

515. FIRST CALL PROGRAM

Purpose:

To provide new licensees with resources to be successful in staying in compliance with all liquor laws.

Objective:

To visit newly licensed premises, including new outlets, changes of ownerships and those who have restrictions placed on their license. Visits need to be within 90 days of issuance of license in order to provide education and information to help the licensee maintain compliance with all liquor laws.

Procedure:

Time Period: 90 days from the date the final authority on the liquor license is issued (does not include 90-day temps).

Licensees: New outlets, changes of ownership and any license issued with restrictions.

License Process: Will post all issued licenses on a daily basis.

- Inspector:**
- Obtain list of all qualified licensees in their region and calls licensee or licensee's designee to set up a time to meet with them.
 - Uses the Premises Inspection /First Call Program form to review general liquor law guidelines with licensee or licensee's designee and completes the checklist.
 - If the license has restrictions, inspectors will review the license restrictions with the licensee or licensee's designee to ensure they understand the restrictions.
 - Provides the informational packet to the licensee or licensee's designee and offers training classes for employees.
 - No tickets are issued based on this visit unless a priority violation occurs during the visit (see section 200H). Inspector will remind licensee or licensee's designee of the need for service permits or the clerk training brochure requirements but will not physically check during this first visit. Verbal instructions shall be given for any other compliance issues discovered at the time of the visit.
 - If Enforcement receives a complaint within the 90-days, the complaint will be treated as any standard intake and investigation.
 - Records the visit in stats as a Premises Inspection.

- Turns in the Premises Inspection / First Call Program form for filing in DMS.

Managers: Ensure Premises Inspections / First Call Program visits occur within the required 90-day time-frame.

Forms: [Premises Inspection / First Call Program](#)
[Premises Inspection / First Call Program Instructions](#)