

# OPERATIONAL PLAN

## DRINKING ESTABLISHMENTS AND AFTER-HOURS DANCE CLUBS

Bylaw 20002 – Business Licence Bylaw



The purpose of this Operational Plan is to educate businesses on relevant operating requirements, and to support businesses in adopting safe and responsible business practices. Bylaw 20002 – Business Licence Bylaw requires all businesses licensed under the *Alcohol Sales (Consumption On Premises / Minors Prohibited)* and *After Hours Dance Club* categories to have, and follow an approved Operational Plan.

Effective January 17, 2022, you must complete the Operational Plan using this form before a licence can be issued or renewed. For future renewals, you will have the option of reviewing your existing plan and re-submitting it if the content is still up-to-date. Your licence cannot be issued or renewed until your Operational Plan has been reviewed and approved by the City of Edmonton. You must also submit an updated Operational Plan if the information you supplied in your approved plan is no longer up-to-date – even if your licence is still valid.

### How to complete your Operational Plan:

Here are some things you can do to complete your plan successfully:

1. Give yourself enough time to work through each of the questions.
2. Read the questions carefully and be specific in your answers. Make sure you have fully answered each question.
3. Consider measures that are appropriate for your business. What works for another business may not work for yours.
4. Avoid committing to measures that you won't be able to follow. You must follow your approved plan, so it's important to specify measures that are reasonable and realistic.
5. Consider asking your employees or industry colleagues to provide input.

### Police Information Checks:

You must provide a valid Police Information Check from the Edmonton Police Service that is less than 90 days old for all owners, all directors listed on your corporate registration, and all managers of the business. **Your Police Information Checks are required before your Operational Plan can be reviewed.** If you have already supplied Police Information Checks for another licensed business within the previous 12 months, please contact us at 780-442-5054.

### How to submit your Operational Plan and Police Information Checks:

To avoid delays, we suggest that you submit your completed plan and Police Information Checks when you pay your fees if you are applying for a **new business licence**, or as soon as you receive your renewal notice if you are **renewing** your licence. **Please allow at least 15 business days for review.** Additional time may be needed if there are concerns with your plan.

You can submit your completed Operational Plan and Police Information Checks:

- Online (renewal only) at [edmonton.ca/businesslicencerenewal](https://edmonton.ca/businesslicencerenewal) using the PIN found in your renewal notice
- By email to [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca)
- By mail or in person to 2nd Floor, 10111 – 104 Avenue, Edmonton AB T5J0J4

### After you submit your Operational Plan and Police Information Checks:

Members of the Public Safety Compliance Team (PSCT) will review your Operational Plan and Police Information Checks and may need to meet with you for clarification or if there are concerns with your documents. The PSCT will work with you to understand your unique business and suggest opportunities to strengthen the public safety measures in your plan. They may also request changes to your plan. Once their review is complete, the PSCT will provide a recommendation to the Business Licence Service Team.

### Privacy statement

Personal information is collected for the purpose of administration of Edmonton Bylaw 20002 – Business Licence Bylaw and will be used to assess all matters relevant to your application for this licence, including issuance, expiry, ongoing renewal and review of your licence. Collection is authorized under section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act. The information in this form may be shared with other applicable government bodies or enforcement agencies for the purposes of notifying the affected entities of your application for a business licence, or for requesting input from the affected entities to assess your application for, or determine appropriate conditions, if any, for a business licence. Questions about the collection? Please contact Service Advisor, Edmonton Service Centre, 2nd floor, 10111 – 104 Avenue NW, Edmonton, AB, T5J0J4, or [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca).

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## PART A – BUSINESS INFORMATION

### Business address

Business licence number (if known)

Business name

**Legal entity name** – *This can be found on your corporate registration documents.* **Leave this empty if your business is an unregistered sole proprietorship or an unregistered partnership.**

**Owner or responsible partner** – “Owner” means the person who owns and operates a business as an unregistered sole proprietorship. “Responsible partner” means one of the partners in an unregistered partnership who assumes responsibility for the business licence. **Leave this empty if your business is a corporation or other registered business organization.**

Owner or responsible partner first name

Owner or responsible partner last name

### Business contact information

Contact first name

Contact last name

Phone number

Email address

**What type of establishment is your business?** Check all that apply.

Nightclub

Restaurant

Bar, pub, or lounge

After-hours club (open after 2:00 a.m. or before 8:00 a.m. with no alcohol served)

Other type:

**Provide the full name of all managers who will be in care and control of the business.** While they are in care and control of the business, these people will be responsible for ensuring this Operational Plan and all applicable City bylaws are followed. Police Information Checks are also required for these individuals.

Manager 1 name

Manager 2 name

Manager 3 name

Manager 4 name

Manager 5 name

Manager 6 name

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## PART B – BYLAW REQUIREMENTS

As a business owner or operator, you are responsible for ensuring your business follows City of Edmonton bylaws. This section will guide you through the most common bylaw requirements that apply to your business. This is not a complete list. It is important for you to research and understand any and all rules that apply to your business, and to seek independent legal advice if needed. Visit [edmonton.ca/bylaws](http://edmonton.ca/bylaws) for access to these, and other bylaws.

### ***Business Licence Bylaw requirements***

Bylaw 20002 – Business Licence Bylaw requires the licensee to:

**Comply with the Operational Plan.** All employees must follow the approved version of this Operational Plan at all times. A copy of the approved plan must be kept on the licensed premises and made available to all employees.

**Initial**

**Ensure employees can be easily identified.** All employees, including security personnel, must wear a uniform or some other distinctive form of visual identification while working. Examples may include a name tag, hat or shirt with the business logo, or an obvious and consistent staff dress code.

**Initial**

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| <p><b>Keep an incident log book on the premises.</b> All incidents must be documented as they occur, including (but not limited to) patron removals, fights or disturbances, refusals of entry, noise complaints, incidents involving weapons, and incidents that require police attendance.</p> <p>The incident log must be made available immediately upon request by a Bylaw Enforcement Officer, a Police Officer, or the Program Manager.</p> | Initial |
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| <p><b>Report criminal activity.</b> All criminal activities on the premises must be reported to the Edmonton Police Service.</p> | Initial |
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| <p><b>Refuse entry to, or remove from the premises patrons who:</b></p> <ul style="list-style-type: none"> <li>• Are intoxicated or under the influence of drugs;</li> <li>• Are combative, riotous, or disorderly;</li> <li>• Are involved in criminal activities such as drug possession or trafficking;</li> <li>• Have been removed from the premises repeatedly (i.e. more than once); or</li> <li>• Have been identified for the business as banned patrons by the Edmonton Police Service.</li> </ul> | Initial |
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In addition to the requirements above, after-hours dance club licensees must also:

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| <p><b>Refuse entry to, or remove from the premises patrons who were inside the premises within the previous eight (8) hours.</b> From 2:00 a.m. to 8:00 a.m., once a patron leaves the premises, they cannot re-enter.</p> | Initial |
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| <p><b>Provide unrestricted access to an indoor cool-off area and fresh running water.</b> Dancing is not permitted in the cool-off area. Water must be provided free of charge.</p> | Initial |
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| <p><b>Ensure alcohol is not allowed on the premises.</b> If alcohol is found, it must be removed immediately.</p> | Initial |
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|---|---------|
| <p><b>Avoid operating next to, or connected to an event with alcohol service.</b></p> | Initial |
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**Other bylaw requirements**

Bylaw 14614 – Public Places Bylaw requires all licensees to:

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|---|---------|
| <p><b>Prevent smoking and vaping on the premises.</b> This includes tobacco, cannabis, e-cigarettes, and hookah / shisha. Smoking or vaping is not allowed inside, on a patio, or within 10 metres of a window, doorway, or air intake.</p> | Initial |
|---|---------|

Bylaw 14600 – Community Standards Bylaw requires all licensees to:

**Prevent excessive noise.** This includes, but is not limited to, noise coming from inside the premises, on the patio, and in lineup areas. The maximum noise level allowed as measured at the property line of the premises is:

- 75 decibels between 7:00 a.m. and 10:00 p.m.; and
- 60 decibels after 10:00 p.m. and before 7:00 a.m.

**Initial**

## **PART C – SAFETY AND SECURITY**

### **1. Will your business have on-site security or door staff?**

Yes                      No

If yes:

- a. What days and times are security or door staff present?

### **2. Will patrons be searched when entering and re-entering the premises?**

Yes                      No

If yes:

- a. How are searches conducted?

### **3. Will your business use a patron identification scanning system?**

Yes                      No

If yes:

- a. What kind of system will be used?

- b. When and how will the system be used?

### **4. Describe the uniform or other visual method of identifying staff that your business will use.**

**5. Describe your incident logging procedures, including who will be responsible, what details will be**

**6. Will your business have security cameras?**

Yes                      No

If yes:

a. Where will cameras be located? Check all that apply.

Inside                      Outside

b. Will the cameras record?

Yes                      Will the cameras record?

No

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## **PART D – PATRON AND NOISE MANAGEMENT**

**1. How will you ensure the occupant load is not exceeded?** An "occupant load" is the maximum number of people allowed on the premises at one time and is determined by Fire Rescue Services.

**2. Describe your procedures for refusing entry to, or removing patrons when required, including who will be responsible.**

**3. What will the main sources of noise be?** Check all that apply.

Live music                      Karaoke

Recorded music                      Dancing

DJ                      Other:

**4. Describe the sound system that will be used, including the number and location of the speakers.**

**5. Describe your procedures and any other measures in place for preventing excessive noise from the premises, including who will be responsible.**

**6. Will your business have an outdoor patio?**

Yes                      No

If yes:

a. When will the patio be open? E.g. Season, days of the week, hours of operation, etc.

b. Will outdoor speakers be used on the patio?

Yes                      No

If yes:

c. Describe where the speakers will be located, including the number of speakers.

**7. Will your business have open windows?**

Yes                      No

**8. Will your business have an area for patrons to line up?**

Yes                      No

If yes:

a. Where will the line-up area be? Check all that apply.

Inside                      Outside

b. How will patron activity and noise be monitored in the line-up area?

**9. How will you prevent smoking or vaping on the premises, on a patio, or within 10 metres of a window, doorway, or air intake?**

**10. How will you prevent glassware from being taken outside the premises?**

## PART E – TIPS AND RESOURCES

There are many other ways your business can operate safely and responsibly that are not a requirement of your business licence. Here are some ideas to consider:

**Understand your responsibilities.** Familiarize yourself with the rules and regulations for handling and serving alcohol. Make sure you know what to do if illegal drugs or weapons are found on the premises, or if a crime is committed (including how to preserve a crime scene).

**Connect with industry resources.** Alberta Gaming, Liquor and Cannabis (visit [aglc.ca](http://aglc.ca)) and the Public Safety Compliance Team (email [psctcoordinator@edmonton.ca](mailto:psctcoordinator@edmonton.ca)) can provide additional information and advice about operating a drinking establishment or after-hours dance club.

**Have an emergency response plan in place.** The plan should include procedures for responding to disturbances and removing disorderly or intoxicated patrons. Ensure all employees are trained in it, and review it with them regularly.

**Keep your business premises clean and well-maintained** – both inside and outside.

**Apply for Best Bar None accreditation** or incorporate some of the program's best practices into your business. Visit [bestbarnone.drinksense.ab.ca](http://bestbarnone.drinksense.ab.ca) to learn more.

**Have a designated driver policy** to encourage safe alternatives to impaired driving.

**Have a harassment and discrimination policy** to ensure a safe and inclusive environment for all patrons and staff.

**Seek independent legal advice** if you are not sure that you understand all of the regulations that apply to your business.



## PART F – ACKNOWLEDGMENT

I have reviewed, understood, and agree to abide by the contents of this Operational Plan once it is approved by the City of Edmonton (the "City"). I understand that if I do not follow the rules and procedures in this document or the most current approved version of this document, the City may issue a fine for each day the plan is not followed. I acknowledge that I must immediately notify the City at [businesslicenceapplications@edmonton.ca](mailto:businesslicenceapplications@edmonton.ca) of any changes to my business operations that require a change to this Operational Plan, or the City may issue a fine. Fines issued under Bylaw 20002 – Business Licence Bylaw start at a minimum of \$250 and are specified under Schedule C of the Bylaw.

I understand that this Operational Plan does not amount to a waiver of, or limit on any of the City's powers, including enforcement powers. I acknowledge that if I violate City of Edmonton bylaws, including, but not limited to the offences outlined in this document, the City may issue a fine for each offence. This includes violations that occur while the rules and procedures in this document are being followed.

I understand that in addition to, or in place of the fines described above, the City may impose conditions, cancel, suspend, or refuse to issue my business licence in accordance with section 24 of Bylaw 20002 – Business Licence Bylaw.

Licensee name

Licensee signature

Date

### OFFICE USE ONLY

Plan reviewed by (staff name)

Recommendation / outcome

Date

Approved  Refused

Staff signature

#### NEED HELP?

Phone: Business Licensing  
**780-442-5054**

#### INFORMATION

For additional information,  
visit: [edmonton.ca/businesslicences](http://edmonton.ca/businesslicences)

**Edmonton**