to be removed from the venue and not to return for 24hrs.
- Police will be notified for any violent, quarrelsome, riotous or disorderly conduct or unlawful activities that take place. This includes behaviour that might cause a reasonable person to believe his or her safety is threatened.
- Patrons must have their ID on them at all times and are subject to re-check at anytime
- Any patron caught passing alcohol to a minor is to be removed from the venue and may be turned over to the police
- Minors caught drinking alcohol are to be removed from the venue and may be handed over to the police
- Any staff working in a licenced area are not to have restraints on their person
- Staff must cooperate with the liquor inspector and other authorities having jurisdiction at all times and not do anything that can put them in harm’s way
- Where wristbands are being used as verification of ID check ensure they are put on the opposite wrist of the event pass.
- ID verification stamps should be placed on the outside of the right hand

2.16 Search Policy and Prohibited Items

To ensure the highest level of safety and security, all patrons will be subject to a courteous screening by Security team members prior to entering the venue. Patrons have the right of refusal; however those who refuse to be screened will be denied entry.

SSI employs three levels of searches based on the assessed risk of the event, including patron demographic, type of event, and historical data.

Frisk searches are to be conducted on patrons by a Security Team member of the same sex, or with a person of the same sex present.

No children will be searched at any level.

Keep the following in mind when conducting a search:

1. Consent and right to refuse (Always ask for consent never assume it is implied) Guests have the right to refuse but will be denied entry.
2. Conducting a bag search (use probe, never put hands in bags, have patron empty pockets)
3. Dealing with an adverse mindset (ask patron to step aside, so the line can keep flowing)
4. Prohibited, Illegal/restricted, and suspicious items
5. Notifying a supervisor (any unusual activity, patron complaints, unsure of procedure)
6. Proper documentation (any incidents, restricted and banned items, complaints)

Level A (Rock Concerts)

- Complete Full Body Pat risk of all patrons entering the venue
- Search of all bags, purses, coats, outerwear and head dress
- Inspection of all pockets on the person, as well of pockets in bags
- Visual inspection of all patrons for gang insignia and other prohibited items
- Frisk to be conducted from the rear of the patron.
- Children under the age of 12 will not be searched.

During any event, if a team member is aware that a patron has entered the venue with either a prohibited item, they are to contact the immediate supervisor, advise of the situation, move the patron to a discrete location and proceed with a Level A search if consent is given.

2.17 Prohibited Items

- Outside food or beverage
- Outside alcohol, illegal drugs, cigarettes & tobacco products of any kind
- Food or beverage containers (including coolers, cans, bottles, thermoses)
- Air horns or any air assisted noisemaker
- Laser pointers or pens
- Poles or sticks
- Weapons of any kind
- Spiked or studded jewelry or belts, Wallet chains
- Roller shoes, inline skates and skateboards

- Video or recording devices
- Gang insignia
- Any other items deemed unacceptable by the venue management or its designees.
- Patrons found in possession of a prohibited item will be asked to remove and dispose of the item. Patrons who refuse to comply will be subject to eviction.

Restricted and illegal items

- illegal narcotics and drug paraphernalia

Suspicious items

- alarm clocks/batteries
- wires
- tools
- fuel

2.18 Patron Code of Conduct

Patron courtesy is an important element of everyone's enjoyment at any event. We ask that all patrons adhere to the Code of Conduct and Courtesy Policy. We want all fans attending events to enjoy the experience in a responsible fashion. When attending an event, you are required to refrain from the following behaviours:

- Foul/abusive language or obscene gestures
- Taunting or using offensive language against performers
- Fighting or making threatening remarks or gestures to other patrons or staff
- Disruption of the event including throwing objects , or trespassing into restricted areas
- Indecent messages on signs or clothing
- Impairment related to alcohol or drug consumption
- Giving alcohol to minors
- Smoking of any substance

Any other conduct deemed by Venue Management to be inappropriate to the peace and good order of events or which may adversely affect the safety of persons or property.

3 COMMUNICATION

3.1 Chain of Command

The venue commander will be in charge of communication with all event guards.

The venue commander will have direct radio contact with supervisors of each functional area.

The Operations Manager for the event will be in direct radio contact with the venue commander to communicate any safety concerns, security breaches and evacuation plans.

In the case that first aid attention is required the venue commander will contact the Operations Manager who will be in direct radio contact with first aid.

3.2 Security Briefing

A general security briefing will be held daily on the morning of the concert to inform and ensure that all guards have a thorough understanding of the venue rules & policies as well as the emergency protocol & evacuation plan.

3.3 Production Staff Radio's

All production staff are provided with a 2 way radio with a direct channel to Source Security Venue command. All staff are briefed on reporting incidents and adds an additional 50 personnel to assist with reporting and managing incidents.

3.4 Signage

Informational and directional signage will be strategically placed throughout the venue and at beverage stations informing guests of the festivals and provincial rules and policies regarding safe alcohol consumption, ID requirements, fines for serving minors, use of illegal drugs and ZERO tolerance for intoxication.

4 SECURITY SCHEDULE

4.1 Security & Access Control Grid

"This security deployment plan is based on a full capacity of the venue at **10,000** patrons, **67** licensed security personnel will be working in the red-lined area at all times. Security will be complemented by **33** event staff working in the licensed area at all times who have direct communication through radio with licensed security personnel."

July 8, 2014

West Shore Parks and Recreation Society
Via email: camirault@westshorerecreation.ca

Attention: Carly Winters Amirault & Geoff Whelham

Re: Temporary Change to a Liquor Licence – Approved
Establishment: Bear Mountain Arena
Liquor Primary Licence #300826

The Liquor Control & Licensing Branch (Branch) has approved the temporary change application for the above-noted establishment.

Temporary Extension of the Licensed Area: Whole Site Licensing

- Date: July 11, 12 and 13, 2014 – Rock the Shores
- Hours: Noon – 10:00 pm
- The red-lined area is temporarily extended to permit whole site licensing for the two areas on the lower field of the Juan De Fuca Recreation Centre, as per the submitted plans (attached)
- Occupancy load/person capacity of the extended area: General area 7500 persons
- Occupancy load/person capacity of the extended area: VIP area 1500 persons
- Total whole site occupant load: 9000 persons

Temporary Extension of the Licensed Area: Private Suite/Boxes

- Date: July 11, 12 and 13, 2014 – Rock the Shores
- Hours: Noon – Midnight
- The red-lined area of the private suites/boxes is temporarily extended to the lower concourse and dressing rooms, as per the submitted plans (attached)
- Occupancy load/person capacity of the extended area = 175 persons

Terms and Conditions of Temporary Licensed Areas as set out below:

- Security for the event 1/75 Ratio for guards as per the security plan submitted.
- Source security will be providing 120 security staff on site from gate open until close.

General Security:

- Intoxicated patrons and/or people conducting illegal activities must be immediately removed from the licensed area.
- Tents, tables or lawn chairs not permitted in the general area.
- Table and seating permitted in the VIP area.

**Liquor Control and
Licensing Branch**

Mailing Address:
PO Box 9292 Stn Prov Govt
Victoria BC V8W 9J8
Telephone: 250 952-5787
Facsimile: 250 952-7066

Location:
4th Floor, 3350 Douglas Street
Victoria, BC
<http://www.pssg.gov.bc.ca/lclb>

- Eight feet fencing is required for exterior perimeter.
- Four feet fencing required for interior VIP area as outlined in the security plan.
- Patrons sleeping during this event will be woken up by security to assess for possible intoxication issues.
- In/Out Privileges – Patrons who leave will be subject to full searches and ID checks before re-entering licensed areas.
- All liquor for this event must be purchased from an approved source.
- Patrons restricted to purchasing two drinks per patron per transaction.
- Liquor ticket sales to end at 9:30 pm.
- Liquor Service to end at 10:00 pm.
- Beverage area to be cleared of patrons 30 minutes after last performance.

Patrons:

- Volunteers must remove their “volunteer” issued t-shirts when off duty and entering the Beverage Areas. Alternate clothing must be worn. If no other clothing is available then the t-shirt must be turned inside out.
- All Patrons must enter and exit through the main entrance of the beverage area, or through entrances as approved by the Liquor Inspector on the approved site plans.
- Patrons may not enter through alternate entrances at any time for any purpose.
- Mandatory searches of person and all bags, purses, backpacks, fanny packs or any other carrying bags must be carried out as indicated in the security plan.
- Any patron who does not allow a search will be denied entry.
- All patrons will be provided with wristbands and/or stamps after identification check is completed as per the security plan.

Gang Affiliation:

- The Licensee must ensure that no patron or employee is allowed entry into the licensed area at any time with any apparel or jewelry of any kind with gang affiliated identification.
- Where any person (employee, patron or entertainer) removes a garment inside the licensed area that reveals any gang affiliated identification or support for any gang or gang activities – including tattoos and all types of apparel; that person will be asked to leave or be removed.

Minors:

- Minors are permitted in the General beverage area or VIP beverage areas.

Lighting:

- Ensure that adequate lighting is in place if this event extends past sundown.

Signage:

- Signage must be posted in a prominent location at the entrance advising patrons that no gang identifiers of any kind, including tattoos, jewelry and clothing are allowed and that any person displaying these items inside the licensed area will be removed immediately. Additional signage must be posted at the licensed area to inform the public about conduct and expectations while in this area:
 1. No liquor to be removed posted at exits
 2. 2 piece Identification signage to be posted
 3. Intoxication will not be tolerated
 4. No drugs permitted
 5. Exit and Entrance signs
 6. 2 drinks permitted per transaction
 7. Ticket sales close at 9:30pm/A sign to indicate last call/cut off time of 10:00 pm.

A copy of this approval letter and attached plans must be kept on site, with your liquor licence and your red-lined floor plans, ready for inspection at all times while the extended area is in use.

If any event approved in this letter is not being managed to the satisfaction of the General Manager, all remaining dates will be cancelled. Future approvals for similar temporary changes will be conditional on this event(s) being managed to the satisfaction of the General Manager.

If you have any questions, please James Hackett, Case Manager at 250-952-7053 or 1-866-209-2111.

Sincerely,



Cheryl Y. Caldwell
Deputy General Manager
Licensing and Local Government Liaison

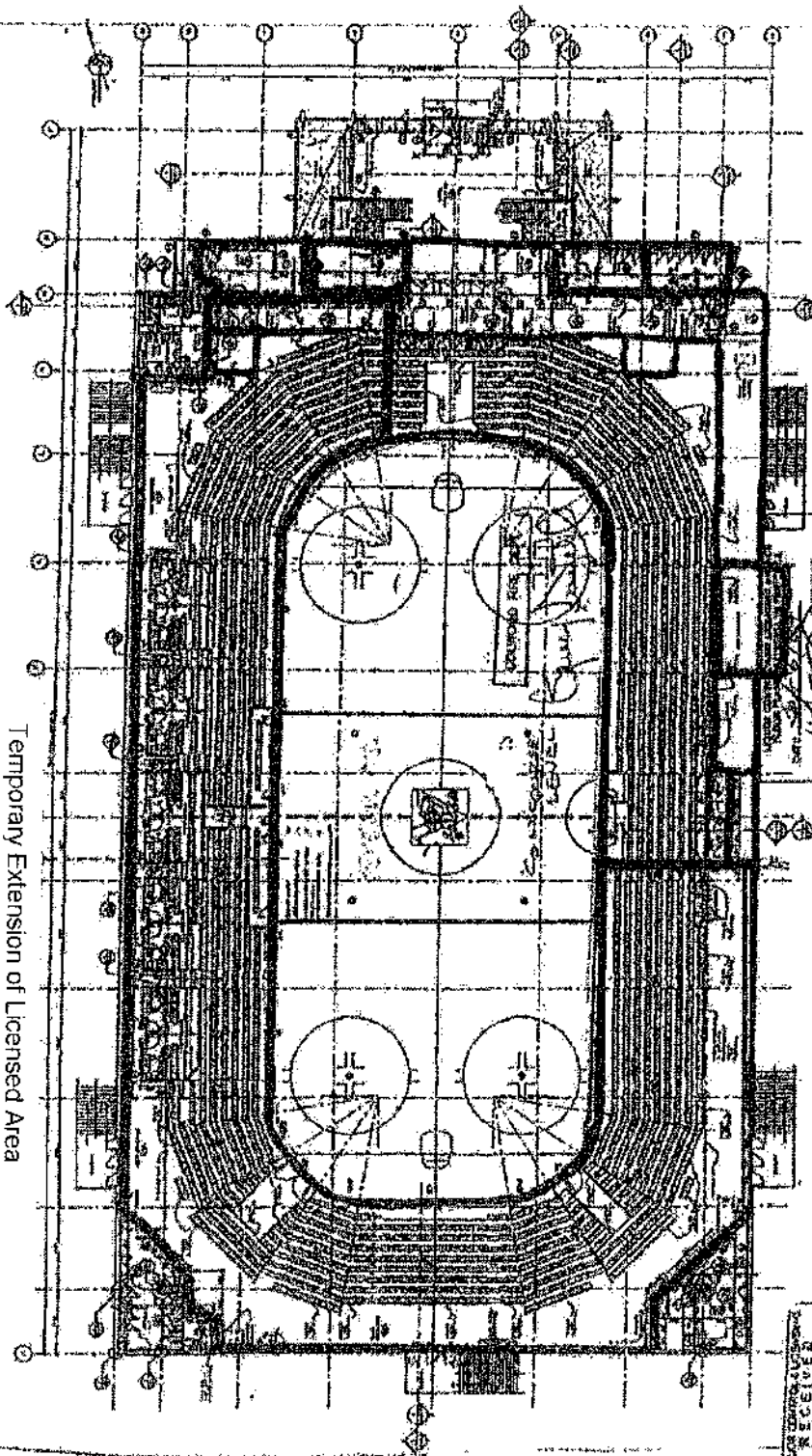
Please Note:

The Branch operates on the basis that you are responsible for understanding and complying with the requirements of the LCLB Act, its Regulations, and the terms and conditions of your licence.

CYC/jh

Enclosure

cc: Shannan Johnston, Rob Scott-Liquor Inspector, Inspector
Jay Blackwell, Regional Manager
City of Colwood, Attn: Nora Creamer, Administrative Support Coordinator
Western Communities RCMP # 248



See letter - 2370 maximum load
- Section A & B is current maximum

5 DRESSING
ROOMS ADDED
TO LICENSED
AREA Dressing
rooms will on
Lower Concourse

DRYZONE
"ABC"

* CURRENT
CAPACITY
2731

LIQUOR CONTROL & LICENSING
RECEIVED
JUL 25 2012
VICTORIA BC

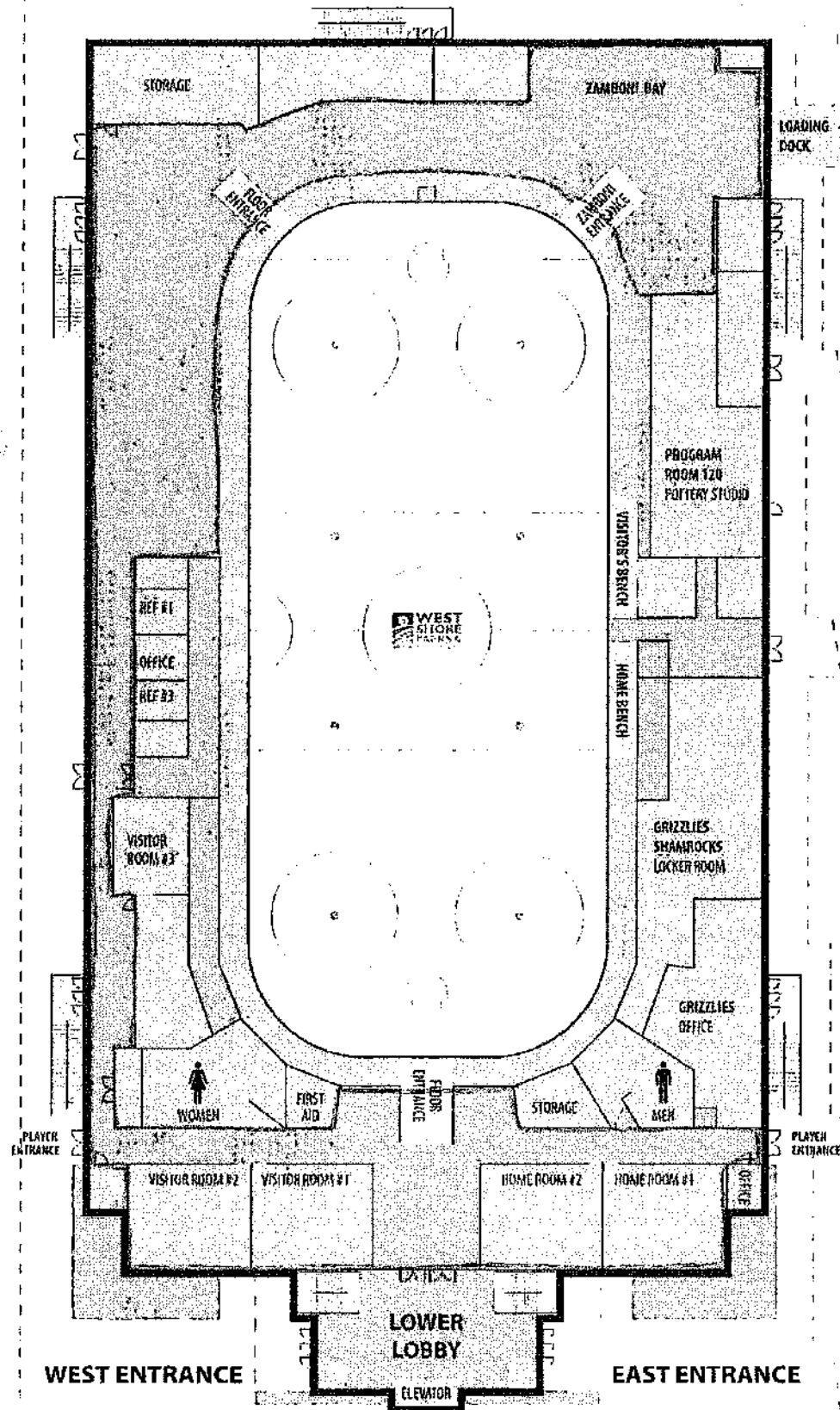
COLWOOD FIRE RESCUE
3215 METCHOSIN ROAD
VICTORIA BC V9C 2A4

RECEIVED
JAN 16 2014
VICTORIA BC

Temporary Extension of Licensed Area
Liquor Primary Licence # 300826
LCLB Job # 2698934-36
Date: July 11, 12, and 13, 2014
Occupancy/Person Capacity = 125 persons

See attached letter. Maximum occupancy load for indicated areas 125 per person
AUG 08 2012

*From 30000
extended to
include lower
concourses &
locker rooms
(in all)*



THE Q CENTRE **LOWER (ICE) LEVEL**

Temporary Extension of Licensed Area
Liquor Primary Licence # 300826
LCLB Job # 2698934-36
Date: July 11, 12, and 13, 2014
Occupancy/Person Capacity = 125 persons