

BEST BAR NONE



CRITERIA CHECKLIST

Revised July 2018

Thank You

Best Bar None would like to thank the following partners and stakeholders for reviewing this Checklist and providing feedback and updated best practices:

AGLC

The City of Edmonton

Edmonton Police Service

Edmonton Sexual Assault Centre

The City of Calgary

Calgary Police Service

Tourism Calgary

Calgary Sexual Health Centre

The City of Grande Prairie Bylaw Enforcement and Crime Prevention

Grande Prairie Fire Department

The City of Lethbridge

Lethbridge Police Service

Lethbridge Fire and Emergency Services

Government of Alberta Ministry of Status of Women

University of Alberta Sexual Assault Centre

Northern Alberta Institute of Technology Hospitality Management Faculty

Alberta Health Services Public Health Inspections / South Zone

Alberta Safer Bars Council

Responsible Hospitality Industry Association (RHIA)

And Best Bar None would also like to thank the dozens of Best Bar None-accredited bars who also provide ongoing feedback and best practices to improve the BBN Checklist.

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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 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/sexual assault • if illegal drugs are found or seized on the premises • suspected gang or organized crime activity 	MANDATORY	
A4	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	
A5	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	
A6	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	
A7	Have a written policy on prevention of illegal drug sales and use on the premises	MANDATORY	
A8	Have a written policy requiring staff to call or secure a taxi or vehicle for hire service for a customer, upon their request.	MANDATORY	
A9	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	
A10	Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes ‘universal precautions’.	MANDATORY	
A11	Have a written zero tolerance policy for employees serving liquor to minors.	MANDATORY	
A12	Have a written zero tolerance policy stating no staff consumption of liquor while on duty.	MANDATORY	
A13	Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff.	MANDATORY	
A14	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	

A15	Have a written zero tolerance policy regarding internal theft. This can include ‘grease’ at the door.	MANDATORY	
A16	Have a written policy in place to make staff aware of and prevent drug or alcohol facilitated sexual assault. This can include: <ul style="list-style-type: none"> • policies regarding unattended drinks • observation and possible intervention of patrons exiting the establishment (i.e., intoxicated patrons leaving with a stranger) 	MANDATORY	
A17	Have a written policy and procedure for managing lineups at entrance(s) to premises. (Mandatory policy for Club category)	BONUS	
A18	Have a written policy regarding weapons found on the premises or removed from patrons. (Mandatory policy for Club Category)	BONUS	
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 each): <ul style="list-style-type: none"> • patron is ejected or refuses to leave • minor in premises or refused entry • patron refuses safe transportation • fight / assault / disturbance • police are called • sexual assault or sexual harassment 	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 staff, 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) • requirements 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 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	
A35	Have a written policy to delegate a Fire Marshal or point person responsible in case of evacuation or emergency. The policy should also spell out the responsibilities and duties of the Fire Marshal.	BONUS	
A36	Have a hand-washing policy for staff that can include how to wash hands properly and when to wash hands.	BONUS	
A37	Have written policies related to staff observation and intervention to prevent sexual violence in your establishment. This can include: <ul style="list-style-type: none"> • Observation guidelines to identify vulnerable patrons or predatory activities • The “Four D’s” of bystander intervention (Direct, Distract, Delegate, Delay) 	BONUS	
A38	Have written policies related to safety of late-night staff after the shift is completed. These policies could include (for example): <ul style="list-style-type: none"> • No staff should leave the building wearing a server apron, name tag or visible uniform • Any staff leaving the building after dark should be accompanied by another team member 	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 reporting 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 ProServe and (if applicable) ProTect or Reel Facts expiry dates

BONUS ITEMS

- B4** Premises Checklist used for opening and closing the room
- B5** Cleaning and sanitation schedule
- B6** Banned or barred patron 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** 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.)

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

- B10** Provide a list highlighting recent charitable donations or 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** Provide a 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** Provide a letter(s) of endorsement or support from neighbouring businesses or residential groups, demonstrating a positive relationship with your neighbours
- B13** Provide a copy of most recent Alberta Health Inspection report. Points will be awarded based on results
- B14** Provide a 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	Current Food Handling Permit posted.	MANDATORY	
C5	Have signage posted at premises entrance stating “Minors Prohibited” – if this applies to your liquor licence.	MANDATORY	
C6	Support a Designated Driver transportation program with posters displayed in view of patrons and/or business cards available to the public.	MANDATORY	
C7	Have non-combustible cigarette disposal container(s) in designated smoking area(s).	MANDATORY	
C8	Have garbage cans near premises entrances and exits	MANDATORY	
C9	Have an emergency phone list in view of staff (near phone behind bar or in staff area), which includes (at minimum): <ul style="list-style-type: none"> • Police • Fire • Premises Street Address 	MANDATORY	
C10	At least one working flashlight is available and accessible to staff.	MANDATORY	
C11	Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).	MANDATORY	
C12	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	MANDATORY	
C13	Broken glass is stored separately from regular garbage and away from patron areas.	MANDATORY	
C14	Fire exits are free from obstruction and well-lit at all times.	MANDATORY	
C15	Provide evidence of fire equipment being inspected / serviced annually or as required.	MANDATORY	
C16	Use wet floor sign(s) to help prevent slips and falls	MANDATORY	
C17	Empty bottles are stored behind the bar or away from patron areas.	MANDATORY	
C18	All bar glass washers are fully equipped and in working order.	MANDATORY	
C19	Have glass washer sanitizer test strips on hand. Demonstrate a successful test for added Bonus points.	MANDATORY	
C20	Have a working hand-wash station (sink, soap dispenser and paper towels) at every working bar.	MANDATORY	
C21	Have radios to allow staff, management and security to communicate effectively.	MANDATORY Club, Casino Categories	
		BONUS All Others	

C22	Signage is posted within the premises, identifying behavioural expectations for patrons.	BONUS	
C23	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	
C24	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	
C25	Signs/advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.	BONUS	
C26	Signs/advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to designated drivers.	BONUS	
C27	Have a mechanical counting device used to accurately count the number of patrons on premises.	BONUS	
C28	Clocks in premises are clearly visible to staff and patrons and set to the correct time.	BONUS	
C29	Have a security/surveillance camera system in operation, recording the interior of the premises <ul style="list-style-type: none"> • Additional Bonus points if surveillance / camera system records images and data and is readily accessible for at least 15 days 	BONUS	Have interior camera
			Records +15 days
C30	Have a security/surveillance camera system in operation, recording the exterior of the premises <ul style="list-style-type: none"> • Additional Bonus points if surveillance / camera system records images and data and is readily accessible for at least 15 days 	BONUS	Have exterior camera
			Records +15 days
C31	Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted. <ul style="list-style-type: none"> • Additional Bonus points if all beverages are served in acrylic / plastic containers, including bottles. 	BONUS	Some glass
			No glass used at all
C32	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	BONUS	
C33	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 the AED in emergency.	BONUS	
C34	Have partitions installed between all urinals in men’s washroom.	BONUS	
C35	Post a “height strip” by main exit door(s).	BONUS	
C36	Show evidence of pest control equipment and monitoring	BONUS	
C37	Bonus points if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date. This can also include sanctions or fines from Fire, Police or local municipality.	BONUS	

PHYSICAL INSPECTION OF PREMISES

Assessor will evaluate condition of premises and condition of equipment

Cleanliness Of Premises		
	Section of Room (where applicable)	NOTES
C38	BATHROOMS	
	BAR AREAS	
	MAIN PATRON AREA	
	WALLS / HALLWAYS	
	KITCHEN	
	SMOKING AREA	
	PARKING / EXTERIOR	
Condition Of Equipment / Furniture		
	Items (where applicable)	NOTES
C39	TABLES AND CHAIRS	
	STAIRS, HANDRAILS	
	GLASSWASHER	
	TOILETS / SINKS / DISPENSERS IN BATHROOMS	
	ASHTRAYS / FURNITURE IN SMOKING AREA	
C40	Is exterior of building free of graffiti?	

Section D: Questionnaire

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

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?
D2	How many staff members and/or management have valid First Aid and CPR training? A minimum of 2 trained staff is mandatory to meet the BBN standard. Bonus points are awarded for a higher percentage of First Aid and CPR trained staff.
D3	How does your establishment ensure bathrooms are monitored for cleanliness and for safety and security?
D4	How are staff members 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.
D5	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 after 11:00 p.m.• Having hot and cold food available during all hours of liquor service•
D6	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 fit this criterion?
D7	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.
D8	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?
D9	How often does your establishment hold general staff meetings to review policy? When was the most recent staff meeting?
D10	How do you prevent and respond to incidents of sexual assault, harassment or sexual violence in your establishment?

D11	Does your establishment hold formal staff performance reviews on a regular basis with results documented? If YES , how often are they held?
D12	Does your establishment hold mock evacuation training exercises? If YES , how are these exercises conducted? How often?
D13	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.? Also, please provide a quick summary list of neighbours (residential and/or commercial) that could be affected by your operation.
D14	What risk factors are taken into consideration when planning events or promotions (e.g., bands, entertainment, programming, drink specials, hours of operation, etc.)?
D15	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, over service).
D16	Please list any specialized training or credentials held by staff members or management. These could include safety-related training (e.g., WHMIS, Verbal Judo, bystander intervention, etc.), customer service or industry training (e.g., Cicerone education, product knowledge, sensitivity training) or other education or training (e.g., Hospitality Management Diploma).
D17	Please list any environmental/green initiatives taken on by your establishment to address your environmental footprint. This can include elimination or cutting back single-use plastics (e.g., straws), food waste management, energy-efficient equipment, recycling programs, etc.
D18	Who is responsible for the exterior maintenance of your building – especially snow removal and sidewalk/entrance maintenance (to prevent slips/falls)?
D19	FOR ESTABLISHMENTS THAT EMPLOY DOOR / SECURITY STAFF ONLY. If your establishment uses door / security staff, please answer the following questions: <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?

D20

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.

D21

List – in point form – the strengths that make your bar safer for staff and patrons.

D22

List – in point form – the challenges your bar faces to provide a safer experience for staff and patrons. If desired, give examples of how your bar works to overcome these challenges.

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