

Toolkit for Responsible Tobacco and Vapour Product Retailers

Saskatchewan
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The Toolkit for Responsible Tobacco and Vapour Product Retailers – Saskatchewan is also available at:

<https://www.saskatchewan.ca/residents/health/wellness-and-prevention/tobacco-and-vapour-products/tobacco-and-vapour-products-legislation>

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Dear Retailer



Tobacco use is a leading cause of preventable illness and premature death in Canada – it is a major contributing factor to several chronic diseases and deaths. Vapour products often contain nicotine, which is highly addictive and can affect healthy brain development in young people.

As responsible citizens, we need to be concerned with the well-being of young people in our neighbourhoods, communities, and in our society. It is up to each of us to help keep harmful substances out of the hands of minors.

As a tobacco or vapour products retail operator, you have a unique opportunity to protect those under the age of 19 from the serious consequences of tobacco and vapour product use. You understand that there are laws against selling tobacco, tobacco-related products or vapour products to minors and by familiarizing yourself and your staff with the rules and regulations of tobacco and vapour products control, you will be equipped with an answer for most situations.

The sale of tobacco, tobacco-related products and vapour products is regulated both by provincial legislation, *The Tobacco and Vapour Products Control Act* and by the Federal *Tobacco and Vaping Products Act*.

Education is key - the regulators of tobacco and vapour products sales are committed to ensuring that retailers in this province are equipped with the information that they need. With this toolkit, you will find information about your responsibility as a seller of a controlled substance, about how to protect youth, and, of course, about how to protect yourself.

With this information, you should:

- Develop policies surrounding the sale of tobacco and vapour products in your store and the procedures necessary to ensure you and your employees comply with the law.
- Train all staff members immediately upon hiring them. Whether they are new to retail outlets or not, training them yourself will give you peace of mind knowing that they are well versed about the sale of tobacco, tobacco-related products, and vapour products.
- Monitor your employees as an on-going routine in your store to be certain they are following the law as well as your policies and procedures.

This toolkit provides you with a detailed overview of the laws that protect those under 19 from access to tobacco, tobacco-related products and vapour products. You are legally bound to see that everyone who works in your establishment fully complies.



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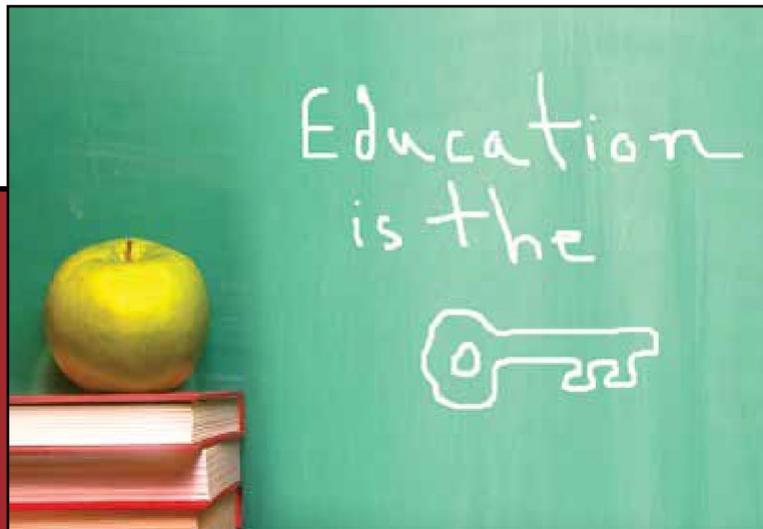
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I

section



BEING INFORMED



About the Responsibility You Have Accepted

Overview

As an owner/operator of a retail establishment that sells tobacco, tobacco-related products or vapour products, one of your responsibilities is to stay current with changes to tobacco and vapour product legislation.

The following information provides you with some facts you will need to consider as you begin to create your own company policies and procedures. These policies and procedures will protect young people in your community from accessing tobacco products and vapour products and, at the same time, will guide you and your employees through the correct ways to sell tobacco, tobacco-related products or vapour products.

Retail Sales Highlights

There are many products on the market these days and, as a retailer, you must understand exactly what materials are considered tobacco, tobacco-related products and vapour products. Further, you need to know which actions you or an employee might take that could have you, as owner/operator, held responsible for the sale of tobacco, tobacco-related products or vapour products to those under the age of 19.

Legal ID

Not all identification is acceptable for use in the purchase of tobacco, tobacco-related products or vapour products. Having the proper information and keeping your employees informed is the best way to ensure that you are abiding by the laws.

Retailer Penalties in Saskatchewan

In addition, you need to understand the severity of the penalties handed down for infractions.

Questions Asked by Retailers

Also included is a list of questions most frequently asked by retailers and the correct answers.

With a full understanding of this information, you will know how rigorous you must be in your management of the sale of tobacco, tobacco-related products or vapour products.

I Being Informed



Retail Sales Highlights of Provincial Tobacco and Vapour Products Legislation in Saskatchewan

Definitions of Tobacco, Tobacco-Related Products and Vapour Products

Provincial Definitions

“Tobacco” means tobacco in any form in which it is used or consumed, and includes snuff and raw leaf tobacco, but does not include any food, drug or device that contains nicotine to which the *Food and Drugs Act* (Canada) applies.

“Tobacco-related product” means a cigarette paper, a cigarette tube, a cigarette filter, a cigarette maker, a pipe or any other product used in association with tobacco that is prescribed.

Vapour product means any or all of the following:

- (i) an e-cigarette; a product or device, whether or not it resembles a cigarette, containing an electronic or battery-powered heating element capable of vaporizing an e-substance for inhalation or release into the air;
- (ii) an e-substance means a solid, liquid or gas that, on being heated, produces a vapour for use in an e-cigarette, regardless of whether the solid, liquid or gas contains nicotine;
- (iii) a cartridge for or a component of an e-cigarette.

Note: All tobacco and vapour product retailers are encouraged to familiarize themselves with federal tobacco and vapour product control legislation. Federal officials may also conduct inspections at retail outlets in Saskatchewan to determine compliance with federal legislation.



Facts About of Federal and Provincial Tobacco and Vapour Products Legislation in Saskatchewan (continued)

Providing tobacco or vapour products to a person under the age of 19 is illegal.

No one shall give, sell, or provide, in any way, tobacco, tobacco-related products or vapour products to anyone under 19 years of age.

Thinking someone looks older than they actually are is not a legitimate excuse to sell them tobacco, tobacco-related products or vapour products.

Retailers must post signs wherever tobacco or vapour products are sold or displayed.

The form and content of these signs is specified by Provincial and Federal legislations.

Signs directed under Provincial legislation are mandatory.

Legal Age signs must be placed where customers and employees can see them and they must not be hidden from view. If further information about signs is required, please contact your local tobacco enforcement officer.

It is illegal to sell single cigarettes and single little cigars.

It is against the law to sell single cigarettes and little cigars. Cigarettes and little cigars may only be sold in packages of 20 or greater.

Self-service tobacco or vapour product displays are illegal in non-age restricted stores.

Under no circumstances can customers help themselves to tobacco and vapour products before they pay for them in non-age restricted stores.

Vending machines selling tobacco or vapour products are illegal in most public places.

Vending machines that sell tobacco or vapour products are banned in Saskatchewan with a few exceptions. Please contact your local tobacco enforcement officer for further information.

Most flavoured vapour products are limited to specialty vape shops.

All retail stores are permitted to sell tobacco and mint or menthol flavoured vapour products. All other flavoured vapour products are limited to age-restricted vapour products shops as defined in *The Tobacco and Vapour Products Control Regulations*.

Indoor sampling of vapour products is only allowed in specialty vape shops.

Customers are allowed to sample vapour products before purchase but only in age-restricted vapour products shops that are designed to accommodate sampling. Sampling restrictions are in place for employees.

I Being Informed



Retail Sales Highlights of Federal and Provincial Tobacco and Vapour Product Legislations in Saskatchewan

The sale of tobacco and vapour products is prohibited in certain locations in Saskatchewan.

Selling tobacco, tobacco-related products or vapour products is illegal in a pharmacy and in a retail store if a pharmacy is in the store.

For a complete list of prohibited locations, please refer to [The Tobacco and Vapour Products Control Act](#) or contact your local tobacco enforcement officer. Contact information can be found at:

<https://www.saskatchewan.ca/residents/health/public-health/public-health-inspectors>

Tobacco, tobacco-related products and vapour products must be covered in Saskatchewan.

It is illegal for a retailer to display tobacco, tobacco-related products or vapour products if people under the age of 19 are permitted access.

It is illegal for any retailer to display tobacco, tobacco-related products or vapour products if they are visible to the public from the outside of the premises.

Retailers must ensure that their staff completely covers the tobacco, tobacco-related products and vapour products immediately after each sale. Leaving the products displayed, even partially, is not permitted.

It is illegal to advertise or promote tobacco, tobacco-related products or vapour products on an indoor or outdoor sign.

Outdoor signs advertising tobacco, tobacco-related products or vapour products are not permitted.

Some indoor signs indicating price and availability may be allowed. For more information, please contact a tobacco enforcement officer.



Legal Identification (ID)

It is imperative that you and your employees ask to see government issued photo identification when selling tobacco, tobacco-related products or vapour products. A general rule is to ask for identification from anyone who looks under 25 years of age.

Remember, thinking someone looks older than they are is not a legitimate excuse to sell them tobacco, tobacco-related products or vapour products. Always check for a valid identification.

Federal and provincial tobacco and vapour product legislation states that only the following pieces of identification or documentation are acceptable to prove a person's age:

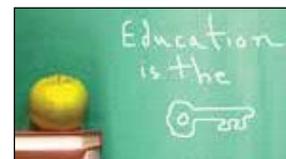
- Driver's Licence
- A Canadian passport
- Government-issued certification of Canadian citizenship
- Canadian Armed Forces (Canadian Forces) identification card
- Other documentation from a Federal or Provincial authority or a foreign government. An example may be a government-issued voluntary ID card.

In all circumstances, the documentation must include the person's photograph, their date of birth, and signature.

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



I Being Informed



Retailer Penalties in Saskatchewan

According to section 4 of the *Tobacco and Vapour Products Control Act*, any retailer who sells or gives tobacco or vapour products to anyone under 19 years of age is guilty of an offence and can be given a summary offence ticket in the amount of \$250 for an individual or \$500 for a corporation. In addition, a court can assess higher penalties as follows:

Number of offences	Fine amount	Other penalty
1 st offence	Up to \$3,000	
2 nd offence	Up to \$5,000	Prohibited from selling tobacco and vapour products for 7 days
3 rd offence	Up to \$15,000	Prohibited from selling tobacco and vapour products for 6 months
4 th offence	Up to \$50,000	Prohibited from selling tobacco and vapour products for 12 months

These are violations within Section 5 (Selling cigarettes and little cigars in packages that do not contain prescribed quantities) of *The Tobacco and Vapour Products Control Act*.

Number of offences	Fine amount
1 st offence	Up to \$3,000
2 nd offence	Up to \$5,000
3 rd offence	Up to \$15,000
4 th offence	Up to \$50,000

These are violations within Sections 6 and 7 (Signage) of *The Tobacco and Vapour Products Control Act*.

Number of offences	Fine amount
1 st offence	Up to \$3,000
2 nd offence	Up to \$5,000
3 rd offence	Up to \$15,000
4 th offence	Up to \$50,000



Retailer Penalties in Saskatchewan (*continued*)

These are violations within Section 8 (Selling tobacco, tobacco-related products or vapour products in a prohibited place) of *The Tobacco and Vapour Products Control Act*.

Number of offences	Fine amount
1 st offence	Up to \$3,000
2 nd offence	Up to \$5,000
3 rd offence	Up to \$15,000
4 th offence	Up to \$50,000

These are violations within Section 9 (Permitting or placing a vending machine in a prohibited place) of *The Tobacco and Vapour Products Control Act*.

Number of offences	Fine amount
1 st offence	Up to \$3,000
2 nd offence	Up to \$5,000
3 rd offence	Up to \$15,000
4 th offence	Up to \$50,000



I Being Informed



Questions Asked by Retailers

What about unapproved signs?

In Saskatchewan, retailers are not permitted to display any sign respecting the legal age to purchase tobacco, tobacco-related products or vapour products or that have health warnings respecting tobacco and vapour products unless the sign is supplied or approved by the province or is authorized pursuant to the *Tobacco and Vaping Products Act* (Federal).

I know there are Federal and Provincial laws about the selling of tobacco and vapour products. Which laws do I follow?

You must follow both laws. Federal legislation sets a standard for tobacco and vapour products control across the country and provinces can make additional legislation applicable in that province only. Generally, by following the stricter standard, you should be in compliance with both laws.

Do I need to ask for proof of age before selling tobacco or vapour products?

Yes. It is strongly suggested that you ask for proof of age if the customer appears to be less than 25 years old. It is up to the retailer to determine this number. Only government-issued photo identification is acceptable. Student cards are not acceptable forms of identification.

Can I sell tobacco or vapour products to someone under 19 if they give me a note from a parent?

No! It is against the law to give or sell products to anyone under the age of 19 no matter what the reason. A note, telephone call, verbal consent from a parent, guardian or friend is not acceptable. You can be charged and convicted even if the parent agrees to the sale. No one can give you permission to break the law.





Questions Asked by Retailers (*continued*)

What if a younger person sends in an older person to buy cigarettes or vapour products for them?

The older person is breaking the law and is subject to a fine. If you are aware that this is happening, you should inform the adult that this is illegal and refuse to make the sale. If they persist, you should advise the local tobacco enforcement officer.

Why should I go to all this trouble when it just upsets my customers?

You should abide by the laws in your province and be aware that there are heavy fines and penalties.

As a retailer of tobacco or vapour products, you are responsible to keep tobacco or vapour products out of the hands of people under 19 years of age. Tobacco is an addictive drug, with dangerous effects to health. Most people start smoking by age 16. Research shows that when strict laws about selling tobacco are actively enforced, fewer young people start to smoke.

Vapour products contain nicotine. Nicotine is highly addictive substance that can affect the memory, concentration, and brain development in young people.

You may wish to point out these facts to your customers.

Can I employ someone under the age of 19?

Yes. In Saskatchewan, the legislation does not prohibit people under 19 from selling or handling tobacco or vapour products. Retailers can hire people under the age of 19 years to sell tobacco or vapour products - clerks just cannot sell tobacco or vapour products to people under 19. It is recommended to provide extra training and monitoring to young employees who may be subject to peer pressure.

What signs do I have to post?

The rules about signage are strict and only those signs supplied by the Government of Saskatchewan (or those authorized under the federal *Tobacco and Vaping Products Act*) may be used. Contact your local tobacco enforcement officer for more information about mandatory signage, health warnings, and proof of age.

What if I choose not to display these signs?

All tobacco and vapour products retailers are required by law to display these signs. You can be fined if you do not.

What if someone defaces or steals a sign?

Contact your local tobacco enforcement officer if there are problems with your signs. Retailers are responsible for maintaining their signs, ensuring they are visible and readable at all times. Since a defaced sign means you are not complying with the law, you must take all reasonable steps and measures to ensure that the signs are intact and visible.

Can I display vapour products in my store?

Vapour products are subject to the same display and advertising restrictions and tobacco.

- **If your store is open to all ages**, then vapour products and advertisements must not be displayed. This includes any objects like lighters or matches that promote brands or manufacturers of vapour products. Within your store, you can inform customers that you have vapour products for sale, using basic signs permitted by the regulations with general information such as the price range of single use or refillable products.
- **If your store only allows adults to enter the store**, then you may have vapour products and their promotions out on display. However, you must ensure that people looking into the store from outside cannot see the vapour products or their advertisements.

I Being Informed



Questions Asked by Retailers (*continued*)

Can people use vapour products in a store?

Persons who intend to purchase a vapour product from the retailer are allowed to sample vapour products under strict conditions:

- No one under the age of 19 is permitted access to the place of business
- The retailer's place of business must be fully enclosed by floor-to-ceiling walls, a ceiling and doors that separate that place of business from any adjacent area in which the use of vapour products is prohibited
- The proprietor and employee may use vapour products inside the retailer's place of business for the purpose of sampling products intended for sale and only when the retailer is not open to the public.
- The store is not a permitted premises as defined in *The Alcohol and Gaming Regulation Act, 1997*

What kind of flavoured vapour products can I sell?

As of September 1, 2021, tobacco or vapour product retailers whose store is open to all ages may only sell tobacco and mint or menthol flavoured vapour products. Age-restricted retailers that are open to those 19 years of age and older may sell other flavours.

Do enforcement officers have to show me a warrant before they enter my store?

No. A tobacco enforcement officer can enter your store without a warrant and inspect your premises. The purpose of their inspection is to ensure a retail establishment is in compliance with the legislation. You and your employees must cooperate with the tobacco enforcement officer.



Protecting Yourself and Young People in Your Community

Overview

Tobacco and vapour product retailers are required to take every reasonable step to prevent the sale of tobacco and vapour products to anyone under the age of 19. When you are not on the retail premises or otherwise busy, you must be able to trust your employees to carry out each tobacco and vapour product sale according to the law. Much is at risk if they do not.

Employers must provide clear rules for your employees to follow. Most people find it more comfortable to know what is expected of them, how to carry out the tasks set before them, and how to handle the unexpected.

Well thought out policies and procedures on tobacco and vapour product sales assist you as the owner/operator to align your shop with the laws of the province in which you live. They help your staff members have a clear understanding of those laws and what is and what is not permitted so that they can make the right decision each time.

Develop policies and procedures

Establish store policies and procedures about tobacco and vapour product sales, including what will happen if people do not follow them. To be effective, these policies and procedures must be an integral part of your day to day retail operations.

Provide training

Provide all employees with complete training about Federal and Provincial tobacco and vapour product legislations as well as your store policies and procedures about tobacco and vapour product sales. Train employees as soon as you hire them whether or not they have worked in another tobacco or vapour product retail outlet, and, most importantly, train them before they sell tobacco and vapour products.

On-going monitoring

Regularly monitor employees to make sure they are following both the laws and your store policies about tobacco and vapour product sales.



I Being Informed



Contact Information for Saskatchewan

Saskatchewan has people working to enforce tobacco and vapour product regulations. Please call them if:

- You have questions or concerns about this Toolkit
- You have questions about tobacco and vapour products control and its rules and regulations
- You need information about signage

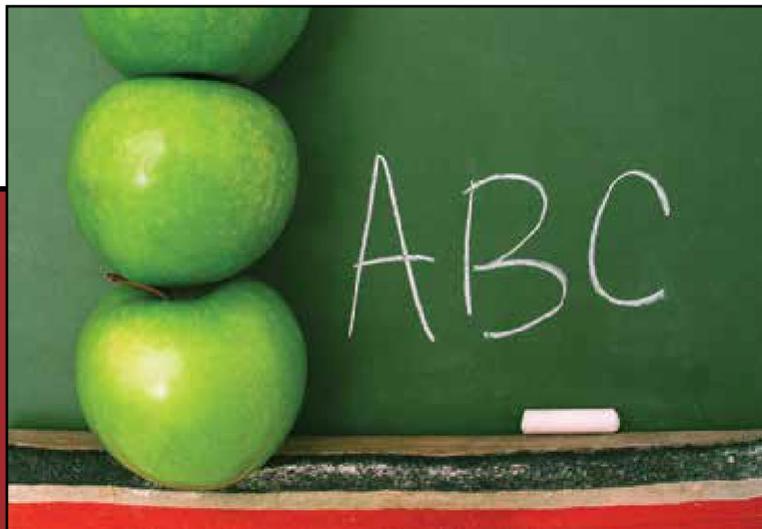
Contact information for your local tobacco enforcement officer can be found at:

<https://www.saskatchewan.ca/residents/health/public-health/public-health-inspectors>



II

section



DEVELOP POLICIES
& PROCEDURES



Develop Policies & Procedures

III section

Introduction

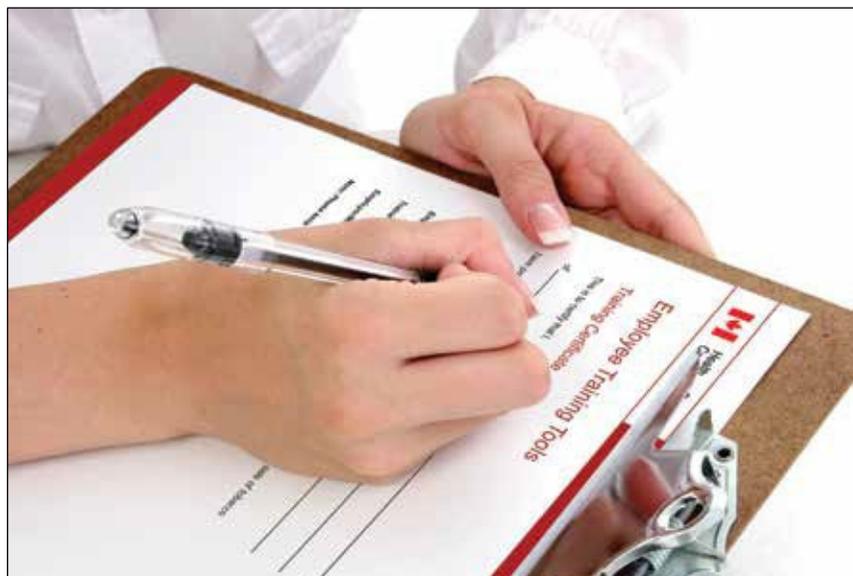
Policies are courses of action adopted by a business and procedures are the steps taken to bring that action to life.

As a retailer, you have many policies in place. One policy might be to make a final bank deposit every night before closing. How you handle your night deposits – the forms you fill out, the checks and balances, even the route to your bank might all be considered procedures.

Developing decisive Policies and Procedures on how your establishment will handle the sale of tobacco and vapour products, training your staff to follow them, and monitoring your employees, is one of the most important decisions you will make.

The following sections provide retailers with guidelines:

- For developing clear policies and procedures to prevent the sale of tobacco and vapour products to young people.
- For providing training to all employees who sell tobacco and vapour products.
- For regular monitoring to identify employees who may not be following store policies and procedures.
- And finally, it offers additional steps to take to ensure no one in your place of business sells a tobacco or vapour product to a young person.



II Develop Policies & Procedures

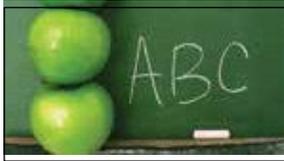


Policies and Procedures – 10 Easy Steps

Here are 10 easy steps to help you create policies and procedures for your business to prevent tobacco and vapour product sales to minors.

1. Create a policy that states that you and all employees must ask for valid identification from any customer who looks 25 or younger and is requesting tobacco, tobacco-related products or vapour products. Within this toolkit are a number of documents that will assist you in establishing the procedures to follow, including signage and stickers for quick calculations of the person's year of birth.
2. Provide training to all staff about Federal and Provincial tobacco and vapour product legislation in Saskatchewan and your store policies and procedures for tobacco and vapour product sales. This is very important. Do not allow employees to sell tobacco and vapour products until they are fully trained by experienced staff. Review the training section of this toolkit for useful training tools and resources. Use the Employee Training for Tobacco and Vapour Products Sales booklet included with this toolkit as the foundation for your training program.
3. Review the laws regarding tobacco and vapour product sales with your employees to make sure they understand them and be very specific about the consequences for staff who do not follow store policies and the laws.
4. Expect your employees to understand your store policies and the Federal and Provincial laws. Give them information from this toolkit to study and, after a set amount of time, give your staff members a short quiz to test their understanding. Repeat tests until they fully understand the information. A sample Tobacco and Vapour Products Sales Exam is included in this toolkit for this purpose or you may prefer to create your own. Again, this should be done before they are cleared to sell tobacco, tobacco-related products and vapour products.

It is wise to periodically offer your employees refresher training. There may be changes to the laws since they were hired.



Develop Policies & Procedures

III section

Policies and Procedures – 10 Easy Steps (*continued*)

5. Use the sample Training Certificate included once employees have completed your training program. Keep a copy of this certificate in the employee's personnel file. You may need to refer to it at a later time.
6. Your employees will understand the importance of the matter better if you have them sign an agreement stating that they are aware of and understand your store policies and the Federal and Provincial tobacco and vapour product legislations. To keep the subject fresh, you might choose to review the signed agreement with each of your staff members quarterly. There is a sample Employee Agreement included in the Retailer Toolkit for your use.
7. Reinforce staff awareness of the tobacco and vapour product legislations and store policies on a regular basis by holding staff meetings, and during your one on one staff reviews.
8. As with any infraction, it is good management to keep records of any action taken if an employee does not follow store policy. When it comes to an employee who does not follow the laws about tobacco and vapour product sales, it is even a more serious matter and will reflect unfavorably on you as the owner/ operator. Monitoring Forms are an important part of this toolkit. It is just as important to keep records and recognize employees for following store policy.
9. Send out reminders to staff and hand out bulletins from government about tobacco and vapour product legislation to help keep your employees informed. If your store has been warned about selling a tobacco or vapour product to someone under 19 or was issued a summary offence ticket, make sure all employees are aware and use the opportunity to educate staff. Owners may be asked to provide evidence that all staff understand regulatory requirements.
10. Give young employees extra training and supervision to make sure they follow the legislation and store policies. Employees who are students may be pressured by their peers to sell them tobacco or vapour products illegally. Address the possibility of these situations occurring and review the suggestions for ways to say, "No" which are found in the Employee Training for Tobacco and Vapour product sales booklet.

II Develop Policies & Procedures



Additional Steps

There are many additional steps that can be taken within your place of business to make sure no one sells a tobacco or vapour product to someone who is under 19 years of age.

Here are a few suggestions.

1. Install a special cash register key to remind clerks to ask for identification, confirming proof of age of the customer before a tobacco or vapour product sale.
2. Show samples of acceptable identification at the checkout to compare with the customer's identification.
3. Ask employees to sign daily or weekly shift reports to show they understand their duties under Federal and Provincial tobacco and vapour product legislation and store policies.
4. Hand out tobacco and vapour product sales information and reminders with employees' pay cheques, every few months.
5. Conduct internal youth test shopping to ensure staff are following the rules.
6. Reward employees for good behaviour such as asking for ID. Positive reinforcement is important.



III

section



EMPLOYEE TRAINING & TOOLS



Employee Training & Tools

III section

Preparing Your Staff

With each new product or service your retail establishment offers, you must train your staff. As you hire new employees, much time is set aside to teach them all the various policies and procedures. Training staff on the best and most efficient methods of retail is a time-consuming duty of owners. For tobacco and vapour product retailers, training all staff members who sell tobacco and vapour products is a serious responsibility.

Training is the only way to prevent tobacco and vapour products sales to young people. It is the only way to ensure you and your business will not suffer penalties for breaking the law.

1. Become informed about the laws pertaining to retailing tobacco, tobacco-related products and vapour products. It is easiest to train others when you are an expert on the subject.
2. Provide your staff with the education they need to fully understand the requirements under federal and provincial tobacco and vapour product legislation in Saskatchewan including definitions, legal age, and the penalties they could cause you and your store – the source of their own income.
3. Review the types of ID that are valid identification and accepted under the tobacco and vapour products regulations.



III

Employee Training & Tools



Preparing Your Staff (*continued*)

4. Your staff members will look to you for guidance. Help them carry out their jobs by:
 - Showing them how to spot false IDs,
 - Posting the Age Signage stickers in convenient places to make them easy to see,
 - Reviewing ways for them to say no to anyone who does not produce valid ID while remaining polite to your valued customers,
 - Offering them tips on how to deal with troublesome customers, and
 - Having emergency policies and procedures in place if an employee feels threatened by an agitated person looking to purchase tobacco or vapour product illegally.
5. Make training, up-dates, reviews, agreements and instructions about store policies and procedures for tobacco and vapour product sales, and the penalties for not following them, part of your business routine.
6. Quiz your staff at regular intervals or when some change in the law is announced. This will confirm your employees' knowledge and understanding of Federal and Provincial tobacco and vapour product legislation and store policies. It will give both you and your staff peace of mind.
7. Keep records of all one-on-one reviews with staff, including the date and details of the review, to ensure they understand the laws and store policies about tobacco and vapour product sales and to make sure there are no misunderstandings.

Employee Training & Tools

Tobacco and Vapour Product Sales Exam – Version A

1. **How old does your customer have to be for you to legally sell them tobacco or vapour products?**
 - a) at least 18
 - b) at least 19
 - c) at least 21
 - d) at least 25
2. **Which of these is not a tobacco or tobacco-related product?**
 - a) cigarette papers
 - b) cigarette makers
 - c) matches
 - d) chewing tobacco
3. **Which of the following is not an acceptable form of ID?**
 - a) university ID card with photo
 - b) Indian Status card
 - c) Saskatchewan photo driver's licence
 - d) passport
4. **When can you accept a university ID card as proof of age?**
 - a) when it has the person's name, photo, date of birth and signature on it
 - b) when it comes from a Saskatchewan university
 - c) never – this is not acceptable ID
 - d) when the person has at least one other type of ID
5. **When can you sell single cigarettes?**
 - a) when the customer is of legal age
 - b) when the store's policy allows it
 - c) never – it is illegal
 - d) when the customer specifically asks for one cigarette
6. **A woman who looks about 23 or 24 comes into the store with two small children. She asks for vapour product pods. When you ask for ID, she says, "Don't be silly, I've got two kids." What do you do?**
 - a) sell her the vapour product pods
 - b) ask for proof that the children are hers
 - c) ask her to sign a declaration that she is old enough
 - d) refuse the sale if she doesn't provide acceptable ID
7. **When can tobacco or vapour products be in public view?**
 - a) when the store is extremely busy
 - b) when you are stocking the shelves
 - c) when there are no minors in the store
 - d) between the hours of midnight and 6:00 a.m.
8. **How much will you be fined if you are found guilty in court of selling tobacco or vapour product to a minor (first offence)?**
 - a) a maximum of \$100
 - b) a maximum of \$250
 - c) a maximum of \$1,000
 - d) a maximum of \$3,000
9. **A person who looks about 23 or 24 wants to buy cigarettes. His ID looks funny. He says that it went through the washing machine. What do you do?**
 - a) ask for a second piece of ID
 - b) refuse the sale
 - c) sell him the cigarettes
 - d) ask him to sign a declaration stating that he is old enough
10. **What types of flavoured vapour products can be sold in tobacco and vapour product retailers that are open to all ages?**
 - a) No vapour products are allowed
 - b) Tobacco flavours only
 - c) Tobacco and mint or menthol flavours
 - d) All flavours

Name of Employee

Date

Signature

Employee Training & Tools

Tobacco and Vapour Product Sales Exam – Version B

1. **How old does your customer have to be for you to legally sell them tobacco or vapour products?**
 - a) 25
 - b) 21
 - c) 19
 - d) 18
2. **Which of these is a tobacco-related product?**
 - a) matches
 - b) lighter
 - c) ashtrays
 - d) cigarette maker
3. **Which of the following is not an acceptable form of ID?**
 - a) Saskatchewan's driver's licence without a photo
 - b) driver's licence from the U.S. with a photo, date of birth and signature
 - c) Canadian forces ID card
 - d) Canadian citizenship card
4. **When can you accept a driver's licence from another province as proof of age?**
 - a) when the person has at least one other type of ID
 - b) always – this is an acceptable form of ID
 - c) when it has the person's name, photo, date of birth and signature on it
 - d) never – this is not acceptable ID
5. **What is the minimum number of cigarettes that must be in a package?**
 - a) 15
 - b) 20
 - c) 25
 - d) 30
6. **A boy who looks about 9 or 10 comes into the store. He has a note from his dad giving him permission to buy vapour product. What do you do?**
 - a) sell him the vapour product
 - b) phone his dad to be sure the note is authentic
 - b) sell the vapour product and keep the note on file to protect yourself
 - c) refuse the sale
7. **When can tobacco or vapour products be in public view?**
 - a) when you are doing inventory
 - b) between the hours of midnight and six a.m.
 - c) when there are no young people in the store
 - d) when the store is extremely busy
8. **How much will you be fined if you are found guilty in court of selling tobacco or vapour product to a minor (first offence)?**
 - a) a maximum of \$1,000
 - b) a maximum of \$3,000
 - c) a maximum of \$5,000
 - d) a maximum of \$10,000
9. **A person who looks about 23 or 24 wants to buy cigarettes. She doesn't look very much like the photo on her ID card. She says it's because she recently cut and coloured her hair. What should you do?**
 - a) ask to see a more recent picture
 - b) ask to see a second piece of ID
 - c) refuse the sale
 - d) sell her the cigarettes
10. **What types of flavoured vapour products can be sold in tobacco and vapour product retailers that are open to all ages?**
 - a. No vapour products are allowed
 - b. Tobacco flavours only
 - c. Tobacco and mint or menthol flavours
 - d. All flavours

Name of Employee

Date

Signature

Employee Training & Tools

Tobacco and Vapour Products Sales Exam – Version C

1. **How old does your customer have to be for you to legally sell them tobacco or vapour products?**
 - a) at least 25
 - b) at least 18
 - c) at least 21
 - d) at least 19
2. **Which of the following is not a tobacco or tobacco-related product?**
 - a) cigarette holder
 - b) cigars
 - c) lighters
 - d) snuff
3. **Which of the following is an acceptable form of ID?**
 - a) Canadian citizenship card
 - b) University ID card with photo
 - c) Saskatchewan Health Services card
 - d) Government of Canada Social Insurance Number card
4. **When can you accept an Indian Status card as proof of ID?**
 - a) when the person has at least one other piece of ID
 - b) always – this is an acceptable form of ID
 - c) when the customer is known to you personally
 - d) never – this is not acceptable ID
5. **How many cigarettes must be in a package?**
 - a) at least 30
 - b) at least 25
 - c) at least 20
 - d) at least 15
6. **A girl who looks about 10 or 11 comes into the store. She wants to buy a vapour product for her dad's birthday. What do you do?**
 - a) phone her mom to be sure it's okay
 - b) sell her the vapour product
 - c) ask her to come back with a note of permission from her mom
 - d) refuse the sale
7. **What is the maximum you can be fined if you are found guilty in court of selling tobacco or vapour product to a young person?**
 - a) up to \$1,000
 - b) up to \$5,000
 - c) up to \$25,000
 - d) up to \$50,000
8. **When can you sell tobacco or vapour products to the other clerks who work with you at the store?**
 - a) when they are of legal age
 - b) when they are on duty – regardless of their age
 - c) when they are off duty
 - d) when your manager authorizes the sale
9. **In the store where you work, you are required to check the ID of everyone who looks younger than what age?**
 - a) 22
 - b) 30
 - c) 40
 - d) 25
 - e) Other: _____
10. **What types of flavoured vapour products can be sold in tobacco and vapour product retailers that are open to all ages?**
 - a. No vapour products are allowed
 - b. Tobacco flavours only
 - c. Tobacco and mint or menthol flavours
 - d. All flavours

Name of Employee

Date

Signature

Employee Training & Tools

Tobacco and Vapour Products Sales Exam – Version A – Answer Key

- 1. How old does your customer have to be for you to legally sell them tobacco or vapour products?**
 - a) at least 18
 - b) **at least 19**
 - c) at least 21
 - d) at least 25
- 2. Which of these is not a tobacco or tobacco-related product?**
 - a) cigarette papers
 - b) cigarette makers
 - c) **matches**
 - d) chewing tobacco
- 3. Which of the following is not an acceptable form of ID?**
 - a) **university ID card with photo**
 - b) Treaty card
 - c) Saskatchewan photo driver's license
 - d) passport
- 4. When can you accept a university ID card as proof of age?**
 - a) when it has the person's name, photo, date of birth and signature on it
 - b) when it comes from a Saskatchewan university
 - c) **never – this is not acceptable ID**
 - d) when the person has at least one other type of ID
- 5. When can you sell single cigarettes?**
 - a) when the customer is of legal age
 - b) when the store's policy allows it
 - c) **never – it is illegal**
 - d) when the customer specifically asks for one cigarette
- 6. A woman who looks about 23 or 24 comes into the store with two small children. She asks for vapour product pods. When you ask for ID, she says, "Don't be silly, I've got two kids." What do you do?**
 - a) sell her the vapour product pods
 - b) ask for proof that the children are hers
 - c) ask her to sign a declaration that she is old enough
 - d) **refuse the sale if she doesn't provide acceptable ID**
- 7. When can tobacco or vapour products be in public view?**
 - a) when the store is extremely busy
 - b) **when you are stocking the shelves**
 - c) when there are no minors in the store
 - d) between the hours of midnight and 6:00 a.m.
- 8. How much will you be fined if you are found guilty in court of selling tobacco or vapour product to a minor (first offence)?**
 - a) a maximum of \$100
 - b) a maximum of \$250
 - c) a maximum of \$1,000
 - d) **a maximum of \$3,000**
- 9. A person who looks about 23 or 24 wants to buy cigarettes. His ID looks funny. He says that it went through the washing machine. What do you do?**
 - a) ask for a second piece of ID
 - b) **refuse the sale**
 - c) sell him the cigarettes
 - d) ask him to sign a declaration that stating he is old enough
- 10. What types of flavoured vapour products can be sold in tobacco and vapour product retailers that are open to all ages?**
 - a) No vapour products are allowed
 - b) Tobacco flavours only
 - c) **Tobacco and mint or menthol flavours**
 - d) All flavour

Employee Training & Tools

Tobacco and Vapour Products Sales Exam – Version B – Answer Key

- How old does your customer have to be for you to legally sell them tobacco or vapour products?**
 - 25
 - 21
 - 19**
 - 18
- Which of these is a tobacco-related product?**
 - matches
 - lighter
 - ashtrays
 - cigarette maker**
- Which of the following is not an acceptable form of ID?**
 - Saskatchewan's driver's license without a photo**
 - driver's license from the U.S. with a photo, date of birth and signature
 - Canadian forces ID card
 - Canadian citizenship card
- When can you accept a driver's license from another province as proof of age?**
 - when the person has at least one other type of ID
 - always – this is an acceptable form of ID
 - when it has the person's name, photo, date of birth and signature on it**
 - never – this is not acceptable ID
- What is the minimum number of cigarettes that must be in a package?**
 - 15
 - 20**
 - 25
 - 30
- A boy who looks about 9 or 10 comes into the store. He has a note from his dad giving him permission to buy vapour product. What do you do?**
 - sell him the vapour product
 - phone his dad to be sure the note is authentic
 - sell the tobacco and keep the note on file to protect yourself
 - refuse the sale**
- When can tobacco or vapour products be in public view?**
 - when you are doing inventory**
 - between the hours of midnight and six a.m.
 - when there are no minors in the store
 - when the store is extremely busy
- How much will you be fined if you are found guilty in court of selling tobacco or vapour product to a young person (first offence)?**
 - a maximum of \$1,000
 - a maximum of \$3,000**
 - a maximum of \$5,000
 - a maximum of \$10,000
- A person who looks about 23 or 24 wants to buy cigarettes. She doesn't look very much like the photo on her ID card. She says it's because she recently cut and coloured her hair. What should you do?**
 - ask to see a more recent picture
 - ask to see a second piece of ID
 - refuse the sale**
 - sell her the cigarettes
- What types of flavoured vapour products can be sold in tobacco and vapour product retailers that are open to all ages?**
 - No vapour products are allowed
 - Tobacco flavours only
 - Tobacco and mint or menthol flavours**
 - All flavours

Employee Training & Tools

Tobacco and Vapour Products Sales Exam – Version C – Answer Key

- How old does your customer have to be for you to legally sell them tobacco or vapour products?**
 - at least 25
 - at least 18
 - at least 21
 - at least 19**
- Which of the following is not a tobacco or tobacco-related product?**
 - cigarette holder
 - cigars
 - lighters**
 - snuff
- Which of the following is an acceptable form of ID?**
 - Canadian citizenship card**
 - University ID card with photo
 - Saskatchewan Health Services card
 - Government of Canada Social Insurance Number card
- When can you accept a treaty card as proof of ID?**
 - when the person has at least one other piece of ID
 - always – this is an acceptable form of ID**
 - when the customer is known to you personally
 - never – this is not acceptable ID
- How many cigarettes must be in a package?**
 - at least 30
 - at least 25
 - at least 20**
 - at least 15
- A girl who looks about 10 or 11 comes into the store. She wants to buy a vapour product for her dad's birthday. What do you do?**
 - phone her mom to be sure it's okay
 - sell her the vapour product
 - ask her to come back with a note of permission from her mom
 - refuse the sale**
- What is the maximum you can be fined if you are found guilty in court of selling tobacco or vapour product to a minor?**
 - up to \$1,000
 - up to \$5,000
 - up to \$25,000
 - up to \$50,000**
- When can you sell tobacco to the other clerks who work with you at the store?**
 - when they are of legal age**
 - when they are on duty – regardless of their age
 - when they are off duty
 - when your manager authorizes the sale
- In the store where you work, you are required to check the ID of everyone who looks younger than what age?**
 - 22
 - 30
 - 40
 - 25
 - Other: There is more than one correct answer question 9. The correct answer depends on the store policy.**
- What types of flavoured vapour products can be sold in tobacco and vapour product retailers that are open to all ages?**
 - No vapour products are allowed
 - Tobacco flavours only
 - Tobacco and mint or menthol flavours**
 - All flavours

Employee Training & Tools

Problems with IDs

Calculating the age of a customer from the date of birth can be confusing. Contact your local tobacco enforcement officer to obtain option “year of birth” stickers that can be used as a quick reference. Do not forget to update the year on these stickers as required.

Keep an eye out for altered identification. Younger customers may try to change their IDs to appear older.

Here are some ways to spot altered IDs:

- Has the ID been changed in any way?
- Have the dates been altered in any way?
- Look closely at the typeface on the dates – is it the same as the rest of the card?
- Has the surface been scratched so you cannot read the dates?
- Have the corners been peeled back?
- Run your finger across the surface of the card – has it been scratched near the birth date?
- Can you feel a break in the surface that would show something has been inserted into the card – has a new date been inserted into the card?
- Check the picture – does the person in front of you look like the person in the picture?

Employee Training & Tools

Employee Agreement

Please initial in the box beside each paragraph to show that you fully understand the requirements of the Federal and Provincial tobacco and vapour product legislations and store policy.

1. **A TOBACCO PRODUCT INCLUDES:**
cigarettes, cigars, chewing tobacco, snuff, bidis, pipe tobacco, loose tobacco, kreteks, tobacco sticks
2. **A TOBACCO-RELATED PRODUCT INCLUDES:**
cigarette papers, cigarette tubes, cigarette filters, cigarette makers, pipes or any other product used in association with tobacco that is prescribed.
3. **A VAPOUR PRODUCT INCLUDES:**
e-cigarette, e-substance that produces vapour on being heated, a cartridge for or a component of an e-cigarette.
4. IT IS **ILLEGAL** TO SELL OR PROVIDE TOBACCO OR VAPOUR PRODUCTS TO **ANYONE UNDER 19 YEARS OF AGE.**
5. I UNDERSTAND AND WILL FOLLOW STORE POLICY TO REQUEST ID FROM **ANYONE APPEARING _____ YEARS OF AGE OR UNDER.**
6. I UNDERSTAND THAT THE **ONLY ACCEPTABLE ID IS GOVERNMENT ID CONTAINING PHOTO, DATE OF BIRTH, AND SIGNATURE.**

I, _____, have read and understand the requirements of Federal and Provincial tobacco and vapour product legislation and store policy regarding tobacco and vapour product sales.

Employee Signature: _____ **Date:** _____

Employer/Trainer Signature: _____

Note: Please keep a copy of this form for your employee personnel files.

Employee Training & Tools

Training Certificate

This is to certify that I, _____
(Name of Employer)

of _____
(Name of Retail Outlet)

have provided tobacco and vapour product sales training to _____
(Name of Employee)

This employee has demonstrated knowledge of laws and policies to prevent the sale of tobacco and vapour products to people under 19 years of age.

Employee Signature: _____ **Date:** _____

Trainer Signature: _____

Employer/Manager Signature: _____

Note: Please keep a copy of this form for your employee personnel files.

IV

section



ONGOING
MONITORING TOOLS



Ongoing Monitoring Tools

IV section

Monitoring Your Staff Members

It is in your own best interest as a tobacco and vapour product retailer to monitor your employees' actions. The laws are very specific, and you have much to lose if they are broken. By monitoring them, you can identify staff members who are not following store policies or the laws under Federal and Provincial tobacco and vapour product legislations.

You will choose the methods that are best suited in keeping with your own policy on the matter. The following outline several methods that other owner/operators have found effective.

1. Supervise employees and record staff performance on an on-going basis. A *Sign-In Sheet* is included as part of the Retailer Toolkit.
2. Check the compliance of your tobacco and vapour products retail operation's policies by using test shoppers. Your test shoppers may or may not lie about their age if asked and should be prepared to show identification. Where identification is requested, the test shopper should observe if it is properly examined. There is a *Test Shopper Report – Compliance Check* included within this Toolkit. Company test shoppers are used to confirm compliance with store policy only. **Please be sure to use test shoppers over 19 years of age to avoid violating the law.**
3. Complete the *Checklist for Owners/Managers* on a quarterly basis to confirm that steps have been taken in the areas of training, daily operations and monitoring. If you are ever warned about a tobacco or vapour product sale to a young person from your premises, then you can refer to the Checklist and prove the steps you have taken as an employer to avoid just such a circumstance.



IV Ongoing Monitoring Tools



Due Diligence

Owners or operators are responsible for the actions of their employees. They may be charged if an employee sells or provides a tobacco or a vapour product to someone who is under 19 years of age.

It is important to record your policies and procedures, your signed staff agreements, tests, as well as signed government announcements and other notices.

“Due diligence” means doing everything reasonably possible to try to prevent such an offence from occurring.

The final decision about an owner or operator’s due diligence will be made in a court of law.



Ongoing Monitoring Tools

Sign-In Sheet

When you sign this sheet, you are promising to follow the law and store policies and procedures to prevent tobacco and vapour product sales to young people.

The Law

It is illegal to sell or provide tobacco, tobacco-related products or vapour products to anyone under 19 years of age.

Store Policies and Procedures

It is the policy of this store that all employees must ask for photo ID from anyone who appears _____ years of age or under.

Date	Employee's Name	Employee's Signature

Ongoing Monitoring Tools

Test Shopper Report – Compliance Check

Date: _____ Time: _____

Store and Address: _____

Employee (clerk) checked (if no name tag is visible, provide a description): _____

	YES	NO
Did the clerk ask for age?		
Did the clerk ask for acceptable photo ID?		
Was the ID examined properly?		
Did the clerk sell a tobacco or vapour product to the shopper?		
Were tobacco and vapour products concealed from public view?		
Was the provincial sign posted and not hidden?		

Other comments or observations: _____

Test Shopper Name: _____ **Age:** _____

Signature: _____

Ongoing Monitoring Tools

Checklist for Owners/Managers

You can be held responsible for the actions of your employees if the employees sell tobacco or vapour products to young people. You may be able to demonstrate due diligence to prevent tobacco and vapour products sales to young people by establishing a comprehensive program that has three components:

- Store policies and procedures
- Training
- Monitoring

Use this checklist to be sure that you have implemented an appropriate program and that you have not missed important points. It is a good idea to review the checklist every three months.

Have these steps been taken?		Store Policies and Procedures	Have these steps been recorded?		Initials
YES	NO		YES	NO	
		Is it store policy that employees cannot sell tobacco and vapour products until they are fully trained?			
		Is it store policy that employees must ask for photo ID for customers who appear _____ years of age or younger?			
		Have you implemented standard procedures for dealing with customers who cannot provide appropriate ID?			
		Have you implemented a step-by-step process for checking ID?			
		Have penalties been established for employees who do not follow the law and store policies and procedures?			
		Are employees required to sign a form agreeing they will not sell tobacco and vapour products to young people?			
		Are provincial signs posted as required by law?			
		Are store policies and procedures written down?			

Ongoing Monitoring Tools

Checklist for Owners/Managers *(continued)*

Have these steps been taken?		Training	Have these steps been recorded?		Initials
YES	NO		YES	NO	
		Did training include the following information? (Remember – training is only complete when all the information below is covered.)			
		• <i>Illegal to sell tobacco or vapour products to people under 19</i>			
		• <i>Definitions of tobacco, tobacco-related products and vapour products</i>			
		• <i>Illegal to sell cigarettes and little cigars in packs of less than 20</i>			
		• <i>Types of acceptable photo ID</i>			
		• <i>Procedures for examining ID / how to refuse tobacco and vapour product sale</i>			
		• <i>How to deal with difficult customers</i>			
		• <i>Employees and store owners can be ticketed or charged for selling to young people</i>			
		• <i>Fines for selling to young people</i>			
		• <i>Need to keep tobacco and vapour products covered at all times except when restocking or taking inventory</i>			
		Has an exam been given to employees upon completion of training?			
		Have employees been asked to sign an agreement to show they understand the law and store policies and procedures?			
		Are tobacco and vapour product laws and store policies and procedures reviewed regularly with employees?			

Have these steps been taken?		Monitoring	Have these steps been recorded?		Initials
YES	NO		YES	NO	
		Are employees supervised regularly?			
		Are test shoppers used to ensure that employees are following the law?			
		Are tobacco and vapour products covered at all times?			
		Are store videos reviewed regularly?			

Employee Signature: _____ **Date:** _____

V

section



EMPLOYEE TRAINING
TO PREVENT TOBACCO
AND VAPOUR
PRODUCT SALES TO
YOUNG PEOPLE



Employee Training to Prevent Tobacco and Vapour Product Sales to Young People

It's the Law

It is illegal to Provide Tobacco or Vapour Products to Young People

Providing tobacco, tobacco-related products or vapour products to anyone under the age of 19 is illegal. It is also illegal for clerks who are under the age of 19 to provide tobacco or vapour products to themselves or to fellow employees under the age of 19.

It is Illegal to Sell Single Cigarettes or Little Cigars

It is against the law to sell single cigarettes or little cigars. Both must be sold in packages that contain quantities of at least 20.

Definitions

Provide: To sell, lend, assign, give, send with or without consideration, or to barter or deposit with another person for performance of a service. This can (but does not have to) include an exchange of money.

Young Person: Anyone under 19 years of age.

Tobacco Products: Tobacco products are composed in whole or in part of tobacco.

Some Tobacco Products are:

- cigarettes
- snuff
- loose tobacco
- cigars
- little cigars
- cigarillos
- bidis
- kreteks
- chewing tobacco
- pipe tobacco
- leaves
- blunt wraps

Tobacco-Related Products are:

- tubes
- cigarette papers
- filters
- pipes
- cigarette makers
- cigarette holders
- cigarette cases
- cigar clips

Sell: Includes to offer for sale and expose for sale. A sale does not have to be completed for the law to apply.

Vapour Products: e-cigarettes, e-substances, and related products as defined in *The Tobacco and Vapour Products Control Act*. Some vapour products are disposable vapes, vape cartridges, refill vape liquids, etc.

Penalties

What happens if I provide tobacco, tobacco-related product, or vapour product to someone under 19?

You Can be Fined:

1st Offence

Up to \$3,000

2nd or Later Offence

Up to \$50,000

What happens if I sell single cigarettes or single little cigars?

You Can be Fined:

1st or Later Offence

From \$3000 to \$50,000

V Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Legal Identification (ID)

Federal and Provincial tobacco and vapour product legislation in Saskatchewan states that only the following pieces of identification or documentation are acceptable to prove a person's age:

- Driver's License
- A Canadian passport
- Government-issued certification of Canadian citizenship
- Canadian Armed Forces (Canadian Forces) identification card
- Other documentation from a Federal or Provincial authority or a foreign government. An example may be a government-issued voluntary ID card.



All acceptable Government identification must contain the person's photograph, date of birth and signature.

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

V

Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Ask for ID

Estimating age can be difficult. Although these people may look older, in fact the youngest is 14 years of age and not one of them is 19. Therefore, it would be illegal to provide any of these people with tobacco, tobacco-related products, or vapour products.



So, when it comes to estimating someone's age:

- Don't Guess
- Ask for ID

Five Steps for Checking ID

1. ID card – look at the ID card. Is it one of the acceptable government-issued ID? If not... **No Sale!**
2. Photo – Look at the person, then look at the photo on the ID card. If they look different... **No Sale!**
3. Original ID Card – Does the ID card appear to be altered or pasted together? If yes... **No Sale!**
4. Date of Birth – Look at the date of birth and determine the person's age. Under 19... **No Sale!**
5. Signature – Is the ID card signed? No signature... **No Sale!**

Remember: Never reach for and handle tobacco or vapour products until these five steps have been followed Always check for ID before you begin the sale!

V

Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Who to Ask for ID

Ask everyone who looks under 25 for ID before you sell tobacco, a tobacco-related product or a vapour product.

Check with your store's proof of age policy, it may be higher than 25 years of age.

Do not sell tobacco or a vapour product if the customer:

- Has no ID
- Does not show you one of the acceptable government ID cards required by law
- Does not look like the photo on the ID card
- Gives you an ID that indicates they are under 19 years old
- Shows you an ID card you believe is fake. For example, if it looks like the date of birth has been changed
- Gives you an ID without a signature
- Begs you to sell them tobacco or a vapour product
- Shows you a note from a parent

By asking for ID you may avoid:

- Giving tobacco or a vapour product to a person less than 19 years old
- Guessing a young person's age
- Breaking the law and getting a fine



V Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Saying No! It's Your Right!

You have the right to say no to anyone who is asking you to break the law. This includes friends. It is illegal for you to provide tobacco, tobacco-related products or vapour products to anyone who is under 19 years of age.

Saying no to others in your age group and especially friends is not easy. These tips are to help you feel confident in saying no firmly.

1. Tell the person that they are asking you to break the law and that you could lose your job and be fined up to \$50,000.
2. Say no firmly without hesitating. Your voice and expression will make it clear that the matter is closed. There is no further discussion. Use confident body language. This includes: look at the person when you are speaking, keep your head up, and 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 or a vapour product, repeat the same phrase (step one) 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 they continue to pressure you.
5. Tell the person that you will call the police if you feel physically threatened or if they will not leave.

Remember: If you provide tobacco, a tobacco-related product, or a vapour product to someone under 19 ... you could be fined and lose your job.

Remember: The Saskatchewan Health Authority may send test shoppers out to retail locations to test compliance. You might be tested.

- Do not sell tobacco, tobacco-related products or vapour products to people under 19.
- Avoid fines by following the law.
- Ask for ID.

If you sell tobacco, a tobacco-related product or a vapour product to someone under the age of 19, your employer may also be fined. Therefore, many employers terminate staff who sell to people under 19.

- Do not risk getting a fine.
- Do not risk losing your job.
- Always ask for ID.
- Check with your store manager about store policy. Employees are required to ask for ID from all customers who appear 25 years of age or younger. Some stores make it policy that employees must ask for ID from all customers who appear 30 and 40 years of age or younger.

V Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Displaying Tobacco and Vapour Products is Against the Law

Tobacco, tobacco-related products and vapour products must be kept out of public view in places where young people have access.

Most stores use curtains or sliding doors to keep tobacco and vapour products out of public view. Drawers or cabinets are also okay.



The curtains or sliding doors must be closed at all times. You can open them only when you are:

- Removing tobacco or vapour products for sale
- Restocking the shelves
- Doing an inventory

Remember: If you leave curtains or doors open so that the tobacco or vapour products are visible, your employer can be fined up to \$50,000. Therefore, many employers terminate staff if they leave curtains or doors open.

V

Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Key Points

It is illegal to sell tobacco, tobacco-related products or vapour products to anyone under the age of 19.

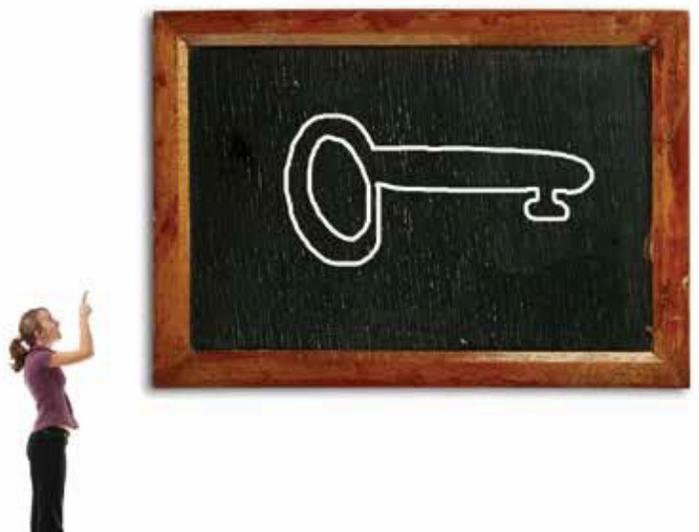
It is illegal for clerks who are under 19 to provide themselves or to fellow employees under the age of 19 with tobacco, tobacco-related products or vapour products.

Cigarettes or little cigars must be sold in packages that contain at least 20. Always ask for ID. It is difficult to estimate age. Acceptable forms of ID are:

- Driver's Licence
- A Canadian passport
- Government-issued certification of Canadian citizenship
- Canadian Armed Forces (Canadian Forces) identification card
- Other documentation from a Federal or Provincial authority or a foreign government. An example may be a government-issued voluntary ID card.

Do not sell tobacco or vapour products if the customer:

- Has no ID
- Does not show one of the acceptable government-issued ID cards
- Does not look like the photo on the ID card
- Gives you ID that shows they are under 19
- Gives you ID that looks fake or altered
- Gives you ID without signature



V Employee Training to Prevent Tobacco and Vapour Product Sales to Young People



Key Points (*continued*)

You have the right to say no to anyone who asks you to break the law by selling tobacco, tobacco-related products or vapour products to people who are under 19.

Tobacco, tobacco-related products and vapour products must be kept out of public view if your establishment serves people under 19.

The curtains or sliding doors that conceal tobacco and vapour products may be open only to:

- Remove tobacco and vapour products for sale
- Restock the shelves
- Do an inventory

The Saskatchewan Health Authority may send test shoppers to places that sell tobacco, tobacco-related products and vapour products. You might be tested. Always ask for ID.

You may be fined up to \$50,000 if you sell tobacco, tobacco-related products or vapour products to people under the age of 19, or, if you sell single cigarettes or single little cigars.

Tobacco use is a leading cause of preventable illness and premature death in Canada – it is a major contributing factor to a number of chronic diseases and deaths.

Vaping can lead to nicotine addiction. Youth are especially susceptible to negative effects of nicotine, as it can alter their brain development and can affect memory and concentration. Using nicotine in adolescence may increase the risk for addiction to other drugs. Use of nicotine during pregnancy may harm the fetus. Vaping solutions contain several chemicals that could pose risks, such as diacetyl, heavy metals and volatile organic compounds. The long-term consequences of vaping are unknown.

As responsible citizens, we need to be concerned with the well-being of the young people in our neighbourhoods, in our community, in our society. It is up to each of us to help keep tobacco and vapour products out of the hands of young people.