

# Good Neighbour Obligations For Alcohol Sales

## LICENSED ESTABLISHMENTS

Responsible Hospitality Edmonton supports a safe, thriving, late night economy by planning, managing and policing and the many aspects of night life by:

- promoting patron responsibility
- managing Whyte and Jasper Avenues as a venue
- ensuring licensed venues know and comply with rules and standards meant to keep people safe

Responsible  
Hospitality  
Edmonton

THE CITY OF  
Edmonton  
DECEMBER 2011

For more information about Responsible  
Hospitality Edmonton call 311 or visit  
[www.responsiblehospitalityedmonton.ca](http://www.responsiblehospitalityedmonton.ca)



Under Responsible Hospitality Edmonton, the Public Safety Compliance Team is a multi-agency group designed to coordinate the efforts of the municipal and provincial agencies involved in the licensing and regulation of licensed establishments.

Through education, prevention and enforcement, the team works with the hospitality industry to improve the level of safety for patrons and staff and to improve relations between the licensed establishments and their surrounding communities.

When a neighborhood hears about a new liquor licensed business opening, questions arise on how the new business will manage noise, cleanliness, patrons, and how will regulations be enforced.

## Quality of Life

The use of patios and open windows create vibrancy in a neighborhood. When a street becomes more active and vibrant, residents connect.

The City of Edmonton's **Noise Bylaw** sets the foundation to balance operational needs of the establishments and those neighbours that live and work close by. Noise after 10 p.m. is not to exceed 60dB(A).

**Cleanliness** is a concern all neighbors share. Licensed establishments closing procedures each night include sweeping in front of their establishment's of garbage/cigarette butts and placing garbage into receptacles, not onto the street.

Licensed establishments will remove, as soon as is practicable, any graffiti from the building's exterior.





## Patron Management

The establishment's operational duty is to monitor and promote the orderly conduct of patrons immediately outside of the business, particularly those congregating during open hours and at closing time, and to discourage patrons from engaging in behaviour that may disturb the peace, quiet and enjoyment of the neighbourhood.

To encourage safe ride home, the business should provide a free telephone to patrons for the purpose of contacting a taxi or arranging other transportation from the establishment

## Patrons have a Responsibility

Patrons are responsible to know their limits, have a safety plan, care for friends, treat each other and surroundings with respect, keep it social and get home safely!

Violence, vandalism, and disruption - these acts are committed by a few people, but they affect everyone who socializes and enjoyable evenings are lost to excessive behavior.

Policing in a hospitality zone is everyone's responsibility, whether it is a patron policing their own or a friend's behaviour, or being a responsible by-stander by reporting inappropriate or criminal activity.

Citizens can provide information through regular channels:

- If witness to an emergency phone 911
- If witness to a non-emergency situation phone 780-423-4567 or Telus #377 or Rogers \*377
- If you have complaints or concerns call 311



## Know the bylaws

### NOISE

- An establishment must provide a plan on how noise will be controlled to the Chief Licensing Officer—s. 30(c) of Bylaw 13138, the Business Licence Bylaw
- Noise should not disturb the peace of surrounding property owners—s. 14 of Bylaw 14600, the Community Standards Bylaw
- The sound coming from an establishment during the day should be no more than 75 dB(A)—s. 21 of Bylaw 14600, the Community Standards Bylaw
- The sound coming from an establishment after 10 PM should be no more than 60 dB(A)—s. 22 of Bylaw 14600, the Community Standards Bylaw

### CLEANLINESS

- Any litter and other waste between the establishment and the center of the surrounding roadways is the establishment's responsibility—ss. 5 & 6 of Bylaw 14600, the Community Standards Bylaw
- Any graffiti on the exterior of the establishment must be removed as soon as possible—s. 9 of bylaw 14600, the Community Standards Bylaw

### PATRON MANAGEMENT

- An establishment must provide a plan on how patrons will be managed to the Chief Licensing Officer—s. 30(d) of Bylaw 13138, the Business Licence Bylaw
- Intoxicated patrons must be denied entry and removed from the business premises—s. 32(a) of Bylaw 13138, the Business Licence Bylaw
- Patrons who are being disorderly must be removed from the business premises—s. 32(b) of Bylaw 13138, the Business Licence Bylaw
- Patrons involved in illegal activity must be removed—s. 32(c) of Bylaw 13138, the Business Licence Bylaw
- The establishment must report any illegal activities to the Edmonton Police Service—s. 32(e) of Bylaw 13138, the Business Licence Bylaw