

HOW TO IDENTIFY MINORS – TIPS FOR LIQUOR LICENSEES AND STAFF

What is the Alberta Gaming and Liquor Commission's (AGLC) policy on asking for identification?

- AGLC policy states: "... staff should demand proof of age when a person of questionable age attempts to buy liquor."
- "Questionable Age" - Anyone who **appears** to be less than 25 years of age.

Did you know...

- Anyone appearing under the age of 25 should produce identification upon **each** entry.
- Supervisory staff must ensure adequate steps are in place to identify minors.
- All employees are responsible.
- All entry points must be monitored at all times.

How do you judge if someone is under 25?

It is a judgment call based on your experience with young people. The point is, if you're not sure... **ASK!** It is the only way to ensure you are meeting the policy.

What happens if you don't ask for ID and/or sell liquor to a minor?

The penalty a licensee faces for not asking for ID can range from a \$750 fine or a three-day suspension, to possible cancellation of the licence.

The penalty a licensee may face for serving liquor to a minor or allowing a minor to purchase liquor can range from a \$2,000 fine or an eight-day suspension, to possible cancellation of their licence.

A licensee may choose to challenge the penalty at a Board hearing. The AGLC Board can issue penalties ranging from a warning to a \$200,000 fine, or a suspension/cancellation of the licence.

Acceptable forms of ID include:

- Alberta Registries Operator's Licence
- Alberta Registries Identification Card
- Passport
- Military Identification Card
- Out-of-Province Photo Driver's Licence
- Certificate of Indian Status
- Immigration Authorization
- Permanent Resident Card

If you have any doubts, ask for a second piece of ID.

Acceptable forms of secondary ID include:

- Birth Certificate
- Citizenship Certificate
- Baptismal Certificate
- Foreign Government Visa
- Firearms Licence

Suggested questions to confirm the authenticity of the ID

- When is your birthday?
- How do you spell your middle name?
- What is your Postal Code?
- What color are your eyes?

Asking for a signature will also help confirm the ID's authenticity. Make sure to note the slope of writing that the customer uses when signing.

Examining the photo ID

- Has the plastic laminate been tampered with (e.g., are there bubbles or is it peeling)?
- Has the lettering been altered (the typeface doesn't match or pieces of paper are placed over the original numbers)?
- Photo doesn't match the appearance of the customer.

How to say "NO"

- Decline sale or service.
- Be professional and courteous.
- Indicate to the consumer that the AGLC prohibits sale or service to minors.
- Refer to signage.
- Ask the consumer to leave.
- Request assistance from the supervisor if necessary.

How to handle an abusive customer

- Stay calm.
- Be professional and courteous.
- Refer the customer to the supervisor or manager.
- Notify management and the authorities if necessary.
- Attempt to note descriptive details.

All disciplinary actions are posted on the AGLC website at www.aglc.ca