

BEST BAR NONE



A good night out starts here

**GUIDELINES FOR WRITING POLICY
AND PROCEDURE**

(REVISED JULY 2018)

INTRODUCTION

Best Bar None (BBN) is an accreditation and awards program, promoting the responsible management and operation of alcohol-licensed premises. The program aims to reduce alcohol-related harms by raising the standards of licensed premises and building positive relationships among all stakeholders – operators of licensed premises, industry partners, law enforcement and concerned community groups.

One of the steps involved in achieving BBN accreditation is submitting written policies that reflect the Criteria Checklist.

This guide provides suggestions to help you (bar managers and owners) develop thorough and effective policies and procedures for your team that will reflect your establishment's goals and unique challenges.

Many of the MANDATORY criteria items, required to meet the accreditation standards, must have written policies and/or procedures. This guide also covers policies and procedures required by the optional BONUS criteria, necessary for award consideration.

WHY ARE POLICIES AND PROCEDURES IMPORTANT?

Developing thorough policies and procedures for your staff to follow may help your establishment run smoothly, efficiently and responsibly. Written policy and procedure ensures every employee and manager has the same information on a variety of topics; with the goal they will understand the policy as well as the procedure for enforcing and carrying out policy. Maintaining your operating information in one agreed upon location will make the information accessible and keep you and your staff organized and informed.

Policies reflect “the rules”. *Policy is the reason for procedure.*

- These could be rules that you impose based on what you think is important in the operation of your business or based on external factors such as the Gaming and Liquor Act (GLA), the AGLC Licensee Handbook, municipal bylaws or agreements with landlords, etc.

Procedures represent an implementation of policy. *Procedure ensures policies are carried out and/or enforced.*

- They describe how to manage a situation, the order that things are to be done and who performs each task. Procedures will evolve over time as new tools emerge, new processes are designed and as the risks associated with a procedure change in response to internal or external environmental changes.

Policies provide the rules – procedures provide the means to follow them.

DEVELOPING POLICY AND PROCEDURES

A **suggested** policy statement, **suggested** format, as well as information to consider when writing or revising policy and procedure, is provided in this document.

You may choose to state your policy (or procedural guidelines) differently, and you may choose to use another format. Regardless of the wording and format that you choose, the wording should be clear and specific, and the design should be simple, consistent and easy to use.

You may choose to combine policy and procedure into one document or keep them separate.

Some basic information should be provided when writing policy and procedure:

- Numbering your policies may help you keep organized.
- The date that the policy was created or revised is recommended. (This helps ensure that your policies and procedures are current.)
- What is the policy? (State what your policy is.)
- Why is the policy important? What is its purpose? (Could include reference to Best Bar None, legislation, AGLC Policy, municipal regulations, etc.)
- Who is the policy directed at? Who does it apply to? (All staff? Some staff? Patrons?)
- When is the policy applicable?
- What is the procedure for enforcing or carrying out the policy? (Can be detailed and step-by-step, or general. Should include assigned tasks or responsibilities. Consider consultation with authorities or legal counsel.)

EFFECTIVE POLICIES...

- Address what the rule is, rather than how to implement the rule.
- Are written in clear, concise, simple language.
- Managers and supervisors should be considered policy experts and should be available to interpret policies and resolve problems.

EFFECTIVE PROCEDURES...

- Are tied to policies. They help the staff conform to or follow the policy.
- Provide benefits to the user by being well-developed and thought-out.
- Involve the staff in enforcing policy and meeting the goals of the establishment.
- Are understandable and written so that what needs to be done can easily be followed by all users.

SUGGESTED STYLE FOR WRITING POLICY AND PROCEDURE

- Concise and to the point; not wordy. Factual.
- Don't include information that may become outdated (e.g., avoid names of people - use positions instead).
- If acronyms are used, spell them out the first time you use them.
- Include step-by-step instructions for completing tasks or documentation.
- Avoid being too technical—keep it understandable for new employees.

USING THIS GUIDE

This policy guide is meant to help you develop policy that suits your business and style of operation.

We include every Mandatory and Bonus policy in the most recent BBN Checklist update (July 2018 version) and review each policy.

Information on each policy is provided under these headings:

Suggested Basic Policy:

- This is a stripped-down, simplified version of the policy. You can build off this sample and expand from there.

Information to consider:

- Read over these details to help ensure your policy truly reflects your bar.
- The reasons or background as to why this policy is included in the BBN Criteria Checklist can be provided.
- As well, the potential value of following this policy can be included (i.e., what can your bar gain from having staff follow these rules?).

Relevant Legislation:

- If the policy is covered under legislation that affects your bar, we include the references. This can help you to reinforce the importance of following these policies.
- Referenced policies can include:
 - GLCA – Gaming, Liquor and Cannabis Act
 - GLCR – Gaming, Liquor and Cannabis Regulation
 - LH – Alberta Gaming and Liquor Commission (AGLC) Liquor Licensee Handbook
 - Others as specified

Suggested Basic Policy:

- This is a stripped-down, simplified version of the policy. You can build off this sample and expand from there.

Questions to ask:

- A series of questions that can help steer your policy in the right direction

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MANDATORY POLICIES

A1: GLASS COLLECTION

“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)

Suggested Basic Policy

“Empty bottles and glassware are to be removed from tables promptly and broken glass is to be cleared from patron areas quickly to prevent injury to patrons and staff.”

Information to consider:

- Consider identifying which staff members are responsible for clearing tables or cleaning and disposing of broken glass.
- Describe the use, location and availability of all equipment required to remove hazards (brooms, dustpans, glass containers, etc.).
- Identify that broken glass is disposed of separately from the regular trash and disposed of safely.
- If you have a dance floor, consider procedures to keep the dance floor clear of broken glass (examples: ban glassware on dance floor, have porters check and clean dance floor regularly, etc.).
- Good table maintenance (i.e., staff visiting guest tables often and clearing empty plates and glassware) is an integral part of good customer service.
- Emphasize the need for safety:
 - Broken glass left uncleared is a hazard to staff and patrons and has resulted in liability issues.
 - Empty glassware and bottles left unattended and not promptly cleared can be knocked over and broken or used as weapons.
 - Empty bottles should be stored, collected and organized in an area out of the reach of guests.
 - Unattended drinks can be tampered with.

Questions to ask:

- Who would be responsible for clearing glassware and bottles from tables?
- Are bussers or porters required at peak times?

A2: MONITORING PATRONS FOR GLASS

“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)

Suggested Basic Policy:

“Patrons are not permitted to remove bottles or glassware (full or empty) from the premises.”

Information to consider:

- Patrons from other countries may not be aware that you cannot leave the premises with open liquor. Do not assume that patrons know liquor laws.
- The bar’s local reputation (or “footprint”) will be negatively affected if outgoing patrons are littering or vandalizing your neighbourhood with bottles and glassware. This can result in complaints from neighbouring businesses or residents or make your bar less attractive to potential guests.
- Use this as an opportunity to reinforce the need for great customer service. It is a good business practice to thank patrons as they leave, encouraging repeat business by ending their visit with a positive interaction with staff. At that point, they can be monitored for glassware. They can also be monitored for intoxication levels. In either case, intervention may be necessary.

Questions to ask:

- Who would be responsible for monitoring patrons?
- How secure are your exits? Can patrons leave the premises easily without being observed?
- Do staff conduct walk-throughs outside your building to check for broken glass, bottles, etc?

Relevant Legislation:

- **GLCR Section 91.1(2):** “No liquor licensee or employee or agent of a liquor licensee may allow a person to remove liquor from the licensed premises except a partially consumed bottle of wine sold or provided to that person by the licensee.”
- **AGLC LH 5.3.15:** “All liquor must be consumed on the licensed premises except: a) liquor purchased for off premises consumption under a Class D licence (off sales); b) a partially consumed bottle(s) of wine in a Class A, B, C (Club) licensed premises that is sealed by licensee staff and placed in a bag; and c) liquor provided under a Caterer’s Extension (see Section 4.3).”

A3: CALLING OR CONTACTING POLICE

“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:

- 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)

Suggested Basic Policy:

- “The police must be contacted when:
 - illegal drugs have been found or seized on premises;
 - a patron is found using or selling illegal drugs;
 - an assault or sexual assault has occurred;
 - or suspected gang activities
 - (include additional situations, such as those below, in your policy.)”

You may choose to add additional situations in your policy of when to call the police, such as:

- An act of theft or vandalism
- A weapon has been found on the premises or on a patron
- A patron refuses to leave when requested to do so
- A patron is causing a disturbance outside the entrance or exit to your premises
- Customer reports a sexual assault
- Customer reports being threatened
- Other

Information to Consider:

- Ensure patron and staff safety are considered when writing this policy.
- Include all emergency numbers in the policy manual and post them behind the bar and elsewhere in the premises.
- Identify who calls the police (managers, supervisors, bartenders, etc.) to prevent more than one person calling police, or no one calling police.
- Ensure staff are aware of all situations that must be reported to police and the procedure to do so. Procedure should include an internal reporting process (for example, “staff are required to report the incident or suspicion to the on-shift manager who will contact police if necessary”) including the completion of documentation (incident report) when contacting the police is warranted.
- Consider consulting with your local police regarding this policy or development of related procedure.
- Invite local police to do “walk-throughs” and ask them what you can do to improve communication and build a relationship with them.

Relevant Legislation:

- **AGLC LH 5.6.6** provides guidance on dealing with unruly patrons, including requesting police assistance and “being prepared to proceed with charges”.

- **AGLC LH 5.9.2:** “If suspected illegal drug activities are taking place on the licensed premises, staff must report the activity to police.”
- **AGLC LH 5.9.3:** “Licensees must report any illegal drug activities identified on a licensed premises to police.”
- **AGLC LH 12.1.10:** “The AGLC supports and encourages police ‘walk through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.”

A4: PREMISES EVACUATION

“Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.). The policy must include (at minimum):

- Identification of a ‘muster point’ or meeting area” (MANDATORY)

Suggested Basic Policy:

“Staff are to follow the evacuation procedure in emergency situations to ensure that all persons (patrons and staff) are safely, efficiently and quickly evacuated from the building when necessary.”

Information to Consider:

- Procedure should identify who determines when an evacuation is necessary, and who announces evacuations.
- A list of situations that warrant an evacuation could be listed (examples: fires, fire alarms, power outages, gas or chemical leaks, violent acts, pepper spray, etc.).
- Post a map or diagram near the entrance of your premises that clearly outlines exit routes, fire exits and muster points. (Check with your local fire department for requirements that they may have.)
- If your business is part of a shared building (hotel, mall, strip mall) work with the landlord and neighbours to ensure consistency.
- Include all emergency numbers in the policy manual and post them behind the bar and elsewhere in the premises.
- If necessary, consult with your local fire department for guidance.

Questions to ask?

- Who tends to the alarms? Are they inspected regularly?
- Is there documentation or cash that should be secured in event of an evacuation?
- Should doors be closed?
- Who is responsible for turning kitchen equipment off?
- Who determines if and when it is safe to re-enter?

A5: FIRE SAFETY TRAINING

“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)

Suggested Basic Policy:

“Staff are required to be knowledgeable in the location and use of fire extinguishers and other emergency equipment.”

Information to consider:

- Staff training in fire safety could include written instruction and/or practical training in fire evacuation drills, fire safety equipment use and fire prevention. Completion of training should be noted and somehow acknowledged by staff (e.g. initialed or signed).
- Consult with local fire department or private fire safety companies for advice or training resources, if required, to develop a comprehensive fire safety policy, or to verify bylaw requirements.
- Identify what fire safety equipment (e.g. fire extinguishers, pull stations, alarm panels, etc.) is available, where it is located and provide information or instruction on correct usage.
- Policy and procedure could include guidance for staff to prevent fire risk. This may include:
 - Awareness and identification of electrical hazards including faulty equipment, damaged power cords, lighting fixtures, etc.
 - Kitchen safety knowledge, including maintenance of exhaust/hood fans, etc.
 - Supervision of exterior smoking area(s) should be done with fire safety in mind. Ashtrays can overheat and the contents can ignite.
 - Regular fire drills or evacuation drills.
 - “How To” manuals for fire safety equipment.
- Consider making fire safety training part of new staff orientation.

A6: MANAGING SMOKING AREAS

“Have a written policy and procedure for managing patron smoking areas. The policy must cover (at minimum) the following items:

- designating who is responsible for monitoring the smoking area
- ensuring the smoking area is clean and tidy” (MANDATORY)

Suggested Basic Policy:

“Staff (*identify positions—e.g., Door/Security staff, supervisor, etc.*) are to manage the designated patron smoking areas by completing regular physical checks and by maintaining the area’s cleanliness and tidiness.”

Information to consider:

- Policy should clearly identify the designated smoking area(s). Maps or diagrams are useful.
- Identify requirements for monitoring of the smoking areas. These could include:
 - Ensuring patrons smoke only in the designated smoking area.
 - Assigning responsibility to specific staff person or position.
 - Using a log book or checklist to record times after each check is completed.
 - Monitoring customer behaviour (ensuring they are not bothering neighbouring businesses or other patrons who are smoking or entering or exiting the establishment).
 - Ensuring the area is clean and tidy (ashtrays are supplied and not overflowing, cigarette butts picked up).
 - Ensuring beverages and glassware are not permitted in the smoking area.
 - The return of patrons from the smoking area to the premises.
- Determine how to manage patrons who want to exit the building to smoke and then return to the premises.
- Signage to instruct or guide patrons is helpful.
- Consider a policy for patrons AND staff. (Policies could be combined.)
- A staff smoking area could be separate from the patron smoking area. Staff policy should include hand washing prior to returning to work if handling food or beverages.

Relevant Legislation:

- **AGLC LH 1.5.3:** “A licensee shall...b) place a high priority on maintaining a safe premises, considering patrons are consuming an intoxicating substance.”
- **Alberta’s Tobacco Reduction Act (2008)** prohibits smoking in any public place or workplace or within five (5) metres of any doorway, window (the exception is a window that does not open) or air intake of a public place or workplace.

A7: PREVENTION OF ILLEGAL DRUG SALES AND USE

“Have a written policy on prevention of illegal drug sales and use on the premises.”
(MANDATORY)

Suggested Basic Policy:

“The sale or use of illegal drugs by patrons or staff on this premises is strictly prohibited. Staff are required to assist in the prevention of illegal drug activity.”

Items to Consider:

- This policy pertains to providing measures to prevent the sale and use of drugs on your premises.
- Policy will increase staff awareness and make your establishment less attractive to drug users or dealers. Consider posting signage notifying patrons of the policy.
- Consider consulting with your local police for guidance in developing an effective illegal drug prevention strategy.

Relevant Legislation:

- Refer to **Section 5.9** of the AGLC Licensee Handbook for detailed guidelines to help staff identify and prevent drug use or trafficking. Additional useful information is in the AGLC’s “Liquor Laws and You” operating guide for licensed premises.

A8: CUSTOMER SERVICE: TAXI

“Have a written policy requiring staff to call or secure a taxi or vehicle for hire service for a customer, upon their request.” (MANDATORY)

Suggested Basic Policy

“Staff are to assist patrons by calling for or securing a taxi upon their request.”

Information to consider:

- Procedure should identify the locations of phones and cab company phone numbers.
- Consider developing contacts with local taxi companies, including the possibility of negotiating a direct taxi line for patrons or a taxi stand.
- If you have Door/Security staff, consider escorting patrons to their cabs (this can also be delegated to managers or supervisors) or ‘flagging’ taxis in busier entertainment districts.
- It is a best practice to keep a record or log in your incident reports of a safe ride arranged for a guest. Document (at minimum):
 - The date and time
 - The cab company (and cab number if possible)
 - The customer’s name (if you have that information) or a description

Relevant Legislation:

- **AGLC LH 5.8.3:** “If licensee staff are aware an apparently intoxicated person drove to the licensed premises, the staff should suggest the person take a taxi and offer to call for one.”
- **AGLC LH 1.5.3:** “A licensee shall...d) demonstrate care in ensuring a safe ride home for intoxicated patrons.”

A9: UNDER 25

“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)

Suggested Basic Policy

“To be served liquor or to be permitted into this establishment, all patrons who appear under the age of 25 must be asked for an acceptable form of valid identification as proof of age.”

Information to consider:

- Ensure staff are aware of the acceptable forms of ID as per AGLC policy (AGLC LH 5.5.9).
- Ensure staff are aware at all times who is responsible for checking ID. If door staff are present, they could hand-stamp all patrons who have presented proof of age at the door. If no door staff are supervising the entrances, ensure that front-of-house staff (servers, bartenders) are vigilant and check ID promptly.
- Guide staff to use tact and courtesy when requesting proof of age. Younger patrons can become defensive or embarrassed when asked for ID. This can affect their perception of service and their experience in your establishment if handled clumsily.
 - “Show me your ID” sounds aggressive and makes the guest feel as if they have done something wrong.
 - “I need to see your ID before I can serve you” sounds less judgmental. The assumption is that they are of legal age and you are merely confirming that fact.
- Consider broadening your house rules to ID 30 and Under to account for ‘judgment calls’ by staff. “Appearing” 25 and under is subjective.
- Ensure staff know what to do if a patron is unable to produce any acceptable ID.
- Managers or supervisors should be available to deal with ID-related conflicts (i.e., when a patron is asked to produce proof of age but is not carrying acceptable ID).
- Younger regular patrons (who are over 18 but appear under the age of 25) may feel they are entitled to enter the establishment without the need to produce or carry proof of age. Ensure that your regular patrons understand they always need to carry acceptable ID (they may get spot-checked).
- An incident report is recommended if a minor is refused entry or discovered in the premises.
- Suggestion: Obtain the poster “It’s The Law and My Job”, available from the AGLC website (www.aglc.ca), and post it in areas visible to patrons. The poster addresses:
 - ID under 25
 - Not serving intoxicated patrons
 - Staff not permitted to drink while on duty

Relevant Legislation:

- **AGLC LH 5.5.8:** “Licensee staff are required to obtain valid identification whenever a person who appears to be under 25 years of age attempts to buy liquor or enter a licensed premises where minors are prohibited. If unsatisfied that a person is at least 18 years of age, licensee staff must refuse entry or ask the person to leave.”

A10: UNIVERSAL PRECAUTIONS

“Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes “universal precautions.” (MANDATORY)

Suggested Basic Policy:

“To limit staff and patron exposure to potential health risks, staff are to promptly clean up bodily fluids (vomit, blood, etc.) using “universal precautions”. Staff are also expected to use “universal precautions” when handling items that have been in contact with bodily fluids (syringes, condoms, etc.).”

Information to consider:

- Universal precautions are infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases. Routine practices are based on the premise that all blood, body fluids, secretions, excretions, mucous membranes, non-intact skin or soiled items are potentially infectious. (Canadian Centre for Occupational Health and Safety; ccohs.ca)
- Depending upon the situation, you may want to include that a face mask is used by staff.
- A poster outlining the Universal Precautions is available on the [Best Bar None website](#). Consider the best location to post the procedure for staff reference such as the kitchen, the mop room or staff area.
- Stress the importance of cleaning these products up as quickly as possible to reduce potential health risks, and to avoid detracting from your establishment’s ambience and reputation.
- Ensure staff know where to find all necessary cleaning supplies and equipment and that supplies are replenished as needed.

Universal Precautions:

To clean up blood or body fluids:

- **Put on disposable gloves, nitrile or household rubber gloves.**
- **Wipe up blood or body fluids with absorbent paper towels. Minimize agitation.**
- **Place contaminated paper towels in a new plastic garbage bag.**
- **Clean and wash area with usual detergent and disposable paper towels. Discard towels in plastic garbage bag.**
- **Once dry from washing, wipe the area with a 1:10 dilution of household bleach in water. This concentration can be achieved by mixing 1 ounce of household bleach with 9 ounces of tap water (1:10 dilution).**
 - **Keep area wet with bleach solution for 10 minutes.**
 - **This disinfectant solution will have a shelf life of ONE SHIFT only.**
 - **Do not mix bleach with any other chemicals.**
- **Dispose into the same plastic bag: the cloths used to wipe up, wash, and your gloves, removing gloves last.**
- **Secure bag with knot or tie.**
- **Dispose of plastic garbage bag.**
- **Wash hands thoroughly with soap and water for at least 30 seconds. Rinse under running water. Dry hands.**

A11: LIQUOR SERVICE TO MINORS

“Have a written zero tolerance policy for employees serving liquor to minors.” (MANDATORY)

Suggested Basic Policy

“Staff are not permitted to give, sell or serve liquor to a minor in this premises. Offending staff will face disciplinary action, which may include dismissal.”

Information to consider:

- Staff are required to ask for acceptable forms of identification (per the AGLC Licensee Handbook, Section 5.5) from patrons who appear to be under 25 years of age.

Relevant Legislation:

- **GLCA Section 75:** “No person may give or sell or permit any person to give or sell liquor to a minor in a licensed premises.”
- **GLCA Section 74** covers “Minors on licensed premises” in detail. Please refer to the legislation.
- **AGLC LH 5.5.1:** “It is an offense under the GLA to sell or provide liquor to anyone under 18 years of age. Management and staff of a licensed premises are responsible to ensure liquor is not sold or provided to minors.”

A12: LIQUOR CONSUMPTION BY STAFF ON DUTY

“Have a written zero tolerance policy stating no staff consumption of liquor while on duty.”
(MANDATORY)

Suggested Basic Policy

“Staff are not permitted to drink liquor while on duty. Offending staff will face disciplinary action, which may include dismissal.”

Information to consider:

- Suggestion: Obtain the poster “It’s The Law and My Job”, available on the [AGLC website](#), and post it in areas visible to patrons. The poster addresses:
 - ID under 25
 - Not serving intoxicated patrons
 - Staff not permitted to drink while on duty
- Staff carrying out duties under the influence of alcohol or drugs are less able to make crucial decisions, especially in dealing with unruly customers, providing responsible liquor service or even conducting cash-outs.
- Should an incident occur at your bar that is investigated by police or the subject of a lawsuit, if staff are found to be under the influence of alcohol or drugs, this could create a much higher liability risk.

Relevant Legislation:

- **AGLC LH 5.3.18:** “Licensee staff may not consume liquor or be under the influence of liquor or drugs while on duty. However, it is acceptable for staff to consume an alcoholic beverage after their shift ends and for the Board-approved manager/owner of the licensed premises to consume an alcoholic beverage while entertaining a client.”
- **AGLC LH 5.6.1 and 5.6.2** cover proper supervision of patrons by “trained and capable” staff.

A13: ILLEGAL DRUG SALES OR USE

“Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff.” (MANDATORY)

Suggested Basic Policy:

“The sale or use of illegal drugs by patrons or staff is strictly prohibited in this premises. All offenses will be reported to the police. Offending staff will face disciplinary action, which may include dismissal.”

Relevant Legislation:

- **GLCA Section 69(1):** “No liquor licensee or employee or agent of a liquor licensee may permit any activity in the licensed premises that a) is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada.”
- **AGLC LH 5.3.18:** “Licensee staff may not consume liquor *or be under the influence of liquor or drugs* while on duty. However, it is acceptable for staff to consume an alcoholic beverage after their shift ends and for the Board-approved manager/owner of the licensed premises to consume an alcoholic beverage while entertaining a client.”
- **AGLC LH 5.9.5:** “A licensee should...c) establish a policy of immediate dismissal for any staff involved in a failure to control the premises or to report drug activities to management and/or police.”

A14: “RESPECTFUL WORKPLACE POLICY”

“Have a written ‘Respectful Workplace Policy’ that covers (at minimum) the following items:

- zero tolerance for sexual harassment or harassment of staff and patrons
- treating others equitably and fairly” (MANDATORY)

Suggested Basic Policy:

Policy would cover many of the items described below.

Information to consider:

- A Best Bar None-accredited premises should be a business that operates with high professional standards. Staff and patrons alike should feel respected and comfortable.
- Having a “Respectful Workplace Policy” sets a standard of behaviour for staff and patrons.
- Failure to meet these standards can result in consequences such as damage to the business’ reputation, public disapproval via social media or even lawsuits.
- Consider policies that cover the following instances of harassment:
 - Sexual harassment (or harassment) of staff by management
 - Sexual harassment (or harassment) of staff by fellow staff members
 - Sexual harassment (or harassment) of patrons by staff
 - Sexual harassment (or harassment) of staff by patrons
- Each of these instances would have different consequences and would be addressed separately.
- Additional consideration for Respectful Workplace Policy could include:
 - Recognizing and valuing the diversity among workgroup members and patrons.
 - Willingly and sincerely apologizing to others when you have said or done something to offend them.
- Staff and management training programs to address harassment and policy development may be available in your community and could be considered.

Relevant Legislation:

- **AGLC LH 1.5.1:** “Licensees and their staff must ensure the licensed premises operates in accordance with all federal, provincial and municipal legislation.”
- **AGLC LH 1.5.2:** “The operation of a licensed premises shall be carried out in a socially responsible manner.”

A15: INTERNAL THEFT

“Have a written zero tolerance policy regarding internal theft. This can include ‘grease’ at the door.” (MANDATORY)

Suggested Basic Policy:

“Any internal theft by employees is not tolerated. Consequences can include termination of employment.”

Information to consider:

- A Best Bar None-accredited premises should be a business that operates with high professional standards.
- “Theft” in the bar/hospitality world can include (but is not limited to):
 - Theft of product (food, liquor)
 - Free drinks for friends or to encourage gratuities
 - “Skimming” from float by not ringing in product
 - Overcharging patrons for cash sales
- “Grease” at the door is when a door host or security accepts cash in exchange for entry into the premises. This is problematic for the establishment for many reasons:
 - Sets a tone of permissiveness before entering the establishment which can encourage bad behaviour inside the bar
 - Usually a bribe – or ‘grease’ – is required in the following situations, all of which put the establishment at risk of non-compliance or unsafe behaviour:
 - Establishment is already at capacity and the patron wants to avoid the lineup (putting establishment over capacity)
 - Patron does not have proper proof of age or may be a minor
 - Patron is intoxicated
 - Patron is ‘red-flagged’ on ID scanning system

A18: DRUG FACILITATED SEXUAL ASSAULT AWARENESS

“Have a written policy in place to make staff aware of and prevent drug or alcohol facilitated sexual assault. This can include:

- Policies regarding unattended drinks
- Observation and possible intervention of patrons exiting the establishment (i.e., intoxicated patrons leaving with a stranger” (MANDATORY)

Suggested Basic Policy:

“Staff are required to be aware of drug facilitated sexual assault risks and attempt to prevent potential situations where this can occur.”

Information to Consider:

- Staff should be aware that alcohol intoxication (purposeful or unintentional) also creates opportunities for offenders to take advantage of incapacitated, unwilling targets.
- As part of this policy, include information to help staff know what to watch for to increase staff awareness, and how to intervene. For example:

“Date Rape” Drug Facts and Information:

- *Date Rape drugs include: GHD (Gama Hydroxybutyric Acid), Rohypnol (Flunitrazepam), Ketamine (Ketamine Hydroxide).*
- *These drugs are essentially tasteless and can be liquid with no odor or color, a white powder or a pill that dissolves in liquid.*
- *Drugs can easily be put into an unattended beverage or if someone, other than a bartender or server gives them a drink. Encourage bar and serving staff to deliver drinks purchased by a patron for others, rather than the “donor” delivering them. Discourage patrons from leaving drinks unattended. Consider producing umbrellas or stir sticks with messaging for servers to put into unattended drinks. Message could say: “You left your drink unattended; Unattended drinks are at risk of being drugged. Be safe; order a new drink.”*
- *If bag searches or pat-downs are employed, watch for liquid containers (e.g. Visine) or other containers that could be used to transport date rape drugs. Inspect washrooms regularly (for drugs and also for drugged patrons).*
- *As opposed to gradual intoxication from alcohol, these substances take effect very quickly, often being the only clue that a person has been drugged. Watch patrons closely for exhibiting sudden signs of drowsiness or confusion (difficulty speaking, difficulty with motor skills, etc.) and in a vulnerable state.*
- *Females are the most common victim of date rape drugging, however males are sometimes accidentally or even purposefully drugged for a variety of reasons.*
- *Use judgment at the door when patrons are leaving. If a patron is incapacitated and leaving with a group or individual, encourage staff to ask questions to ensure the patron is leaving in safe hands. Slow the patrons down at the door if necessary and ask questions to stall or gain information (How was your night? etc. If it's a female patron, ask if they have a girlfriend with them. Ask for identification. Make notes. Friends will be cooperative; assaulters will not want to leave a record. Subjects under the influence of these drugs are open to coercion and can unfortunately go along willingly with an assaulter's wishes.). If unconvinced that the subject is in “safe hands”, consider calling police or an ambulance.*
- Consider consulting with your local police or sexual assault centre to develop policy.

BONUS ITEMS BEGIN HERE

A17: LINEUPS

“Have a written policy and procedure for managing lineups at entrance(s) to premises.”
(BONUS – MANDATORY FOR CLUB CATEGORY)

Suggested Basic Policy:

“Lineups to enter the premises must be supervised.”

Information to consider:

- Managing lineups provides an opportunity for your staff to keep the crowd orderly and observe patrons for signs of intoxication and aggression. They also prevent problems such as ‘cutting in’.
- Bars that have nightly lineups will have door staff or management in place to supervise and monitor lineups. In bars without security staff, a supervisor, manager or bartender may need to decide to start a lineup on unexpectedly busy nights.
- Ensure all staff members are aware of the Occupant Load.
- If your room is often at or near capacity, you should have staff dedicated to managing the flow of customers. If this is a less common occurrence, staff may be less experienced or prepared and policy will prepare them and ensure they know what to do.
- Avoid obvious favoritism with “VIPs” or regulars. Customers waiting in line while others get preferred treatment may feel underappreciated, marginalized or hostile once they have entered your business. All customers should feel appreciated.
- Familiarize staff in policy and training with whatever equipment is needed to properly manage a lineup and how to use it. This could include stanchions, ropes, counting devices, scanning equipment, head count logs, cash collection equipment for cover charges, VIP lists, radios, etc.
- Try to communicate estimated wait times to keep patrons “in the loop” as to how long the wait might be. This is especially important on cold, winter nights.
- Re-entry: When a lineup has been established, patrons may request the ability to leave or re-enter the premises (perhaps to smoke or accompany friends to vehicles). Consider how you will manage re-entry. Determine the best balance between customer service and managing capacity. (Note: Bars cannot hold patrons’ government identification, such as Driver Licenses, as collateral until re-entry.)

For smaller bars that do not usually experience lineups:

- Smaller establishments that rarely get busy enough to have lineups should have policy and procedure in place for lineups or crowds, in case they do occur. This ensures staff preparedness.
- Consider policies related to greeting customers at the door under ‘lineup’ policies. For example, if a group of guests arrives at your door and they are hovering at the entrance wondering if they

should seat themselves or not, it is good customer service to greet them as quickly as possible and help them out. They may choose to go elsewhere if not greeted promptly.

Relevant Legislation:

- Indirect reference in: **AGLC LH 5.13.1:** “Licensees must ensure they comply to all municipal safety codes (e.g., occupant load, fire code).”

A18: WEAPONS

“Have a written policy regarding weapons found on the premises or removed from patrons.”
(MANDATORY)

Suggested Basic Policy

“Weapons are not permitted on the premises.”

Information to consider:

- Situations involving weapons can be unpredictable. When deciding how to proceed in dealing with situations involving weapons, staff should consider such factors as:
 - the safety of all patrons and staff in the room - especially the staff member dealing with the situation;
 - the state of mind of the patron with the weapon (calm, threatening, sober, intoxicated);
 - the type of weapon involved;
 - the level of threat (is the weapon being used threateningly or was it spotted in a pocket or purse?)
 - the location (is the patron already in the room or at the door?).
- Define “weapon”: Ensure staff members are clear what you consider to be a “weapon” and that it is defined in policy. This list should include the obvious (knives, guns, chains, etc.) but could also include other items (pocketknives, screwdrivers, scissors, nail files, etc.).
- Ensure searches are done with awareness of human rights and patron comfort (i.e., females searching females). If conducted improperly, this has resulted in human rights complaints, legal fees and damages paid out.
- If used at your premises, staff should be trained in the correct use of metal detectors or wands and how to perform pat-downs at the door. You should have policies and procedures relating to how and when to use these tools. This would be covered in Bonus Policy A33.
- It is a best practice to log all weapons incidents (this could include turning patrons away at the door carrying weapons) in incident reports.
- Consider consulting with your local police regarding this policy or related procedure.
- Weapons in licensed establishments are stereotypically associated with large nightclubs, “high-risk” neighbourhoods and clientele and are often considered “someone else’s problem”. Bars that have had problems with weapons in the past are likely to be more vigilant and aware of the risks. Locations that have rarely or never had a problem with weapons will find that a policy prepares them to deal with a situation that involves a weapon (either smuggled in or used in the premises).
- Consider posting signage at the door or entrance stating that weapons are forbidden.
- Item A21 requires a list of all prohibited weapons, including weapons.

Relevant Legislation:

- **AGLC LH 1.5.3** covers a licensee’s responsibility to provide a safe environment for patrons.
- **AGLC LH 5.6.6** provides guidance on dealing with unruly patrons, including requesting police assistance and “being prepared to proceed with charges”.

A19: INCIDENT REPORTING

“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):

- patron is evicted 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)

Suggested Basic Policy

“Incident reports are to be completed by staff when any of the following circumstances occur:

- Patron is evicted or refuses to leave
- Minor is in premises or denied entry to premises
- Patron refuses safe transportation when offered by staff
- Fight / assault / disturbance occurs in the premises
- Police are called
- Sexual assault or sexual harassment.”

Information to consider:

- Consider expanding your list of situations deemed worthy of keeping a record or log.
- These could include:
 - Discovery of fake ID
 - Discontinuing liquor service to an intoxicated patron
 - Suspected illegal drug activity
 - Instances when authorities are contacted (e.g., police, ambulance)
 - Removal of liquor from the premises
 - Any unusual or other activities not tolerated under the legislation surrounding conduct on the premises
 - Injuries to staff and customers
 - Theft or vandalism
 - A weapon found on the premises or on a patron
 - A patron reports a sexual assault
 - A customer reports being threatened
- Ensure staff are aware of where the incident forms are located and how promptly after the incident they should be completed.
- Ensure staff know what to do with the completed report (i.e., who to hand it in to, where to file it).
- Consider providing examples of properly written incident reports for staff to read and refer to.

- Failing to document incidents properly (and store and archive incident reports) can leave your bar vulnerable to lawsuits. Statements of claim to begin a civil lawsuit against a bar are quite often filed up to two years after the incident. Documentation is crucial.

Relevant Legislation:

- **AGLC LH 5.6.4:** “Licensees should consider...c) requiring management and staff to constantly monitor the behaviour of patrons, maintain a log or record of problems and notify replacement staff of any potential problems at the start of their shift.”
- **AGLC LH 5.8.4:** “If an apparently intoxicated person leaves a licensed premises and gets into a motor vehicle to drive, licensee staff should note the license plate number, model and colour of the vehicle and the direction the vehicle is travelling, and notify police immediately.”

A20: SEARCHING PATRONS

“Have a written policy on searching patrons.” (BONUS)

Suggested Basic Policy:

“To prevent contraband items (e.g. weapons, alcohol, illegal drugs) from being brought onto the premises, patrons and their bags/purses are to be searched by staff at the entrance.”

Information to consider:

- Does the basic policy statement need to specify when searches are done? Do searches happen every night, or only when the manager directs them to be done? This will depend upon the size and clientele of your premises. It may also depend upon the occurrence of special or seasonal events.
- Patron searches at the door are often considered a “big city” or a “nightclub” practice. Invasive pat-downs, purse or bag inspections, metal detectors or wands can increase safety by turning away “undesirable” patrons but run the risk of scaring away “good” patrons. Consider the big picture to determine the correct approach.
- Ensuring staff know what to do is important, especially if it is not common practice. For example, a patron may be suspected of smuggling his or her own booze into your lounge. A bag search may be required. How would you want them to handle it? Or a patron may enter with a large or bulky purse or bag and there is a suspicion of contraband. Staff need to be aware of their rights to search and the proper procedures to do so. Consider having staff defer these searches to management, rather than exposing a staff member to risk.
- Include instruction for staff on how to handle situations when contraband is found.
- Consider consulting with local police or legal counsel for guidance in developing policy and to ensure your search policies and procedures are legal and respect both your rights as a business owner and service provider and the customer’s rights. Police may be able to provide guidance regarding handling contraband.
- Reinforce the need for tact, professionalism and sensitivity when conducting searches or pat-downs.
- Consider posting signage to inform patrons that searches may be conducted.

Questions to ask:

- The decision to conduct searches is the establishment’s decision. If it is deemed to be a desired business practice, ensure that policy gives staff full instruction as to:
 - Who conducts searches? Door staff? Do males search females?
 - What does a search entail? Does it include bag searches only? Patdowns? Metal detectors?
 - How often are searches conducted? Only during certain events or nights?
 - What are you looking for? What items are you trying to prevent patrons from bringing into the venue?
 - How is contraband dealt with? Deny entrance? Seizure? Incident report?

A21: PROHIBITED ITEMS

“Have a written policy listing any prohibited items (e.g., types of weapons, illegal drugs, outside food and drink, any other contraband).” (BONUS)

Suggested Basic Policy:

“The following items are prohibited from the establishment:

- Weapons (can list weapons or potential weapons)
- Illegal drugs
- Outside food or drink
- Outside alcoholic beverages
- (Any other prohibited items deemed unsafe or inappropriate for your establishment or contrary to bylaw or legislation)”

Information to consider:

- As you can see from the above suggested policy, prohibited items can include far more than simply weapons.
- Discuss with management what items are inappropriate for your establishment or contrary to legislation.
- Consider posting a similar list at the entrance for patrons.
- Halloween or theme costume events may require prohibiting certain items that could cause harm or injury to others (sports equipment like hockey sticks or bats, replica knives or weapons, etc.). This can be communicated on tickets or event posters and with on-site signage.
- If staff are not made aware of what items are prohibited from your establishment, they may attempt to intervene with guests needlessly or allow prohibited items unknowingly.

A22: “SOFT CLOSING”

“Have a policy in effect for ‘soft closing’ (i.e., lights gradually “go up” and music / entertainment ceases at last call.” (BONUS)

Suggested Basic Policy:

“Use ‘soft close’ techniques to provide patrons with gradual and ample notice to exit the establishment after last call.”

Information to consider:

- Alberta liquor laws state that all liquor service must stop by 2AM with consumption to 3AM at the latest. Last call should be timed to allow a reasonable time to ensure service is provided prior to 2AM. Refer to your liquor licence and build policy to ensure compliance to the hours specified. A policy and adequate procedure to ensure these demands are met will help your establishment stay compliant with AGLC policy.
- Consider developing procedure for staff to follow to ensure the policy is understood and followed. Procedure would guide steps taken by staff between last call (drinks are no longer sold) and closing the doors to end the evening. (See sample provided.)
- Here are some suggestions for ‘Soft Closing’:
 - Bring the lights up gradually, getting brighter as time passes.
 - Lower the music levels, to indicate to patrons that the evening is ending and the premises is closing.
 - Cease entertainment. Shut down pool tables. Turn televisions off.
 - Collect unclaimed glassware and bottles, stack unattended chairs and tables.
 - Remind patrons that the evening is done. Do so in a firm, yet tactful, manner.
 - If a coat check is used, ensure it is adequately staffed to prevent exit issues and delays.
 - Generally, the more patrons in the room, the earlier it is suggested to begin the closing process.
- Practicing a deliberate “soft closing” will allow patrons to leave in an organized fashion, rather than all at once at the last minute. This will make it easier for patrons to secure taxis and could also prevent crowding, frustration and potential violence.
- “Soft closing” and solid procedures for closing will help the night end more smoothly, allowing staff to complete end-of-night tasks (cleaning, cash outs, inventory) more efficiently. This can also cut down on labour hours (staff will not need to remain as late at night) and improve staff morale (less headaches and stress attempting to get patrons to leave).

Sample “Soft Close” Procedure:

1:30 am	First Last Call DJ to announce “Last Call” clearly.
1:55 am	Final Last Call Last chance – Finish all drink orders
2:00 am	Close Bar(s) – Cease drink sales
2:05 am	Music level low; band/DJ finished – lights slightly up
2:15 am	Lights brighter (or full). Circulate through room reminding patrons to finish drinks. Clear glassware.
2:30 am	Lights should be full. Music off. Televisions off. Keep circulating, clearing glassware, strongly urging patrons to leave.
2:45 am	Patrons should be gone. Drinks and glassware cleared from room.
2:55 am	Secure room. Conduct walkthrough.

Determine your own ‘Soft Close’ prompts, timelines, targets and deadlines for staff. They may differ on weeknights or weekends, depending on late-night business levels.

Relevant Legislation:

- **AGLC LH 5.1.10:** “‘Last Call’ must be timed to ensure patrons who order liquor are served within the hours of liquor service specified on the licence.”
- **GLCA 71(1):** “Except in those licensed premises prescribed in the regulations, every person other than the liquor licensee and the liquor licensee’s employees or agents must leave licensed premises when the sale and consumption of liquor in those premises are required to cease under the regulations or stadium bylaws”

A23: NOISE

“Have a written noise control policy.” (BONUS)

Suggested Basic Policy:

“In consideration of the neighbourhood, noise and commotion is to be limited outside the building.”

Information to consider:

- Your noise policy should direct staff to be aware of the commotion and noise a bar can inflict on its neighbours. Excessive noise (music through windows or entrances, patio noise, patron noise) can make a bar an undesirable neighbour if not addressed and will result in complaints.
- Each premises will have a different policy that reflects the neighborhood they are in, the proximity to residential and commercial neighbours, and the hours of business of commercial neighbours.
- Noise policies can also cover noise levels within the room, ensuring guests and staff are in a safe, comfortable environment.
- You may want to obtain a dosimeter or sound level meter to measure sound levels and set acceptable decibel levels- both inside and outside your premises.
- Get to know your neighbours.
 - Find out if your “footprint” is causing stress or disruption of business.
 - Work with them to ensure the noise levels are manageable and realistic for both parties.
 - Be approachable.
 - It is always preferable that they come to you with a complaint and give you an opportunity to fix it than to complain to the municipality.
- The Occupational Health and Safety Code provides guidelines for noise exposure to staff.
- Sources of noise can include:
 - Patrons in smoking areas
 - Music from inside the bar filtering through windows or doors
 - Patio noise
- What can staff do to reduce or limit noise, commotion and disruption?
 - Closing doors or windows at certain times may help.
 - Maintaining a reasonable volume level of music.
 - Staff conducting exterior sound checks should consider the impact of the premises on the surrounding businesses and residences.

A24: DISPERSAL

“Have a written dispersal policy that outlines procedures taken to ensure patrons exit the facility in a safe and orderly fashion.” (BONUS)

Suggested Basic Policy:

“Staff are to ensure patrons leaving the premises do so without incident, and that they do not loiter outside.”

Information to consider:

- Your dispersal policy should apply to patrons as they leave the building, especially, but not limited to, the end of the night.
- Monitor patrons outside the establishment and ensure they are not causing trouble.
- Procedure could include the following:
 - Intervening with intoxicated patrons and ensuring they have safe transportation (find their acquaintances, call a taxi, prevent the risk of drunk driving, etc).
 - Supervising the exterior of the exits of your premises.
 - Walking female patrons to cars or rides.
 - Increased staff at coat check near the end of the night.
 - Thanking patrons on the way out (encouraging them to return by ensuring their final interaction with staff is positive).

Relevant Legislation:

- **AGLC LH 5.1.10:** "Last call" must be timed to ensure patrons who order liquor are served within the hours of liquor service specified on the licence.”

A25: PREGNANT PATRON

“Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.” (BONUS)

Suggested Basic Policy:

“Staff are encouraged to offer and provide free (or discounted) non-alcoholic beverages to pregnant patrons.”

Information to consider:

- Give guidance to staff regarding sensitivities (e.g., assuming a patron is pregnant and embarrassing or offending the patron).
- While many bars offer deals or options like this to guests, having this policy in writing ensures all staff can support this offer to guests.
- Policies like this allow staff to offer and provide non-alcoholic drinking alternatives to pregnant patrons, decreasing the fetus' to risk of exposure to alcohol and reducing or eliminating the risk of Fetal Alcohol Spectrum Disorder (FASD).
- Alcohol consumed by a pregnant woman is passed to the growing fetus. Fetal Alcohol Spectrum Disorder (FASD) is the term used to describe the range of permanent birth defects caused by maternal consumption of alcohol during pregnancy. A safe amount of liquor for a pregnant woman to consume has not been determined, so the safest choice is not to drink at all.
- Additional FASD information is available at fasd-cmc.alberta.ca.
- Consider advertising this policy in your premises (e.g. drinks menu, tent cards, ladies washroom) to show patrons that you support their decision not to consume alcohol while pregnant, and to allow the patron to request your offer.
- Also consider having a well-curated non-alcoholic drinks menu available to pregnant patrons (or any guest who is not drinking alcohol). With options more varied and interesting than simply pop, juices, coffee and tea, this can be a growth area for sales (and margins for non-alcoholic drinks can be very attractive).

A26: DESIGNATED DRIVER POLICIES

“Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.” (BONUS)

Suggested Basic Policy:

“Staff are encouraged to offer and provide free non-alcoholic beverages or discounted food to designated drivers.”

Information to consider:

- While many bars offer deals or options like this to guests, having this policy in writing ensures all staff can support this offer to guests.
- Consider a method of identifying designated drivers so they are easily identifiable to other servers or bartenders (e.g., hand stamp, wrist band, etc.).
- Offering discounted or free non-alcoholic drink options or food to designated drivers encourages patrons to drink responsibly and provide safe transportation and supports them in this decision.
- Give guidance to staff to allow them to identify a designated driver within a group. For example, a round of drinks is ordered by a newly seated group of patrons; one individual orders a non-alcoholic drink or no drink at all. This may be an opportunity to find out if this is the group’s designated driver, who would be offered free coffee or soft drinks.
- Consider advertising this policy in your premises to show patrons that you support their decision to plan ahead and consume liquor responsibly if driving. This also allows the patron to request your offer.

Relevant Legislation:

- **AGLC LH 1.5.5:** “Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.”

A27: MONITORING PATRONS

“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)

Suggested Basic Policy:

“Staff are to monitor all patrons throughout the evening for intoxication levels and slow or cease liquor service if a patron is showing signs of intoxication (e.g., staggering, slurring words, poor coordination).”

Information to consider:

- If a patron is to be ‘cut off’, have a procedure for staff to follow (for example, the situation would be reported to the supervising manager, who will communicate with the patron).
- Stress the need for strong staff communication. When staff work together, the likelihood of preventing a patron from consuming alcohol while already intoxicated is minimized.
- While *ProServe* Liquor Staff Training covers this topic, it has more resonance to staff when the employer reinforces the need to constantly monitor patron intoxication levels and react accordingly.
- It is a good idea to fill out an incident report when staff intervene with an intoxicated patron (e.g., when a patron is ‘cut off’). This creates a record of the actions taken by the staff.

Relevant Legislation:

- **AGLC LH 5.8.1:** “Licensees and licensee staff are prohibited from providing liquor to anyone who appears to be intoxicated by liquor or a drug.”
- **GLCA 75.1:** “No liquor licensee may (a) sell or provide liquor in the licensed premises to a person apparently intoxicated by liquor or a drug, (b) permit a person apparently intoxicated by liquor or a drug to consume liquor in the licensed premises, or (c) permit a person apparently intoxicated by liquor or a drug to take part in a gaming activity or provincial lottery that is conducted in the licensed premises.”
- **The AGLC Licensee Handbook (and ProServe Liquor Staff Training)** give some guidance on identifying an intoxicated person:
- **AGLC LH 5.8.2:** “A person who is intoxicated by liquor or under the influence of a drug may:
 - stagger (have an unsteady walk);
 - have poor coordination;
 - slur their words;
 - have bloodshot eyes and/or breath that smells of alcohol;
 - be messy in appearance; or
 - behave in an overly bold, disruptive manner.”

A28: ICE WELL SAFETY

“Have a written policy requiring 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)

Suggested Basic Policy:

“When glass is broken in or near the ice well, do not use the ice. Staff must promptly ‘burn the well’ (melt the ice well with hot water), inspect for glass shards, remove any broken glass and dispose of it safely.”

Information to consider:

- This is a commonplace bar practice. Glass shards are easily concealed in ice and can find their way into drinks, endangering patron safety.
- Committing this procedure into policy ensures all bar staff follow this practice.
- Identify who is responsible for this task (bartenders, porters, barbacks, etc.).

A29: CASH/VALUABLES SECURITY

“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)

Suggested Basic Policy:

“The bar is not to be left unattended or unsupervised.”

Information to consider:

- Cash tills, liquor bottles and tip jars are targets for theft.
- This item focuses on the cash tills for security purposes, but unattended draught taps, liquor bottles in the well or back wall, tip jars and other valuables are at risk of theft if not attended and/or supervised.
- Theft from bars is not uncommon, especially during slow times (weeknights, day shifts) when the bar is quiet.
- A poorly supervised bar could become identified as a target for robbery, endangering the safety of patrons and staff alike.
- Consider procedures to minimize the amount of cash on hand at any one time (e.g., regular cash drops).
- Have a robbery checklist/procedure to ensure staff know what to do in case of a robbery or theft.
- Consider a related policy preventing staff from calculating cashouts in view of patrons.

Relevant Legislation:

- **AGLC LH 5.6.3:** “All areas of the licensed premises where liquor may be sold and/or consumed must be clearly visible to staff at all times.”

A30: VIOLENT INCIDENT OR ASSAULT

“Have a written procedure for staff to follow in the event of a violent incident or assault. The procedure must include (at minimum):

- 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)

Suggested Basic Policy:

“In the event of a violent incident or assault, immediately remove patrons and staff from the area and call police and/or ambulance.”

Information to consider:

- Keeping patrons and staff away from the area where a violent incident or assault is taking place helps security staff manage the incident and defuse the situation.
- There is a risk that other patrons could get involved and aggravate the situation.
- Ensure staff know who is responsible for calling authorities.

Relevant Legislation:

- **AGLC LH 5.6.4a):** “Licensees should consider:
 - a) training staff in ways to deal with unruly patrons and establishing consistent policy, and prominently displaying the policy in the staff room”

A31: PRESERVATION OF A CRIME SCENE

“Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.” (BONUS)

Suggested Basic Policy:

“If a crime should occur, staff are required to preserve the crime scene until police arrive.”

Information to Consider:

- At a minimum, procedure should include the following:
 - Prevent patrons from walking through the area and disrupting evidence.
 - Identify possible witnesses and provide the information to police.
 - Don't move or touch anything.
 - Be observant and make note of what you see and hear.
 - Consider any camera evidence. This could include cell phone camera images, if taken by staff or patrons.
- Consider consulting with your local police regarding this procedure or development of related policy.

A32: SHARING OF SURVEILLANCE CAMERA IMAGES AND DATA

“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)

Suggested Basic Policy:

“Surveillance camera images will be shared as soon as possible upon request from appropriate authorities.”

Information to Consider:

- Cooperating with police (or other agencies) during investigations aids in speedy resolution or arrest of suspects.
- Willingness to cooperate and share information increases accountability.
- Consider having management staff properly trained to use surveillance equipment effectively.
- Have available flash drives on hand to gather images and share with authorities.

Relevant Legislation:

- **AGLC LH 12.1.10:** “The AGLC supports and encourages police ‘walk through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.”

A33: USE OF SECURITY SCREENING EQUIPMENT (METAL DETECTORS, WANDS) AND PROCEDURES (PAT-DOWNS)

“Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises.” (BONUS)

Suggested Basic Policy:

“Metal detecting wands and pat-downs are to be used by Security staff using approved procedure.”

Information to consider:

- This criterion may apply only on certain nights or events; specify if that is the case.
- Pat-downs, metal detectors or wands are often employed at larger clubs or during busy events like live concerts in bars. They can help prevent patrons from carrying weapons or other unwanted contraband (liquor, illegal drugs) into your establishment. As well, bars that conduct these searches appear proactive to patrons. This can increase a patron’s sense of security and deter “unwanted” patrons from entering. Some owners fear that conducting searches at the door can offend patrons, turn them away or suggest that the room is unsafe enough to warrant these practices. Weigh the risks and determine if the practice is suitable to your needs.
- Consider consulting with local police for guidance in developing policy and to ensure your search policies and procedures are legal and respect both your rights as a business owner and service provider and the customer’s rights. Police may be able to provide guidance regarding handling contraband.
- Consider consulting with local police, legal counsel or security professionals to ensure security staff are properly trained to screen customers efficiently, tactfully and legally. Consider bringing in a trainer or consultant to provide guidance to staff.

A34: EXCEEDING MAXIMUM DRINK STANDARDS

“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)

Suggested Basic Policy:

“Patrons are limited to two standard servings of alcohol after midnight.”

AND/OR

“Patrons are limited to one standard serving of alcohol after 1:00 a.m.”

Information to consider:

- Currently, AGLC policy requires Class A licensed establishments to limit standard alcohol servings after 1:00 a.m. to two standard servings.
- Having a policy that limits maximum liquor servings to one drink after 1:00 a.m. or starts the maximum liquor service period sooner than 1:00 a.m. goes ‘above and beyond’ the current AGLC policy standard, setting a higher standard.
- For bars that cease liquor sales before 2:00 a.m., consider instituting maximum liquor serving limits for the final hour of sales.
- A maximum drink limit minimizes the risk of overconsumption and potential disorder at the end of the evening.

Relevant Legislation:

- **AGLC LH 5.3.6a):** “The following restrictions apply to Class A, B and C licensed premises, as well as at Commercial Public Special Events:
 - a) A maximum of two (2) standard servings may be sold or served to a patron after 1 a.m. (see Section 5.3.7).”
- **AGLC LH 5.3.7:** “For the purpose of Policy 5.3.6, a standard liquor serving is:
 - a) spirits and liqueurs – 28.5 ml (1 oz);
 - b) wine – 142 ml (5 oz);
 - c) bottled/canned beer – 341 ml (12 oz); and
 - d) cider/coolers – 341 ml/bottle or 355 ml/can.”

A35: FIRE MARSHAL DELEGATION

“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)

Suggested Basic Policy:

“The Manager on Duty is the designated Fire Marshal in case of emergency or evacuation (list duties)”

Information to consider:

- The Fire Marshal is usually best designated by position, not by individual.
- Policy should spell out the duties of the Fire Marshal as you see fit. These duties can include:
 - Ensuring all staff are aware of their duties and responsibilities
 - Communicating with fire and/or emergency personnel attending to the alarm; awaiting word on when staff and guests can return to the building
 - Communicating with guests outside the building at the Muster Point
 - Supervising at the exit; keeping people from re-entering the building until safe
 - Work with fire safety equipment vendors to ensure equipment is inspected and safe
 - Lead mock evacuation training reviews during staff meetings
- Consider having high-visibility vests on hand for Fire Marshals to wear in case of evacuation

A36: HAND-WASHING

“Have a hand-washing policy for staff that can include how to wash hands properly and when to wash hands.” (BONUS)

Suggested Basic Policy:

“Please follow these guidelines before and during your shift: (list hand-washing guidelines)”

Information to consider:

- Safe food handling and overall hygiene includes hand-washing standards.
- Here are some examples of hand-washing industry standards:
 - Wash your hands:
 - at the beginning of a shift
 - whenever you come back into the kitchen
 - before preparing food
 - after touching raw meats, poultry and fish
 - after touching dirty utensils or equipment
 - after using the toilet
 - before and after eating
 - after touching garbage
 - after smoking
 - after blowing your nose, coughing or sneezing into your hands
 - after touching money
 - How to Wash Your Hands:
 1. Wet your hands.
 2. Put soap on your hands
 3. Rub your hands together for at least 20 seconds. Wash your wrists too.
 4. Use a nail brush to scrub under your nails, the back of your hands and between your fingers.
 5. Rinse your hands with warm water.
 6. Dry your hands with a paper towel.

(Taken from Alberta Food Safety Basics Booklet, Alberta Health Services)

A37: PREVENTION OF SEXUAL VIOLENCE

“Have written policies related to staff observation and intervention to prevent sexual violence in your establishment. This can include:

- Observation guidelines to identify vulnerable patrons or predatory activities
- The “Four D’s” of bystander intervention (Direct, Distract, Delegate, Delay) (BONUS)

Suggested Basic Policy:

These policies could be part of the Respectful Workplace policies or security policies

Information to consider:

- Define sexual violence in your policy and give examples in order to help staff identify these situations. This can include, but is not limited to:
 - Patron to patron
 - Patron to staff
 - Staff to staff
 - Management to staff
- Ensure all staff know their roles and how they can help identify and prevent sexual violence.
- Training for management and staff is available in Edmonton and Calgary (contact Best Bar None for details)

A38: LATE-NIGHT STAFF SAFETY

“Have written policies related to safety for late-night staff after the shift is completed. These policies could include (for example):

- No staff should leave the building wearing a server apron, name tag or visible uniform
- Any staff leaving the building after dark must be accompanied by another team member” (BONUS)

Suggested Basic Policy:

Use examples above or add more policies to increase staff safety at night.

Information to consider:

- Staff leaving at night can become targets for robbery or assault as perpetrators can assume bar staff will be carrying cash from the evening’s gratuities.
- Some policies related to staff late-night safety include preventing staff from conducting cashouts in view of patrons (if a customer sees a server or bartender handling cash at the end of a shift, they could be perceived as a target of theft).

SAMPLE POLICY AND PROCEDURE FORMAT

This is a *suggested* format that you can refer to when developing your own policies or/and procedures. You may choose to use another format if you prefer.

Some criteria require policy but not procedure. Consider developing procedure for staff to follow to ensure the policy is understood and followed.

Some criteria require procedure but not policy. Procedure explains how to enforce policy, so you may find it useful to develop a policy. Some procedure can stand alone, without policy.

You may need to adjust the design of your document accordingly.

Your Logo or Company Information Here

POLICY NUMBER:

(Consider using a numbering system to keep organized.)

POLICY DATE:

(Consider including the date that the policy was created or revised.)

POLICY:

(What is the policy? Make a statement about what is allowed, permitted or acceptable OR what is not allowed, not permitted or unacceptable.)

PURPOSE:

(Why is the policy important? What is its purpose? Can include reference to Best Bar None, legislated law, AGLC Policy, municipal regulations, etc.)

APPLICABLE TO:

(Who is the policy directed at? Who does it apply to? All staff? Some staff? Patrons? When does it apply?)

PROCEDURE:

(What is the procedure for enforcing or carrying out the policy? Can be detailed and step-by-step, or general. Should include assigned tasks or responsibilities. Remember to include paperwork and reporting that is required.)

