


& CHALLENGE REFUSAL

IT'S NOT PERSONAL. IT'S THE LAW.

QUICK CHECK ID GUIDE

2019 EDITION





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PART 1 - PRESCRIBED ID

Challenge & Refusal – It's not personal. It's the Law.

Gauging whether someone is 19 or not can be difficult – some people look – or attempt to look – older than their age. That's why the LCBO has set the bar higher with the Check 25 program. It is essential that you - as a frontline retail employee - always request ID when someone looks under 25. By following the four steps – challenge, check, evaluate and where warranted refuse – you help to ensure alcohol doesn't end up in the hands of underage teens.

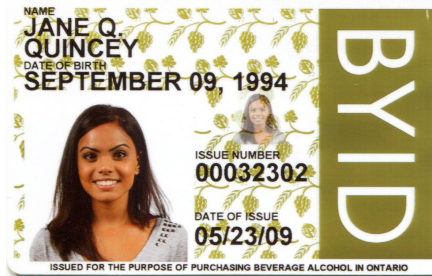
Part 1: Prescribed ID

Part 1 of this Guide shows **all 8 types** of proof of age photo ID **prescribed** under Ontario's Liquor Licence Act:

- LCBO's BYID (Bring Your ID) Card
- Ontario Driver's Licence
- Ontario Photo Card
- Canadian Citizenship Card
- Canadian Passport
- Canadian Forces Identification Cards
- Permanent Resident Card
- Secure Certificate of Indian Status

As you know, these are the **optimal forms** of ID to rely on when you challenge someone to prove that they are of legal drinking age.

PART 1 - PRESCRIBED ID
LCBO BYID (BRING YOUR IDENTIFICATION) CARD



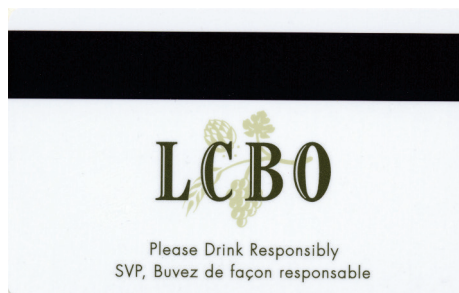
Normal View

- Plastic card, not laminated
- Completely flat in texture
- Card purpose identified on front
- No raised edges
- Prescribed



Black Light View

- Check 25 Logo displayed in ultra violet ink
- "ISSUED BY THE LCBO" text displayed in ultra violet ink



Reverse View

- Corporate colours and logo
- Magnetic stripe

PART 1 - PRESCRIBED ID

ONTARIO DRIVER'S LICENCE - STANDARD ONE PIECE

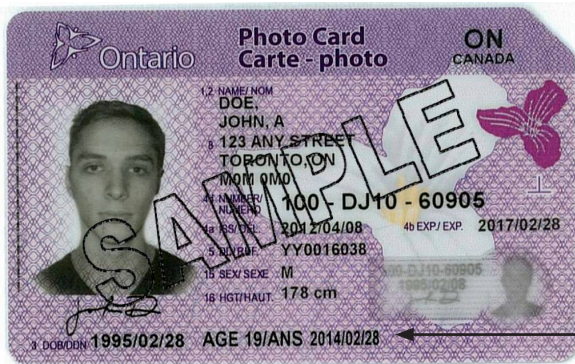


- Plastic card, not laminated
- Raised lettering on the date of birth and licence number
- Actual dimensions not shown
- Includes expiry date
- Prescribed
- Older version will feature magnetic stripe on back and is valid up until expiry date
- Always check the expiry date
- May include age identifier



In some instances, customers may present a 2-piece driver's licence. (e.g. licence holder moved, renewing licence, etc.) This will include a paper document with the licence holder's personal information and their plastic Driver's licence with sticker on it indicating 'Valid Photo Only'. Customers must be able to present both the paper document and the plastic card when challenged for proof of age.

PART 1 - PRESCRIBED ID ONTARIO PHOTO CARD



Front face

Age Identifier

- Clipped corner right hand side
- Purple in colour
- Raised ON CANADA lettering
- Actual dimensions not shown
- Prescribed
- Includes expiry date
- May include age identifier



Reverse face

ID & 2D
Barcodes

NOTE:

First issued July 2011 (07)

No card will have an issue date prior to 2011/07

PART 1 - PRESCRIBED ID CANADIAN CITIZENSHIP CARD



Front face

DP = Date Produced

- On February 01, 2012 a letter-sized paper certificate replaced previous wallet-sized plastic cards
- The paper certificate DOES NOT include a photo
- The certificate is NOT acceptable as proof of age
- Wallet-sized cards with a DP date of 2012 02 or earlier are still valid
- If the DP date on the wallet-size card is later than 2012 02, it is likely the card has been tampered with — ask for a second form of valid government-issued photo ID; if none is available refuse the sale and record the challenge



Reverse face

PART 1 - PRESCRIBED ID
CANADIAN PASSPORT

Front face



ACTUAL SIZE NOT SHOWN
DIMENSIONS ARE:
3^{5/8} width x 4^{7/8} height (92 mm x 124 mm)

PART 1 - PRESCRIBED ID CANADIAN PASSPORT

The personal information pages (pages 2 and 3) identifying the bearer include:



- ① Digital photo, printed and embedded into the page — it also appears on the electronic chip
- ② Personal data and signature printed and embedded in the page, cannot be removed or erased — this information is stored on the electronic chip
- ③ Holographic images embossed in the laminate to secure the information page — view the images by tilting the booklet in reflected light
- ④ “Optically variable ink” changes colour under different lighting
- ⑤ ePassport symbol represents that this is an ePassport containing an embedded electronic chip
- ⑥ Secondary photo appears in grey scale
- ⑦ See-through letters “CAN” appear when looking through the page
- ⑧ Machine-readable zone, with the bearer’s personal information and passport details

**ACTUAL SIZE NOT SHOWN
DIMENSIONS ARE:**

3^{5/8} width x 4^{7/8} height (92 mm x 124 mm)

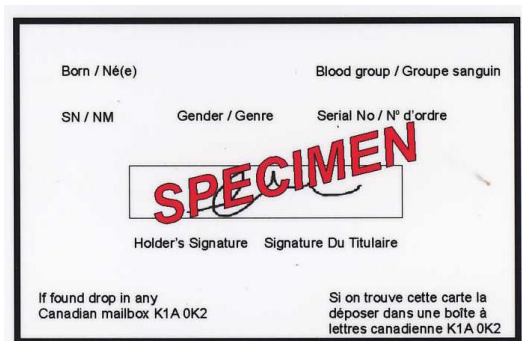
PART 1 - PRESCRIBED ID

CANADIAN FORCES IDENTIFICATION CARD



Front face

- Plastic card, not laminated
- Completely flat in texture
- No raised edges
- Actual dimensions shown
- Prescribed
- Includes expiry date
- May include a hologram of the NDIS (National Defense Identification Services) bilingual logo



Reverse face

There are five types of cards:

- Canadian Forces Identification card
- Civilian Identification card
- Temporary Identification card
- Allied and Visiting Forces Identification card
- Allied and Visiting Forces Dependant Identification card

NOTE:

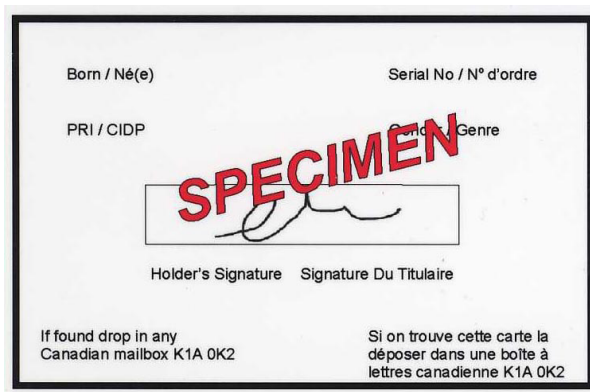
These are sample cards and are therefore blank. Issued cards will contain holder's information.

PART 1 - PRESCRIBED ID
CANADIAN FORCES IDENTIFICATION CARD



Front face

- Plastic card, not laminated
- Completely flat in texture
- No raised edges
- Actual dimensions shown
- Prescribed
- Includes expiry date
- May include a hologram of the NDIS (National Defense Identification Services) bilingual logo



Reverse face

PART 1 - PRESCRIBED ID
CANADIAN FORCES IDENTIFICATION CARD



Front face

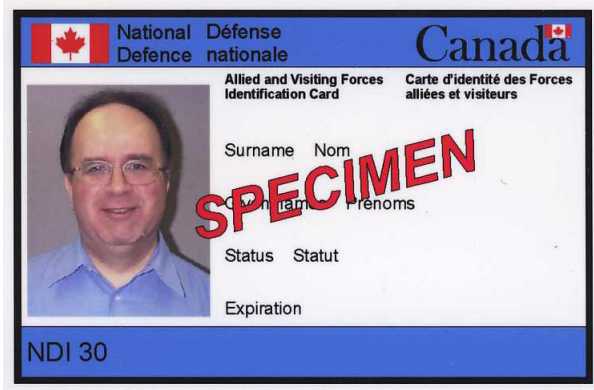
- Plastic card, not laminated
- Completely flat in texture
- No raised edges
- Actual dimensions shown
- Prescribed
- Includes expiry date
- May include a hologram of the NDIS (National Defense Identification Services) bilingual logo



Reverse face

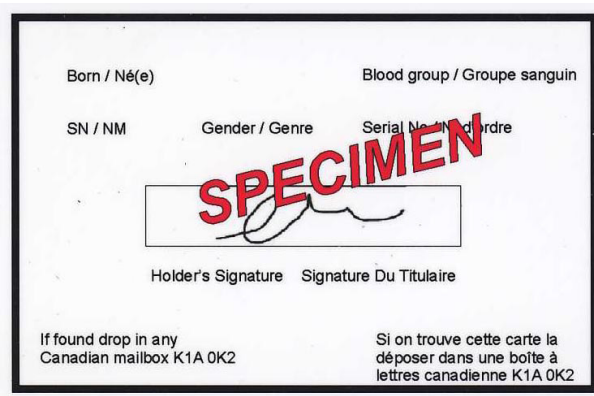
PART 1 - PRESCRIBED ID

CANADIAN FORCES ALLIED AND VISITING FORCES IDENTIFICATION CARD



Front face

- Plastic card, not laminated
- Completely flat in texture
- No raised edges
- Actual dimensions shown
- Prescribed
- Includes expiry date
- May include a hologram of the NDIS (National Defense Identification Services) bilingual logo



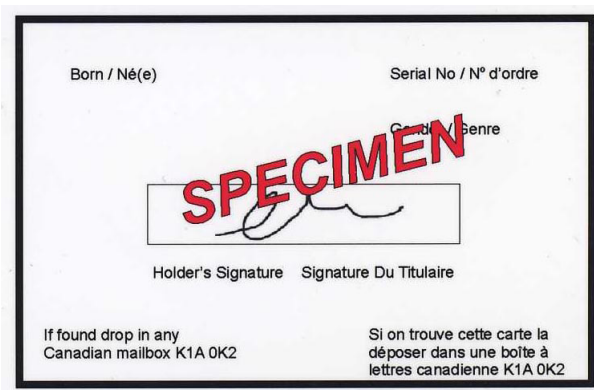
Reverse face

PART 1 - PRESCRIBED ID

CANADIAN FORCES ALLIED AND VISITING FORCES IDENTIFICATION CARD



- Allied and Visiting Forces Dependant Identification Card
- Plastic card, not laminated
- Completely flat in texture
- No raised edges
- Actual dimensions shown
- Prescribed
- Includes expiry date
- May include a hologram of the NDIS (National Defense Identification Services) bilingual logo



PART 1 - PRESCRIBED ID PERMANENT RESIDENT CARD



Front face

- Plastic card, not laminated
- Completely flat in texture
- No raised edges
- Actual dimensions shown
- Prescribed
- Includes expiry date



Reverse face

PART 1 - PRESCRIBED ID

INDIAN AND NORTHERN AFFAIRS CANADA - CERTIFICATE OF INDIAN STATUS



In-Canada Format

- Plastic card not laminated
- Not actual dimensions shown
- First Nation Hologram on front of the card
- Prescribed
- Back displays: Not valid for border crossing into the United States of America
- Includes expiry date

PART 2 - NON-PRESCRIBED ID

Part 2: Non-prescribed ID

Part 2 of this guide features the non-prescribed Ontario Health Card which may be offered to you on occasion by Ontario residents. Please remember that the Ontario Health Card needs to be treated specially. By law, it is not permissible to request that someone produce their Ontario Health card for non-health related purposes and a health number may not be collected for non-health related purposes. **Never ask a customer for their Ontario Health Card.** If a customer offers their health card to you voluntarily, you can accept it provided it appears to be valid.

Some customers may present you with other forms of government issued photo ID. A tourist for example may offer you a Manitoba driver's licence, or an International student may offer you a Swedish passport. These are also considered non-prescribed ID. You may accept non-prescribed ID so long as it appears to have been issued by a government, bears the person's photo, name and birth date.

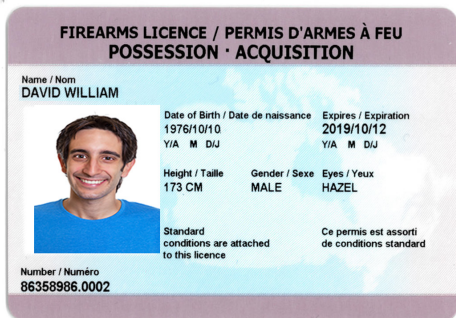
For U.S. and International ID, please consult your store's copy of the United States and Canada, or International ID Check Guide.

Fake ID is a real concern. Please check and evaluate all ID customers present — prescribed as well as non-prescribed. If the expiry date has passed, or there is any doubt whatsoever about its validity ask the customer to provide you with another form of government-issued photo ID. If one is unavailable, refuse the sale and record the challenge and refusal on POS. Remember, as you learned in "Challenge and Refusal". It's not Personal. It's the Law", **do not confiscate suspected ID.**

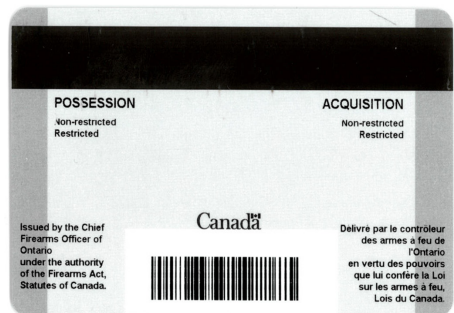
For more information on ID issues, please review your "Challenge and Refusal. It's not Personal. It's the Law" Participants Workbook.

Thank you for your commitment to keeping alcohol out of the hands of minors.

PART 2 - NON-PRESCRIBED ID ONTARIO HEALTH CARD and FIREARMS LICENCE



Front face



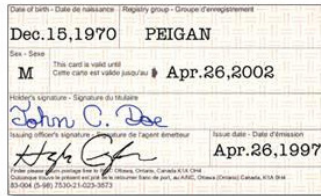
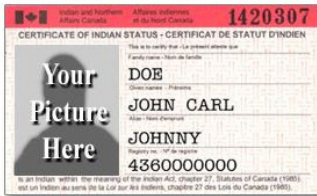
Back face

- Plastic card, not laminated
- Actually dimensions not shown
- Date of birth format YYYY/MM/DD

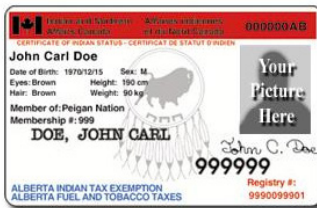
- Magnetic stripe at the back
- Eye colour stated
- Expiration date displayed

PART 2 - NON-PREScribed ID STATUS CARDS IN THE SYSTEM

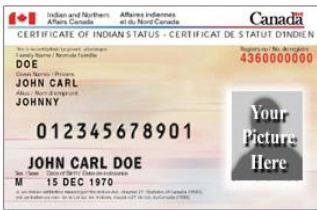
Laminated Certificate of Indian Status



Certificate of Indian Status "All-in-One"



Certificate of Indian Status "Pilot Project"



Non-prescribed:

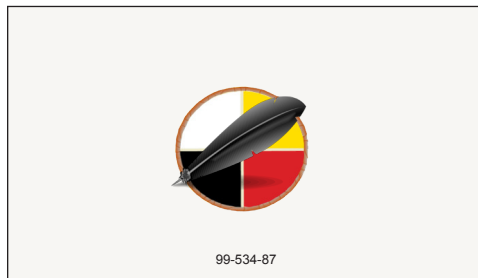
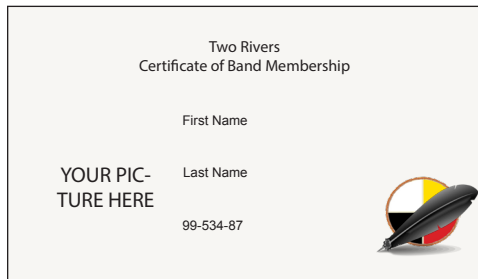
- Issued by INAC – Indian and Northern Affairs Canada
- Falls under the classification of “other” for the purpose of Challenge & Refusal
- Can be accepted if:
 - Expiry date is valid
 - Photo is a true likeness of the person presenting it
 - Bears the person’s Name and DOB
- Does not appear to have been tampered with (see page 16 for more information)

BAND MEMBERSHIP CARD

Band Membership cards:

- Issued by a specific First Nations Band – the Band name will be displayed
- Cannot be accepted on its own
- **Must be accompanied with another form of valid government issued photo ID in order to be acceptable**
- Easily recognizable as the wording “Band” will be written somewhere on the card
- Paper with a laminate overlay

Mock up of Band Card





Do I look 25 to you?

At the LCBO, we never guess.
That's why we asked to see over 14.5 million IDs last year.

**So, if you're 25 or younger,
have your ID ready.**

LCBO | Always
Taking Care

The LCBO never guesses. See if you can.
lcb.com/cardmot



2019