

**CORPORATION OF THE TOWN OF PETAWAWA**

**BY-LAW 819/13**

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**BEING A BY-LAW TO ADOPT A SPECIAL EVENTS  
POLICIES AND PROCEDURES MANUAL FOR THE  
CORPORATION OF THE TOWN OF PETAWAWA**

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**WHEREAS** Section 11(2)1. of the *Municipal Act 2001, S.O. 2001, Chapter 25*, as amended, provides that lower-tier municipalities may pass by-laws respecting the governance structure of the municipality and its local boards;

**AND WHEREAS** Section 8(1) of the *Municipal Act 2001, S.O. 2001, Chapter 25*, as amended, provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

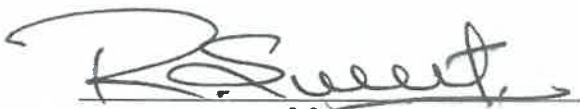
**AND WHEREAS** Council of the Corporation of the Town of Petawawa deems it advisable to adopt a Special Events Policies and Procedures Manual for the municipality;


**NOW THEREFORE BE IT ENACTED BY THE COUNCIL OF THE CORPORATION OF THE TOWN OF PETAWAWA AS FOLLOWS:**

1. That the "Town of Petawawa Special Events Policies & Procedures Manual" attached hereto as Schedule "A" be and is hereby adopted.
2. That Schedule "A" is deemed to form part of this by-law.
3. This by-law shall come into force and take effect following third reading.

By-law read a first and second time this 19<sup>th</sup> day of February, 2013.

By-law read a third time and passed this 19<sup>th</sup> day of February, 2013.

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
~~Chief Administrative Officer/Clerk~~  
Deputy Clerk

# Schedule “A” to By-law 819-13



## Special Events Policies & Procedures Manual

Approved by Council: February 18, 2013

Prepared by:

**The Corporation of the Town of Petawawa**

**Community Services Department**

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Petawawa, Ontario

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## Revision History

Date	Rev. No.
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March, 2021	1

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## 1. Purpose

**1.1 Background** - Each year, the Town of Petawawa receives multiple requests from individuals and groups to operate special events on Town of Petawawa property.

**1.2 Support Statement** - The Town of Petawawa recognizes special events offered to residents of Petawawa as an important part of Petawawa's quality of life and as providers of affordable entertainment to its citizens. It also recognizes that special events enhance tourism, culture, recreation and education as well as providing an economic benefit to businesses in the Town of Petawawa.

**1.3 Foreword** - These policies and procedures are designed to help the special event organizer effectively use the requirements that are in place and to effectively plan and execute a successful special event.

Most special events represent a major investment of time and money. When well-conceived and planned, they can bring rewarding dividends to the organizers and the Town of Petawawa.

Successful events do not just happen; they are a result of:

- Responsible leadership
- Careful planning
- Good organization
- Provisions against the unexpected; and
- Methodical 'follow through' and evaluation

The Town of Petawawa is at your service to help in every way possible to make your event a success.

The Community Services Department is committed to working with event organizers in helping them to achieve their outcomes while maintaining the standards established by the Policies and Procedures Manual.

**1.4 Purpose** - The purpose of the Special Events Policies & Procedures Manual is to incorporate policies and procedures used by the various agencies and departments within the Town of Petawawa to process applications for special events. It will also outline an approved policy regarding the operation of events on Town of Petawawa property, streets and roadways, and associated fees and charges for related services provided by The Corporation of the Town of Petawawa.

## 2. Special Events Commitment

We believe in integrity in everything we do.

- We will never compromise what is right for what is easiest.

We believe that special events contribute to the identity of our community.

- Town of Petawawa identifies with the special event opportunities that are afforded to them.

We believe in celebrating our cultural diversity.

- Festivals and events help us to understand and appreciate people from different backgrounds.

We believe in consistency and fairness.

- We will treat everyone with fairness, courtesy and respect.

We believe in service.

- Our job is to make the event organizer's job easier through timely and efficient service.

We are sensitive to community and neighborhood needs.

- We recognize that events occur in other people's "backyards."

We are conscious of our impact on the environment.

- We will take all necessary steps to ensure all events are "green" events.

We are aware of the diverse needs of people in our community.

- We will work with organizers to create an accessible event for all.

### 3. Goals and Objectives

**3.1 Goals** - The primary goal for the Policies & Procedures Manual is to create an “event friendly” atmosphere for the Town of Petawawa.

**3.2 Objectives** - The specific objectives of the policy are as follows:

- a. Provide logistical assistance to special event operations on Town of Petawawa property, streets and roadways.
- b. Ensure that event applications are treated fairly and in an equitable manner.
- c. Ensure all Town interests are met to protect assets and citizens of Petawawa.
- d. Ensure that all Federal and Provincial laws and regulations and Municipal by-laws are observed.
- e. Work closely with Economic Development in promoting Petawawa as a premiere place to hold special events.
- f. Clearly outline the environmental standards for special events with regards to waste reduction and waste diversion programs, and to provide assistance to special event organizer in the roll-out of these programs at their events.
- g. Provide assistance to the special event organizer that is eligible under the Definition of Special Events.
- h. Establish contracts for the use of Town of Petawawa property, streets and roadways between the special event organizer and The Corporation of the Town of Petawawa.
- i. Recover all direct costs related to services provided by the Town of Petawawa.
- j. Seek advice through the Community Services Department on special events applications, as required, and conduct an annual review of the Special Events Policies & Procedures Manual.
- k. Ensure that all events are “green” and environmentally conscious.

## 4. Special Events Coordination

**4.1 Purpose** - The purpose of Special Events coordination is to ensure that the special events organizers are working with the various external outside agencies and internal departments involved with planning and implementing a special event. Each event may involve different departments and agencies in many different ways. Through the Community Services Department, the Special Events Policies & Procedures Manual is reviewed and revised regularly to ensure that it continues to be a user friendly process for the special event organizers. The following are examples of the agencies or departments that are commonly involved with operating a special event:

- Town of Petawawa
  - Community Services Department
  - Clerk's Office
  - Economic Development
  - Fire Prevention – Fire Department
  - Planning & Development Department, including Building Division
- OPP Upper Ottawa Valley Detachment
- Renfrew County and District Health Unit
- Technical Standards & Safety Authority
- St. John Ambulance
- SOCAN/Re:Sound/Entandem

**4.2 Objectives** - The specific objectives of Special Events coordination are as follows:

- a. To evaluate, on an ongoing basis, all special events policies and procedures.
- b. To make a recommendation when a special event organizer requests a facility on the same date and location as an existing event.
- c. To report to the Director of Community Services annually, and advise of any changes or modifications to the Special Events Policies & Procedures Manual.



## 5. Definition of Special Events

**5.1 General Definition of Special Events** - For the purpose of this policy, a Special Event is defined as a one-time, annual or infrequently occurring event on Town of Petawawa property that is reserved for exclusive use and which meets but is not limited to the following criteria:

- Celebration of a specific theme
- Has a pre-determined opening and closing date/time
- Is available to the community at large

**NOTE:** Activities not meeting the criteria may still be permitted to occur as a private rental function and may be subject to some or all of the policies and procedures contained in this manual as determined by Community Services Department or designate.

### 5.2 Specific Types of Events

- Harvest/Agricultural: celebrates/educates agriculture
- Cultural: celebrates/educates heritage and cultures
- Theatrical: The display of theatre arts
- Neighborhood: provides neighborhoods with an opportunity to celebrate
- Commemorative: acknowledge significant dates or occurrences
- Athletics: involves competition of an athletic nature
- Artistic: celebrates/displays of creative and artistic works
- Commercial: events designed to generate surplus revenue

**NOTE:** A special event **IS NOT** a wedding, private event or program rental, an exercise class or other related facility rental programs and therefore this manual may not apply. Please contact the Community Services Department for all questions and/or concerns.

## 6. Special Event Application Process

- 6.1** After reviewing this entire manual, special events organizers wishing to pursue a special event on Town of Petawawa property must apply by email to [bookings@petawawa.ca](mailto:bookings@petawawa.ca) or in writing to Community Services Department, c/o Community Services Liaison, Town of Petawawa, 16 Civic Centre Rd, Petawawa, ON, K8H 3H5.

Information to include:

- a. contact information for the event organizer and name of organization or business hosting the event, where applicable;
  - b. desired date and time for the event;
  - c. desired location(s) for the event (arena floor, hall, park, field, streets, roadways, etc.);
  - d. outline of the of event planned;
  - e. outline of how this event will be supported financially and where revenues derived from this event will be distributed (profit or non-profit); and
  - f. outline how the event will benefit Petawawa.
- 6.2** The Community Services Department encourages event organizers to submit their event plan for new events a minimum of 120 days prior to the event. For returning annual events, organizers are encouraged to book their event dates for the following year at the conclusion of the current year's event.
- 6.3** The Community Services Department will contact the event organizer if more information is required to approve the event and/or a meeting may be scheduled to review requests and to help make the event a success.
- 6.4** As your planning develops, please keep our Community Services Liaison apprised. It is important for us to know exactly what is taking place on Town property, including what vendors and performers will be present and any changes that arise. Please forward schedules, posters, etc. ([bookings@petawawa.ca](mailto:bookings@petawawa.ca) or 613-687-5678 ext. 2112)
- 6.5** If an event operates successfully, the special event will be given priority consideration to reserve the use of the Town of Petawawa property, streets and roadways for the same date(s) and/or weekend the following year. The Community Services Department reserves the right to adjust dates based on Statutory/Civic holidays (extenuating circumstances may apply).
- 6.6** The following apply specifically for the use of the Civic Centre Grounds, Centennial Park and Petawawa Point.
- a. A letter of authorization from the Director of Community Services confirming the event details and conditions for use is required.
  - b. For events that require the Civic Centre facility and portion of the Civic Centre Grounds including the parking lot, the organizer will be required to provide a Certificate of Insurance and enter into a formal contract with the Town of Petawawa.

- c. All electrical hook-ups will be performed by the Civic Centre staff/authorized Town of Petawawa electrician and charged to the special event organizer.

## **7. Town of Petawawa Property Rental Statement**

- 7.1** All commercial events including trade shows are to be booked through the Community Services Department and coordinated by the Parks and Recreation Facilities Supervisor.
- 7.2** Only special events involving Neighborhood Association/Community Associations will be permitted to use neighborhood parks for special events.
- 7.3** The Town of Petawawa reserves the right to request event financial statements, certificates of insurance, and other documentation deemed necessary.

## 8. General Policies and Procedures

- 8.1 All legislation, bylaws and regulations must be adhered to by the special event organizer.
- 8.2 The special event organizer is required to adhere to all special event policies and procedures. In the interest of public safety, a zero tolerance policy is enforced for all special events. This means failure to comply with standards will result in ticketing and/or closure of event. A rental agreement/letter of authorization must be obtained and completed; the special event organizer will adhere to all terms and conditions of the agreement/authorization letter.
- 8.3 The special event organizer is required to provide evidence of all necessary licenses/permits and insurance required to operate the event.
- 8.4 Major special events will be allocated a maximum of 40 combined staff support hours per event. The special event organizer will be billed for each hour of work thereafter at the appropriate rate.
- 8.5 **Waste Reduction and Waste Diversion Changes** - The special event organizer is required to submit a waste management plan one month prior to their event.

The Town will continue to work with special event organizer, using Civic Centre Grounds, to deliver the Eco Station service in order to reduce the volume of waste generated from food packaging. **Eco Station definition:** consolidated waste collection points where event participants can dispose of their garbage, recyclables and compostable materials.

Recycling programs should be in place at all special events where Blue Box recyclables and Yellow and Green bins contents are being generated (consistent with the Town of Petawawa recycling program). The Town will provide special events with an appropriate number of recycling containers and will arrange for the removal of recyclable materials from a designated location (which may include curbside for smaller events) after the event.

For events selling food and beverages, the EcoStation service is available upon request. However, the special event organizer is required to first demonstrate they are able to provide sufficient volunteers or paid staff to operate the EcoStations and that they will ensure that all of their food vendors are using compostable, recyclable or reusable food packaging.

- 8.6 For outdoor events where food vendors are present, the special events organizer is required to provide a hand wash station. The Explorer Sanitation Station can be provided by the Town for any such events upon request.
- 8.7 (a) If an event operates successfully and in compliance with the requirements of this Manual, the special event will be given priority consideration to reserve the use of the Town of Petawawa property, streets and roadways for the same date(s) and/or weekend the following year (extenuating circumstances may apply).
- (b) Occasionally an event is operated in proximity to a specific weekend or holiday. The Town will attempt to honor these dates as a priority each year (for example an event that is held the weekend following Canada Day will have priority for that weekend the

following year).

**8.8** (a) In the event that a special event is sold or discontinued and a new special event organizer wants to purchase or revive the event, the property and date(s) are not automatically transferred to the new special event organizer. The special events review process will take into consideration the new special event organizer's request to continue on the same date and location.

(b) In the occasion that a special event is discontinued and the existing event organizer wishes to create a new event, the property and date(s) are not automatically transferred to the existing organizer (extenuating circumstances may apply i.e. the event can no longer continue in its current state for safety reasons). The Community Services Department will take into consideration the existing special event organizer's request to continue on the same date and location with a new special event.

**8.9** The special event organizer is required to submit an Emergency Plan 10 days prior to their event. The emergency plan should identify potential risks and provide information on how to respond to those risks.

**8.10** Special events that feature performances on a band shell or main stage should ensure accessibility to stage meets accessibility set forth by the Accessibility Customer Service Policy (see Section 28).

**8.11** In order to mitigate the potential for aggressive behavioral issues that arise, the Special Event Organizer and the Community Services Department or designate will develop security requirements for each event, in consultation with the O.P.P. where necessary. The special event organizer may be required to hire licensed security personnel or paid on-duty uniformed police officers according to the special event evaluation.

**8.12** With the exception of particular events, such as a hunting show where specific authorization has been granted by Community Services, no person may be permitted at any special event to:

- a. carry or sell firearms or prohibited weapons
- b. carry or sell ammunition in conjunction with firearms or
- c. carry or sell illegal drugs.

Depending on the nature of the event, at the sole discretion of the Community Services Director or designate, in consultation with O.P.P. Police Services, event organizers may be required to post signs advising of these or other prohibitions at every entrance to every property and building used in the event to notify attendees that weapons are prohibited at the site. Any person carrying or selling firearms, prohibited weapons or selling illegal drugs will be charged by the Police.

**8.13** Groups who intend to gather at the Cenotaph or Women's Monument for a purpose and decorum consistent with the symbolism of the location must notify the Town of Petawawa, Town Clerk's Office, by letter, no later than two weeks in advance of the special event.

**8.14** No person shall carry on retail sales within the vicinity of the Cenotaph or Women's Monument.

## 9. Specific Procedures for Use of Civic Centre Grounds

**NOTE: Civic Centre Grounds refers to but is not limited to the following locations:** Civic Centre building, baseball diamonds, athletic fields, playground areas, KinHut and Mini golf area, pump track, tennis courts, public gardens, open space areas and all parking lots.

In order to minimize site impacts in Civic Centre Grounds due to special events, the following procedures are adopted:

- 9.1 An Event Site Plan will be developed in conjunction with each event organizer to develop plans that optimize concession placement and minimize site impacts associated with tree and turf health.
- 9.2 The special event organizer agrees to prevent the operation of, and the parking of, all motorized vehicles in the park during an event unless prior approval is given by the Community Services Department or designate.
- 9.3 All vehicles should remain on paved surfaces unless otherwise approved by the Parks & Recreation Facilities Supervisor.
- 9.4 Set-up on grassed areas not directly adjacent to a paved surface should be limited to non-vehicular booths and/or tents.
- 9.5 At larger events, additional staff may be required to ensure set-up and tear-down activities are in accordance with the approved Event Site Plan. Town of Petawawa staff is available to coordinate and monitor activities at the expense of the event holder.
- 9.6 The Civic Centre grounds will be limited to nine major special events with produced amplified concerts per year between June 1st and Labour Day in September.
- 9.7 In order for the park to rejuvenate, Town of Petawawa will strive to allow 10 days between each major event on Civic Centre grounds.
- 9.8 Parking of cars, trucks, food stock trailers, or sleeping quarters are allowed in designated areas when associated with the event.
- 9.9 The Community Services Department will work with the organizer to plan for and manage vehicular traffic and parking during the event.
- 9.10 For every four food vendors, event organizer is required to set up one EcoStation. Where possible, the Town of Petawawa will provide event organizers with a sufficient number of EcoStations, tents, bins, etc. The event organizer is required to staff the EcoStation with sufficient volunteers or paid staff for the duration of their event in accordance with their approved waste management plan. Town of Petawawa staff is available to coordinate and monitor EcoStation activities at the expense of the event holder.
- 9.11 For the collection of recyclables, the Town of Petawawa will cover the cost of bulk bins, where warranted, for the collection of recyclables and compost materials for major special events. This includes the provision of recycling containers for the collection of recyclables consistent with the Town's program, and the removal after the event. The Town is not responsible for transporting any of the bagged waste materials (e.g. recyclables, compostable or garbage) from the EcoStation to the bulk bin area.

- 9.12** Possession and/or consumption of alcoholic beverages on Town of Petawawa grounds are prohibited unless it is authorized under the Town's liquor licence or by the issuance of a Special Occasion Permit or Caterers Endorsement by the Alcohol & Gaming Commission of Ontario. **Please refer to section 25 regarding alcohol and the [Municipal Alcohol Policy](#).**



## 10. Specific Procedures for Use of Centennial Park & Petawawa Point

In order to minimize site impacts in Centennial Park and Petawawa Point due to special events, the following procedures are adopted:

- 10.1 An Event Site Plan will be developed in conjunction with each event organizer to develop plans that optimize concession placement and minimize site impacts associated with tree and turf health and all associated park and turf related items.
- 10.2 The special event organizer agrees to prevent the operation of, and the parking of, all motorized vehicles in the park during an event unless prior approval is given by the Parks and Recreation Facilities Supervisor or designate.
- 10.3 All vehicles should remain on paved surfaces when possible.
- 10.4 Set-up on grass or sand areas not directly adjacent to a paved surface should be limited to non-vehicular booths and/or tents.
- 10.5 At larger events, additional staff may be required to ensure set-up and tear-down activities are in accordance with the approved Event Site Plan. Town of Petawawa staff is available to coordinate and monitor activities at the expense of the event holder.
- 10.6 In order for the park to rejuvenate, the Town of Petawawa will strive to allow 10 days between each major event.
- 10.7 Parking of cars, trucks, food stock trailers, or sleeping quarters are not allowed at Centennial Park and Petawawa Point unless approved in writing by the Parks and Recreation Facilities Supervisor.
- 10.8 **All vehicular traffic must cease** within Centennial Park and Petawawa Point one hour before start of any part of the event (e.g. sale by vendors, opening of exhibits, etc.). Any vehicles in Centennial Park or Petawawa Point without permission/permit from the Community Services Department or designate will be ticketed and then towed at the owners risk and expense.
- 10.9 For every four food vendors, the event organizer is required to set up one EcoStation. The Town of Petawawa will provide event organizers with a sufficient number of EcoStations, tents, bins, signs, etc. The event organizer is required to set up and staff the EcoStation with sufficient volunteers or paid staff for the duration of their event in accordance with their approved waste management plan. Town of Petawawa staff is available to coordinate and monitor EcoStation activities at the expense of the event holder.
- 10.10 For the collection of recyclables, the Town of Petawawa will cover the cost of bulk bins, where warranted, for the collection of recyclables and compost materials for major special events. This includes the provision of recycling containers for the collection of recyclables consistent with the Town's program), and the removal after the event. The Town is not responsible for transporting any of the bagged waste materials (i.e. recyclables, compostable or garbage) from the EcoStation to the bulk bin area.

## **11. Bandshell Booking (Evergreen Stage)**

**11.1** The Town of Petawawa owns and operates a bandshell (Evergreen Stage) at Centennial Park. Evergreen Stage bookings may be made for a variety of reasons that are for the enjoyment of the general public or a specific audience; these may include but are not limited to the following types of events:

- Concerts
- Fund Raisers
- Display Purposes
- Ceremonies

## **12. Other Municipal Locations**

- 12.1** Requests for use of other locations owned by the Town of Petawawa may be considered. Please contact the Community Services Department to discuss ideas and requirements.

## 13. Facility and Rental Fees

- 13.1** Please refer to the current Town of Petawawa [facility and rental fees](#) available on the Town's website at [www.petawawa.ca](http://www.petawawa.ca). A current version can also be obtained from the Community Services Department at [bookings@petawawa.ca](mailto:bookings@petawawa.ca) or 613-687-5678 ex 2112.
- 13.2** The fee schedule applies from September 01 to August 31 each year.

## 14. Financial Security

- 14.1** The special event organizer must maintain public liability insurance for the duration of the event. This can usually be obtained from a local insurance company and the insurance policy should name the Town of Petawawa as additional insured. Evidence of insurance must be provided to the Community Services Department or designate no less than **10** days prior to the event.
- 14.2** The special event organizer shall indemnify and hold the Corporation of the Town of Petawawa harmless from and against all liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any negligence or acts or omissions by the above-named, their officers, agents, employees, volunteers or others for whom they are responsible at law, arising out of any cause whatsoever, either direct or indirect, through its use and/or operation of Town property in connection with the special event.
- 14.3** At a minimum, comprehensive general liability insurance coverage of no less than \$2,000,000 per occurrence is required. Coverage in the amount of \$5,000,000 per occurrence per is required for any event with alcohol. An amount between \$5 million and \$2 million per occurrence may be permitted or an amount up to \$5,000,000 per occurrence may be required at the sole discretion of the Community Services Department or designate in consultation with the Director of Community Services.
- 14.4** The Corporation of the Town of Petawawa reserves the right solely at its discretion to set higher insurance limits. This may be required depending on the type of activity planned during the event (e.g. fireworks displays, amusement rides, sale of alcoholic beverages).
- 14.5** The special event organizer may be required to post a security bond 60 days prior to the event. The amount of the security bond will reflect the size and scope of the event and/or the performance of the special event organizer in making timely payments in past event.

## 15. Garbage & Recycling and Site Clean-up

- 15.1** The special event organizer is responsible for the removal of all of their own items, supplies and equipment at the termination of the event, and for returning the facility to its original state.
- 15.2** The Town will provide all regular and routine maintenance services including but not restricted to the removal of bagged garbage and recyclables, grass cutting, snow and ice clearing and any regular housekeeping/janitorial services at the event location before and during the event. Any additional maintenance required by the special event organizer prior to or during the event shall be at the sole cost and responsibility of the special event organizer.
- 15.3** As part of their waste management plan, event organizers will inform the Town of the range of waste materials being generated. They will also work with Town representatives to ensure the recycling containers are on site and appropriately distributed around the event site (e.g., ensure collection is separate from bottle and can collection). Generally this will require the special event organizer to place the recycling containers adjacent to the garbage containers (i.e., all garbage containers are twinned with a recycling container).

Note: this does not apply to the sites where the EcoStation service will be delivered.

- 15.4 Waste Reduction and Waste Diversion Changes for Civic Centre grounds, Petawawa Point and/or Centennial Park** - For events where food and beverages are to be sold, the special event organizer using the Civic Centre grounds, Petawawa Point and/or Centennial Park will participate in a plan to improve the waste management practices at public events held on Town-owned property and will build on changes which include:
- a. the elimination of non-recyclable, non-compostable and non-reusable food packaging; and
  - b. expanded delivery of the EcoStation service.
- 15.5** EcoStations are consolidated waste collection points where event participants can dispose of their garbage, recyclables and compostable materials. The roles of the Town and the special event organizers with regards to these new initiatives are outlined below.
- 15.6 Civic Centre Grounds, Petawawa Point and/or Centennial Park only:**
- a. **the Town will:** provide bulk bins, where warranted, for the collection of recyclables and compost materials, provide for the removal of recyclables and compost materials from a designated waste depot area or bulk bin station in the park, set up and take down 5 (and possibly up to 10) Eco Stations, and supply all the necessary containers, signage, and tents for the EcoStations.
  - b. **The Special Event Organizer will:** submit a waste management plan one month prior to their event, inform the Town of the range of waste materials being generated, provide bulk bins for the collection of garbage, and provide volunteers or paid staff to assist with the operation of EcoStations. These individuals will:
    - Staff the EcoStations and assist event participants in sorting their waste

materials into the correct containers.

- Transport waste materials from the EcoStations to the waste depot area or bulk bin station and other activities required to manage waste (garbage, recyclables, compostables) at the event.
- Work with the Town to ensure that the EcoStation volunteers or paid staff is properly trained prior to the launch of the event.

**15.7 Grey Water Removal and Grease Disposal**

- a. Following discussions with the Parks & Recreation Facilities Supervisor, the special event organizer agrees to contact Ontario Clean Water Agency (OCWA) with regard to removal of grey water interceptors at Civic Centre Grounds, Centennial Park and/or Petawawa Point if necessary. Hiring an independent contractor for removal at the organizer’s expense may be required.
- b. The special event organizer will ensure that their vendors are not disposing of grey water on grass, rivers, Town sanitary or sewer system.
- c. Vendors should have a separate bin for grease collection and grease must NOT be disposed of with grey water. Vendors must make their own arrangements for proper disposal of grease. For events at the Civic Centre, vendors can request to dump grease in the Town’s bin; please direct vendors to arrange this with Town staff at the event.

**Table 15.1 – Recyclable Materials to be Collected**

<b>List #1 Commingled Containers</b> For all Special Events	<b>List #2 Commingled Paper Products</b> For Special Events that generate paper products	<b>List #3 Corrugated Cardboard</b> For Special Events that have Food and Retail Vendors
Recycle these materials: <ul style="list-style-type: none"> <li>• Beverage containers made of aluminum, steel, glass or plastic.</li> </ul> Plastic containers must have the numbers 1, 2, 4 or 5 in the recycling symbol usually found on the bottom of the container.	Recycle these materials: <ul style="list-style-type: none"> <li>• newspaper</li> <li>• magazines</li> <li>• flyers</li> <li>• mixed paper</li> <li>• flattened cartons and boxes</li> </ul>	Recycle these materials: <ul style="list-style-type: none"> <li>• flattened cardboard boxes (must be flattened)</li> </ul>
Do not recycle these materials: <ul style="list-style-type: none"> <li>• polystyrene cups and containers</li> <li>• paper cups (green bin recycling)</li> <li>• other containers not specifically included above.</li> </ul>	Do not recycle these materials: <ul style="list-style-type: none"> <li>• paper cups and plates. (green bin recycling)</li> <li>• laminated paper products (that contain plastic, foil, and or wax)</li> </ul>	Do not recycle these materials: <ul style="list-style-type: none"> <li>• corrugated cardboard that is laminated with other materials such as plastic, wax or foil.</li> </ul>

## 16. Noise By-Law

**16.1** The special event organizer must comply with the Town of Petawawa [Noise By-Law](#), available on the Town of Petawawa website at [www.petawawa.ca](http://www.petawawa.ca).

**16.2** Persons in contravention of the Noise By-Law may be subject to the following fines:

SET FINE SCHEDULE

TOWN OF PETAWAWA – BY-LAW 368/06

PART 1 *PROVINCIAL OFFENCES ACT*

TITLE: UNUSUAL NOISE BY- LAW

ITEM	SHORT FORM WORDING	PROVISION CREATING OR DEFINING OFFENCE	SET FINE
1	Cause noise/vibration likely to disturb	s. 1	\$125
2	Cause construction noise/vibration when prohibited	s. 3(d)	\$250
3	Cause pit/quarry noise/vibration when prohibited	s. 3(e)	\$500

*NOTE: The penalty provision for the offences indicated above is section 6 of by-law no.368/06, a certified copy of which has been filed.*



## 17. Admission Policy

**17.1** Admission charges are permitted for the following but not limited to:

- a. Amusement rides and carnival games, live entertainment and trade show.
- b. One entertainment tent no larger than 60 ft. x 100 ft. when in conjunction with a major special event involving a registered local charity/not-for-profit organization.

Cost of admission with regard to all events must remain consistent between advertising and actual gate admission or ticket prices.

**17.2** An admission or gate fee may be charged for a special event located on the Civic Centre Grounds only under the following criteria:

- a. A business plan may be required to be submitted demonstrating why admission/gate fee charge is required to support their event;
- b. Any event that is permitted to charge an admission/gate fee will not receive any direct financial assistance from The Corporation of the Town of Petawawa;
- c. The special event organizer must maintain free access at all times to a portion of the park used for events as to be determined with the Parks and Recreation Facilities Supervisor;
- d. The special event organizer must maintain, at all times during the event, unrestricted and unimpeded public access to all public pathways and bike paths that runs through Town of Petawawa parks including all fire roads and exits;
- e. The special event organizer must recognize that some components of the park or facility must remain open to the public free of charges at all times during the event and that these free components reflect the nature of the event and site consideration, all to the satisfaction of the Community Services Department.

**17.3** The Community Services Department highly recommends that all special events organizers consider the following:

- a. Admissions associated with the event are at a fair and appropriate cost in comparison to other similar events in nature.
- b. A cash handling procedure is developed and operational during the duration of the event.

## 18. Street Closure

- 18.1** Applicants requesting a temporary street (meaning any part of the municipal road allowance) closure, for any special event, should submit the form below to request a Temporary Street Closure. This request must ultimately be approved by Town Council.
- 18.2** (a) The Community Services Department is the initial contact to be used by the applicant for a Special Event Temporary Street Closure. The Community Services Department will initiate the approval process via the Petawawa Town Council.
- (b) The Town of Petawawa may temporarily close to vehicular traffic any street or portion of a street for a period of not more than 7 consecutive days for social, recreation, community, athletic, or cinematographic purposes, or combination of such purposes and can only be done by Town of Petawawa or designate.
- 18.3** The approval is contingent upon ensuring adequate signage and barricades and providing adequate emergency access at all times to the satisfaction of the Fire Department, the Police, the Emergency (Ambulance) Services, and the Town of Petawawa staff or designates. Additional permits may be required from the Town's Building Division for erecting tents, booths, etc., within the road allowance.
- 18.4** The applicant will be required to submit a site plan, prepared to scale, showing the road closure. The site plan will indicate the required 6 meter (20 feet) accessible lane for the Fire, Police and emergency vehicles. This lane will remain unobstructed during the event unless otherwise agreed upon by the Petawawa Fire Department and the Ontario Provincial Police Department. The site plan shall indicate what will be located on the road (amusement rides, stages, booths, etc.) and must be shown to scale. Sign off approval of the plan will be required by the Director of Community Services prior to set-up of the event. The site plan should be available to the area residents/owners who are required to sign the road closure compliance form. Map templates for any particular road closure request can be obtained by contacting the Town Hall.
- 18.5** To request a temporary street closure, the applicant will be asked to submit a petition signed and approved by:
- 66% of the residents, and/or by 66% of the business owners, and/or by 66% of the property owners on the street(s) or blocks(s) proposed to be closed; and/or
  - 66% of the residents, and/or by 66% of the business owners, and/or by 66% of the property owners located in adjacent blocks that may be affected by the temporary street closure.

The decision whether the residents, business owners or property owners are to be petitioned for the road closure and whether the petition is considered successful will lay solely with the Director of Community Services and Town Council with input from Community Services Department staff. In the event that the road closure spans more than one block, each block must be petitioned separately unless otherwise approved by Town Council.

- 18.6** In the case of a Business Association or similar organization making application on behalf of its members, the association will not be required to submit a petition unless the area being requested for closure is outside or partially outside of the boundaries of

the organization.

- 18.7** The special event organizer, or designate, must be present on the site during the entire duration of the street closure and have a signed copy of the approved site plan with him/her.
- 18.8** Possession and/or consumption of alcoholic beverages on the closed portion of the street are prohibited unless it is authorized by the issuance of a Special Occasion Permit by the Alcohol & Gaming Commission of Ontario.
- 18.9** The special event organizers are encouraged to advertise parking locations in the vicinity of the event.
- 18.10** An event organizer will be required to purchase signage or decals approved by the Director of Community Services to advertise their street closure. The street closure should be advertised at least two weeks in advance of the Special Event unless otherwise approved by Town Council.



## REQUEST FOR TEMPORARY STREET CLOSURE

(must be completed at least 30 days prior to the event)

Street:	Applicant Name:		
From:	Address:		
To:	Phone No. and Email Address:		
Purpose:			
Date Closure Request:                      From: (M/D/Y)                      To: (M/D/Y)			
I hereby agree to abide by the terms and conditions provided in The Corporation of the Town of Petawawa, Special Events Policies & Procedures Manual, and all applicable Town of Petawawa By-Laws.			
Signature _____                      Date _____ (M/D/Y)			
	<b>APPROVED BY</b>	<b>DATE</b>	<b>COMMENTS</b>
Town Engineer (or designate)			
Signature:			
Issued by:			
Date:			

Copies to:

- Town of Petawawa Council
- Town of Petawawa (Town Hall)
- Community Services Department
- Petawawa Fire Department
- OPP
- Renfrew County Emergency Medical Services

## 19. Street Use for Processions

**19.1** Any time a march, parade, walk, road race or similar event is planned in conjunction with a special event, the special event organizer should develop a safe and effective traffic control plan with security measures and/or personnel, a person in charge, contact numbers, etc. This can be developed with assistance from the organizations listed below.

**19.2** The special event organizer must:

- a. Determine if it is a Town or County roadway then contact the appropriate entity to request use.
- b. Once approved, contact the Town of Petawawa to advise of use. The Town needs to know about inaccessible roads for things like emergency services (fire) and snow removal.
- c. Once approved, contact the County of Renfrew to advise of use. The County needs to know about inaccessible roads for things like emergency services (paramedics).
- d. Contact the O.P.P. – Upper Ottawa Valley Detachment to advise of use and discuss event details, requirements, support, etc.

Meetings or multiple consultations may be required with any of these organizations.

## 20. Vendors Policies & Procedures

- 20.1** In order to operate a concession at a special event on Town property, all food vendors must be registered with the Community Services Department at the Town of Petawawa at least ten (10) working days prior to the event set-up.
- 20.2** When concession services are not required due to Town of Petawawa requirements, such as the Municipal Alcohol Policy, food vendors will be charged a fee, payable directly to the Town, as per the form below.
- 20.3** The Town of Petawawa reserves the right to operate a concession service at any special event.
- 20.4** A list of all vendors should be forwarded to the Community Services Department at least 5 days prior to the event.
- 20.5** Please refer to Section 21 for requirements by the Renfrew County and District Health Unit regarding food vendors, animal exhibitors and providers of personal services.
- 20.6** In order for any vendor's booth to be connected to hydro, E.S.A. approval on all equipment is required.
- 20.7** Where the Town of Petawawa is unable to provide electrical hook-ups, a generator (ESA approved) and fuel (TSSA approved) may be used with permission from the Community Services Department.
- 20.8** All vendors will be required to ensure:
- a. All outdoor electrical cords are in good operating condition.
  - b. The use of only manufactured extension cords with a three wire configuration or wire polarized outdoor rated cords are acceptable (no modifications to cords or equipment is permitted).
  - c. The use of panels that are properly assembled and contained in an approved weatherproof enclosure supplying 15 and 20 amp receptacles only which are protected by Ground Fault Circuit Interrupters. Panels which are used shall be approved by a Certified Field Evaluation Organization (a division of the Electrical Safety Authority does Field Evaluation).
  - d. Any non-waterproof electrical equipment used in display enclosures (tents, gazebos etc.) shall be protected from rain.
  - e. All vendors shall supply the event organizer with the voltage and current that their equipment will require to eliminate the over loading of circuits.
  - f. All trailers which are self-contained and have lighting and equipment shall be approved by a Certified Field Evaluation Organization.
  - g. Failure on the part of the event organizers to comply will result in the Disconnection of the Offending Exhibitor and all costs incurred by the Electrical Safety Authority shall be imposed upon the event organizer.
- 20.9** Vendors are prohibited from depositing grease or waste water directly into the Town's storm or sanitary sewer unless through a proper hook-up to the existing sanitary

manholes by a licensed plumber paid for by the special event organizer and inspected by the Town's Sewer Operations (OCWA) prior to use. Offenders are subject to prosecution under Town By-law and/or Provincial or Federal legislation. The Town may allow use of the Town of Petawawa grease deposit though permission which must be obtained from the Parks and Recreation Facility Supervisor prior to use.

**20.10** Food and beverage vendors in Centennial Park, Petawawa Point or Civic Centre Grounds will:

- a. Use only food packaging that is compostable, recyclable (in the Town of Petawawa's recycling program), or reusable.
- b. Refrain from the use of polystyrene (e.g., Styrofoam™) during food production or in packaging.
- c. Upon request (during event set-up), provide organizers with samples of the vendor's food packaging to be used on the EcoStation signage.

In the interest of public safety, a zero tolerance policy is enforced for all special events. This means failure to comply with standards may result in ticketing and/or closure.



**Sale of Food and/or Amusement Devices  
VENDOR REGISTRATION FORM**  
Community Services Department – Town of Petawawa

<b>BUSINESS NAME</b>			
<b>CONTACT PERSON</b>			
<b>Mailing Address</b>			
<b>Phone /Cell</b>			
<b>Email</b>			
<b>Description of items to be sold:</b>			
<b>Fee</b>	<input type="checkbox"/> \$25 with a Town of Petawawa Business License <input type="checkbox"/> \$50 without a Town of Petawawa Business License		
<b>Business License #</b>			
<b>EVENT NAME</b>			
<b>EVENT DATE(S)</b>			
<b>Booth Type</b>	<input type="checkbox"/> Trailer	<input type="checkbox"/> Mobile	<input type="checkbox"/> Tent
<b>Hydro Requirements</b>	Voltage:		Amps:
<b>Water Requirements</b>	<input type="checkbox"/> Potable <input type="checkbox"/> Washing only		
<b>Size of Unit</b>	Feet		Inches

**Please make cheques payable to the Town of Petawawa.**

Contact Information:

Community Services Department  
16 Civic Centre Rd  
Petawawa, ON K8H 3H5

[bookings@petawawa.ca](mailto:bookings@petawawa.ca)  
613-687-5678 ext. 2112



## 21. Renfrew County and District Health Unit (RCDHU)

**21.1** All organizers of a special event which involve food services (preparation and/or service to the public), animal exhibitors and personal services must comply with the following requirements:

- a. Contact the RCDHU to notify them of the date of the event and the expected number of vendors of each type that will be attending.
- b. Provide the RCDHU with a final list of food vendors, animal exhibitors and personal service providers at least two (2) weeks prior to the event. Please provide a copy of this list to the Community Services Department as well.

**21.2** All food vendors involved in any special event at which food is prepared, served, provided and/or offered to the public, must comply with the following requirements:

- a. Submit the Special Events Food Vendor Form ([pdf](#) or [online](#)) to the RCDHU at least 10 days prior to the event and comply with any subsequent requirements.
- b. Arrange for an on-site inspection of food concessions to obtain approval to operate if necessary.

**21.3** All vendors involved in personal service settings must contact Healthy Environments at RCDHU at 613-735-8654 to notify of services taking place and obtain approval. Examples of personal services include haircutting, esthetics, and tattooing.

**21.4** All animal exhibitors must notify the RCDHU of their involvement with the event in order to gain approval and comply with any requirements prior to the planned exhibit.

A copy of any approval for animal exhibition must be submitted to the Community Services Department prior to the event.

**21.5** Contact information:

[Renfrew County and District Health Unit](#)

- [Safe Food](#)
- [Healthy Environments](#)

7 International Drive

Pembroke, ON

613-735-8654

**It is the Organizer's and Vendor's responsibility to contact the Renfrew County & District Health Unit for approval. Failure to comply with standards may result in closure.**

## 22. Government Authorities

**22.1** Mobile Food Service Equipment operators (e.g. food trucks or carts) should be referred by the special event organizer to the [Technical Standards & Safety Authority website](#) and the [Director's Orders](#) (dated June 1, 2013) to ensure compliance with the Technical Standards & Safety Authority regulations and submission requirements (e.g. inspection certificate).

**22.2** Contact the TSSA for additional information:

Technical Standards & Safety Authority  
345 Carlingview Drive,  
Toronto, ON M9W 6N9  
Phone [1-877-682-TSSA \(8772\)](tel:1-877-682-TSSA)  
Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)  
Website: <https://www.tssa.org/en/index.aspx>

Fuels Safety Division – TSSA  
14<sup>th</sup> floor – Centre Tower  
3300 Bloor Street West  
Etobicoke, ON M8X 2X4  
1-877-682-8772

**22.3** It is the responsibility of each event organizer to adhere to all applicable Federal, Provincial and Municipal laws, statutes, regulations and by-laws relevant to their event. These may include and not be limited to:

- The Ontario Building Code, latest addition
- The Occupational Health and Safety Act, R.S.O. 1990, c. 0.1 as amended.
- Workplace Safety and Insurance Act, effective January 1, 1998, as amended.
- The Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 as amended.
- ESA, as may be applicable
- TSSA Act, 2000, S.O. 2000, c.16
- Liquor License Act, R.S.O. 1990 c.L.19
- Ontario Fire Code, O.Reg. 213/07

For more information regarding the many legal requirements that may have bearing on your event, please contact your Community Services Department representative.

## 23. Fire Prevention

**23.1** The Fire Prevention branch of the Town of Petawawa's Fire Department should be consulted if a special event includes any of the following to ensure that applicable fire prevention measures are taken.

- Cooking, including by approved food vendors
- Heating
- Use and storage of fuel (propane, gasoline, diesel)
- Tents and air supported structures (all sizes depending on use)
- On-site accommodations (e.g. RV trailers)
- Street closure

**23.2** Refreshment vehicles must complete a registration form and propane fitter form. These can be obtained from the Community Services Department or from the Fire Department.

**23.3** Contact information:

[Fire Prevention Branch](#)

Town of Petawawa Fire Department  
1111 Victoria Street  
Petawawa, ON  
613-687-4759

## 24. Building Codes (tents, stages, washrooms)

- 24.1** Special events must comply with building codes as per the [Ontario Building Codes website](#).
- The number of washroom facilities shall conform to the requirements in Subsection 3.7.4.3 (Plumbing Fixtures for Assembly Occupancies).
  - Tents shall conform to the requirements in Subsection 3.14.1.
  - Air-supported structures shall conform to the requirements in Subsection 3.14.2.
- 24.2** The event organizer must ensure that all washroom facilities and hand wash stations are kept stocked with toilet paper and hand soap.
- 24.3** All mobile stages must meet industry standard and be installed by certified technicians. If you are not using a pre-approved engineered stage or assembly occupancy, then you must contact the Building Division at the Town of Petawawa. Please note that permits may be required for installation and demolition.
- 24.4** Organizers should consult and comply with [Safety Guidelines for the Live Performance Industry](#) from the Ontario Ministry of Labour, Training and Skills Development.
- 24.5** Personal Tents or Sun Shade Tents that are brought onto Town property by the public for personal use must be secured using weights and/or stakes. If possible, tents must be lowered to a suitable height as not to allow wind to lift. If weather conditions are not suitable (at discretion of Community Services staff - high winds, lightning or excessive rain), all shelters must be disassembled and removed from the property.
- 24.6** For tents exceeding 60m<sup>2</sup> (645 ft<sup>2</sup>) and for any bleacher installation, please contact the Town of Petawawa Building Division for approval.
- Please forward a copy of the tent/building permit to the Community Services Department.
  - The applicant must provide tent design information and a site plan showing the location of the tent and distances to other tents or buildings to the Community Services Department.

**24.7** Contact information:

[Building Division](#)

Department of Planning & Development

Town of Petawawa

1111 Victoria Street

Petawawa, ON

613-687-5536

## 25. Music Tariffs

- 25.1** In Canada, music tariffs are authorized and licensed through the Copyright Board of Canada. These tariffs allow music composers, authors, publishers, artists and record companies to receive compensation for the music that they write, publish and perform. SOCAN and Re:Sound are the two non-profit organizations that currently exist in Canada to administer these music tariffs on behalf of their membership.
- 25.2** The Society of Composers, Authors and Music Publishers of Canada (SOCAN) is a Canadian performance rights organization that represents the performing rights of more than 135,000 songwriters, composers and music publishers. The organization collects license fees through a music licensing program approved by the Copyright Board of Canada.
- 25.3** Re:Sound is the Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights. Re:Sound advocates for music creators, educates music users, licenses businesses and distributes royalties to creators — all to help build a thriving and sustainable music industry in Canada.
- 25.4** Both SOCAN and Re:Sound apply their licenses in very similar fashion. Each organization applies a number of tariffs to varying applications where live and/or recorded music is being played and enjoyed. The Town of Petawawa pays both SOCAN and Re:Sound tariffs annually for a variety of private and public events and programs that take place at the Petawawa Civic Centre and other Town-owned properties.
- 25.5** Currently, through the Council approved Parks and Recreation Pricing Policy, the Town of Petawawa charges back a service fee to clients hosting events where music is played or performed in the Civic Centre Hall and other Town locations. Tariff rates are based on room occupancy, number of participants, gross receipts, whether or not dancing forms part of the event and/or a flat fee. The Town of Petawawa, through its service fee, transfers the cost of the tariffs to the end user and group benefitting from the playing of music.
- 25.6** Potential Tariffs - tariffs are applied to the use of live and/or recorded music in categories such as:
- Popular Music Concert
  - Festivals, Exhibitions and Fairs
  - Receptions, Conventions, Assemblies, Fashion Shows, etc.
  - Sports Events
  - Comedy and Magic Shows
  - Fitness and Dance Classes
  - Parks, Streets and Other Public Areas
  - Circuses, Ice Shows, Fireworks Displays, etc.
- 25.7** Fees will be calculated per rental/event and additional information may be required from the user. Please advise the Community Services Department of your plans regarding music so that the correct fee can be applied, where applicable.

**25.8** For more information on music tariffs and how they are applied in the Town of Petawawa, please contact the Community Services Department at 613-687-5678.

## 26. Alcohol

- 26.1 Any special event with alcohol service must comply with the Town of Petawawa's [Municipal Alcohol Policy](#).** The special event organizer must discuss their plans with Community Services staff well in advance of the event and any time there are changes with regard to alcohol service.
- 26.2** Bar services are available under the Town's liquor license. Please advise if you wish to engage this service (preferably when facility is booked).
- 26.3** Should the special event organizer not wish to engage the Town for bar service, it is necessary to:
- a. Apply for a Special Occasion Permit (SOP) through the Alcohol & Gaming Commission of Ontario (AGCO). Please consult the SOP guide on the AGCO website for items such as application deadlines and requirements.
  - b. If requested by the AGCO, submit a letter of request in writing to the Town Clerk's office in order to obtain a Letter of Municipal Significance for the issuance of the SOP Permit. Please submit this request at least four (4) weeks in advance of your event date in order to allow for it to be included on Council's meeting agenda as space and time permit.
  - c. Submit a copy of the Special Occasion Permit to the Community Services Department at the Town of Petawawa-
  - d. Obtain general comprehensive liability insurance in the amount of \$5,000,000 as per REG. 16 in the Municipal Alcohol Policy. Submit a copy of the insurance certificate to Community Services.
  - e. Ensure adequate security and monitors are in place during event as per the requirements of the Municipal Alcohol Policy. This personnel must meet with Community Services staff prior to the event to review all responsibilities and security concerns.
  - f. If operating one's own bar, provide Community Services with Smart Serve Certificates for anyone handling or serving alcohol.
  - g. If a company (e.g. brewery or distillery) is providing bar service, please provide contact information to the Community Services Department.
- 26.4** Contact the AGCO for additional information:

[Alcohol & Gaming Commission of Ontario](#)

90 Sheppard Ave. East, Suite 200-300

Toronto, ON M2N 0A4

Phone: 1-800-522-2876

## 27. Fundraising

- 27.1** Solicitation of funds during special events is prohibited without written permission from the Director of Community Services. The special event organizer must report all such planned activities at least 3 weeks in advance for approval.
- 27.2** Permission to collect donations may be granted for not-for-profit agencies, charities or events provided that evidence can be demonstrated that donations will be solicited on an unobtrusive, strictly voluntary basis.
- 27.3** The special event organizer must ensure proper lottery licensing where applicable (Town of Petawawa and Alcohol and Gaming Commission). Please consult the [Lottery Licensing webpage](#) on the Town's website and the [AGCO website](#) for specific requirements. Be sure to allow time for applications to be processed.



## **28. First Aid**

- 28.1** The special event organizer must arrange for the provision of adequate medical services for all special events. This coverage could be provided by the local [St John Ambulance organization](#) or other recognized emergency medical providers.

## **29. Accessible Customer Service Policy**

- 29.1** The special event organizer must comply with the Town of Petawawa's [Accessible Customer Service Policy](#) available on the Town's website under Town Hall/Boards and Committees.

## 30. Event Security

**30.1** Event security should be taken into consideration for all events, around items such as:

- Anytime alcohol is being served
- Sporting events with high intensity (boxing, wrestling, hockey, etc.)
- Demographics of participants
- High attendance (over 400)
- Temperatures and air circulation
- Lower lighting
- Time of day

**30.2** Security issues must be mitigated by advance planning in areas such as:

- Awareness – recognizing in advance that issues could arise
- Risk Management Plan – having a plan in place to handle possible issues
- Personnel – having an adequate number of trained security/event staff present for crowd control
- Site Plan – carefully planning layout for smooth flow and access to exits, limited queuing points, sufficient lighting in key areas, physical barriers or adequate space at key points, perimeter boundary and control, etc.
- Traffic Control – for any outdoor events in parking lots or streets; trained personnel may be required
- Communication – ensuring that all event staff know procedures and creating open communication channels during event (radios, cell phones, etc.)
- Signage – posting adequate signage re exits, seating, locations within event, etc.
- Emergency Personnel – notifying local organizations (police, hospital, paramedics, etc.) about event and requesting a presence where applicable

**30.3** Please create a security management plan if your event requires it or if requested by the Community Services Department. This should be submitted to Community Services at least 30 days in advance of the event. Event organizers should expect a follow-up meeting and/or a meeting with security personnel on the day of the event.

### 31. Special Event Complaint Form

The form below should be completed to report any issues/complaints as a result of the special event.

Date of Complaint:	Time of Complaint:	
Name of Event:		
Complaint Details:		
Complainant's Name:	Phone Number:	
Address:		
How was the complaint received?	Phone:	Written:
If by phone, will the complaint be followed up in writing?    Yes    No    If No, explain.		
How did Community Services follow-up?		

## 32. Special Event Checklist & Deadlines

32.1 Use this **checklist** to track the content of this manual as it applies to your event.

	Request and deposit submitted to the Community Services Department (Section 6)
	Confirmation of rental/use of Town property received (email reply or Letter of Authorization)
	Waste Management Plan submitted (Section 8.5)
	Emergency Plan submitted (Section 8.10)
	Request for any special authorizations submitted (e.g. Section 8.13)
	Outdoors/Parks: Event Site Plan developed with Community Services Department (Sections 9 & 10)
	Insurance: amount confirmed with Community Services Department and certificate naming the Town as an additional insured submitted (Section 13)
	Noise By-law reviewed (Section 15)
	Request for street closure with site plan submitted (Section 17)
	Contact made with OPP for march, parade, walk, road race, etc. (Section 18)
	Vendors: all vendors directed to register with the Community Services Department (Section 19)
	Vendors: list of all vendors submitted to Community Services Department (Section 21)
	Vendors: all food vendors, animal exhibitors and personal services vendors directed to RCDHU for approval (Sections 19 & 20)
	Food Vendors: Eco-Station requested if more than 4 food vendors (Section 8.6)
	Food Vendors: mobile food vendors referred to the TSSA (Section 21)
	Contact made with Fire Prevention branch (Section 22)
	Refreshment Vehicles: inspection and approval from Fire Department (registration form and propane fitter form) (Section 22)
	Contact made with Building Division and all codes/requirements for building codes adhered to. (Section 23).
	Music plans shared with Community Services Department for correct tariff to be applied (Section 24)
	Alcohol: Municipal Alcohol Policy reviewed and insurance company advised that alcohol is being served (Section 25)
	Alcohol: bar booked with Community Services Department or Special Occasion Permit submitted (Section 25)

	Alcohol & SOP: arranged for security and monitors and meeting set-up with Community Services Department (Section 25 & 28)
	Alcohol & SOP: contact information for licensed vendors provided (e.g. brewery) or names of bartenders and Smart Serve certificate numbers submitted (Section 25)
	Fundraising outline submitted (Section 26)
	First Aid attendants/medical services secured (Section 27)
	Event is compliant with the Town's Accessible Customer Service Policy (Section 28)
	Security Management Plan submitted (Section 29)
	Rental Fees paid (deposit and/or balance where applicable) (Section 12)
	Site cleaned-up and returned to pre-event state (Section 14)

### 32.2 Deadlines

120 days prior	Event request & deposit
	Event site plan (draft and especially for outdoor events)
4 weeks prior	Request for Letter of Municipal Significance (if necessary for SOP)
30 days prior	Security management plan
30 days prior	Request for street closure
21 days prior	Fundraising plan
14 days prior	All vendors registered with Community Services Department
14 days prior	List of vendors to RCDHU and Community Services Department
14 days prior	SOP
14 days prior	Waste management plan
10 days prior	Insurance Certificate
10 days prior	Emergency plan
7 days prior	Final event site plan
5 days prior	Balance paid