

## **SAFE ALCOHOL HANDLING AND SERVICE POLICY**

**Approving Authority:** Executive Director and Chief Operating Officer

**Administrative Responsibility:** Director, Policy Research & Advocacy

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**Related Policies, Procedures, and Documents:**

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### **Liabilities**

Responsibility for the safe sale and service of alcohol falls on the person or establishment who serves alcohol. It is not uncommon for an establishment or even a specific person to be charged in the event of an incident. Therefore, it is extremely important to monitor each one of your patron's intoxication and consumption levels.

Remember if you have served alcohol to another person, you are legally responsible for them until they are completely sober. Your responsibility does not stop simply because they leave our establishments.

It is the primary responsibility of all Hospitality Services Staff to enforce all rules and regulations pertaining to the sale of alcohol. Any deliberate infringement of the rules established by the Alcohol and Gaming Commission of Ontario, the Students' Union, or the Hospitality department, in any way, either on or off duty, is grounds for immediate disciplinary action and dismissal.

### **Legal Responsibilities**

Any person who serves or provides alcohol may be held responsible under common law. Any occupier (a person who has immediate control over the premises and the power to admit or exclude patrons) can be held liable for alcohol related injuries and deaths.

Establishments shall not permit persons of notoriously bad character or disorderly conduct to be present on the licensed premises (Banned List).

Any person who appears to be under the influence of drugs or alcohol shall not be granted access to the premises.

Establishments shall not permit any liquor, other than liquor purchased under the authority of a license, to be brought upon or sold in the licensed premises.

### **ACCEPTABLE FORMS OF IDENTIFICATION**

The following are acceptable forms of ID for age verification.

1. Driver's License
2. BYID (Bring Your Identification) Card
3. Armed Forces ID
4. Passport
5. Health Card\*\* - Health cards can never be asked for however if a guest presents it as their ID we can accept it.

The ID must be valid, not expired, be the original document (no photocopies), and must have a recent picture. We will not accept any expired IDs or where the photo cannot be reasonably confirmed to be the guest in question.

### **Facts About Alcohol**

As employees of the Hospitality Department, it is extremely important to understand how alcohol affects individuals. Alcohol is a depressant that slows down the central nervous system. It is absorbed through the stomach and digestive organs (as food is) and enters the blood stream. Once in the blood stream, alcohol can affect the brain and other organs impairing normal motor functions.

The liver breaks down alcohol. Most healthy livers can completely remove one drink (1oz hard alcohol) in approximately one hour. If more alcohol is consumed during that time, however, the alcohol stays in the bloodstream until the liver can filter and remove it. The accumulation of alcohol causes intoxication, and intoxication is indicated by changes in a person's behaviour. 90% of alcohol is absorbed into the bloodstream and only 10 % is released through your skin, breath and urine.

Always keep in mind that the only thing that will sober someone up is TIME. Coffee, showers, exercise, food consumption etc. will not help someone get sober faster.

### **Blood Alcohol Concentration**

Blood Alcohol Concentration (BAC) is measured in milliliters of alcohol present per 100ml of blood.

#### **BAC**

Probable Effect of Alcohol at different concentration levels

#### **Up to 0.05**

Lowered inhibitions, relaxation, slight euphoria, increased risk-taking behaviours.

#### **0.05**

Drivers are likely to be hesitant and may alter from passive to aggressive behaviours.

**0.08**

Impairment of muscle coordination and driving skills.

**0.10**

Clear deterioration of reaction times and bodily control.

**0.12**

Point of vomiting. Common reaction unless this level is reached slowly.

**0.15**

Balance, movement, speech, and reasoning are significantly impaired.

**0.30**

Stupor, coma, unconsciousness, and depression of many vital functions.

**Factors Influencing BAC**

How fast and how much alcohol is consumed.

An individual's weight will affect their BAC, the same number of drinks in a smaller person will result in a higher BAC. This is based solely on lean body mass, as excess fat does not contribute to the body's ability to absorb alcohol.

Sex influences BAC, as women typically have a higher BAC than men while consuming an equal amount of alcohol.

The amount of food consumed will have a small effect on the rate of alcohol absorbed into the blood stream. High-protein, low-sodium foods are recommended.

Your mood or state of mind before consuming alcohol may determine how much you drink and therefore, your BAC.

Cannabis and other drugs have a serious effect on a person's reaction in conjunction with alcohol consumption.

Everyone has a different tolerance level and signs of impairment may vary; however, judgment and other cognitive processes will be affected.

## **Steps to Assess if a Person is Suitable for Service**

**Assess:** Learn to read a guest to evaluate their mood/state of mind, condition, personality, and intention. Is the person agitated? Do they seem depressed? Are they in the proper state of mind to consume a depressant? Note any guests that you think may not be of stable mind and report your observations accordingly.

**Listen:** Ask questions. A simple conversation with a person can tell you a lot about their condition. Pay attention for these responses to determine if it is appropriate to serve them alcohol.

Slurred speech

Aggressive responses

Non-responsiveness

**Observe:** Watch how customers are behaving. Body language can be very telling of someone and their mood, sometimes even more than direct communicating. Make sure that customers are not engaging in behaviour that might be harmful to them or others.

**Clarify:** Do some background research. Ask them questions to determine what they did before entering our establishments, the difference between one or two social drinks and playing flip-cup all night can make a significant difference.

When considering the steps, make sure you consider these factors that can influence someone's BAC:

- Rate of consumption
- Physical fitness and size
- Metabolic rate
- Medication
- Food intake
- Personality and mood
- Tolerance

## **Responsibility Procedures**

Regardless of what your position with the Hospitality Department, it is always your job to prevent over-intoxication. We must work as a team and communicate to each other when a patron has had enough to drink, when they must be cut off, and when they should be

ejected.

Here are recommended steps:

- Find another staff member and ask for assistance.
- Locate the Manager on Duty, they will assist you in telling the person they must leave. Document their name and student number. When approaching the individual, use the following procedure:
- Notify them privately (no one wants to be embarrassed in front of a group of people)
- Be polite, yet firm.
- Don't succumb to an argument with them, you are in control.

You are responsible for the safety of that individual and you should:

- Get a friend to take care of them and get them safely home.
- Should a friend not be available, offer to get Foot Patrol to help them home.
- Send them home in a taxi. If the situation warrants this, ensure that the MOD knows, and we will cover the fare.

It is important to realize the volatility of dealing with a patron that is intoxicated. Here are a few steps to take that will help to keep the situation under control:

- Employ stalling tactics such as conversation; the only way to regain sobriety is time.
- Speak to the individual(s) privately to allow them to save face and eliminate embarrassing them in public.
- Show concern for their safety, indicate that you are on their side and are only seeking a safe way home, offer alternate ways home.

Under no circumstances shall you allow him/her to drive home. If you suspect they may attempt to drive immediately inform the Manager on Duty who will contact Wilfrid Laurier University Special Constable Services (SCS). If the patron is entering a vehicle, document the license plate.

### **Designated Driver Policy**

All non-alcoholic beverages are free during designated bar nights for a Designated Driver. If someone indicates that they are driving, observe them to ensure they are not consuming alcohol. Alternatively, keep an eye on any patron that orders a non-alcoholic beverage and appears intoxicated, as they may be adding their own alcohol to the drink.

### **SCENARIOS YOU MIGHT ENCOUNTER**

Someone has entered the bar and they have a restraining order against someone. We may not know about the no-contact orders against various individuals given the confidential nature of the restraint. Assess the situation, determine if someone is trying to



make inappropriate contact with another individual or encouraging friends to go and speak with them. If you suspect that there is a no-contact order being breached, immediately get in touch with Safety and Security and let them handle the conflict. Your role at this point is to try and gather details from friends or bystanders and relay that information to Safety and Security so they may file the report accordingly.

### **Someone is passed out:**

If you find someone who is alone and unconscious, you need to act quickly and assess the situation at hand. Is there someone with them? If so, ask if they know what the individual has consumed, if they don't know, check to see if they're responsive. If they are unresponsive, call SCS at 519-884-0710 extension. 3333 immediately and advise them of the situation. SCS will respond and conduct a further assessment of the individual and determine whether EMS needs to be called. In the bar industry you cannot assume that alcohol is the only factor contributing to the individual's intoxication. While you're waiting for SCS to arrive, try and find someone to find the MOD. Continue to try and find out as much information as you can as it will be helpful to the first responders. Kindly ask any surrounding bystanders to dissipate and clear the scene. Once SCS arrives, allow them to take over and assist only upon request. When an incident of this nature occurs, a fully documented report must be filed, using established incident reporting documentation, and submitted to the General Manager

### **There is a fight:**

Try to prevent bystanders from entering the situation, always bearing in mind that your safety and protecting yourself is the most important. Step back and call SCS immediately. There are video cameras in various areas of the bar, so we will be able to review the footage and investigate further.

### **Someone complains about sexual harassment:**

Locate the Manager On Duty and seek out a private area to speak with the individual. Try to get as much information as possible without laying any blame to the person making the complaint. Contact SCS and provide them with names and pertinent information that may assist them with rectifying the issue at hand.

## **ALL AGES POLICY**

During regular operations of Wilf's Restaurant and Bar, service staff must request proof of age from any guest wishing to order alcohol. If you are ever concerned about the validity of the ID you should ask for the guest's student card or another form of ID. If in doubt notify the manager on duty who can assist you making the determination on the ID. In Wilf's you must always be vigilant that guests



that are ordering alcohol do not share with any other guests who have not been IDed. If you observe a guest sharing an alcoholic product with someone you have not verified is 19+ you must:

1. Ask the guest for proof of age.
2. If the guest cannot provide proof of age, you must remove all the alcohol from the table.
3. Advise the manager on duty.
4. The manager on duty will attempt to collect the student ID number of the guest.
5. The table will be advised that we will not be able to continue alcohol service from them.

## **DURING EVENTS**

During event nights in Wilf's or the Turret where all ages are permitted, guests will be asked for proof of age prior to entering the venue. Guests who are 19+ will receive an 'Age Verified' wristband indicating they may be served alcohol. Events at the Turret may further be set up with a 19+ area to better control alcohol service. When this takes place, security personnel will only permit guests with 'Age Verified' wristbands to enter the area. Staff members must still perform their diligence in ensuring they are not overserving any guest regardless of age.

As a staff member you must be diligent in ensuring those who are 19+ do not pass or in any way share their beverage with someone underage. If you observe this behaviour you must:

1. Notify security and the Manager on Duty right away.
2. Point out the underage as well as the of age guest involved.
3. Both guests will be asked to leave and not return for the remainder of the evening

## **LIMITS ON SERVING**

We will always practice responsible service practices. Guests will be limited in the following ways:

1. Guests will be limited to purchasing TWO standards drinks at a time.
2. Guests will be limited to purchasing ONE fishbowl at a time.
3. Guests will not be permitted to order a pitcher of beer or pitcher of sangria for themselves. There must be TWO people sharing to order a pitcher.
4. Guests are not permitted to drink directly from a pitcher, they must pour into a glass.
5. We reserve the right to limit guests to one drink at a time.

## **RESPONSIBLE SERVICE DOs and DON'Ts**

<b>DO</b>	<b>DON'T</b>
Check ID – we will ID anyone who appears under the age of 30	Serve ANY guest who is showing signs of intoxication
We will ask for a second piece of ID if there is ever any doubt	Serve ANY guest who does not have identification

<p>Monitor Consumption – you should always be aware of how many drinks over how long a guest has had</p> <p>Have SMART SERVE- all staff how handle/come in contact with alcohol are required to have this</p> <p>Understand portions and alcohol percentages. Fishbowl vs regular drink are not the same</p> <p>Offer food</p> <p>Offer non-alcoholic alternatives including water for anyone you suspect is intoxicated</p> <p>Monitor guests to ensure drinks are not being shared with minors or intoxicated individuals</p> <p>Ask questions</p> <p>Involve a manager if you are ever uncertain if a guest should be served or not</p> <p>Offer guests Foot Patrol</p>	<p>Serve any guest to the point of intoxication</p> <p>Over serve- the maximum we will serve a guest is TWO STANDARD drinks at any time. A single person cannot order a pitcher for themselves</p> <p>Serve any guest past 2AM</p> <p>Encourage over-consumption</p> <p>ASSUME- many factors play a role in intoxication, you may have served only ONE drink however if the guest pre-drank, is on medication or is using other substances intoxication can happen very quickly</p>
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