

BEST BAR NONE



CRITERIA CHECKLIST

Revised July 2016



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Use the checklist to review your policies and procedures for policy submission. Fill in the page numbers or documents where the policies can be found.

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A checklist of forms and other documents to provide to assessors on assessment day.

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Use this checklist to prepare for your assessment.

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Fill out this questionnaire as part of your BBN application. Where noted, proof or validation of claims will be required during your assessment visit.

Using This Worksheet

This Criteria Worksheet will help you plan and prepare for your assessment visit. Being prepared will help the assessment visit go quickly and smoothly. The BBN Criteria covers such topics as: fire safety, staff training, internal policy, customer management, security, first aid, responsible service and transportation.

Every licensed establishment will be evaluated using the same criteria based on industry best practices, the Alberta Gaming and Liquor Commission (AGLC) Licensee Handbook (LH), the Gaming and Liquor Act (GLA) and the Gaming and Liquor Regulations (GLR), and focus on safe and sound management.

All **MANDATORY** criteria must be met to achieve accreditation. Meeting **BONUS** criteria will make your establishment eligible for an award.

The Worksheet is broken down into 4 Sections:

A: WRITTEN POLICIES AND PROCEDURES

- As part of your application process, you will be expected to submit a copy (electronic or hard copy) of your written policies to BBN in advance of your assessment visit.
- Your policy manual(s) should cover ALL MANDATORY policies included in the checklist and as many of the BONUS policies as you deem appropriate and helpful to your establishment.
- The policy manual(s) will be reviewed and marked before your assessment.
- A deadline date to submit the policy manual(s) will be provided after application for accreditation is received.

B: OPERATIONAL FORMS AND CHECKLISTS

- A list of MANDATORY and BONUS forms and checklists is provided in the Worksheet.
- All MANDATORY forms and checklists will need to be provided or shown to your BBN assessors on assessment day for review and validation.
- As well, any of the BONUS forms and checklists will be reviewed and validated by your assessment team on assessment day.

C: PHYSICAL VERIFICATION

- A checklist of items that will be verified and validated by the BBN assessment team is provided. Please review the list and ensure ALL MANDATORY items are in place and ready for assessment day. And, once again, the more BONUS items achieved increase consideration for awards.

D: QUESTIONNAIRE

- Please review and fill out the Questionnaire in advance of your assessment visit.
- Your Assessor will review your responses with you during the assessment visit – this will give you an opportunity to add more detail. The assessor will also ask follow-up questions where needed.

Section A:

Written Policies and Procedures

Policies can be submitted online or hand in hard copy of policies to BBN.

Use this checklist as a guide.

A: Written Policies And Procedures

A1	Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).	MANDATORY	
A2	Have a written policy that staff are to monitor departing patrons to ensure that alcohol containers (bottles or glassware – full or empty) are not removed from the premises.	MANDATORY	
A3	Have a written policy regarding weapons found on the premises or removed from patrons.	MANDATORY	
A4	Have a written policy on when police are to be called. The policy must include (at minimum) instructions to call police in the following situations: <ul style="list-style-type: none"> • a patron is found using or selling illegal drugs • assault • if illegal drugs are found or seized on the premises • suspected gang or organized crime activity 	MANDATORY	
A5	Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.). The policy must include (at minimum): <ul style="list-style-type: none"> • identification of a ‘muster point’ or meeting area 	MANDATORY	
A6	Have a written policy that covers fire safety procedures; such as locations and use of fire extinguishers and other emergency equipment (e.g., escape ladders, fire exits, alarms, etc.).	MANDATORY	
A7	Have a written policy and procedure for managing patron smoking areas. The policy must cover (at minimum) the following items: <ul style="list-style-type: none"> • designating who is responsible for monitoring the smoking area • ensuring the smoking area is clean and tidy 	MANDATORY	
A8	Have a written policy on prevention of illegal drug sales and use on the premises.	MANDATORY	
A9	Have a written policy and procedure for managing lineups at entrance(s) to premises.	MANDATORY	
A10	Have a written policy requiring staff to call or secure a taxi or vehicle for hire service for a customer, upon their request.	MANDATORY	
A11	Have a written policy requiring staff to request proof of age from all patrons who appear to be under the age of 25 (when minors are prohibited from the establishment).	MANDATORY	
A12	Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes “universal precautions.”	MANDATORY	
A13	Have a written zero tolerance policy for employees serving liquor to minors.	MANDATORY	
A14	Have a written zero tolerance policy stating no staff consumption of liquor while on duty.	MANDATORY	

A15	Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff.	MANDATORY	
A16	Have a written “Respectful Workplace Policy” that covers (at minimum) the following items: <ul style="list-style-type: none"> • zero tolerance for sexual harassment or harassment of staff and patrons • treating others equitably and fairly 	MANDATORY	
A17	Have a written zero tolerance policy regarding internal theft. This can include ‘grease’ at the door.	MANDATORY	
A18	Have a written policy in place to make staff aware of and prevent drug facilitated sexual assault.	MANDATORY	
A19	Have a policy requiring staff (e.g., management or Door Security) to fill out incident reports if and when the following circumstances occur (one point for each): <ul style="list-style-type: none"> • patron is evicted or refuses to leave • minor in premises or refused entry • patron refuses safe transportation • fight/ assault / disturbance • police are called 	BONUS	
A20	Have a written policy on searching patrons.	BONUS	
A21	Have a written policy listing any prohibited items (e.g., types of weapons, illegal drugs, outside food and drink, any other contraband).	BONUS	
A22	Have a policy in effect for “soft closing” (i.e., lights gradually go up and music / entertainment ceases at last call).	BONUS	
A23	Have a written noise control policy.	BONUS	
A24	Have a written dispersal policy that outlines procedures taken to ensure patrons exit the facility in a safe and orderly fashion.	BONUS	
A25	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.	BONUS	
A26	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	BONUS	
A27	Have a written policy directing front-of-house staff (and Door / Security, when applicable) to monitor patron intoxication levels and intervene when necessary (e.g., slow down or cease liquor service, find safe transportation, etc.).	BONUS	
A28	Have a written policy requiring bar staff to “burn the well” (melt the ice well with hot water and inspect for glass shards) when glass is broken in or near the ice well.	BONUS	

A29	Have a written policy ensuring any working bar area (with cash trays or tills) is not left unattended when patrons are in the premises.	BONUS	
A30	Have a written procedure for staff to follow in the event of a violent incident or assault. The procedure must include (at minimum): <ul style="list-style-type: none"> • instructions to remove patrons and staff from the area (during and after the incident) • requirement to call appropriate authority (i.e., fire, police, ambulance) 	BONUS	
A31	Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.	BONUS	
A32	Have a written policy requiring surveillance camera images and data from cameras be provided to a Police Officer immediately upon demand in order to assist in an investigation.	BONUS	
A33	Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises.	BONUS	
A34	Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.	BONUS	
A35	Have a written and/or posted maximum drink policy that begins before 1:00 a.m. and/or limits patrons to one standard serving of alcohol when the maximum drink policy is in effect (i.e., exceeds the AGLC policy requirement).	BONUS	

Section B:

Operational Forms and Checklists

Have mandatory and applicable bonus forms ready for assessment day.

Use this checklist as a guide.

B: Operational Forms and Checklists

Please provide examples of the following items on Assessment Day. The items marked **MANDATORY** must be provided to meet the minimum BBN standard. Achieving the **BONUS** items increases your score.

MANDATORY ITEMS

- B1 Incident Reporting** binder or other system to document incidents
- B2 Injury/Accident Recording** binder or other system to document injuries (i.e. injured person's name, injury circumstance, first aid provided, staff name, others involved, date)
- B3** Binder or electronic **staff training log** tracking all staff ProServe and (if applicable) ProTect or Reel Facts expiry dates
- B4** Copies of all **ProServe** and (if applicable) **ProTect certificates/cards** (originals are the property of the staff member)

BONUS ITEMS

- B5 Premises Checklist** used for opening and closing the room
- B6 Banned or barred patrons list** or system to track banned patrons
- B7 “Liquor Liability” forms**, in which the staff members agree to abide by principles of responsible liquor service, signed by all staff directly involved in the sale and service of liquor (i.e., servers and bartenders)
- B8 Patron Head Count Log** or binder or other system to track occupant loads
- B9 Have a Refusal of Entry log** to track instances where patrons are refused entry to the premises, with reasons for refusal (i.e., intoxicated at door, unable to produce proof of age, belligerent behaviour, etc.)

This following can be submitted electronically or handed in at the assessment:

- B10 List of charitable donations, fundraisers** organized or hosted over the past 12 months. This can also include community initiatives or activities to demonstrate your commitment to your neighbourhood (i.e., snow shoveling, neighbourhood cleanup, etc.)
- B11** List of all **industry partnerships**, crime prevention groups or associations or suitable community initiatives in which the establishment holds a membership or supports (e.g., Better Business Bureau, Chamber of Commerce, Community League, etc.)
- B12 Letter(s) of endorsement or support** from neighbouring businesses or residential groups, demonstrating a positive relationship with your neighbours
- B13 Copy of most recent Alberta Health Inspection report.** Points will be awarded based on results
- B14 Copy of most recent Fire Marshal Inspection report.** Points will be awarded based on results.

Section C:

Physical Verification

Will be validated by assessors on assessment day.
Use this checklist as a guide.

C: Physical Verification

Yes/No

C1	Maximum Occupant Load card posted.	MANDATORY	
C2	Current liquor licence is posted.	MANDATORY	
C3	Current business licence is posted.	MANDATORY	
C4	Have signage posted at premises entrance stating “Minors Prohibited” – if this applies to your liquor licence.	MANDATORY	
C5	Support a Designated Driver transportation program with posters displayed in view of patrons and/or business cards available to patrons.	MANDATORY	
C6	Have non-combustible cigarette disposal container(s) in designated smoking area(s).	MANDATORY	
C7	Have garbage cans near premises entrances and exits.	MANDATORY	
C8	Have emergency telephone numbers and the premises address posted by all premises telephones. If there is no land line, the emergency phone list is posted behind the bar for reference.	MANDATORY	
C9	At least one working flashlight is available and accessible to staff and is stored out of customers’ reach.	MANDATORY	
C10	Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).	MANDATORY	
C11	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	MANDATORY	
C12	Broken glass is stored separately from regular garbage and away from patron areas.	MANDATORY	
C13	Fire exits are free from obstruction and well lit at all times.	MANDATORY	
C14	Provide evidence of fire equipment being inspected / serviced annually or as required.	MANDATORY	
C15	Use wet floor sign(s) to help prevent slips and falls.	MANDATORY	
C16	Empty bottles are stored behind the bar or away from patron areas.	MANDATORY	
C17	All bar glass washers are fully equipped and in working order.	MANDATORY	
C18	Have radios to allow staff, management and security to communicate effectively.	MANDATORY Club, Casino Categories	
		BONUS All Others	
C19	Have a mechanical counting device used to accurately count the number of patrons on premises.	BONUS	

C20	Signage is posted within the premises, identifying behavioural expectations for patrons.	BONUS	
C21	A floor plan of the establishment, with identified emergency exits, evacuation route(s) and muster point, is posted prominently in a public area, in view of patrons.	BONUS	
C22	At least two (2) responsible liquor service posters are displayed in view of patrons. Examples are: "Under 25", "It's The Law and My Job", etc. Responsible gaming posters (where VLTs are present) are also applicable.	BONUS	
C23	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.	BONUS	
C24	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	BONUS	
C25	Clocks in premises are clearly visible to staff and patrons and set to the correct time.	BONUS	
C26	Have a security surveillance / camera system in operation, recording the interior of the premises. • Additional Bonus points if surveillance/camera system records images and data is stored and readily accessible for at least 15 days.	BONUS	Have interior camera
			Records +15 days
C27	Have a security surveillance / camera system in operation, recording the exterior / parking area of the premises. • Additional Bonus points if surveillance/camera system records images and data is stored and readily accessible for at least 15 days.	BONUS	Have exterior camera
			Records +15 days
C28	Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted. • Additional Bonus points if all beverages are served in acrylic/ plastic containers, including bottles.	BONUS	Some glass
			No glass used at all
C29	Have a designated drop off and pick up (i.e., no parking) area.	BONUS	
C30	Have a working hand-wash station (sink, soap dispenser and paper towels) at every working bar.	BONUS	
C31	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	BONUS	
C32	Have an automated external defibrillator (AED) on premises and at least two (2) staff with valid training in its use. Partial points will be granted if there is a neighbouring business with an accessible AED and permissions and arrangements have been made with the business to access AED in emergency.	BONUS	
C33	Have partitions installed between all urinals in men's washroom.	BONUS	
C34	Post a "height strip" by main exit door(s).	BONUS	
C35	Bonus points if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date.	BONUS	

PHYSICAL INSPECTION OF PREMISES

Assessor will evaluate condition of premises and condition of equipment

Cleanliness Of Premises	
Section of Room (where applicable)	NOTES
C36 BATHROOMS	
BAR AREAS	
MAIN PATRON AREA	
WALLS / HALLWAYS	
KITCHEN	
SMOKING AREA	
PARKING / EXTERIOR	
Condition Of Equipment / Furniture	
Items (where applicable)	NOTES
C37 TABLES AND CHAIRS	
STAIRS, HANDRAILS	
GLASSWASHER	
TOILETS / SINKS / DISPENSERS IN BATHROOMS	
ASHTRAYS / FURNITURE IN SMOKING AREA	
C38 Is exterior of building free of graffiti?	

Section D: Questionnaire

**ANSWERS CAN BE SUBMITTED ONLINE;
APPLICANTS WILL RECEIVE AN ELECTRONIC VERSION
OF THE QUESTIONNAIRE.**

Responses **must** be provided for all
MANDATORY items.

Assessors will review your responses with you on
assessment day.

Additional points are given when you provide proof
or validation of claims.

Use this checklist as a guide.

D: Questionnaire

D1	How do you ensure staff have read and understood your policies and procedures?	MANDATORY
ASSESSMENT DAY: Please provide proof that staff have read policies and procedures (sign-off sheet, acknowledgment form, etc.).		
D2	How are staff easily identified in the room? (Uniforms, aprons, distinctive clothing, badges, etc.). NOTE: If you have door/security, be sure to describe the door uniform as the visibility of security staff is a best practice.	MANDATORY
ASSESSMENT DAY: Be prepared to provide samples or examples of staff uniforms.		
D3	How do you ensure staff are aware of acceptable forms of identification (as per the AGLC Licensee Handbook)?	MANDATORY
D4	Have signage posted at premises entrance stating “Minors Prohibited” – if this applies to your liquor licence.	MANDATORY
ASSESSMENT DAY: Please provide proof of training to assessors (copies of training certificates).		
D5	Support a Designated Driver transportation program with posters displayed in view of patrons and/or business cards available to patrons.	MANDATORY
ASSESSMENT DAY: Be prepared to show bathroom inspection checklists, manager checklists or other evidence that bathrooms are regularly monitored.		
D6	How do you deal with a patron who begins to show signs of intoxication?	MANDATORY
D7	How do you prevent patrons from drinking and driving?	MANDATORY
D8	How do you ensure there are no illegal drugs in your establishment?	MANDATORY
D9	At least one working flashlight is available and accessible to staff and is stored out of customers’ reach.	MANDATORY
D10	Please outline the hours that hot and cold food service is available at your establishment. Bonus points awarded for: <ul style="list-style-type: none"> • Having hot and cold food available past 11:00 p.m. • Having hot and cold food available during all hours of liquor service 	MANDATORY

D11	<p>FOR ESTABLISHMENTS THAT EMPLOY DOOR / SECURITY STAFF ONLY. If your establishment uses door/security staff, please answer the following questions:</p> <ul style="list-style-type: none"> • On which nights do you normally schedule door/security staff? • How many door/security staff are scheduled at peak/busiest nights? • Do members of your door security team have any specialized training, qualifications or skills? 	BONUS
<p>ASSESSMENT DAY: This can be validated by reviewing your ProServe and ProTect training log (Item B4). Indicate to the Assessor which ProTect-certified staff members are not Door/Security.</p>		
D12	<p>Does your establishment exceed AGLC policy requirements by having ProTect certified staff who are not required by policy to complete the training (e.g., servers, bartenders)? If YES, how many staff fit this criterion?</p>	BONUS
<p>ASSESSMENT DAY: This can be validated by reviewing your ProServe and ProTect training log (Item B4). Indicate to the Assessor which ProTect-certified staff members are not Door/Security.</p>		
D13	<p>Do any staff members require a security clearance check prior to hiring? If YES, please list the position(s) that require a security clearance check.</p>	BONUS
<p>ASSESSMENT DAY: If answered YES, have at least one sample security clearance on hand to validate.</p>		
D14	<p>Does at least one front-of-house staff member have current and approved Food Safety (safe food handling) certification? If YES, how many front-of-house staff have safe food handling training?</p>	BONUS
<p>ASSESSMENT DAY: If answered YES, please provide proof of Food Safety training (e.g., photocopy of certificate or card).</p>		
D15	<p>How often does your establishment hold general staff meetings to review policy?</p>	BONUS
<p>ASSESSMENT DAY: Meeting agendas, minutes or notes can be shown to assessor to validate the frequency of most recent staff meetings. Memos or postings to staff about meetings (with dates) can also be used.</p>		
D16	<p>Does your establishment hold formal staff performance reviews on a regular basis with results documented? If YES, how often are they held?</p>	BONUS
<p>ASSESSMENT DAY: If answered YES, please provide at least one sample performance review for the assessor to validate. A spot check of staff files may be requested by the Assessor.</p>		
D17	<p>Does your establishment hold mock evacuation training exercises? If YES, how are these exercises conducted? How often?</p>	BONUS

D18	How do you ensure you have a “good neighbour policy” with nearby businesses or residential areas? How do you deal with issues that can affect your neighbours such as noise, litter, parking, etc.?	BONUS
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ASSESSMENT DAY: This can be validated by letters of endorsement from neighbours (Item B12).

D19	FOR ESTABLISHMENTS WITH LIQUOR LICENCES THAT CAN ALLOW MINORS. If your establishment allows minors, what policies and practices are in place to prevent minors from ordering or consuming alcoholic beverages? IF MINORS ARE PROHIBITED AT ALL TIMES, PLEASE MARK AS N/A.	BONUS
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D20	Are “risk assessments” conducted before instituting promotional activities? These can include drink specials, event bookings, live music events, fundraisers or contests. Who is involved in the risk assessments? What factors are considered?	BONUS
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D21	Does your establishment conduct any “secret shopper” or integrity testing to ensure customer service standards are met? Bonus points awarded if “secret shoppers” also evaluate responsible liquor service (e.g., proof of age under 25, overservice).	BONUS
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D22	FOR ACCREDITED PREMISES RE-APPLYING FOR ACCREDITATION. What has been done to promote your BBN accreditation status to your patrons and the public? This may include such activities as featuring the BBN brand on websites, event posters, menus, social media or other promotional efforts. NOTE: If you are applying for first-time accreditation, please mark this as Not Applicable.	BONUS
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ASSESSMENT DAY: Have examples of BBN promotional and advertising ready. This can include screenshots from website or posters, tent cards or other promotional items featuring the BBN brand.

D23	What has been done to educate your staff about your current BBN-accredited status (if applying for re-accreditation) or your efforts to become accredited?	BONUS
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ASSESSMENT DAY: Have examples of efforts to educate staff about BBN (e.g., memos to staff, bulletins).

D24	Finally, is there anything you would like to add that would support your application? Are there any unique best practices or policies not reflected in this evaluation that help make your establishment safer, more responsible and more welcoming to patrons?	BONUS
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