

# The Public Safety Compliance Team

Edmonton





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## VALIDITY STATEMENT

This information is valid as of Sept 2018. Ensure you check the City of Edmonton website [www.edmonton.ca](http://www.edmonton.ca) for up to date information.



# What Is PSCT?

The Public Safety Compliance Team (PSCT) is a multi-agency team designed to coordinate the efforts of the municipal and provincial agencies involved in the licensing, regulation and enforcement of licensed business establishments.

The PSCT is committed to working with businesses for the betterment of the hospitality industry in Edmonton.

Contact the team for information, advice, education, or any concerns.

**[PSCTcoordinator@edmonton.ca](mailto:PSCTcoordinator@edmonton.ca)**

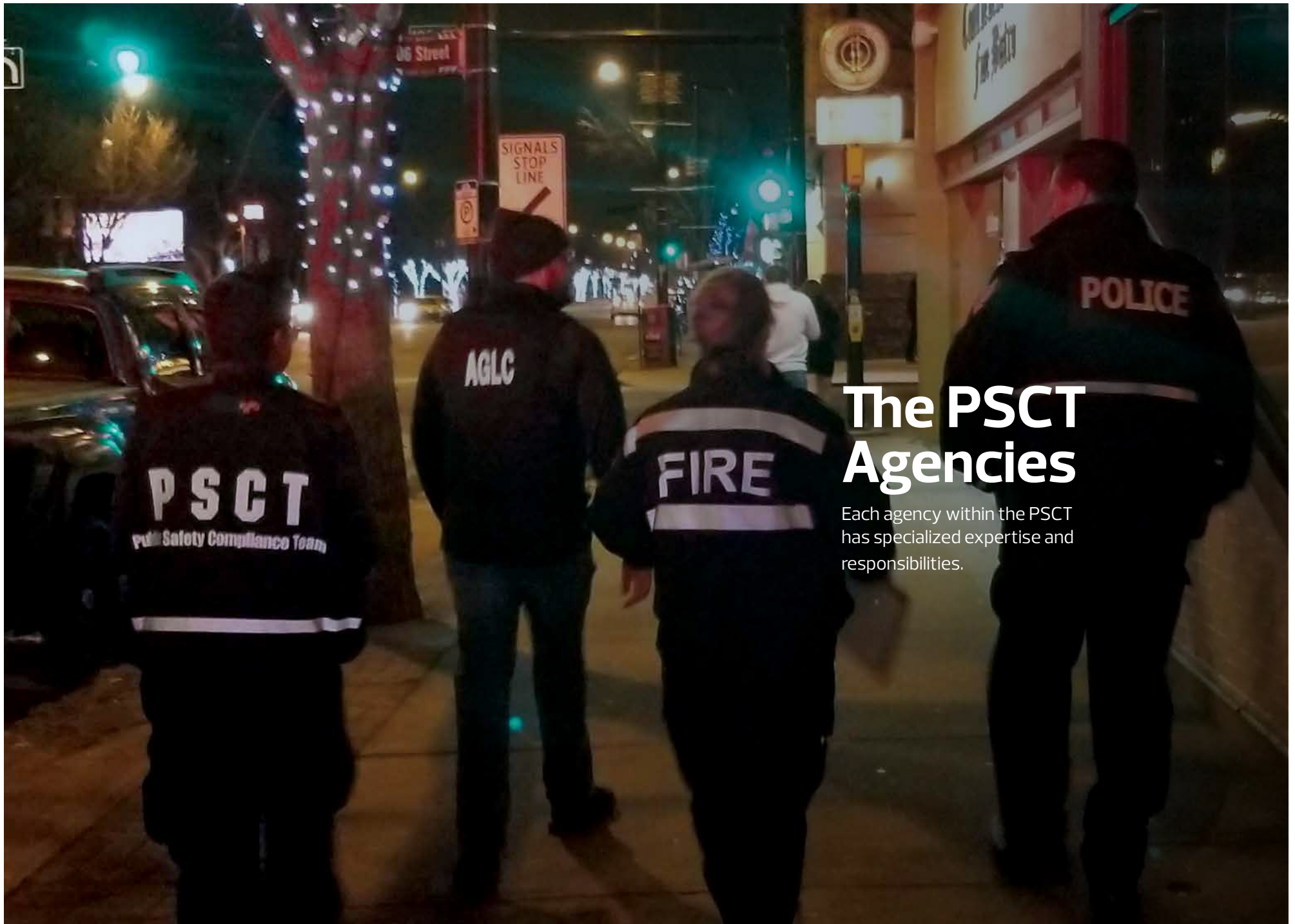




# What PSCT does

The PSCT performs a variety of functions by:

- Meeting with establishment owners and staff to offer information and education about safety and regulations.
- Addressing community concerns about licensed establishments.
- Conducting unscheduled visits to licensed establishments throughout Edmonton to ensure compliance with legislation, regulations and safety standards.
- Conducting follow-up visits to ensure compliance with current regulations and legislation and to ensure best practices are in place.
- Member agencies may issue fines or administrative sanctions for non-compliance.
- Recommending operating conditions on an establishment's business license or supporting the closure of a venue for continued non-compliance to necessary changes.



# The PSCT Agencies

Each agency within the PSCT has specialized expertise and responsibilities.



## **City of Edmonton, Community Standards & Neighbourhoods:**

- Reviews and approves Control Plans for new licence applications for businesses in the hospitality industry.
- Ensures that business licenses are current and accurate.
- Provides education and inspection services pursuant to a variety of municipal bylaws, such as smoking, noise, waste management and zoning.
- Responds to citizen and/or community concerns while working with business owners towards compliance.

## **Edmonton Police Service (EPS):**

- Provides a dedicated EPS member to coordinate the actions and direction of the PSCT team.
- Reviews and provides endorsements for all new business applications, control plans and police information checks.
- Provides information about how the hospitality industry can liaise with police.
- Provides Crime Prevention Through Environmental Design (CPTED) evaluations and recommendations.
- Responds to citizen/community complaints/concerns.

## **Edmonton Fire Rescue Services:**

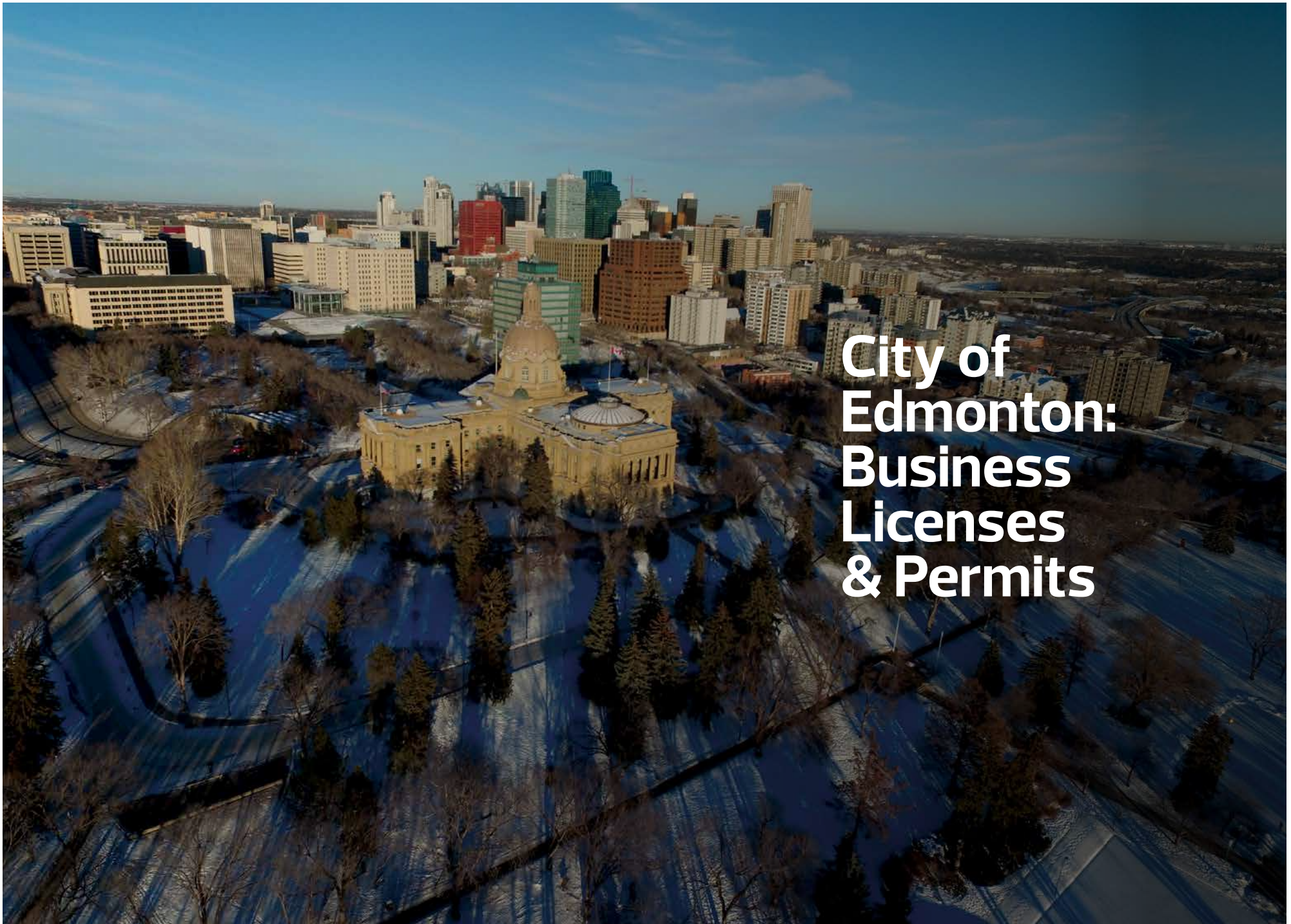
- Provides education and support regarding Alberta Fire Code or Safety Code.
- Monitors premises for Alberta Fire Code compliance.
- Checks for obstructed exiting and life safety features.
- Checks that occupant loads are posted and maintained.

## **Alberta Gaming & Liquor Commission (AGLC):**

- Conducts inspections pursuant to the Gaming, Liquor and Cannabis Act, Gaming, Liquor and Cannabis Regulation, and the Licensee Handbook.
- Monitors licensed premises to ensure compliance with legislation and AGLC policy: sales/service to minors, intoxicated persons, hours of service, and proper supervision.
- Provides education and support to licensees and their staff regarding legislation and policies.
- Promotes responsible liquor and cannabis service.

## **Alberta Health Services**

- Inspects food establishments and public premises for compliance with the Alberta Public Health Act and its associated regulations.
- Monitors food establishments to ensure good food handling and storage practices, food handler hygiene, and sanitation and maintenance of equipment.
- Works with food establishment operators to gain compliance with the Alberta Food Regulation.
- Provides education and resources to operators to promote safe food handling.
- Responds to public health complaints.
- Ensures the validity of food handling permits.
- Takes enforcement action, when necessary, to ensure public safety.



# City of Edmonton: Business Licenses & Permits

## Valid Business Licence

All businesses operating in the City of Edmonton require a valid business licence.

## Renewal of Business Licence

The following documents must be submitted for approval before the business licence can be renewed:

- **A Corporate Registry Search** document that is less than 90 days old. This can be obtained from a provincial registry. Annual returns and incorporation documents are not sufficient.
- **Police Information Checks (PIC)** issued by the Edmonton Police Service for each primary manager, owner, partner, director, and officer. PICs must be no more than 90 days old when they are received by Community Standards.
- **New Control Plans** using the approved template. the template is available at [www.edmonton.ca/businesslicences](http://www.edmonton.ca/businesslicences) under the Business Licence Classifications/Alcohol Sales–Minors Prohibited category.

## Enforcement

- The **Control Plans** submitted to the City of Edmonton become conditions of the business license. It is expected that the operational procedures committed to in the Control Plans are implemented and followed at all times.
- Any business operating without a valid business licence is subject to fines.
- Any contravention of any condition on a licence, of approved Control Plans, or of any conditions listed in Part 4 of the Business Licence Bylaw is subject to a **\$2000** fine.

Reference: Business Licence Bylaw 13138 section 4, 22, 23–32

Changes that need to be reported include:

- **Business Control Plans:** If the operational style of the business changes in any way from that listed on the approved Control Plans.
- **Business Operational Changes:** If at any time the operation of the business changes from that which was originally applied for, the business is required to check if the development permit or business licensing categories need to be changed.
- **Business Ownership Changes:** If there are partial or full changes of business ownership, partners or directors, or if there are trade or legal name, location, or contact information changes.
- **Business Management Changes:** New Police Information Checks must be submitted for any new management of the establishment.
- **Business Renovations:** If renovations are planned for the business, contact the City to ensure the correct permits are applied for and final inspections are completed.

For all questions regarding applications or permits, contact [developmentsservices@edmonton.ca](mailto:developmentsservices@edmonton.ca)



### **BUSINESS LICENCES NEED TO BE CURRENT AND ACCURATE.**

Changes to the business licence must be submitted to the City, in writing via the application form. The application form is located on the City of Edmonton website.

[www.edmonton.ca/business\\_economy/licences\\_permits/business-licensing.aspx](http://www.edmonton.ca/business_economy/licences_permits/business-licensing.aspx)





# Common Bylaw Complaints

## Noise

A complaint can be filed with the City if noise from an establishment is found to cause a disturbance or negatively affect the enjoyment of someone's property.

The business is responsible to ensure the noise of music or patrons does not disturb it's neighbours. This includes managing the noise:

- Of music, both inside and outside the venue
- Of patrons on the patio or in a line-up
- Of patrons in a outside smoking area
- Within the venue itself

Venue responsibilities:

- At 10 PM any outdoor speakers must be turned off or turned down to a minimum and all windows and doors must be shut in order to minimize noise.
- It is advised that management conduct regular noise checks outside the venue.

Reference: Community Standards Bylaw 14600 Section 14

Be a good neighbor to those that live around the venue, be approachable and willing to work with the community to reduce any negative effects from the bar.

## Smoking/Vaping

Patrons cannot smoke/vape inside buildings, on patios, or sidewalk cafes. Management is responsible for ensuring that:

- Patrons smoking/vaping are at least **10 meters** from all doors, windows, air intakes and patios.
- Cigarette butts are cleaned up, contained and disposed of properly.
- A person who owns or occupies a place where smoking/vaping is prohibited shall not permit any individual to smoke/vape in that place.

Reference: Public Places Bylaw 14614 Section 4, 12, 13

## Parking

Common parking infractions include:

- Parked too close to driveway – vehicles must be at least 1.5 meters away.
- Parked too close to intersection, fire hydrant, crosswalk, stop sign and yield sign – vehicles must be at least 5 meters away.
- Parked in a disabled parking spot without a disabled placard.



**TIP:** The Private Agency Parking Enforcement program is a free volunteer program authorizing agencies to issue City of Edmonton parking tickets to vehicles parked illegally on private property. For more information, phone 780-496-5174.

## Property Maintenance

Businesses/property owners are responsible for maintaining the property to the centreline of the highway. This includes the sidewalk, boulevard space, and area behind the business (alleyway, garbage disposal areas, parking lots).

- All snow and ice must be removed from the city sidewalks adjacent to the property.
- Remove any accumulation of litter, cigarette butts and other loose debris from the front and rear of the business.
- Even if items are illegally dumped on the property, the business/property owner is responsible for the removal of these items.
- Graffiti is to be removed from the outside of the building.
- Repair broken or missing windows or doors.
- Keep the exterior of the building clean and maintained.

**Reference: Community Standards Bylaw 14600 Section 6, 7, 9**



**TIP:** Capital City Clean Up offers many FREE resources to support businesses in keeping their property clean from litter and graffiti. Visit [www.edmonton.ca/capitalcitycleanup](http://www.edmonton.ca/capitalcitycleanup)

## Needles

Used, discarded needles and needle debris are a challenging issue for the City of Edmonton. Strategies to ensure that individuals and communities are as safe and healthy as possible have been undertaken.

If a needle is found on **public property (alley, sidewalk or park)**, please report it to 311.

If a needle is found on **private property**, the City of Edmonton CANNOT pick it up. To ensure that a discarded needle is picked up and disposed of safely:

- Never put the cap back on a stray needle.
- Use gloves and tongs to pick up the needle.
- Place in a hard plastic container, tightly seal, and label "Used Needles" (ex: empty bleach bottle).
- Visit your local EcoStation to dispose of the container .
- Never put needles down the toilet, drain, sewer, or in the garbage.

For further information visit [www.edmonton.ca/needles](http://www.edmonton.ca/needles)

## Glass Disposal

- Use protective packaging (sturdy sealed cardboard box or rigid disposable plastic container); to dispose of sharp, dangerous items including broken glass, razor blades, sheet metal scraps, and items with exposed screws or nails.

**Reference: Waste Management Bylaw 13777 Section 12(h)**



**TIP:** For all bylaw complaints, please call 311 or download the 311 app.





## Edmonton Police Service (EPS)

### Agent Status

- As part of the Agent Status program, business owners give authority to EPS members to act as “agents” for the property pursuant to the Trespass to Premises Act. This allows police to issue and enforce bans against persons and insulates the property owner. Visit the nearest EPS Station to complete the registration and receive the sticker.

### Prohibited Weapons:

- Information about prohibited weapons can be found under part III, section 84 of the Criminal Code of Canada. Prohibited weapons must be turned over to police. It is recommended that ownership consult with EPS for proper procedures for weapons handling issues.

### Use of Force:

- It is recommended that security are trained in a Use of Force/ Necessary Force policy.

### Surveillance Cameras:

- Ensure that security footage is available to EPS, Peace Officers and the Public Safety Compliance Team upon request.
- Surveillance equipment and security cameras are not allowed to be placed in staff change rooms or bathrooms as per federal privacy laws.

**For non-emergency assistance from police call 780.423.4567.  
For all life threatening situations and crimes in progress dial 911.**



## Alberta Liquor and Gaming (AGLC)

The AGLC establishes the rules and regulations in Alberta for gaming, liquor sales and cannabis distribution and consumption. Businesses, organizations and individuals who want to sell or supply alcohol or cannabis in Alberta must have a valid AGLC licence.

### Responsible Liquor Service

- For liquor and cannabis providers, being responsible means not only complying with legislation, but ensuring the highest standards of safety and service meets and exceeds the needs of the public. This includes:
  - providing policies, regulations, programs and tools needed to educate and raise awareness for all Albertans on the responsible use of liquor and cannabis.
- Contact AGLC by phone at 1-800-272-8876 or [www.aglc.ca](http://www.aglc.ca) for:
  - general information
  - for a liquor licence
  - Smart Training portal for staff training programs

### Best Bar None Program

Best Bar None is a voluntary accreditation program run by AGLC recognizing excellence in Alberta's nightlife.

- Applicant bars follow a checklist covering a wide range of issues that well-managed premises should be aware of and address. The accreditation process includes an evaluation of written policy, staff training, a physical assessment of the room and an interview by trained assessors.

For more information visit: [bestbarnone.drinksenseab.ca](http://bestbarnone.drinksenseab.ca)





# Edmonton Fire Prevention

## Occupant Load Card

- The occupant load shall be posted in an accepted location.
- Occupancy shall be held to the posted maximums. **This number includes staff.**

## Exits

- Corridors and aisles leading to exits shall be kept clear of storage or other obstructions.
- Exit signs shall be illuminated and visible.
- Exit doors shall only have accepted hardware and open easily.
- Exit doors and discharge areas shall be kept unobstructed.

## Emergency Access Routes

- Shall be properly signed.
- Shall be kept clear of parked vehicles.
- Shall provide unobstructed access to hydrants, siamese connections and building exits.

## Stairways (In means of egress)

- Shall be kept clear of storage or other obstructions.
- Shall have doors that open and close properly.
- Shall not be used as patron holding areas.

## Miscellaneous

- Fire alarms shall be fully functional at all times

Other life safety items could be identified at the time of the inspection. These are operational items and does not constitute a complete inspection of the premises.

Contact: [fireprevention@edmonton.ca](mailto:fireprevention@edmonton.ca) or 780.496.3628



## Alberta Health Services

The mandate of Alberta Health Services is to promote and protect healthy environments, both built and natural, by identifying and reducing risks to human health, preventing intentional and unintentional injuries through the development and implementation of health promotion strategies and activities.

- Food Handling Permit Application:  
[www.ahs/approval-of-new-or-renovated-food-facilities](http://www.ahs/approval-of-new-or-renovated-food-facilities)
- Approval of New or Renovated Food Facilities:  
[www.ahs/starting-food-bus-edmonton](http://www.ahs/starting-food-bus-edmonton)
- Starting a Food Business in Edmonton and Surrounding Areas:  
[www.ahs/starting-food-bus-edmonton](http://www.ahs/starting-food-bus-edmonton)
- Blood and Body Fluid Spills:  
[www.ahs/blood-body-fluid-spills](http://www.ahs/blood-body-fluid-spills)
- Hand Hygiene:  
[www.ahs/handhygiene](http://www.ahs/handhygiene)

Contact: HealthLink Alberta call **811**





## Occupational Health and Safety

The Occupational Health and Safety Act outlines the minimum standards for safety and healthy practices in Alberta workplaces. Workers and employers have a shared responsibility to comply with health and safety legislation. The legislation establishes minimum standards for safe and healthy practices in Alberta workplaces.

Alberta Occupational Health and Safety is responsible for enforcing OH&S laws through inspections, investigations and prosecutions.

Visit <https://www.alberta.ca/occupational-health-safety.aspx> for more information, or contact the Occupational Health and Safety Contact Centre for Edmonton and the surrounding area:

Contact **780.415.8690**.



# CONTACT

**PSCT Coordinator**  
[PSCTcoordinator@edmonton.ca](mailto:PSCTcoordinator@edmonton.ca)

**City of Edmonton**  
All questions or complaints: 311

**Street Parking issues**  
City of Edmonton (blocked cars): 311

**AGLC**  
1.800.272.8876

**Atco gas line emergency**  
(for natural gas leaks):  
780.420.5585

**Epcor power outage emergency**  
780.412.4500

**Epcor water leak emergency**  
780.412.6800

**Fire Prevention**  
780.496.3628

**Mental health crisis**  
Call 211, press 3

**OH&S**  
780.415.8690

**Police/Fire/Ambulance**  
(all emergencies)  
Call 911

**Police non-emergency line**  
780.423.4567

A person is seen from the back, wearing a dark-colored jacket. The jacket has a high collar and a reflective silver stripe near the bottom. On the back of the jacket, the letters 'PSCT' are printed in large, bold, white, sans-serif font. Below this, the words 'Public Safety Compliance Team' are printed in a smaller, white, sans-serif font. A small, yellow, rectangular patch is visible on the upper back of the jacket, just below the collar. The background is slightly out of focus, showing what appears to be an indoor setting with a window or glass partition.

**PSCT**

**Public Safety Compliance Team**