



Good Neighbour Guide for

BARS, RESTAURANTS & ENTERTAINMENT VENUES

Toronto's bar, restaurant and entertainment industry is thriving. However, this success can sometimes result in negative impacts on the surrounding community due to issues related to noise, litter and public safety. This guide is a tool to raise awareness of these issues, and of the measures you can take to be a good neighbour, by providing a safe, clean, quiet environment in the vicinity of your establishment.

REQUIREMENTS

1. Ensure that noise arising from entertainment or the sale and service of alcohol on your outdoor patio does not disturb local residents.
2. Ensure that amplified sound is not clearly audible beyond your lot line.
3. If you operate a nightclub, monitor line-ups outside and ensure the orderly conduct of your patrons. Nightclubs are required to have a municipal noise and crowd control plan; a metal detector; and to be staffed with at least one security guard for every 100 patrons in attendance.
4. Ensure that your waste is properly sorted, set out after 6:00pm on collection night, and placed in a City garbage bin, yellow bag, or a regular garbage bag with a Garbage Tag (make sure it is visible). If using private garbage collection, try to arrange pick-up times that aren't disruptive to nearby residents.
5. Keep the exterior of your establishment clean and free of litter, cigarette butts and gum, particularly locations that are adjacent to residential areas.
6. Smoking laws must be respected. Post "No Smoking" signs at entrances and exits to provide smokeless ashtrays at least nine metres from main entrances or exits, where feasible.

ADDITIONAL GUIDANCE

7. Display prominent notices at main entrances and exits advising your patrons to leave in a quiet, peaceful, and respectful manner, and to avoid littering and public urination. Employees can also reinforce these expectations to patrons exiting the establishment.
8. Provide adequate mechanical ventilation within your establishment so that open doors and/or windows are not required, and noise is contained within.
9. Inform your employees about local transit options, including taxis and private transportation companies, so that they can provide this information to exiting patrons if required.
10. Consider providing outdoor lighting to discourage nuisance activities along the street, sidewalk, or a rear laneway as appropriate, while also ensuring that light from these devices does not interfere with your neighbours.
11. Consider participating in the Best Bar None program, an industry-led accreditation program for liquor licensees that have good relationships with the community and hospitality industry partners, and the highest standards for the responsible service of alcohol.
12. Ensure that any persons or promoters who hold events on your premises are aware of the expectations outlined in this document and adhere to this guide.
13. Establish lines of communication with your neighbours by providing a phone number for them to register complaints or concerns. Ensure the line is answered during your hours of operation, and equipped with a functioning message service for other periods.