



Bar Policies for Customers and Staff

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BAR POLICIES: Setting the Stage



Ontario Liquor Licence Act infractions could lead to:

- Fines
- Licence Suspension or Revocation
- Criminal charges
- Liability



INFRACTIONS



- Permitting drunkenness
- Permitting riotous, quarrelsome, violent or disorderly conduct
- Serving to underage persons
- Serving illegal alcohol
- Serving outside legal hours of operation
- Permitting narcotics on premises
- Overcrowding
- Serving to intoxication
- Serving who appear intoxicated



BAR POLICIES: Setting the Stage



Liability: Through the Roof

- Bars being successfully sued

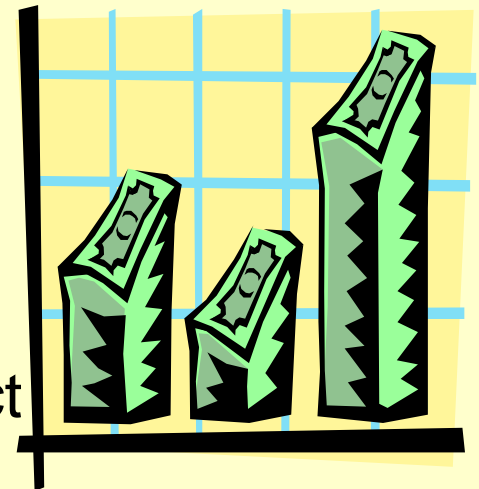
Liability Context:

Liquor Licence Act

Occupiers Liability Act

Excessive force

Occupational Health and Safety Act



Civil Liability Section 39 LLA

- Licensees are responsible for intoxicated customers' safety and sobriety.

Licensees are responsible for the safety of people the intoxicated customer comes in contact with.

If an intoxicated customer is injured or injures someone else....the bar can be sued.

BAR POLICIES: To Avoid Liability, Fines and Licence Loss



A bar's objectives are:

- Don't serve to intoxication
- Keep customers free of frustration, aggression, violence
- Keep other customers safe
- Keep others safe
- Use force carefully



How Can Bars Achieve These Objectives?



- Attend training (Smart Serve, Safer Bars)
- Reduce frustration, aggression through attention to environmental/social factors
- Adopt safe serving practices
- House policies for customers
- House policies for staff



HOUSE POLICIES FOR CUSTOMERS

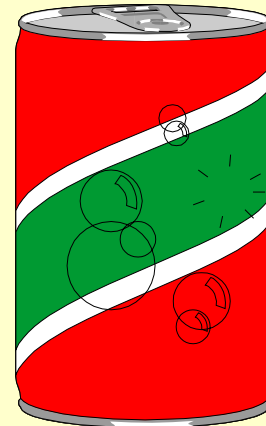
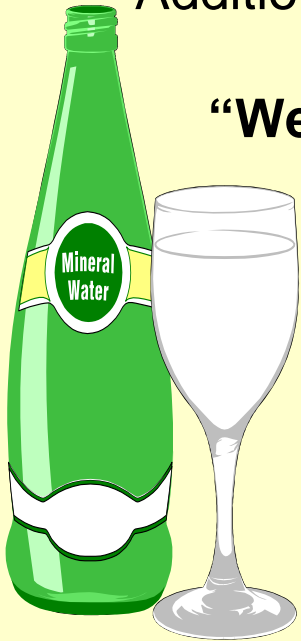


Bar rules and regulations for customers

Based on **AGCO** guidelines

Additional Items:

“We are pleased to offer expectant mothers free soft drinks”



House Policies for Customers' Tips



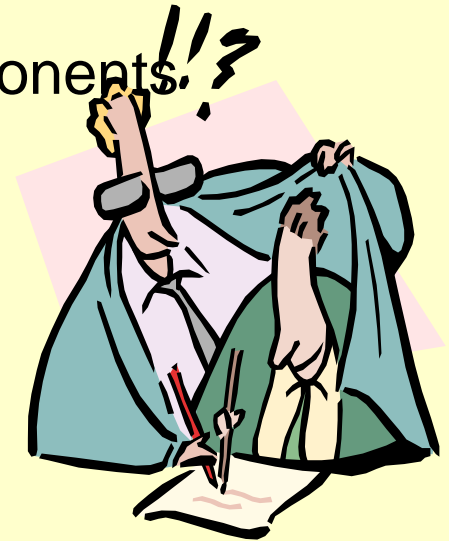
- Post policy
- Refer to it
- Business/work place culture



House Policies for Staff



- Rules, regulations, responsibilities, expected conduct of bar staff
- Procedures associated with policy components
- Corresponds to policy for customers
- Read, discussed and signed once a year
- Revised as necessary

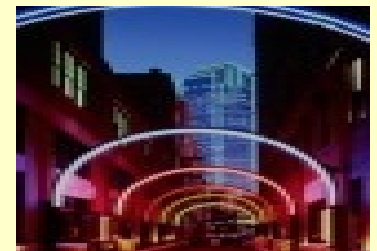


AGCO Support for Bar Policies



House Policies for Customers:

- Offer practical solutions to common problems
- Indicates an establishment's
 - ❖ commitment to responsible serving practices and
 - ❖ intention to comply with the law
- May help to avoid liability



(Source: AGCO Responsible Service Liability & House Policies)

CLUB DENIM: House Policies

ZERO TOLERANCE

Serving the interests of our valued customers, our Management and Staff now enjoy wide discretion when enforcing a “ZERO TOLERANCE POLICY” regarding fights occurring @ CLUB DENIM.

All persons deemed to have been involved in any form of CONFRONTATION in ANY kind of capacity shall be IMMEDIATELY REMOVED from the building and / or INDEFINITELY BARRED from Club Denim.

Thank you for your co-operation.

DRESS CODE

CLUB DENIM enforces a DRESS CODE POLICY that restricts BANDANNAS and/or ANY other forms of fashion wear or accessory that may indicate association with youth gangs. “Trademark colours” are therefore not permitted inside Club Denim at ANY time. STAFF and MANAGEMENT shall enjoy wide discretion on this matter AND shall enforce strict denial of entrance OR immediate removal.

Thank you for your co-operation.

Straight Facts

House Alcohol Policy

At Straight Facts, our business is selling food and beverage. We are dedicated to our customers' pleasure and satisfaction. When it comes to serving alcohol however, our staff will not serve alcohol to patrons to the point of intoxication or who are already intoxicated. Nor will we serve patrons who are troublesome, dangerous or under the legal drinking age.

Our mission will be achieved by:

1. **Monitoring the Door**

The manager on duty has the authority to check ID, deny access to rowdy or intoxicated persons and prevent overcrowding.

2. **Food**

We offer a good selection of foods and snacks at all times.

3. **Alternative Beverages**

We offer competitively priced non-alcohol and low alcohol beverages.

4. **Staff**

All our staff have been trained (and retrained) in the legal and safe service of alcohol and how to prevent violence and injury. They recognize signs of intoxication and know how to intervene to keep customers safe. If you require assistance please ask. Staff are prohibited from drinking alcohol on the job.

5. Transportation

Staff will gladly assist customers who need a safe ride home. Please ask staff for assistance.

6. Underage Customers

Under legal drinking age customers are welcome. However, they will not be allowed to consume alcohol. (See number 1)

7. Customer's Alcohol Use

Staff will endeavor to assist customers to drink alcohol safely.

Staff will endeavor not to serve customers to the point of intoxication.

They will not serve already intoxicated customers.

Customers who are intoxicated or are becoming intoxicated will be denied alcohol service.

8. Managing the Intoxicated

In the event that a customer becomes intoxicated or is acting dangerously, staff will carefully and politely deal with that person.

9. Expectant Mothers

We are pleased to offer expectant mothers free soft drinks.

10. Marketing the Policy

We are pleased to share this policy with our customers. If you have any questions or concerns please ask to speak to the manager.

A Fine Balance Bar and Restaurant

House Alcohol Policy for Staff

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

1. Do not serve patrons to the point of intoxication. (Monitor your service and observe for signs of intoxication).
2. Do not serve a patron who is already intoxicated or is apparently becoming intoxicated. (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.

3. Do not serve under-age drinkers. Check the ID of any one who appears to be under 19 years old. In Ontario proof of age identification includes:
 - AGCO BYID card
 - Ontario driver's license
 - Canadian Armed Forces ID card
 - Canadian Passport
 - Canadian citizenship card
 - LLBO ID card (no longer issued but still valid)
4. If 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.
5. Do not assume that the door staff have checked ID. If you are serving the customer for the first time, check the customer's ID before you begin alcohol service.

All patrons between 19 and 25 years of age must have photo ID on them. Vouching for a patron's age by another patron or by staff is never accepted.

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 lounge or special occasion event if the problem persists.

After 9:30pm, entrance to the lounge area is restricted to persons 19 years of age and older.

4. Do not serve alcohol beverages outside business hours. No one can be sold or served alcohol after 2:00am.
All drinking in the bar stops at 2:45am. All unfinished drinks are removed at that time.

5. Deny patrons' entry to the bar, who are:
 - under-age after 9:30pm;
 - intoxicated (assess for prior drinking and signs of intoxication);
 - or troublesome (e.g. barred patrons, known trouble-makers or those bothering or harassing other patrons or staff etc.)

6. Deny entry to patrons when the bar has reached its legally allowable occupancy load. The manager on duty will maintain the count and inform door staff when to deny entry to more customers.

7. Remove patrons from the premises who are:

- unlawfully on the premise
- in the bar for an unlawful purpose such as causing fights or selling or using drugs ;
- troublesome (i.e. riotous, quarrelsome, violent or disorderly);
- intoxicated;
- underage after 9:30pm

Although it is legal to use physical force to eject a patron, such force must not be excessive. Force that exceeds what is minimally necessary to quell a disturbance or remove a patron is strictly prohibited. In fact, force is a last resort. Every reasonable effort must be first made to use polite words when intervening or removing a patron. Always ask the manager and co-workers to assist you remove patrons peacefully. If necessary, call the police. (See number 8 for further action.)

8. Prevent drinking and driving. Assist intoxicated patrons find a safe way home. Call a cab or arrange alternate transportation (e.g. with a sober patron). 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. If this cannot be arranged, consider calling the police or keeping the patron at the tavern until they sober up.

9. If a staff person decides to take action against a patron (as per numbers 1, 2, and 7), speak with the manager on duty first and with the manager's support, take the agreed upon action.

10. Staff can request that a patron, who is continuously difficult, as per number 7 above, be barred for an extended period. 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 7 above, result in the patron being barred for an additional 60 days.

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 by an event worker in a logbook. 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. If you drink in the bar after your shift, the House Alcohol Policy for Customers applies to you. Also, see number 4 above.
14. Promote and market the food sold in this establishment.
15. Promote low alcohol beverages.
16. Promote non-alcohol drinks especially to those patrons who are possibly on the way to becoming intoxicated. Offer free non-alcohol drinks to expectant mothers and designated drivers.
17. Familiarize yourself with the house alcohol policy for patrons that is posted at the entrance to the lounge. Refer to it when speaking with under-age, intoxicated or troublesome patrons.

18. All lounge staff are required to carry their Smart Serve registration card when on duty.
19. All staff are encouraged to take “Safer Bars” training.

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)

House Alcohol Policy for Staff

A Fine Balance Bar and Restaurant

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.

1. Do not serve a patron to the point of intoxication

Procedures

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

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.

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.
- In Ontario proof of age identification includes:
 - AGCO BYID card
 - Ontario driver's license
 - Canadian Armed Forces ID card
 - Canadian Passport
 - Canadian citizenship card
- LLBO ID card (no longer issued but still valid)
- If 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.
- After 9:30pm, entrance to the bar is restricted to persons 19 years of age and older.
- An under age customer who attempts to purchase alcohol before 9:30pm is asked to leave or will be removed the bar.
- An underage customer in the bar after 9:30pm will be asked to leave or will be removed from the bar.
- If you are having difficulty with an underage customer or a customer who will not show their ID, ask the manager on duty for assistance.

4. Do not serve alcohol beverages outside business hours.

Procedures

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

5. Deny patrons' entry to the bar, who are:

- under-age after 9:30pm
- intoxicated
- or troublesome

Procedures

- At the entrance, door staff check 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

6. 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 5.

7. 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 (see number 8)
- Underage after 9:30pm

Procedures

- If a staff person decides to remove a patron (as per numbers 1, 2, and 7), 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 patron, such force must not be excessive. Force that exceeds what is minimally necessary to quell a disturbance or remove a patron 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 patron.
- If necessary, call the police.
- You cannot remove a patron from the bar that 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. (See also number 16-3).
- Do not let an intoxicated customer drink and drive. See policies for these occurrences (number 8).

- 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; or 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. Assistance must be rendered. If necessary, a call to the police for assistance will be made by the manager or her designate.
- Record the events of the removal in the incident reporting book.
- Discuss the events of the removal at the next staff meeting. This policy and procedures will be revised as necessary.

8. 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 tavern until they sober up.

9. Staff can request that a patron, who is continuously difficult, as per number 7 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 7 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.

- 10. 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.

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

12. 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.
- Also, see number 4 above.

13. 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.

14. 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.

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

16. Offer free non-alcohol drinks to expectant mothers and others.

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 judgment 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.

17. 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 a liquid, tablet or powder. 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:

- o dizzy and disoriented
- o weak and staggering
- o simultaneously too hot and too cold
- o nauseated
- o having difficulty speaking and
- o even passing out

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 following:
- 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 customers 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.

- 18. Familiarize yourself with the house alcohol policy for patrons that are posted at the entrance to the bar. Refer to it when speaking with underage, pregnant, intoxicated or troublesome patrons.**
- 19. All bar staff are required to carry their Smart Serve registration card when on duty.**
- 20. 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.

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)