

House Alcohol Policy for Staff Policy Development Worksheet

Introduction

This worksheet will assist you and your bar staff build a house alcohol policy for staff. The wording under each policy component is based on the AGCO house policy guidelines, the Ontario Liquor Licence Act and its Regulations and Canadian Common Law principles. The policy also takes into consideration the bar's responsibilities under the Ontario Occupier's Liability Act.

A well developed and implemented policy for staff will help bar staff to abide by the law; to keep customers and others safer; and to reduce the risk of licence suspension or revocation, fines, being sued and even criminal charges.

A staff policy includes broad policy components (e.g. not serving to intoxication) followed by specific procedures for staff to abide by.

Name of Your Bar/Restaurant: _____

Name of Person Completing the Worksheet: _____

Phone Number: _____

Person in Charge of the Bar/Restaurant: _____
(if different from that above)

Phone Number: _____

Address of the Bar/Restaurant: _____

Date: _____

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WORKSHEET INSTRUCTIONS

1. Start by putting a checkmark beside those policy components (e.g. Do not serve underage drinkers) you want in your policy. Use a **pencil** in case there are changes later on.
2. Put a checkmark(s) in the boxes beside the procedures you want in your policy.
3. Or, in the space available, write the wording of additional or different procedures you want. Again, use a **pencil**.
4. When you have completed the worksheet, share it with staff to get their feedback and ideas. Make changes to the worksheet if necessary.
5. Prepare multiple copies of your staff policy. Review and discuss the staff policy with each employee. Have each employee sign the policy and have the manager or owner co-sign. This practice should be implemented annually. See section number 23.
6. Each year, review the policy with staff. Is it complete? Do new components and procedures need to be added? Do revisions or additions to existing components and procedures need to be made?

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Introduction

- The following is the house alcohol policy that staff are expected to observe at all times during business hours. The policy and related procedures is a set of rules governing the service of alcohol in the bar/restaurant. It also addresses who can enter and stay in the bar/restaurant. Familiarize yourself with this policy and do your best to implement it.

- The following is the house alcohol policy that staff are expected to observe at all times during business hours. The policy and related procedures are rules about the service of alcohol in the bar/restaurant and how to relate to our customers. The policy is intended to help staff obey the laws under which this business operates, to keep our customers away from the dangers of intoxication and overall, to keep our customers safe. Familiarize yourself with the policy and do your best to implement it.

1. Do not serve patrons to the point of intoxication.

Procedures:

- Monitor your service.
- Observe for signs of intoxication.
- Refer to the BAC chart at the bar.

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2. Do not serve a patron who is already intoxicated or is apparently becoming intoxicated.

Procedures:

- Again, monitor your service.
 - Speak with the patron and watch for and observe signs of intoxication.
 - Use tact, understanding and patience when denying alcohol service to customers.
 - If necessary, ask the manager on duty for back up and support.
 - No person who is apparently intoxicated may be permitted to leave the bar until reasonable steps have been taken to ensure the person's safety and well being.
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3. Do not serve under-age drinkers.

Procedures:

- At the entrance, door staff check the ID of any one who appears to be under 19 years old. To error on the side of certainty, ID anyone who looks to be 25 years old and less.
- In Ontario proof of age identification includes:
 - LCBO BYID card
 - Ontario driver's license
 - Canadian Armed Forces ID card
 - Canadian Passport
 - Canadian citizenship cardIf you are concerned that the customer does not appear to be of legal drinking age, consider asking for two pieces of photo ID.
- Examine the ID in proper lighting.
- As a server, do not assume that the door staff have checked ID.
- If you are serving a customer for the first time, who appears to be underage, check the customer's ID before you begin alcohol service.
- Vouching for a patron's age by another patron or by staff is never accepted. Proof of age must be verified by having the correct ID.
- Age of majority patrons are prohibited from purchasing, giving or sharing alcoholic drinks with underage patrons. Anyone warned and asked to cease providing alcohol to a minor may, at the manager's discretion, be asked to leave the bar/restaurant if the problem persists.

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- After 9:30 pm, entrance to the bar is restricted to persons 19 years of age and older. An under-age customer in the bar after 9:30 pm will be asked to leave or will be removed from the bar.
- An under-age customer who attempts to purchase alcohol will be asked to leave or will be removed the bar.
- If you are having difficulty with an under-age customer or a customer who will not show their ID, ask the manager on duty for assistance.

- 4. Alcohol can only be consumed in areas that are covered by the bar's licence. Areas where alcohol use is prohibited include: the parking lot, washrooms, and the beach.**

Procedures:

- Politely discourage customers from taking and consuming alcohol in non licensed areas of the bar
- When speaking to customers refer to the signs that are in the vicinity of the non-licensed areas.
- If customers do not comply with your request to not consume alcohol in non licensed areas, speak with the manager on duty

- 5. Do not serve alcohol beverages outside business hours.**

Procedures:

- By law, alcohol sales end at 2:00 am.
- To stay within the 2:00 am no sale regulation, alcohol sales and service in the bar stops at 1:45 am.
- There is no last call.

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- 6. Deny patrons' entry to the bar who are:**
 - under-age after 9:30 pm
 - intoxicated
 - or troublesome

Procedures:

- At the entrance, door staff checks ID (see above) and assess patrons for signs of prior drinking and intoxication.
 - At the entrance, door staff have a list of barred patrons and other known trouble-makers; that is, patrons with a history of being riotous, quarrelsome, violent or disorderly in the bar or who have consumed or sold illegal substances in the bar.
 - When denying entry, use tact and be polite.
 - If the situation escalates, that is, the patron denied entry becomes belligerent or aggressive, contact the manager immediately.
 - NEVER use excess force to resolve a problem with a patron trying to enter the bar.
 - Contact the police if necessary.
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- 7. Deny entry to patrons when the bar has reached its legally allowable occupancy load.**

Procedures:

- The manager on duty will maintain the count and inform door staff when to deny entry to more customers.
 - Refer to procedures in number 6.
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- 8. Remove patrons from the bar who are:**
- **formally barred from being in the bar;**
 - **in the bar for an unlawful purpose such as causing fights or selling or using drugs;**
 - **troublesome (i.e. loud, aggressive, rude, riotous, quarrelsome, violent or disorderly);**
 - **intoxicated;**
 - **underage after 9:30 pm.**

Procedures:

- If a staff person decides to remove a patron, speak with the manager on duty first and with the manager's support, take the agreed upon action. However, before removal, the manager will investigate and try to resolve the problem. In the end, the manager on duty has the final say if a customer is to be removed.
- If removal is decided, the manager or a doorman he or she designates will ask the customer to leave. When removing a patron, using tact and polite words, explain the situation and ask the patron to leave. If the patron will not leave on their own, ask them again. If, after two verbal requests, the patron will not leave peacefully on his or her own, a doorman will escort the customer from the bar. If absolutely necessary, physical force can be used to remove the patron. Before physically removing a customer, staff under direction of the manager will take up positions in the bar.
- Although it is legal to use physical force to eject a customer, such force must not be excessive. Force that exceeds what is minimally necessary to quell a disturbance or remove a customer is strictly prohibited. In fact, force is a last resort. As stated above, every reasonable effort must be first made to use polite words when intervening or removing a customer.
- If necessary, call the police.
- You cannot remove a customer from the bar if doing so violates their civil and human rights. These rights protect Canadians from discrimination associated with a person's age, gender, sexual orientation, disability, religion and racial background.
- Do not let an intoxicated customer drink and drive. See the policy for these occurrences (number 9).
- If a customer's removal, in any way, jeopardizes that person's safety (e.g. it is a cold night; there is a risk of drunk driving or that a fight may break out; the customer needs shelter until a cab comes or to avoid any type of confrontation with other customers), removed customers cannot be left in a helpless state or in a state that jeopardizes their or others safety. Assistance must be rendered. If necessary, a call to the police for assistance will be made by the manager or her designate.

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- Record the events of the removal in the incident reporting book.
- Discuss the events of the removal at the next staff meeting.

9. Prevent drinking and driving by assisting an intoxicated patron find a safe way home.

Procedures:

- Call a cab or arrange alternate transportation (e.g. with a sober patron).
- Do not let an intoxicated patron even walk away from the bar on his or her own.
- Do not assume that if you call a cab or arrange alternate transportation, the patron will use it. It is often necessary, to accompany the patron to the cab or alternate transportation to verify its use.
- It is best if there is someone to receive and care for the intoxicated patron. Before letting an intoxicated patron leave, try to arrange and verify that there is a sober person to care for the patron when they arrive where they are being transported.
- If this cannot be arranged, consider calling the police or keeping the patron at the bar until they sober up.

10. Staff can request that a patron, who is continuously difficult, as per number 8 above, be barred for an extended period.

Procedures:

- The request is made to the owner/manager who will make the final determination about barring a patron.
- For your information, the first time a patron is barred lasts 30 days. Subsequent offences of a serious nature, as per number 8 above, result in the patron being barred for an additional 60 days.
- The manager will maintain a list of barred patron and will keep staff informed of who is on the list

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- 11. In the case of an incident involving problems like refusing service or ejecting a patron etc., the details of the incident are to be recorded in a logbook.**

Procedures:

- The manager or a staff person assigned by the manager writes up the incident
- Minimally, the report should include the date and time of the incident; names of patrons involved; witnesses; what staff did.

- 12. Do not allow patrons behind the bar.**

- 13. Staff are not allowed to consume alcohol in this establishment during their shift.**

Procedures:

- If you drink in the bar after your shift, the House Alcohol Policy for Customers applies to you.
- Consuming alcohol during a staff person's shift will result in immediate termination of employment.

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14. Promote and market the food sold in this establishment.

Procedures:

- Bring menus to all the tables.
- Promote daily specials and generally offer food while the patron is in the bar.

15. Promote low alcohol beverages.

Procedures:

- A good way to discourage intoxication is to offer low alcohol drinks.
- Patrons who you consider to be drinking to intoxication are offered low alcohol drinks or non-alcohol drinks (see number 15).
- When offering non-alcohol or low alcohol drinks, refer to the house policy for customers that appears in various locations in the bar and specifically point to the component that talks about not serving customers to intoxication and beyond.

16. Promote non-alcohol drinks especially to those patrons who are possibly on the way to becoming intoxicated.

Procedures:

- See procedures in section 15 above.

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17. Offer free non-alcohol drinks to expectant mothers and designated drivers.

Procedures:

- Be cautious how you determine if a patron is pregnant. If you conclude a patron is pregnant but who in reality is overweight, this moment could be embarrassing. Therefore, use tact and judgement when offering free non-alcohol drinks to expectant mothers.
 - When speaking to a patron about this, refer to the Fetal Alcohol Spectrum Disorder poster in the bar.
 - You cannot deny alcohol service to a pregnant patron. No matter what your feelings are about alcohol and pregnancy, it is a violation of a pregnant woman's civil and human rights to be denied alcohol service if she requests this.
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18. Staff will take reasonable steps to keep rape drugs out of the bar. If a customer is at risk, i.e. is drugged and or is experiencing any of the symptoms described below, staff will take reasonable steps to protect the customer.

Procedures:

- Review this next statement carefully.
- With increasing frequency and without their consent, women are being drugged and then sexually assaulted. Other than alcohol, the two drugs that most often associated with drug-facilitated rape are Rohypnol and GHB. Simply stated, the drugs are put into a woman's drink without her knowledge or consent. The drug effects include drowsiness, dizziness, memory loss and even loss over physical control of one's body. These effects allow the perpetrator to sexually take advantage of a woman without her ability to resist or even remember what happened. These drugs are odourless, colourless and tasteless. These drugs come in liquid, tablet or powder form. Perpetrators add the drug directly to a potential victim's drink. If a customer appears "normal" one moment and then without apparent cause is experiencing any of these signs:

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- dizziness and disorientation
- weakness and staggering
- simultaneously too hot and too cold
- nausea
- difficulty speaking and
- even passing out,

this customer may have been drugged.

- In general, be on the look out for (i.e. “red flag”) individual men or groups of men who do not appear to be in the bar for the bar’s venue or to enjoy a night out. Consider approaching these men and politely inform them that they are being observed. When doing this, it is important not to interfere with a person’s civil right to be in the bar.
- If a customer is experiencing any of the signs or symptoms described above, proceed as follows:
 - Speak with the manager on duty.
 - Call 911.
 - Do not let someone take the customer from the bar unless you know the person escorting the customer and you are completely confident that they will act in the customer’s best interest (examples include a husband/partner you know to be that person or a close friend you know to be a close friend of the customer).
 - If you cannot vouch for the escorting person, with the manger's assistance, keep the customer in the bar; have a staff person stay with the customer;
 - Put the customer in the recovery position by: placing the person on their side; make sure no food or vomit is in their mouth; and extending the person's chin away from their chest.
 - Never give another drug to the customer to counteract the effect.
 - Never put water in the mouth of an unconscious person.
 - Examine the area where the female customer in question had been. Collect any container, usually a small one that might have held the alleged drug and if possible the customer’s last drink. Pass these items to the police as soon as possible.
- As an extra precaution, if you see an unattended drink, place one of the bar’s unattended drink covers on it.

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- 19. The Ontario Occupational Health and Safety Act will be respected and complied with by the owner and staff. In accordance with the Act, staff have the right to refuse work they believe is dangerous to either their own safety or that of another staff member.**

Procedures:

- As per the OHSA, a joint health and safety committee will be established (for a workplace that regularly employs 20 or more workers). It will consist of the owner, managers and staff.
- As per the OHSA, a health and safety worker representative will be designated (for a workplace that regularly employs between 5 and 20 workers)
- The committee or representative and owners will inspect the premises regularly to insure compliance with the OHSA.
- Any refusal to work, most notably a refusal to serve alcohol to an intoxicated and or dangerous or potentially dangerous customer will, using due diligence, be thoroughly investigated by the committee or the representative and owner/manager.
- Reasonable steps will then be taken to manage the situation (noted above) including support for the staff person who refuses to serve a customer whose behaviour has or could jeopardize the health and safety of the worker.

- 20. Familiarize yourself with the house alcohol policy for customers that is posted at the entrance to the bar.**

Procedures:

- Refer to the customer policy when speaking with under-age, pregnant, intoxicated or troublesome patrons.

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21. All bar staff are required to carry their Smart Serve registration card when on duty.

22. All staff are encouraged to take “Safer Bars” training.

Procedures:

- The owner will pay the tuition fee.
- The owner will give paid time off for staff to attend.

23. Additional components and procedures

24. I have read the policy, discussed it with the manager/owner and agree to abide by the provisions contained in it.

Staff Person

Manager/Owner

Date

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