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A Toolkit to Prevent Tobacco Act Violations

Alberta Region



Canada

Health Canada is the federal department responsible for helping the people of Canada maintain and improve their health. We assess the safety of drugs and many consumer products, help improve the safety of food, and provide information to Canadians to help them make healthy decisions. We provide health services to First Nations people and to Inuit communities. We work with the provinces to ensure our health care system serves the needs of Canadians.

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For further information or to obtain additional copies, please contact:

Health Canada – Alberta Region
Tobacco Control Program
1-855-809-6966

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INTRODUCTION

A Retailer Toolkit to Prevent Tobacco Act Violations

We are pleased to provide you with this toolkit as a guide to help you prevent *Tobacco Act* violations, especially sales to minors (people under 18 years of age). This toolkit gives you information about your responsibilities under the *Tobacco Act*. The information can be used to:

- develop policies and procedures for tobacco sales in your store;
- train all staff, including managers, supervisors and clerks; and
- monitor employees to ensure they are following the law under the *Tobacco Act* and your store policies and procedures.

It is the retailer's responsibility to develop policies and train staff. Retailers are encouraged to take whatever steps they feel are necessary to ensure their store complies with the *Tobacco Act*.

This toolkit contains information and resources which you may find helpful. It is up to you to choose and photocopy which resources, including forms and signage, you will be using to prevent tobacco sales to minors.

Although the contents of the toolkit are detailed, they are not all encompassing. Retailers are encouraged to develop and use other steps they feel are necessary to ensure that they and their employees comply with the *Tobacco Act*.

For further information regarding the *Tobacco Act* and/or the contents of this toolkit, please call Health Canada at 1-855-809-6966.



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EMPLOYEE TRAINING

Manual for the Prevention
of Tobacco Sales to Minors

1

TEST



EMPLOYEE TRAINING

Introduction

The *Tobacco Act* was introduced in April 1997 to provide legislation to deal with the national public health concern about tobacco use among young people. The *Tobacco Act* makes it illegal for anyone to provide (give, sell, or furnish) tobacco products to a person under 18 years of age.

This retailer toolkit has been designed to help retailers develop store policies, procedures, and employee training about tobacco sales in their stores. It is the responsibility of the retailer to train employees to allow them to carry out their duties in keeping with the laws about tobacco sales.

This retailer toolkit is for owners, managers, supervisors, and clerks who are involved in the sale of tobacco products.

- Step 1:** Read **Employee Training – Manual for the Prevention of Tobacco Sales to Minors**. This will give you a general understanding of the laws about tobacco sales.
- Step 2:** Read the **Tobacco Act Tips** section. See tab “Tobacco Act Tips”. It will give you more details about tobacco laws including how owner /operators of stores selling tobacco may be held responsible for the actions of employees for tobacco sales.
- Step 3:** Read **Retailer Guidelines for the Prevention of Tobacco Sales to Minors**. See tab “Retailer Guidelines”. It is your responsibility to develop store policies and procedures to prevent tobacco sales to minors. You may find the suggestions made in the Retailer Guidelines pamphlet helpful when developing these store policies and procedures.
- Step 4:** Set up a training program to ensure you train all your employees before they are allowed to make tobacco sales. You can hold a staff meeting to give general information, but you should meet with them on a one-on-one basis to go over the laws and store policies about tobacco sales. Make sure all staff read **Employee Training – Manual for the Prevention of Tobacco Sales to Minors** and provide them with a copy of your store policies.
- Step 5:** Give your staff an exam (see sample **Tobacco Sales Prevention Exam**) to make sure they understand the laws and store policies. If they do not pass, review the information with them again and do not allow them to furnish tobacco until they have passed the exam or shown that they understand the laws and policies.

EMPLOYEE TRAINING

Introduction (*continued*)

- Step 6:** Read the **Training Certificate** and ask every trained employee (who has passed the exam) to sign and date it.
- Step 7:** Read the **Employee Agreement** and ask all employees to sign and date it after they have read it.
- Step 8:** Monitor employees. If you chose to carry out compliance checks, use the **Test Shopper Report – Compliance Check**. Take action with employees who are not following the *Tobacco Act* and store policy. This may include re-training and supervision until management is satisfied the employee is following store policy.
- Step 9:** Complete the **Retailer Tobacco Sales Prevention Checklist** to make sure you have completed all steps possible to ensure no one sells tobacco products to minors in your store. You should review the checklist quarterly to make sure appropriate steps are taken on an ongoing basis.
- Step 10:** Take any other steps that you feel will prevent tobacco sales to minors. You may wish to use the Sign-in Sheet as an additional measure to prevent providing tobacco to minors.
- Step 11:** Document and keep copies of all steps taken to prevent tobacco sales to minors and other violations.

For more information:

If you have any questions, or need more information about anything in this toolkit, please call 1-855-809-6966.

Please photocopy the information and sample Agreements, Exams, Compliance Check Reports, Check Lists, Certificates and Sign-in Sheets as you need them.



EMPLOYEE TRAINING

Tobacco Act Definitions

You may be charged and fined if you do not follow the laws about tobacco sales. This pamphlet contains the information you need to know before you make any tobacco sales. You need to understand this information as part of your employee training.

The policies and procedures contained in this training tool reflect “best practices” implemented by several retailers to prevent tobacco sales to youth.

The following information highlights some retailer components of the *Tobacco Act*. Please see the *Tobacco Act* for exact wording.

1. Furnish

To sell, lend, assign, give, provide a tobacco product.
This can (but does not have to) include an exchange of money.

2. Sell

To offer for sale and expose for sale.

3. Tobacco product

A product composed in whole or in part of tobacco, including tobacco leaves and any extract of tobacco leaves. It includes papers, tubes and filters. Some tobacco products are:

- Cigarettes
- Snuff
- Loose Tobacco
- Tubes
- Cigars
- Blunt Wraps
- Cigarette Papers
- Filters
- Chewing Tobacco
- Pipe Tobacco

4. Young Person

Anyone who is under 18 years of age. Also called a minor.

EMPLOYEE TRAINING

Furnishing Tobacco Products

Providing tobacco products to minors is illegal

It is illegal to give, sell, or provide in any way (furnish) a tobacco product to anyone under 18 years of age in any public place or a place where the public reasonably has access.

Illegal to sell single cigarettes, little cigars and blunt wraps

Selling single cigarettes, little cigars and blunt wraps to anyone is illegal. These products may be sold in packages of no less than 20.

Tobacco Act Penalties

What happens if I sell tobacco to someone under 18?

Employees & owners can be charged and, upon conviction, be fined up to:

1 st OFFENCE	2 nd OR SUBSEQUENT OFFENCE
\$3,000	\$50,000

What happens if I sell single cigarettes, little cigars or blunt wraps?

Employees & owners can be charged and, upon conviction, be fined up to:

1 st OFFENCE
\$50,000, 6 MONTHS IMPRISONMENT, OR BOTH

Did you know that Health Canada regularly sends shoppers to test compliance? Avoid fines by asking for I.D.

Protect our kids – Don't sell to minors!



EMPLOYEE TRAINING

Identification

The Tobacco (Access) Regulations state that only the following pieces of identification (documentation) are acceptable to prove a person's age:

- A) A driver's licence;
- B) A passport;
- C) A certification of Canadian citizenship;
- D) A Canadian permanent resident document;
- E) A Canadian Armed Forces identification card;
- F) Any other documentation that:
 - Is issued by a federal or provincial authority or foreign government; and
 - Contains the person's photograph, date of birth and signature.

(An example may be a Certificate of Indian Status Card.)



STUDENT CARDS ARE NOT ACCEPTABLE AS PROOF OF AGE FOR TOBACCO PURCHASES

EMPLOYEE TRAINING

Who to ask for I.D.

Ask everyone who looks under 30 for I.D. before you sell tobacco.

By asking everyone who looks under 30 for I.D. you may avoid:

- Providing tobacco to a person less than 18 years old.
- Guessing a young person's age.
- Breaking the law and getting a fine.
- Starting a minor on a nicotine habit.

Do not sell tobacco if the customer:

- Has no I.D.
- Does not show you one of the acceptable I.D. cards required by law.
- Does not look like the photo on the I.D. card.
- Gives you I.D. that shows they are under 18 years old.
- Shows you an I.D. card you believe is fake, for example, looks like the date of birth has been changed.
- Beggars you to sell them tobacco but are underage.
- Shows you a note from a parent.



EMPLOYEE TRAINING

Ask for Photo I.D. from anyone who appears 30 years of age or younger.

Estimating age can be difficult. Although these people may look older, in fact the youngest is 14 years old and not one of them is 18 years old. Therefore, it would be illegal to sell tobacco products to any of these people.



So, when it comes to estimating someone's age, don't guess –
ASK FOR I.D. from anyone who appears 30 years of age or younger.

Four steps for checking I.D.

1. I.D. card

- Look at the I.D. card. Is it one of the I.D. cards accepted to prove age?
If not... **no sale!**

2. Date of birth

- Look at the date of birth and determine the person's age.
Under 18... **no sale!**

3. Photo

- Look at the person, then look at the photo on the I.D. card.
If they look different... **no sale!**

4. Signature

- Federally accepted ID includes the person's signature –
no signature... **no sale!**

Never reach for or handle the tobacco products until after these steps have been followed.

EMPLOYEE TRAINING

Saying NO!

You have the right to say NO!

Employees have the right to say no to anyone, including friends, who are asking them to break the law! It is illegal for anyone to provide tobacco products in any way to youth under 18 years of age.

Saying no to friends and others in the same age group is not easy. The following tips can help you say no firmly. See “Clerk Lines” handout in this section for examples of what to say.

1. Tell the person he or she is asking you to break the law and you could be fined up to \$3,000.
2. Say no firmly and without hesitating. Your voice and expression will make it clear that the matter is closed. There is no further discussion.
 - Use confident body language.
 - Look at the person when you are speaking.
 - Keep your head up.
 - Speak with a confident, calm tone.
3. Repeat yourself if you have to. Some people will accept your decision but some will not. For those who insist on buying tobacco, repeat the same phrase (step 1) over and over. This works because it lets others know nothing they say will change your mind.
4. Tell the customer to see the manager or your supervisor if he or she will not leave.
5. Give the person a Customer Information card (“According to store policy...”) and tell the person you are following the law under the *Tobacco Act* and store policies. See tab “Signage” in toolkit.



EMPLOYEE TRAINING

Smoking and Health

The *Tobacco Act* helps protect the health of our kids.
You can help protect them too.

Health Issues

- There are 4,000 chemicals in tobacco smoke. More than 50 of them can cause cancer.
- Smoking causes heart disease, lung disease and cancer.
- Tobacco kills approximately 37,000 Canadians each year and costs Canada's health care system more than \$3 billion each year. Smoking kills five times more Canadians than car accidents, suicides, alcohol and murder combined.

Nicotine is Addictive

- Kids get addicted if they can get chew and cigarettes easily.
- Studies have shown that nicotine can be harder to quit than heroin or cocaine.
- Once hooked, a person will smoke for an average of 24 years.

No Tobacco to Kids

Under the Federal *Tobacco Act* it is **against the law** to:

- Sell tobacco products to kids under 18.
- Provide tobacco products to kids under 18.
- Give tobacco products to kids under 18.

Kids and Smoking

- Approximately 25% of kids in Canada smoke.
- If kids haven't started smoking by age 18, chances are they won't start at all.



EMPLOYEE TRAINING

There is No Such Thing as a Safe Smoke

Cigar smokers are four to ten times more likely than non-smokers to die from cancer of the mouth, larynx and esophagus.

Because of their size, smoking one cigar is like smoking three to ten cigarettes with no filters to reduce the tar and nicotine!

Smokeless tobacco, sometimes called dip, snuff, plug or chew has nicotine just like cigarettes and also contains many cancer-causing chemicals.

Smokeless tobacco gives you sore gums and painful cavities. Teens have gotten cancer of the mouth, cheeks, gums and throat from smokeless tobacco.

A pack-a-day cigarette smoker will smoke 7,300 cigarettes a year and will inhale the equivalent of almost one gram of formaldehyde that year. There are still over 3,999 other chemicals whose effects on the body continue to add up.

Some of the toxic substances from burning tobacco include:

- Tar
- Carbon Monoxide
- Hydrogen Cyanide
- Nicotine
- Formaldehyde
- Benzene

Formaldehyde is registered in Canada as a pesticide. Its health effects can be drastic on smokers and those exposed to tobacco smoke. Eye, nose and throat irritations and other breathing problems are just some of the symptoms.

Protect our Kids! Don't Sell tobacco products to minors!

Protect Yourself! Quit the habit if you smoke or chew!

www.gosmokefree.ca

EMPLOYEE TRAINING

Clerk Lines

Retail clerks are often challenged verbally by youth, when they refuse to furnish tobacco products to minor. Included with this toolkit are some examples of responses clerks can say when confronted by “pushy” minors.

- We have a policy in our store to photo ID anyone who looks under 30. I have no choice it is part of my duties.
- Sorry I know you are not 18. We are friends, but I am the one who will lose my job if I sell you cigarettes. Besides, it’s illegal. Sorry.
- Look, I’ve told you that I can’t sell you cigarettes because it’s illegal and I could lose my job. If you insist, I will have to call the Police.



TOBACCO ACT TIPS

2



TOBACCO ACT TIPS

Tobacco Act Definitions

The following information highlights some retailer components of the *Tobacco Act*. Please see the *Tobacco Act* for exact wording.

1. Furnish

To sell, lend, assign, give, provide a tobacco product.
This can (but does not have to) include an exchange of money.

2. Sell

To offer for sale and expose for sale.

3. Tobacco product

A product composed in whole or in part of tobacco, including tobacco leaves and any extract of tobacco leaves. It includes papers, tubes and filters. Some tobacco products are:

- Cigarettes
- Snuff
- Loose Tobacco
- Tubes
- Cigars
- Blunt Wraps
- Cigarette Papers
- Filters
- Chewing Tobacco
- Pipe Tobacco

4. Young Person

Anyone who is under 18 years of age. Also called a minor.

TOBACCO ACT TIPS

Retail Sales Highlights of the Tobacco Act

Furnishing Tobacco Products

Furnishing tobacco products to minors is illegal

No one shall give, sell, or provide in any way (furnish) a tobacco product to anyone under 18 years of age in any public place or a place where the public has reasonable entry (access).

Illegal to sell single cigarettes, little cigars and blunt wraps

Cigarettes, little cigars and blunt wraps may only be sold in packages that have at least 20 cigarettes in them. It is against the law to sell single cigarettes to anyone.

Self-Serve Tobacco Displays are Illegal – Customers can't help themselves to tobacco products

No one shall sell tobacco products from a self-serve display that allows a person to handle the tobacco product before paying for it.

Vending Machines are Illegal in Most Public Places

It is illegal to sell tobacco products from a machine, such as a vending machine, in public places. Vending machines may be placed in a bar or tavern provided it has a prescribed security mechanism attached.

Federal Sign

The *Tobacco Act* requires this sign to be posted wherever tobacco products are sold or displayed (for example - at each point of furnish). It must be placed where customers can see it, must not be obstructed from view, and not be altered in any way.



TOBACCO ACT TIPS

Federal Sign

It is prohibited by federal law to provide tobacco products to persons under 18 years of age.

Il est interdit par la loi fédérale de fournir des produits du tabac aux personnes âgées de moins de 18 ans.

DO NOT TAKE THIS SIGN DOWN.

What happens if I remove this sign?

1 st OFFENCE	2 nd OR SUBSEQUENT OFFENCE
\$3,000	\$50,000

If more signs or further information is required,
please contact a Tobacco Inspector at:
1-855-809-6966

TOBACCO ACT TIPS

Assistance to Inspectors

The owner of a place inspected by an inspector under the *Tobacco Act*, the person in charge of the place and every person found in the place shall:

- (a) provide all reasonable assistance to enable the inspector to carry out the inspector's duties under the *Tobacco Act*; and
- (b) furnish the inspector with the information that the inspector reasonably requires for that purpose.

No person shall obstruct or hinder, or knowingly make a false or misleading statement to, an inspector who is carrying out duties under the *Tobacco Act*.

1 st OFFENCE	2 nd OR SUBSEQUENT OFFENCE
\$50,000	6 MONTHS IMPRISONMENT, OR BOTH

TOBACCO ACT TIPS

Identification

The Tobacco (Access) Regulations state that only the following pieces of identification (documentation) are acceptable to prove a person's age:

- A) A driver's licence;
- B) A passport;
- C) A certification of Canadian citizenship;
- D) A Canadian permanent resident document;
- E) A Canadian Armed Forces identification card;
- F) Any other documentation that:
 - Is issued by a federal or provincial authority or foreign government; and
 - Contains the person's photograph, date of birth and signature.(An example may be a Certificate of Indian Status Card.)

STUDENT CARDS ARE NOT ACCEPTABLE AS PROOF OF AGE FOR TOBACCO PURCHASES



TOBACCO ACT TIPS

Due Diligence

Section 54 – Due Diligence

Owners or operators are responsible for the actions of their employees. They may be charged if an employee has sold or provided a tobacco product to someone under 18 years of age. The owner or operator may be considered not responsible if it can be proven that they did not know of the offence, did not provide consent and used “due diligence”, meaning the retailer did everything reasonably possible to try to prevent the offence from occurring.

In addition to the steps described in this pamphlet, other information may be considered to decide if the retailer showed “due diligence”. This may include compliance history of the retailer, including any complaints about tobacco sales.

The final decision about due diligence will be made in a court of law.



TOBACCO ACT TIPS

Questions Asked by Retailers

Can I sell to someone under 18 if they give me a note from a parent?

NO! Notes are not allowed. The law says you cannot provide (furnish) tobacco to anyone under 18 years old.

What happens if I am caught selling tobacco to someone under 18?

You may be charged and, upon conviction, be fined. The store owner or the corporation may also be charged. Make sure you know and obey this law.

Can a retailer accept school identification or library cards with a photo to verify the age of a consumer purchasing tobacco?

NO. Only federal, provincial or foreign government I.D. with name, date of birth, photo and signature are acceptable as proof of age when selling tobacco products.

Can retailers sell lighters or matches to anyone under 18 years old?

YES, providing they meet the requirements under legislation. Lighters or matches are not considered to be tobacco products and their sale is not age restricted under the *Tobacco Act*.

Can retailers give matches depicting tobacco company logos/trademarks away for free?

NO. Matches that depict tobacco industry logos must be sold.



RETAILER GUIDELINES

For the Prevention
of Tobacco Sales to Minors

3



10
Easy
Steps

RETAILER GUIDELINES

Retailer Guidelines for the Prevention of Tobacco Sales to Minors

Retailers should create policies and procedures to prevent tobacco sales to minors. The following are guidelines to help retailers develop their own policies and procedures.

1. Provide training to all staff about the *Tobacco Act*, store policies and procedures for tobacco sales. Do not allow employees to sell tobacco products until they are fully trained.
2. Make it a policy for all employees to ask for and check picture identification of any customer who looks around 30 years of age or under. Make sure employees know to refuse a sale to anyone under 18 or who does not provide acceptable photo I.D.
3. Set out consequences for those staff who do not follow store policy and rewards for those who do. Review policies and laws with employees and provide them with copies of your information.
4. Make sure that employees understand store policies and the *Tobacco Act*. This can be done by administering an exam to test their knowledge before they are allowed to sell tobacco products. (See sample exam included in this retailer toolkit.) Long time employees should be asked to take a refresher test to ensure they also comply.
5. Create an employee agreement. The employee could be asked to review the agreement or any revised agreement and re-sign at least quarterly. (See sample agreement included in this retailer toolkit). Retailers should create policies and procedures to prevent tobacco sales to minors.



RETAILER GUIDELINES

Retailer Guidelines for the Prevention of Tobacco Sales to Minors (*continued*)

6. Keep records of any action taken if an employee does not follow store policy or the laws about tobacco sales.
7. Reinforce the laws under the *Tobacco Act* and store policies on a regular basis by holding staff meetings, and one-on-one staff reviews.
8. Send out reminders to staff and hand out bulletins from Health Canada about the *Tobacco Act* to help keep staff informed. If your store has been warned about selling a tobacco product to someone under 18, make sure all employees see the warning. Employees should initial the warning and any other information sent around to staff to show they have seen it.
9. Give young employees extra training and supervision to make sure they follow the laws and store policies. Employees who still go to school may feel pressured by their friends and other students to sell tobacco products to young people under 18 years of age.
10. It is recommended that any documentation regarding tobacco sales training be retained for each employee.



RETAILER GUIDELINES

Training

Retailers decide how to train their staff. Training for all staff who sell tobacco is important in preventing tobacco sales to minors. Complete training of staff should include:

1. Informing staff about the requirements of the *Tobacco Act* with respect to the sale of tobacco, including definitions, legal age, and penalties.
2. Repeating, frequently, the method used to properly check for acceptable identification under the tobacco access regulations.
3. Outlining procedures for the sale of tobacco products, which should include:
 - requesting I.D. from anyone appearing 30 years of age or under;
 - refusing a sale of tobacco products when required identification is not shown;
 - how to examine identification to prove a customer's age;
 - how to say no to customers who do not provide requested identification; and
 - how to deal with difficult customers.
4. Instructing staff regarding store policies and procedures for tobacco sales and the penalties for not following these policies and procedures.

An exam may be given to confirm the staff's knowledge and understanding of the Tobacco Act and store policies.

Retailers should meet one-on-one with all staff to ensure they understand the law and store policies about tobacco sales. This will allow staff to ask questions and get answers from the retailer. Records should be kept of all reviews with staff, including the date and details of the review.



RETAILER GUIDELINES

Monitoring Staff

Monitoring staff helps to identify any employees who are not following store policies or the laws under the *Tobacco Act*.

Each retailer can choose the most effective method to monitor staff in their retail outlet. The following methods are used by some retailers to prevent illegal tobacco sales to minors:

1. Supervise employees and record staff performance on an ongoing basis.
2. Review store videos to watch staff as they sell, or are asked to sell tobacco products. Check videos taken at times when there are many young customers in the store.
3. Observe employees for adequate I.D. checking. Does the clerk actively read the I.D. to calculate the age of the customer from the date of birth? Does the clerk compare the customer photo by looking back at the customer with the I. D. in hand? Does the clerk determine if the I.D. is one of the accepted forms of proof of age?



RETAILER GUIDELINES

Additional Steps

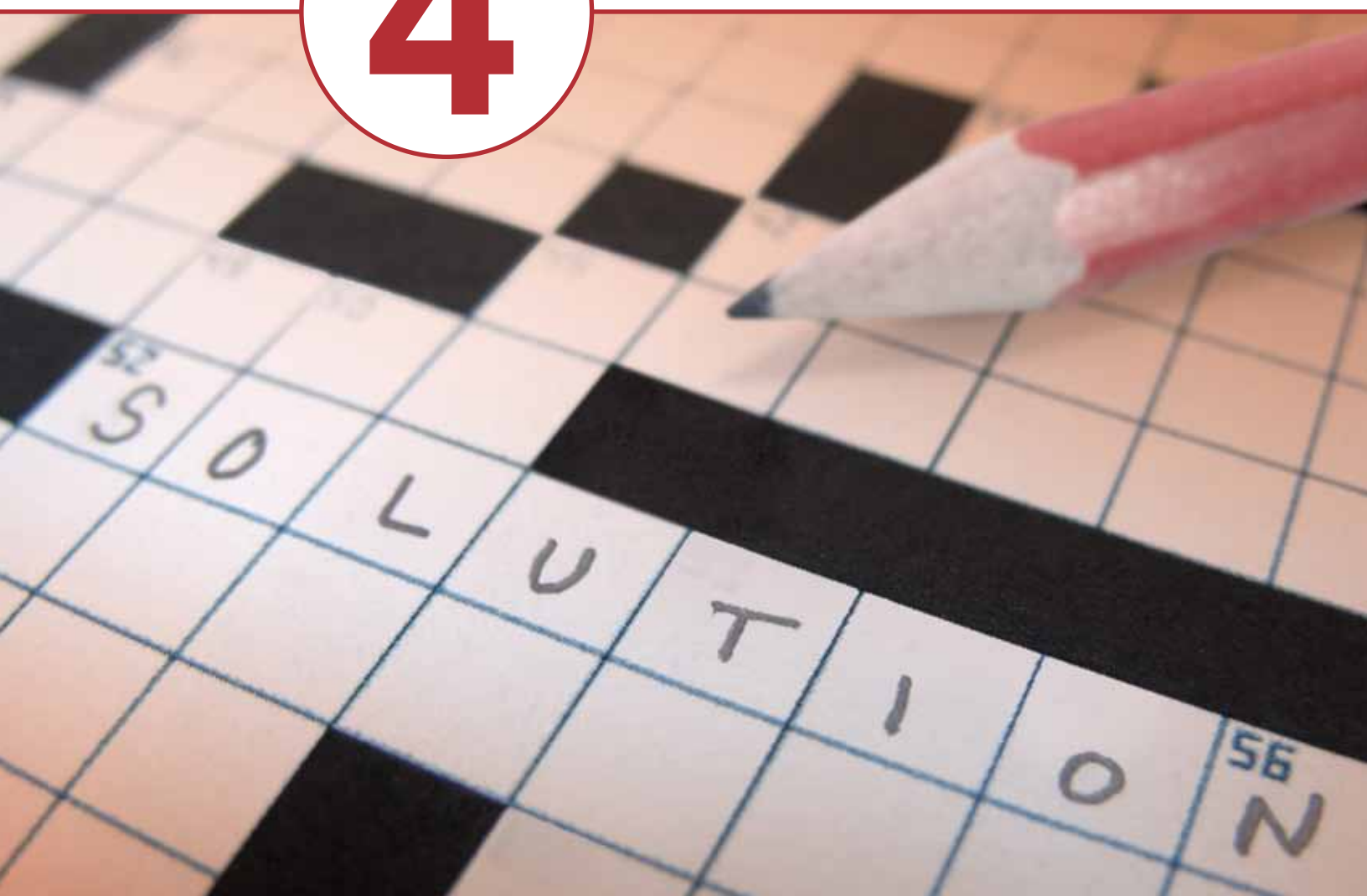
Additional steps can be taken to make sure no one sells a tobacco product to a young person:

1. Install a special cash register key to remind clerks to ask for identification to confirm proof of age of the customer before a tobacco sale.
2. Show samples of acceptable identification at the checkout to compare with a customer's identification.
3. Put up stickers at the cash registers showing the date, month, and year that a person must be born in order to be old enough to purchase tobacco products. (Sample stickers have been included with your retailer toolkit.)
4. Ask employees to sign daily or weekly shift reports to show they understand their duties under the *Tobacco Act* and store policies. (A sample has been provided with your retailer toolkit.)
5. Every few months, hand out tobacco sales information and reminders with employee's pay cheques.



FORMS

4



FORMS

Overview

It is up to each retailer to choose what material they wish to use from this kit.

Retailer Tobacco Sales Prevention Checklist – can be completed on a quarterly basis to confirm that steps have been taken in the areas of training, daily operations and monitoring.

Compliance Check Report – can be conducted by an individual designated by the retailer to audit staff for non-compliance with the *Tobacco Act*.

Tobacco Sales Prevention Exam – can be administered after all training has been provided for tobacco sales. Retailers should confirm the results of the exam on a one-on-one basis with employees to ensure their understanding.

Employee Agreement – should be signed after all training has been provided and a one-on-one meeting with the employee has confirmed that he/she has a full understanding of their responsibilities for tobacco sales.

Sign-in Sheet – Retailers may wish to have employees read and sign a Sign-in Sheet prior to beginning their shift as a reminder of the *Tobacco Act* and store policy requirements for tobacco sales.

Training Certificate – may be required to be signed and dated by employees once they have received complete training by the employer such as, but not limited to, the information provided in this toolkit.





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Retailer Tobacco Sales Prevention Checklist

SAMPLE RETAILER CHECKLIST

Have these steps been taken?		TRAINING	Have these steps been recorded?	
YES	NO		YES	NO
		Have all employees been trained fully about their responsibilities under the <i>Tobacco Act</i> and store policies?		
Did employee training include all of the following, in writing, to the employee:				
		• the definitions under the <i>Tobacco Act</i> ;		
		• laws about not selling single cigarettes, little cigars and blunt wraps;		
		• description of acceptable photo I.D.;		
		• asking for and examining photo I.D. from anyone who appears 30 years or under;		
		• the penalties for selling to minors (under 18 years of age);		
		• how to refuse a tobacco sale to a minor;		
		• store policy and procedures; and		
		• any additional items to prevent tobacco sales to minors		



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sécurité... notre priorité.

Retailer Tobacco Sales Prevention Checklist (*continued*)

SAMPLE RETAILER CHECKLIST

Have these steps been taken?		POLICIES AND PROCEDURES	Have these steps been recorded?	
YES	NO		YES	NO
		Has store policy been written wherein employees are not allowed to sell tobacco until they are fully trained?		
		Has store policy been written requiring staff to ask for I.D. from customers who appear 30 years of age or under?		
		Have penalties been established for employees who do not follow store policies or the laws? Have these penalties been explained to the employees?		
		Has a written or oral exam been given to all employees to ensure they understand the <i>Tobacco Act</i> and store policies?		
		Have employees signed a recent agreement to show they are aware of and understand store policies and the <i>Tobacco Act</i> ?		
		Are tobacco laws and store policies reviewed with staff on an ongoing basis (at staff meetings and in one-on-one employee reviews)?		
		Are written policies, training materials, letters, or articles, regarding tobacco sales prevention given to employees for review?		
		Are employees who sell to minors or who fail to ask for photo identification from customers who appear 30 years of age or under corrected?		
		Do employees know how the required Federal Sign is to be posted in the manner and form as described in the <i>Tobacco Act</i> ?		
		Do employees understand they are protecting Canadian youth by preventing sales to minors?		

Have these steps been taken?		MONITORING EMPLOYEES	Have these steps been recorded?	
YES	NO		YES	NO
		Does management carry out checks to see if employees check for I.D.?		
		Is a review made of store videos and/or records kept of employee checks?		
		Are employees supervised on a regular basis?		
		Is supervision provided for new employees and for employees who have not followed the law or store policy to make sure they now comply?		

Employee Signature: _____ Date: _____



Test Shopper Report – Compliance Check

SAMPLE COMPLIANCE CHECK

Date: _____ Time: _____

Store & Address: _____

Employee (clerk) checked: _____

	YES	NO
Did the clerk ask for age?		
Did the clerk ask for acceptable photo I.D.?		
Was the I.D. examined properly?		
Did the clerk sell a tobacco product to the shopper?		
Was the Federal Sign posted and not hidden?		

Other Comments or Observations: _____

Signature: _____



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Tobacco Sales Prevention Exam

SAMPLE EXAM

1. Name six tobacco products as defined under the *Tobacco Act*.

2. When is it legal to sell or provide (furnish) a tobacco product to a person?

3. How much can an owner and/or clerk be fined for selling a tobacco product to a minor?

4. When are you required to ask for I.D.?

5. Before making a tobacco sale, list two types of identification acceptable to prove age.

6. When examining I.D., what four things should you be checking?

7. According to performance expectations, what action will be taken if an employee disobeys tobacco sale policies?

Signature: _____ **Date:** _____

Print Name: _____



Tobacco Sales Prevention Exam Answers

SAMPLE EXAM ANSWERS

1. Name six tobacco products.

Cigars, cigarettes, chewing tobacco, snuff, pipe tobacco, cigarette papers, tubes, filters, blunt wraps, leaf tobacco, loose tobacco or any product in whole or part of tobacco including tobacco leaves and any extract of tobacco leaves.

2. When can you furnish a tobacco product to a person?

When they are 18 years of age or older.

3. What are the fines for selling to a minor under the *Tobacco Act*?

\$3,000 for a first offence and \$50,000 for a second or subsequent offence.

4. According to store policy, when are you required to ask for identification?

When a customer appearing 30 years of age or under is purchasing a tobacco product.

5. Before making a tobacco sale, list two types of identification acceptable to verify age.

Drivers licence, passport, a certificate of Canadian citizenship card, Canadian permanent resident document, Canadian Armed Forces identification card, and any other documentation issued by a federal or provincial authority or a foreign government that contains the person's photograph, date of birth and signature.

6. When examining I.D., what four things should you be checking?

- *Verify that the ID is a type required by law.*
- *The date of birth - verify the person's age.*
- *The picture - ensure the picture on the ID is the same as the customer.*
- *The user's signature.*

7. According to store policy, what disciplinary action will be taken if an employee violates the policies regarding tobacco sales?

(This answer will vary from retailer to retailer.)



Employee Agreement

SAMPLE AGREEMENT

Please initial in the box beside each paragraph to show that you fully understand the requirements of the Federal *Tobacco Act*, store policy and your commitment to protect minors.

☐

1. **A TOBACCO PRODUCT INCLUDES:**

cigarettes, blunt wraps, cigarette papers, cigars, pipe tobacco, tubes, chewing tobacco, loose tobacco, filters, snuff, any product in whole or in part of tobacco, including tobacco leaves and any extract of tobacco leaves.

☐

2. IT IS ILLEGAL TO SELL OR PROVIDE (FURNISH) TOBACCO PRODUCTS TO ANYONE UNDER 18 YEARS OF AGE.

☐

3. I UNDERSTAND AND WILL FOLLOW STORE POLICY TO REQUEST I.D. FROM ANYONE APPEARING 30 YEARS OF AGE OR UNDER.

☐

4. I UNDERSTAND THAT THE ONLY ACCEPTABLE I.D. IS GOVERNMENT PHOTO I.D. AS DEFINED IN THE *TOBACCO ACT*.

I, _____, have read and understand the requirements of the *Tobacco Act*
(please print) and store policy regarding tobacco sales to minors.

Signature: _____ **Date:** _____

Thanks for protecting our minors!



Sign-In Sheet

SAMPLE SIGN-IN SHEET

Law:

It is illegal to sell or provide (furnish) tobacco products to any person under 18 years of age.

Store Policy:

It is the policy of this store that all employees must ask for photo I.D. from anyone who appears 30 years of age or under. The only acceptable identification is a driver's licence, Canadian Armed Forces card, passport, Canadian permanent residence document, or other Government identification which contains a photograph, signature, and date of birth.

Tobacco Products INCLUDE:

- cigarettes
- rolling papers
- pipe tobacco
- tobacco
- any product composed in whole or in part of tobacco, including tobacco leaves and any extract of tobacco leaves
- tubes
- snuff
- chewing tobacco
- blunt wraps
- loose tobacco
- cigars
- filters

I understand the laws about the sale of tobacco to persons under 18 years of age and will follow them as terms of my employment. I understand the STORE POLICY as stated above and I agree that I will, in all cases, follow the *TOBACCO ACT* and STORE POLICY.

Date	Name	Signature



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Training Certificate

SAMPLE CERTIFICATE

This is to certify that I, _____
(name of employer)

of _____
(name of retail outlet)

have provided tobacco sales prevention training to: _____
(name of employee)

This employee has demonstrated knowledge of laws and policies to prevent the furnishing of tobacco products to minors.

Employee Signature: _____ **Date:** _____

Employer Signature: _____

SIGNAGE

5



SIGNAGE

Overview



It is up to each retailer to choose what material they wish to use from this kit.

Age Signage Sticker – can be posted for employees as an aid to help them verify the date of birth of a person who has provided acceptable I.D.

Tobacco Policy Signage – can be posted as a reminder that store policy requires all employees to ask for identification from anyone appearing 30 years of age or under. Adopting this policy should help employees avoid giving tobacco to a person less than 18 years of age, guessing a younger person's age and breaking the law and getting fined.

Customer Information Cards – can be given to difficult customers to advise them that it is store policy to ask for I.D. from anyone appearing 30 years of age or under.



<div>Tobacco Control Program Alberta Region</div> <div>Customers must be born on or before today's date in <input type="text"/></div> <div>to purchase tobacco products</div> <div>  <div> Health Canada </div> <div> Santé Canada </div> <div> VALID IN THE YEAR <input type="text"/> </div> </div>	<div>Tobacco Control Program Alberta Region</div> <div>Customers must be born on or before today's date in <input type="text"/></div> <div>to purchase tobacco products</div> <div>  <div> Health Canada </div> <div> Santé Canada </div> <div> VALID IN THE YEAR <input type="text"/> </div> </div>
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Tobacco Control Program
Alberta Region

Programme de lutte au tabagisme
Région de l'Alberta

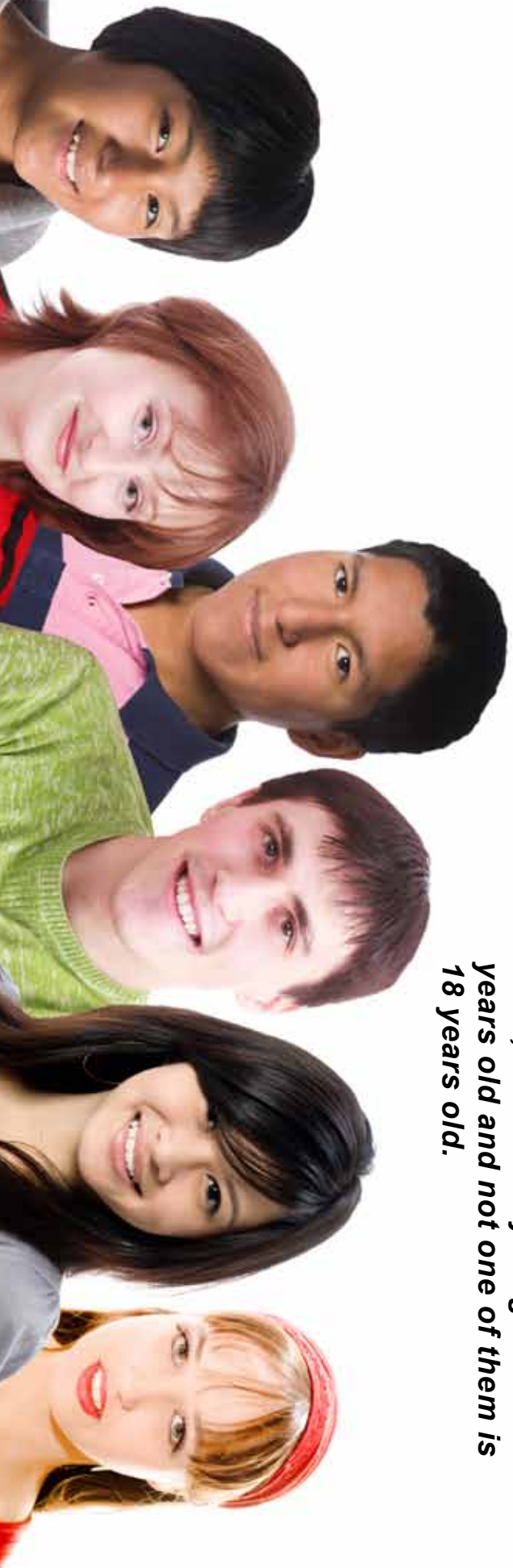
ID is Required

**For Tobacco Purchases from anyone
appearing 30 years of age or under.**

Here's why . . .

Estimating age can be difficult.

*Although these people may look
older, in fact the youngest is 14
years old and not one of them is
18 years old.*



A Toolkit for **Responsible Tobacco Retailers**

[illegible]