Serving It Right

B.C.’s Responsible Beverage Service Program

February 2023

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Welcome to Serving It Right!

This manual and the Serving It Right program are designed to give you the knowledge and skills you need to provide responsible beverage service at your establishment. As you progress through this manual, think about situations you've encountered or can expect to encounter at work and how you might apply the knowledge and strategies described here.

It's critical that you read and understand all the material contained in this manual. To obtain your Serving It Right (SIR) certificate, you must

- Pass an exam on this material
- Confirm that you've read and understood the material
- Declare that you completed the exam on your own and in good faith

Answering the questions and completing the activities throughout this manual will help you learn the material and understand the practical application for your work.

Responsible beverage service doesn't end with SIR certification. You'll continue to develop your skills through practice and work experience—you could even seek out further training. Remember, SIR certification must be renewed every five years.

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Module 1

Alcohol and Your Legal Responsibilities





This first module is all about the “why.” Were you wondering why you have to take this course? And why alcohol is even regulated in the first place? In Module 1, you’ll learn about the legal requirements for serving alcohol—both for you and your establishment. You’ll find out what is meant by a “duty of care,” and you’ll see some of the potential consequences of failing to meet your legal obligations.

Why is Alcohol Regulated?

Most people who consume alcohol in B.C. drink responsibly, most of the time, but on occasion, people drink in ways that may put the health and safety of themselves and of others at risk.

Take a look at these images. Do you see anyone for whom drinking alcohol could be particularly risky—or even illegal?

Check your answer on p. 97—or just keep reading.











Consuming alcohol is illegal when underage, and is risky when pregnant, consuming other drugs, or when planning to operate a motor vehicle. Even combining alcohol with energy drinks can be dangerous, since energy drinks can mask feelings of intoxication, making people feel less drunk than they really are.

Governments and the public are concerned about various issues related to alcohol over-consumption, including chronic diseases like cancer and cardiovascular disease, injuries and car crashes, along with overall public safety. Laws and regulations have changed in response to increasing evidence about the harms related to alcohol.

The Liquor and Cannabis Regulation Branch (LCRB) regulates British Columbia's liquor industries. This includes

- Restaurants, bars and pubs serving liquor
- Liquor manufacturers
- Liquor retail stores
- Special events involving liquor

The LCRB supervises over 10,000 licensed establishments and over 25,000 licensed events per year in the province of B.C.

Implementing a Responsible Beverage Service (RBS)[1] program in every alcohol-serving establishment in B.C. protects public safety and serves the public interest by decreasing the risk of service-related alcohol harms.

Public safety

- Promote safe establishments and safe communities
- Minimize the health and social harms of liquor and cannabis
- Take enforcement action where necessary

Public interest

- Consider impacts for all stakeholders
- Ensure modern liquor and cannabis laws/policy/tools to meet the needs of citizens
- Help licensees succeed
- Enable vibrant liquor and cannabis industries

[1] RBS programs provide licensees/permittees, managers and staff with the knowledge necessary to meet their responsibilities. These responsibilities include ensuring minors are not sold or served liquor and preventing intoxication.

How Much is Too Much?

To answer this question, experts from across Canada came together to develop the report on Canada's guidance on alcohol and health. This guidance can help Canadians moderate their alcohol consumption and reduce the short-term and long-term risk of alcohol-related harms. Turn to **Appendix B** to view this guidance, then see if you can answer these questions:

According to the guidelines, what is the maximum number of drinks a person should consume in a week, in order to reduce long-term health risks?

Check your answers on p. 97.

How is Alcohol Regulated?

British Columbia's *Liquor Control and Licensing Act*, supported by the Liquor Control and Licensing Regulation, governs the sale and service of alcohol in licensed establishments. The act maintains the orderly and responsible operation of licensed establishments by

- Outlining requirements for obtaining a licence, permit or authorization
- Establishing application processes and the role of local government
- Setting out operating terms and conditions such as training requirements, advertising requirements and marketing and promotional restrictions (see terms and conditions handbooks)
- Mandating inspections and enforcement of establishments and event sites

Most importantly for licensees/permittees, managers and staff, the act requires them to control the activities that take place in their establishments, including the responsible sale and service of alcohol. Their specific responsibilities are outlined in the act, the regulation, the terms and conditions of the licence or permit and in the accompanying terms and conditions handbooks.

Legal Requirements

Licensees/permittees, managers and staff must meet all applicable requirements of

- The act
- The regulation
- The terms and conditions of their licence

These requirements are periodically updated. All licensees/permittees must regularly familiarize themselves, their managers and their staff[2] with the most recent modifications on the Liquor and Cannabis Regulation Branch website.

The information in this module is provided to make you aware that those who serve and sell alcohol have legal responsibilities to their patrons and to third parties. It is not intended to be a full explanation or to provide definitive advice about those legal responsibilities. Given the serious consequences that may arise if these responsibilities are not exercised properly, you may wish to seek further information from an employer or legal counsel.

The Sale & Service of Liquor

Time Requirements

You can only serve liquor during the hours listed on the licence, permit or authorization. You must not allow patrons to enter your establishment outside of the permitted hours for liquor service.

[2] Throughout this course, the term "staff" refers to both paid employees and unpaid volunteers.

Within 30 minutes of the end of liquor service

- You must remove liquor, drinks and glassware in food primary establishments or at catered events
- All patrons must leave your liquor-primary establishment (e.g. bar, pub, night club)



Tips:

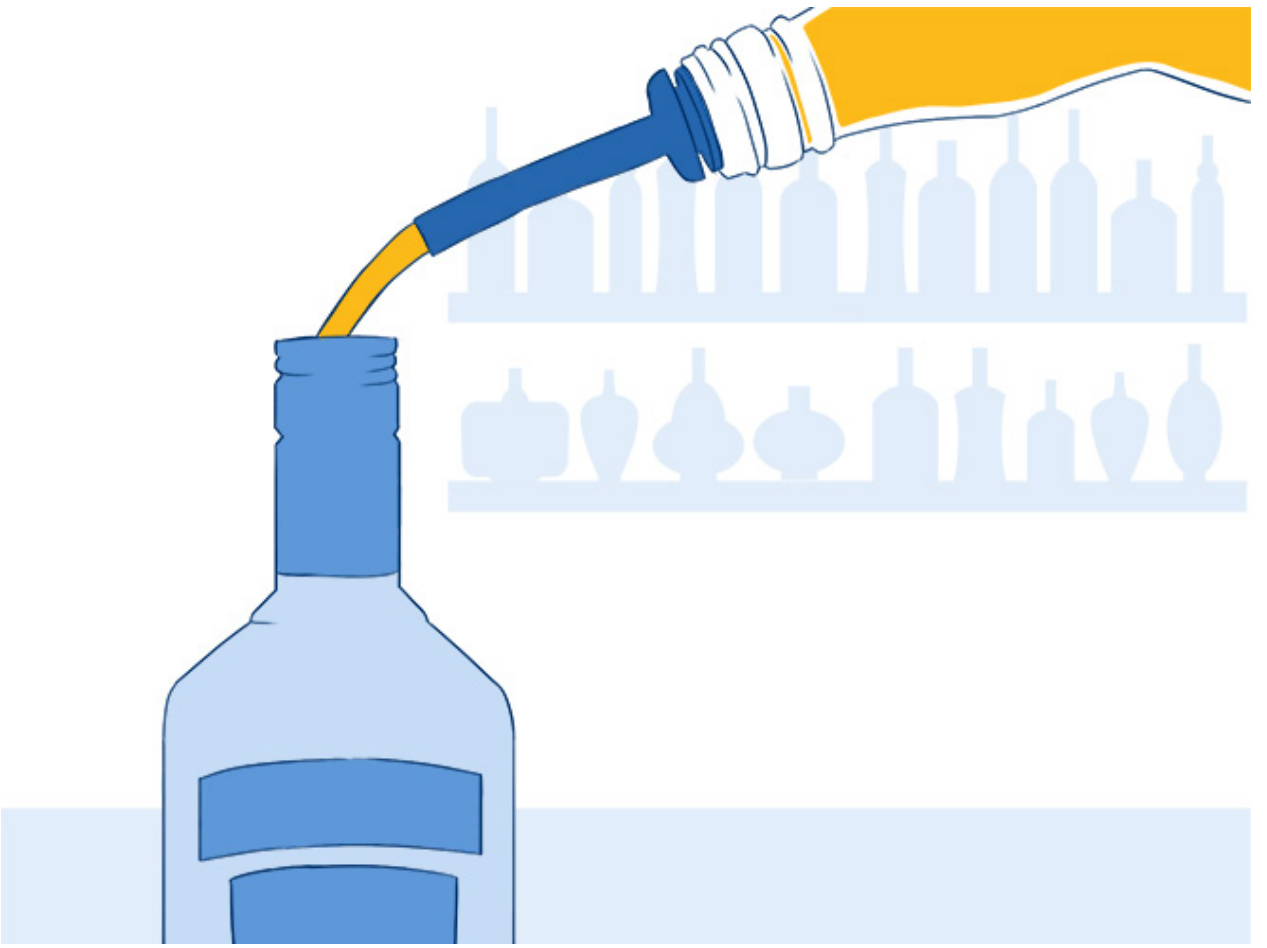
- Let patrons know these time requirements by signal or announcement
- Remind patrons of their limited time frame for consuming liquor and/or leaving the premises after the end of liquor service
- Do not sell large quantities to patrons at last call
- Offer to seal an unfinished bottle of wine[3] for take-away by patrons unable to finish it within the time frame allowed

[3] You may not offer to seal any kind of drink other than wine for patrons to take-away.

Dispensing & consuming liquor

When dispensing liquor

- You may pre-mix drinks by hand or by using a device, such as a Bellini machine, but the liquor must come from the original containers purchased from the Liquor Distribution Branch
- You **cannot** refill original containers purchased from the Liquor Distribution Branch



You must not consume liquor while working at a licensed establishment or catered event. In addition, you must ensure that

- Only liquor purchased in your liquor-primary or food-primary establishment or catered event is consumed there
  - The only exception is “Bring Your Own Wine” in food-primary establishments, for which the restaurant may charge a corkage fee
- Liquor is not consumed within a licensee retail store
- Catering staff are present at a catered event when liquor is consumed (no liquor drop-off is allowed)

You can responsibly control alcohol service in your establishment in various ways, including by observing patrons and watching for signs of illegal drinks.





Imagine that you work as server in a bar that is licensed to serve liquor between 4:00 pm and 2:00 am. Are the following activities good practice (G), required by law (R), or prohibited by law (P)?

Activity	G/R/P
2:00 am — You refuse to allow any more patrons to enter the bar	
2:15 am — You remind remaining patrons that they must leave in the next 15 minutes.	
2:30 am — You ensure all patrons have left the bar	
2:45 am — You sip a beer while you finish cleaning up	
3:00 am — Cash out and sign your time sheet.	

Check your answers on p. 97.

Public Safety

Capacity

You must not exceed the number of people stated on your

- Liquor licence
- Catering authorization
- Venue maximum occupant load

Know your maximum permitted capacity and have door staff monitor the entry and exit of patrons. It's good practice to use mechanical counters to keep track of the number of patrons in your establishment.

Minors

You must not sell or serve liquor to minors. Also consider that

- Minors might not be allowed on your premises—this depends on your liquor licence [4]
- If you are authorized to allow minors in your service area, you may employ minors as long as they are not employed to sell or serve liquor at any time [5]
- Minors may work at a catered event but may not serve liquor (or have liquor in their possession)
- Minors may be employed as entertainers
- You must check two pieces of ID for anyone who you believe may be a minor [6]

[4] Check your licence or catering authorization as to whether minors are allowed to be on premises where liquor is sold.

[5] There are two exceptions to this rule. Minors employed at food-primary establishments who are at least 16 years old, and minors employed at stadiums, may serve liquor but cannot open bottles, pour or mix liquor, and must be under the supervision of adult staff who are Serving It Right certified. Please refer to the Food Primary Terms & Conditions handbook and the Liquor Primary Terms and Conditions handbook for further information.

[6] Maintain door control and check ID to make sure it's valid and legitimate—you'll learn more about how to do this later on in this manual.

Intoxicated patrons

You must not

- Sell or serve liquor to an intoxicated patron
- Allow a patron to become intoxicated or allow an intoxicated patron to remain in your licensed establishment
- Allow entry to anyone who is intoxicated or who you think will risk the safety of your establishment
- Allow re-entry of individuals within 24 hours of being banned or asked to leave your establishment

Here are some ways to prevent intoxication in your establishment and to manage patrons if they become intoxicated:

- Maintain adequate supervision and control
- Create a safe and professional environment
- Work together as a team to spot problem situations and deal with them
- Establish safe methods of refusing entry to problem patrons or ejecting them
- Contact police when you encounter a difficult patron or a dangerous situation
- Ensure intoxicated patrons have a safe way home or to another place where they can sober up
- Notify the manager or licensee/permittee when an incident occurs
- Keep an accurate incident log, as it may be relied upon in a court case or insurance claim
- Be alert to the possibility of interactions between alcohol and other drugs—legal or not

A pub offers live music on Friday and Saturday nights. The band that's scheduled to play is a family group—a father and three of his children. Two of the children are in their early 20s. The drummer is 16 years old. Because one of the musicians is a minor, does the pub need to find and book a different band?

Check your answer on p. 97.

Duty of Care

Licencees and servers today are still impacted by a landmark decision handed down by the Supreme Court of Canada in 1973. The case was Jordan House Hotel Ltd. versus Menow.

Menow had a history of becoming drunk and obnoxious at the defendant's hotel. He had previously been banned. After the ban was lifted, the hotel employees were instructed not to serve Menow unless he was accompanied by a responsible person. On the night of the accident, Menow arrived with two other people, both of whom left early. From 7:00 pm to 10:00 pm Menow drank alone, becoming visibly intoxicated. When he bothered other patrons, staff ejected him. Menow was given a ride part of the way home and continued on foot, staggering along the highway, where he was hit by a car. Menow sued both the driver and the hotel. He claimed that the hotel had an obligation to take reasonable care to protect him, in his intoxicated condition, from personal injury.

Do you think Menow was right? Or should Menow have been held responsible for his own safety? How much fault should lie with the driver of the car that hit Menow?

The Supreme Court of Canada unanimously held the hotel partially liable for Menow's injury. Jordan House staff had special knowledge of Menow's lack of responsibility when impaired, had violated provincial law in serving him when he was intoxicated, and had ejected him while knowing he had no safe way of getting home. The court concluded that the hotel's staff should have taken steps to protect Menow. Options included allowing him to spend the night in one of their rooms, calling the police, or arranging safe transport home. Menow, the hotel and the driver were each held one-third at fault.

In this landmark decision, the Supreme Court of Canada recognized that a licensed establishment owes a duty to protect intoxicated persons from injuries they may suffer after leaving the premises.

Duty of care is the duty to take steps to prevent foreseeable harm from occurring to certain persons. The duty of care is owed by a person to others who are sufficiently close in relationship that it is foreseeable that the former's actions could harm the latter. It is important to note that there is an important difference between the duty of care and the standard of care, which are the actions necessary to satisfy the duty. In the case of Jordan House Hotel Ltd. v. Menow, the establishment didn't meet its standard of care, and Menow was injured.

Decide if liquor licensees/permittees, managers or staff have a duty of care to patrons in each of these situations.

Situation	Y/N
A patron who consumed alcohol but does not appear intoxicated is leaving the bar or restaurant premises	
A patron is in the bar or restaurant washroom	
A patron is consuming alcohol in the bar or restaurant	
A patron is not consuming alcohol, but has been seen consuming cannabis outside the establishment	
A patron consumed alcohol but is now taking transit home	
An intoxicated patron has been allowed to drive themselves home	

Check your answers on p. 97.

A licensee/permittee and their managers and staff owe a duty of care to both patrons and innocent third parties. This means that you have a legal obligation to take steps to prevent foreseeable harm that can result from the activity of drinking. This could be harm to patrons or others, that occurs on or off the premises.

Not knowing a patron's level of intoxication is not necessarily a defence—you can't plead ignorance![7] You must monitor patrons' consumption and behaviour at all times in order to know when to discontinue service and help at-risk patrons get home safely.

You need to be aware of the effects of cannabis use. Watch for patrons arriving at bars and restaurants already intoxicated by drugs like cannabis. Monitor not only your patrons' alcohol consumption, but their consumption of other intoxicants as well.[8]

[7]See Picka v. Porter and the Royal Canadian Legion (1980, Ontario Court of Appeal) on **p. 106**

Responsibility on the Premises

Licensees/permittees, managers, and staff must provide a safe environment for patrons and staff members. This involves controlling the establishment's physical environment and ambience. You have to ensure that the physical layout and condition of the premises don't lead to injury. This duty is imposed by the *Occupiers Liability Act* and applies to any premises (licensed or not) where people are allowed to enter. The law requires a licensed establishment to take special precautions[9] to keep the premises reasonably safe for patrons who have been consuming alcohol.

The steps that must be taken by the licensee/permittee, managers, and staff will depend on the activities carried out on the premises, as well as the general environment of the premises. Activities that may be safe on some premises may be unacceptably dangerous[10] in an environment where alcohol is being consumed.



[9]See 2009355 Ontario Inc. (Copperfields Restaurant) (Re) (2008, Ontario Alcohol and Gaming Commission of Ontario) on **p. 107**

[10]See Niblock v. Pacific National Exhibition (1981, B.C. Supreme Court) on **p. 107**

The *Occupiers Liability Act* also includes a duty to not allow people on the premises who appear likely to harm others[11]. The duty to intervene applies to the potential for violence, as well as the potential for injury due to the dangerous or negligent conduct of a patron. (Violent behaviour can include aggression, gender-based violence or sexual orientation-based violence, among other forms.) Although ejection may at times be necessary and appropriate, staff members must do this with care to avoid injury and potential liability for injury of a patron. Staff members may only use a reasonable degree of force in ejecting an unwanted patron. What is "reasonable" depends to a large degree on the particular circumstances arising in each case. You'll learn more about forcible ejection in Module 3.

Responsibility off the Premises

Apart from the duty of care owed to patrons while they are on the premises, a licensee/permittee and their managers and staff owe a duty of care to patrons who are leaving the premises, as well as to the general public who may be affected by those patrons' conduct. Even though a patron may have left the premises, the licensee/permittee's responsibility may continue until that patron gets home or to another place and is able to sober up.

Imagine that you've cut off liquor service to an intoxicated patron in your restaurant and have arranged for a taxi to take her home. What else might be necessary to meet your duty of care?

Should you walk her to the door, then return to your section? Watch her enter the taxi and leave the premises? Get her number and call her later to make sure she got home safely?

Check your answer on p. 97.

[11]See Crocker v. Sundance Northwest Resorts Ltd. (1988, Supreme Court of Canada) on **p. 108**

[12]See Hartley v. RCM Management Ltd. (2010, B.C. Supreme Court) on **p. 109**



Although reasonable steps will vary depending on the circumstances, you should

- Take a proactive approach when it appears that intoxicated patrons may be intending to drive
- Take comments or concerns raised by other patrons seriously
- Follow up with intoxicated patrons who appear to be heading for a vehicle
- Call a taxi if there is any doubt about whether an intoxicated patron has a safe ride home, and watch that patron get into the taxi and leave the premises
- Call the police if an intoxicated patron insists on driving home

Licensees/permittees, managers and staff have a responsibility for both a patron's safety and the safety of others whom the patron may affect. When patrons or the public suffer as a result of what they believe is negligence on the part of a licensed establishment, they may sue.

Identifying Minors to Prevent Underage Drinking

You have a legal obligation to prevent underage drinking. **Patrons must be at least 19 years old to enter a Liquor Primary establishment** or **order an alcoholic beverage in any type of liquor-serving operation**. You have the right and responsibility to ensure all patrons are of legal drinking age. Remember, you are under no obligation to allow entry or provide service. It is up to the patron to provide proof of age.

A licensed establishment is subject to significant penalties[12] if any alcohol is served to a minor.

ID Requirements for B.C.

Two pieces of acceptable ID are required in B.C. to verify age. The first piece of identification must be issued by a government agency (for example, Canadian federal, provincial, territorial or First Nations ID, or foreign ID) and include the patron's name, birth date and picture.

Examples of acceptable primary ID include

- Driver's licence (including out-of-province)
- Passport
- Citizenship card
- Certificate of Indian Status
- Federal Firearms Possession and Acquisition License (PAL)
- National Defence ID card

You can accept expired and foreign ID, as long as it is readable and you can recognize the patron from the picture.

The second piece of ID is required to verify the authenticity of the first piece of ID. It must include

- The patron's name
- The patron's signature and/or picture.

Acceptable secondary ID may include credit cards, bank cards, university or college student ID cards, interim driver's licences (issued by ICBC), BC Transit ProPASSes, Canadian Blood Services donor cards, Transport Canada's Pleasure Craft Operator's Cards, Aeroplan cards or other ID that include an imprint of the patron's name and either the patron's signature or the patron's picture. Any examples of primary ID can also be used as a secondary piece of identification.

[12]The minimum penalty is a 10-day licence suspension or $7,500 fine.



Verifying ID

Check each piece of ID carefully.[13] If a patron cannot produce two pieces of acceptable identification that proves they are 19 or older, or if you suspect fake ID or have any other concerns about the authenticity of the ID, you must refuse service. Return the ID and make a note of the incident in your establishment's logbook. You'll learn more about how to properly record incidents in Module 3.

Identifying fake ID

It's your responsibility to identify and discourage the use of fake ID. Follow these tips:

Check if the ID is counterfeit.

Hold the ID in your hand. Do not let the patron flash it at you. Check if the ID is a copy of the real ID. Check various security features[14] and make sure they all appear authentic. Counterfeiters might be able to replicate some—but usually not all—of these features.

[13] Your establishment should provide a well-lit, quiet, secure space to perform patron checks. Useful tools for this task include a flashlight with extra batteries, a confidential electronic card scanner/reader, a black light, a magnifying glass or jeweller's loupe and an up-to-date resource that lists acceptable IDs (complete with sample images).

[14] See **Appendix D** for more information on the enhanced security features of the British Columbia Driver's Licence and Services Card

Compare the patron to the photo.

Hairstyles and colors (and even eye colors) can be changed easily. Look at facial features like height and positioning of cheekbones and the spacing between the eyes. Gender, height and weight information are worth checking as well.

Look for signs of tampering.

If the card is in a plastic sleeve, wallet or purse, ask to have it removed. Look for wrinkles, bubbling or peeling. Run your fingers over the card's face and edges to check that the seals are intact. Note unusual raised or bumpy surfaces or uneven edges. Be especially vigilant around the date of birth and photo. Consider the thickness of the ID. Does it seem multilayered? That could be a sign of after-issue lamination. Ensure the typeface is consistent throughout.

Check the reverse side.

Counterfeiters will often spend a disproportionate amount of time on the front of a fake ID but merely photocopy the back. Look for blurred lettering or lack of focus.

Make sure that ID is authentic.

If out-of-province ID is presented, it's good to have a current book of valid IDs close at hand. There are references available that show examples of valid North American IDs. Have a copy at the door and a backup copy stored in the office. If you are not sure of an ID's authenticity, you must refuse entry and alcohol service to that individual.

Check the second piece of ID.

Examine the secondary, supporting ID with the same vigilance you use for the primary piece. Ensure the information on both cards matches. If you are still unsure, you could consider asking for a third piece of ID.

Ask the patron to verify the signature.

If you suspect an ID to be false or tampered with, ask the patron to verify their signature by signing and dating a piece of paper. Compare their writing to the ID.

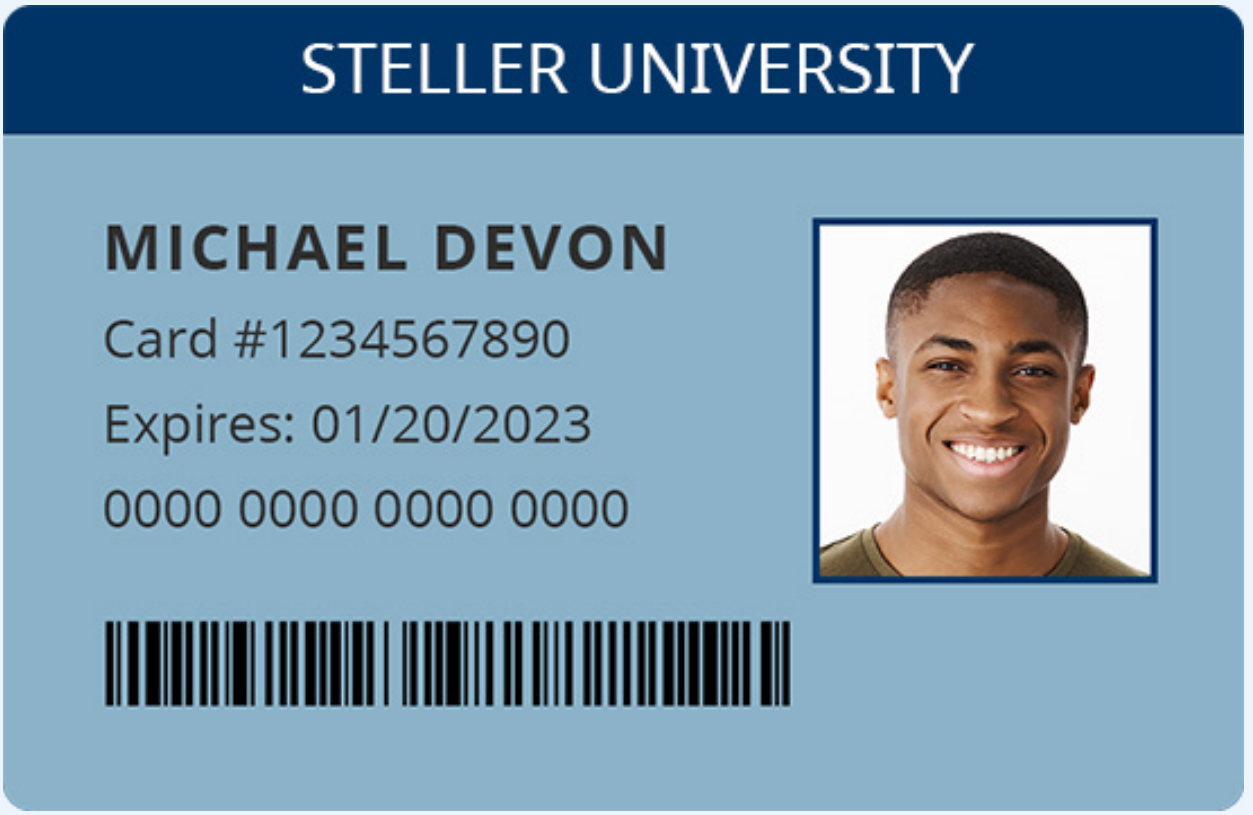
Watch body language and behavior.

Look for signs of nervousness. Darting eyes and fidgeting may be signs that someone is trying to pass off a fake ID. Are they trying to distract you with questions about the band, cover charge, hours, etc.? Is the patron being flirtatious or acting overly friendly? Avoid distractions and scrutinize the ID.

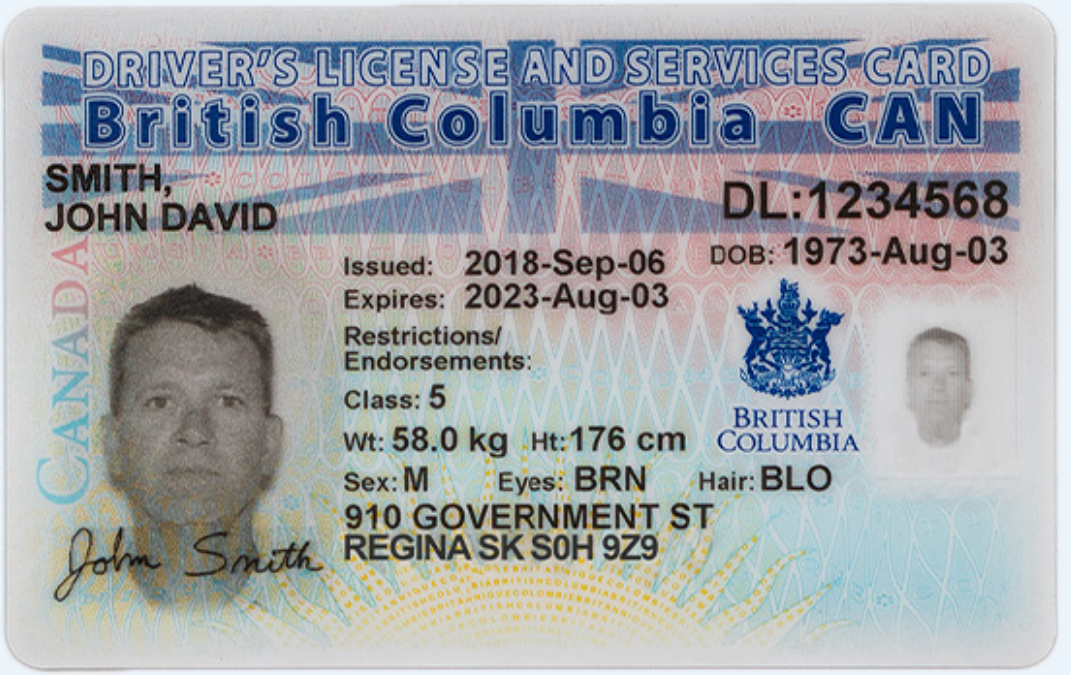
Talk to the patron.

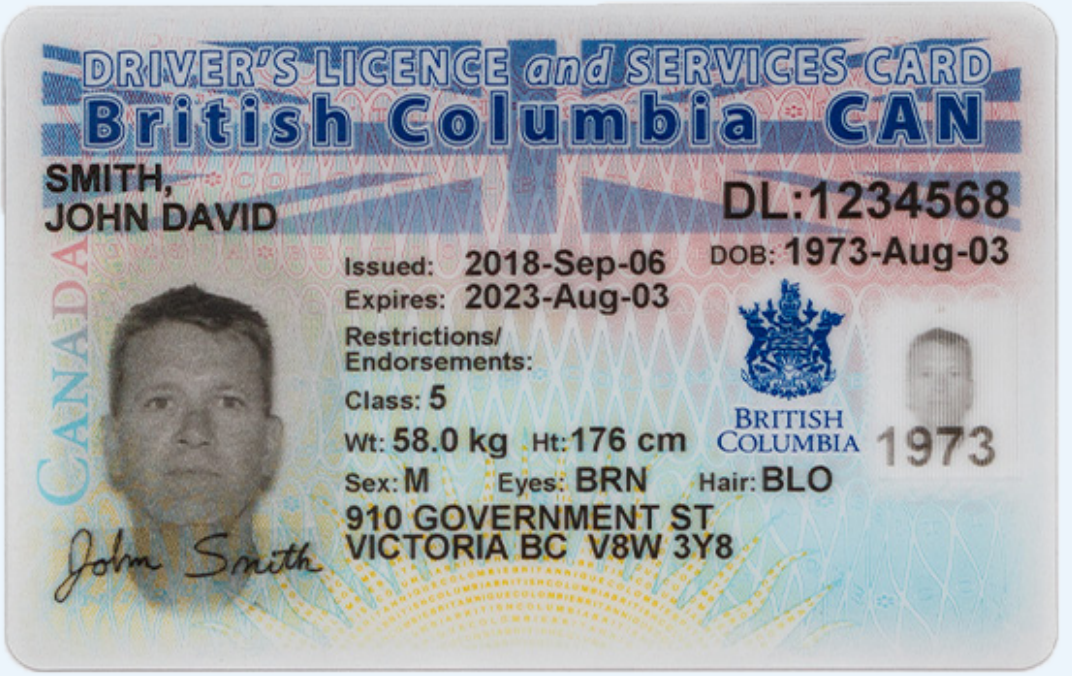
Make eye contact. Ask them some random questions. What high school did they go to? What year did they graduate? How old were they? What is their zodiac or Chinese horoscope sign? What does their middle initial stand for? How do they spell their middle name? What is their postal code? There should be no hesitation in answering any of these questions.

Take a look at the ID shown below. Why isn't it valid as a primary ID? What's missing?



Here's another question for you. Can you spot the differences between the fake ID on the top, and the real ID on the bottom?





Check your answers on p. 98.

Failure to Comply with Legal Obligations

Inspections

Liquor inspectors conduct routine inspections of all licensed premises to make sure they comply with the act and regulation, and their licence terms and conditions. They also conduct regular, unannounced inspections of permitted special events. Licensees/permittees must ensure they and their managers and paid or unpaid staff are appropriately trained and certified and must keep records of the Serving It Right or Special Event Server certificate numbers and expiry dates for each person. You must produce this information for inspection if requested by a liquor inspector or police officer.

In addition, local police departments regularly make unannounced visits to licensed establishments and special events. They'll likely look for anything that may lead to a disturbance within the community or threaten public safety—including noise, overcrowding, intoxication and minors in possession of alcohol. If there's a problem, an officer will record any violation on a Licensed Premises Check (LPC) form, leave a copy with the licensee/permittee and send a copy to the Liquor and Cannabis Regulation Branch. The branch will follow up and may choose to take further enforcement action as a result of the LPC.

Penalties

The *Liquor Control and Licensing Act* and Regulation may be enforced through penalties. The General Manager administers the act and regulations, and may

- Impose terms and conditions on a licensee/permittee
- Suspend or cancel a licence or permit where the licensee/permittee fails to comply with the requirements of the act or regulation, or the terms and conditions of a licence/permit
- Impose monetary penalties or licence suspensions

Police agencies may enforce the act through court prosecutions when police have evidence that the licensee/permittee or their manager or staff has committed an offence under the act.

Court Cases

In recent years, the courts have decided that those serving alcohol may be held responsible for some of the damage done by intoxicated patrons to themselves or to the public. Some of the decisions have led to very expensive financial settlements or judgments. However, civil liability does not arise from simply over-serving patrons: it arises from a licensee failing to take action to prevent the foreseeable risk that an intoxicated patron, or a patron whom the establishment has reason to believe is impaired, may harm third parties. The obvious example is failing to take steps to prevent such a patron from driving home.

The percentage of fault that may be attributed to a licensee varies widely depending on the circumstances. In those cases where a licensee has been at fault for failing to take steps to prevent a patron from causing foreseeable harm to third parties, the blame apportioned to the licensee may be as high as 25%. However, the courts may be willing to attribute even higher degrees of fault to licensees who fail to meet their duty of care to patrons and the public in an egregious manner. An example of this is ignoring repeated warnings from other patrons to staff that an intoxicated or impaired patron is intending to drive.

For liability purposes, it is not necessary that a licensee or staff actually know of a patron's degree of impairment. A licensee is legally required to have systems in place for monitoring alcohol consumption and behaviour and liability can thus result when the licensee or staff knew or ought to have known that the patron had consumed enough alcohol to make his or her driving (or other actions) a risk to third parties.

Even if only a small percentage of the total blame is assigned to the licensee, the licensee may still have to pay the total damages of the person injured by an intoxicated patron. This is because the law provides that if a plaintiff has suffered injuries caused by two or more people, and the plaintiff is not at all to blame for the injuries, then each of the defendants who caused the injuries is responsible to pay the plaintiff's damages.[15]

Consider this example: A patron drives home in circumstances where the licensee's staff knew or ought to have known that the patron was impaired and intended to drive, and hits and seriously injures a pedestrian. The court finds that the patron is 85% responsible, and the bar is 15% responsible. The court also finds that the pedestrian was not contributorily negligent. A judgment of $1,000,000 is awarded. If the patron cannot pay their 85% share of the judgment, the bar will have to pay the shortfall to the plaintiff.

Review and Application

Review Questions

Question #1

Which documents set out the responsibilities of people who own, manage and/or serve liquor in licensed establishments?

Select all that apply.

a. B.C. Human Rights Code
b. B.C. Wine Institute
c. Controlled Drugs and Substances Act
d. Liquor Control and Licensing Act
e. Liquor Control and Licensing Regulation
f. Relevant terms and conditions handbooks
g. Terms and conditions of your licence

Question #2

Is the following statement true or false?

Servers' duty of care to patrons in licensed establishments applies only when patrons are actually in their care, that is, within the establishment.

Question #3

Which activities may fall under a licensee/permittee, manager or staff member's duty of care?

Select all that apply.

a. Providing a safe environment for patrons and staff
b. Ensuring that everyone has a good time
c. Monitoring patrons' consumption of alcohol
d. Recognizing a patron's level of intoxication
e. Preventing patrons from harming other people
f. Ensuring intoxicated patrons get home safely
g. Recommending an appropriate wine

Question #4

Are the following forms of identification acceptable as primary or secondary ID (PS), acceptable as secondary ID only (S) or unacceptable as either primary or secondary ID (U)?

ID	PS/S/U
Nova Scotia driver's licence	
Canadian passport	
Credit card	
B.C. driver's licence that expired 6 months ago	
Certificate of Indian Status	

Question #5

You believe a patron is under legal drinking age, so you ask to see two pieces of ID. You suspect that the first piece of ID is not legitimate, but you're unsure. The patron gives you a credit card as a secondary ID. What should you do?

a. Agree to serve the patron liquor because the credit card has the patron's signature.
b. Agree to serve the patron liquor after their friend with B.C. identification vouches for the patron.
c. Refuse to serve the patron liquor because you aren't sure about the ID.
d. Refuse to serve the patron liquor, retain the ID, and call the police.

Question #6

A patron was intoxicated upon leaving a bar. He attempted to drive his own vehicle out of the bar's parking lot and in doing so, wrecked two other vehicles correctly parked in the same lot. A court finds that the bar and the patron are equally responsible to pay the damages of $100,000 that resulted. Is the following statement true or false?

The maximum amount the bar will be required to pay is $50,000.

Check your answers on p. 98.

Scenario

Alice, clearly intoxicated, is attempting to leave the bar. She fumbles around her purse, grabs her keys, then accidentally drops them to the floor. Lucy, a server, has been watching her behaviour during this time. She approaches Alice as she's picking the keys up.

LUCY: Hello. Do you have a safe ride home tonight?

ALICE: You bet! Safe, fast—I got it all!

LUCY: I have to ask—are you planning on driving?

ALICE: Yes. I'm fine.

LUCY: Can we look at some other options? I need to make sure you get home safely.

ALICE: I said I was fine! Leave me alone.

Alice starts to head to the exit.

Lucy has a decision to make—what do you think she should say? Her duty of care means she is obligated to ensure her patrons get home safely. If she allows an intoxicated patron to get into a vehicle and drive away and something bad happens, she and her bar could be held liable.

LUCY: Ma'am—I can't let you drive home. If you insist, I'll have to call the police.

ALICE: Are you serious!?! You'll call the cops.

LUCY: I'll have to if you decide to drive. Let me call you a cab.

ALICE: I don't have money for a cab—just let me go.

LUCY: I can't let you drive—we'll cover the costs of the cab. Please just take the safe ride home.

ALICE: Fine! I'll wait outside.

Hmm. If Alice leaves the premises, has Lucy fulfilled her duty of care? What if Alice heads for her own car as soon as she gets outside?

LUCY: Thank you for understanding. It's chilly tonight—how about you take a seat in the lobby until the cab gets here?

ALICE: Okay—thanks.

A cab pulls up in front of the bar. Lucy watches as Alice exits the front door and gets into the taxi. The taxi drives away.

Lucy took every reasonable step to prevent an intoxicated patron from driving. She understood her responsibilities on and off the premises and fulfilled her duty of care.

Reflection

Think about your workplace.

- Do you have a copy of the relevant terms and conditions handbook that you can refer to? Do you regularly check the LCRB website for updates to the terms and conditions handbook?
- How do you monitor the alcohol consumption and the condition of patrons to prevent over-consumption?
- Have you considered how the duty of care applies in your establishment and what you may need to watch for to make sure your patrons are safe?

Recap

You've covered a lot of important information in this module. Here's a quick recap of key actions for keeping people safe and following the law:

- Only serve or sell to patrons legally old enough to drink
- Don't serve anyone to the point of intoxication
- Refuse entry and service to intoxicated patrons
- Remove intoxicated patrons from the premises responsibly and safely
- Control the environment in the establishment
- Take reasonable steps so that if patrons become intoxicated, they do not pose a threat to themselves, other patrons or the public.
- Take care to see that if patrons become intoxicated, they have a safe way home or to another place where they can sober up
- Call the police if an intoxicated patron insists on driving home

Congratulations! You've reached the end of this module!



Module 2

Intoxication and Impairment



In Module 1, you learned that it's illegal to sell or serve liquor to an intoxicated patron. You also learned that it's your responsibility to make sure that patrons don't become intoxicated at your establishment. So how do you know if someone is intoxicated or impaired? What does that even mean? How does it happen? And how long does intoxication or impairment last? You'll learn all of this and more in this module.

First, let's see what you already know. There are many myths out there about alcohol and its effects. Take a look at these statements. Can you separate the truths from the myths?

Statement	Myth or Truth?
Alcohol makes you happy.	
Mixing drinks causes greater levels of intoxication.	
Alcohol cools the body.	
Alcohol relieves stress.	
Alcohol improves coordination.	
Alcohol helps you sleep better.	
Time is the only thing that sobers you up.	

Ready for the answers?

Statement	Feedback
Alcohol makes you happy.	This is a **myth**! Alcohol is actually a depressant. When a person consumes moderate amounts of alcohol slowly, the alcohol produces a mild "up" feeling—or a "good buzz." This "up" feeling is followed by a "down" feeling if you drink too much. There is a point when drinking more alcohol leads to more negative feelings—like fatigue and nausea. How you will feel also depends on your mood when you start drinking. If you are sad or angry before you drink, the alcohol may initially put you in a better mood. But then the opposite can occur, and you may end up even sadder or angrier than you were before you started.
Mixing drinks causes greater levels of intoxication.	This is a **myth**! Mixing drinks does not cause greater intoxication. It does increase your chances of a hangover, though, and may make you feel sick.
Alcohol cools the body.	This is a **truth**! Alcohol opens up the pores of the skin, allowing perspiration to increase, which lowers body temperature and cools the body. However, many people wrongly believe that alcohol warms the body, which is a myth.
Alcohol relieves stress.	This is a **myth**! Alcohol may seem to relieve stress in the short term; however, it does not treat the underlying cause of stress. Indeed, the use of alcohol can lead to increased anxiety, which in turn may lead to the use of alcohol as self-medication and potential alcohol dependency.
Alcohol improves coordination.	This is a **myth**! Some people will try to tell you they are better at darts after a few drinks. In fact, the motor functions that control coordination are affected by alcohol immediately.
Alcohol helps you sleep better.	This is a **myth**! Alcohol may help you fall asleep, but once alcohol levels are reduced by the passage of time, normal sleeping patterns are disrupted. This is why heavy drinkers feel tired in the morning. Alcohol can also cause insomnia and aggravate existing sleep problems.
Time is the only thing that sobers you up.	This is a **truth**! There is only one way to sober up—and that's time. Some people believe that cold showers, drinking coffee or dancing will sober up an intoxicated person faster. These are myths.

What is Intoxication?

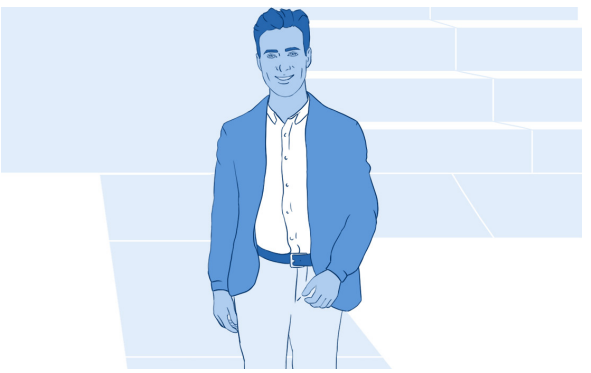
Intoxication is when a person's physical and mental abilities are reduced due to the consumption of alcohol and/or other intoxicants.

How does intoxication occur? When alcohol reaches the stomach, some of it is absorbed and promptly enters the bloodstream. However, most of it passes into the small intestine and is absorbed into the bloodstream from there. Approximately 90% of the alcohol leaves the body after being processed by the liver. This organ can process alcohol at a relatively fixed rate of 0.6 ounces[16] per hour. Intoxication occurs when alcohol is absorbed into the bloodstream at a faster rate than it is processed by the liver.

Effects of Intoxication

As alcohol builds up in the body, the activity of the brain, heart and lungs may slow down. Alcohol can be absorbed, enter the bloodstream and travel to the brain in as little as three minutes. Early effects of alcohol consumption include impaired judgment, loss of self-control and lessening of inhibitions. As more alcohol reaches the brain, physical abilities become significantly reduced, and coordination is lost. As a result, intoxicated persons may pose a danger to themselves and to others.

There is no single scientific measure that determines whether a person is intoxicated, since intoxication is an observed state. Therefore, determining whether a person is intoxicated requires assessing a person's mental and physical state, and comparing that state and observed behavior to a normal person in full possession of their faculties.



Previous state: Not intoxicated



Current state: Intoxicated

[16] In Canada, this is known as a "standard drink." You'll learn more about this unit of measurement later on.

By law, no one in B.C. is allowed to sell or serve alcohol to a person who is intoxicated or appears to be intoxicated. The phrase “appears to be intoxicated” places a great deal of responsibility on you, as a seller or server of alcohol, to judge when a person is approaching intoxication or is already intoxicated.

Factors that Influence Intoxication

When drinking, each person will be affected differently. There are many factors that can influence how quickly a person becomes intoxicated.

Rate of consumption.

Increasing the number of drinks consumed in a given time period will speed up the rate of intoxication.

Amount consumed.

Some drinks will contain more alcohol than others. For example, “doubles” and drinks made with more than one type of liquor typically contain more alcohol than “singles” or drinks made with only one type of liquor.

Age.

Young and healthy people break down alcohol faster than older people and those in poor health. Typically, younger people have more blood in their system, and their livers process alcohol more efficiently.

Weight and body composition.

A smaller, lighter person will generally become intoxicated faster than a larger, heavier person with a similar body composition. However, if you compare two people of the same weight, and different body compositions, the person with a higher percentage of body fat will generally become intoxicated sooner than a person with lower body fat and more lean muscle. This is because fatty tissue contains less water than muscle, and thus is less capable of diluting alcohol.

Sex.

Females generally have more body fat than males and less body water with which to dilute alcohol. Females also have lower levels of the metabolizing enzyme required to break down alcohol. As such, females tend to become intoxicated faster than males.

Food consumption.

Food slows the absorption of alcohol into the bloodstream. On an empty stomach, alcohol reaches the brain in a few minutes and begins to affect behavior and coordination. After a full meal, alcohol can take up to six hours to reach the brain. Food does not absorb the alcohol; it merely slows the speed at which alcohol is absorbed. Fatty foods are especially effective in slowing down the alcohol-absorption process. As fatty foods are more difficult to digest, they remain in the stomach longer than other types of food. The effect of the alcohol still occurs, but at a slower rate.

Medication and other drugs.

Many common drugs (including prescription medications, over-the-counter medications, non-medical cannabis and illegal drugs) can impair the user and intensify the effects of alcohol. Using alcohol with other drugs can be very dangerous to a person's health and safety.

In particular, research shows that consuming alcohol with other substances like cannabis increases a person's level of intoxication.

Environment and mood.

Many factors including lighting, décor, music and seating pattern may affect a patron's behavior and consumption of alcohol. The surroundings, including interaction with other patrons, may trigger emotional responses and further increase alcohol consumption.

Fatigue and stress.

Physical, mental or emotional fatigue and stress make a person more susceptible to the effects of alcohol.

Tolerance to alcohol.

After prolonged regular drinking, the liver becomes able to break down alcohol more rapidly, and brain cells may become less sensitive to alcohol. For a person who has developed a high tolerance to alcohol, it takes higher quantities of alcohol to show signs of visible intoxication. This has implications for responsible beverage service because these patrons may not demonstrate typical signs of intoxication early on. This may result in an underestimation of intoxication because of alcohol's invisible impact.

You know that many factors affect how quickly someone will be intoxicated. In each situation below, which patron is more likely to become intoxicated first?

a. This patron had a salad with their alcoholic beverage.
b. This patron had a steak with their alcoholic beverage.

a. This patron weighs about 85 kg and is quite muscular.
b. This patron weighs about 85 kg and is not as muscular.

a. This patron got 6 hours sleep the previous night, has worked a 10 hour day, and has come in for a drink right after work.
b. This patron got 9 hours sleep the previous night, has worked an 8 hour day, and has come in for a drink right after work.

a. This patron consumed some cannabis before coming to the bar and ordering a drink.
b. This patron did not consume any cannabis before coming to the bar and ordering a drink.

Check your answer on p. 99.

Signs of Intoxication

Determining whether a patron is intoxicated can be difficult. Assess patrons' behaviour as they enter your establishment or when they are first seated. A subsequent change in behaviour may be an indicator of the effects of alcohol consumption.

Has a quiet patron suddenly become the life of the party at the bar? Is a regular patron who is normally good-natured becoming edgy or mean-spirited? These are signs that something is going on. Start paying close attention now[17]. Talk to coworkers or your supervisor and get a second opinion if you're not sure about a patron's behaviour. If you begin to notice early indications of possible intoxication, you can adjust your service before the guest becomes intoxicated.

What to Look For



Changes in speech.

Pay attention to how your patrons speak to you and interact with others, and note any changes in the pace, volume or pitch of their speech. Some patrons may become quieter, even hard to hear, as they consume alcohol, while others repeat themselves, ramble, yell, use one-word responses, talk very slowly or talk a mile a minute. Slurred or mumbled speech may be an indication of intoxication.

[17] It takes a sharp eye to spot early signs of intoxication. As a service professional, you should be closely watching your section anyway, so you can anticipate your patrons' needs and be readily available should they require service. That means being in your section whenever possible.

Changes in appearance.

Excessive perspiration, especially if the room is properly air-conditioned, can be a sign of intoxication. Similarly, a decrease in alertness may be a warning sign. Watch for bloodshot or glassy eyes, as this may suggest the use of other drugs which might interact with alcohol to intensify intoxication.



Bear in mind that fatigue or allergies can cause similar symptoms. If you have difficulty getting a patron's attention, or if the patron can't make eye contact and address you in a reasonable way, you should consider the possibility of intoxication.

Changes in mood.

Examples of mood changes worth noting include when a previously pleasant guest becomes sullen or verbally abusive, or when a quiet guest starts chatting excitedly with anyone willing to listen. The key here is the change, and often it occurs as if someone flipped a switch.



Changes in physical coordination.

The consumption of alcohol can affect a person's ability to execute physical tasks, even those involving basic hand-eye coordination. These can be as simple as struggling to take ID or a credit card out of one's wallet, fumbling with pocket change or missing the drinking straw in a glass, or they can be as severe as bumping into furniture when going to the restroom, careening down hallways, struggling with doors or stumbling on staircases.



In your initial assessment of a patron, consider that some medical conditions or injuries may present symptoms similar to intoxication. However, if you observe significant changes in a patron's speech, mood, or physical coordination, these changes could be due to intoxication.



Loss of inhibition.

Watch for instances where patrons start out reserved but are soon crossing social boundaries. They may exhibit overly friendly behaviour—like hugging relative strangers at the bar and insisting that everyone is their new best friend. Keep your eye on patrons like this to ensure no one tries to take advantage of them.



Impaired judgment.

When patrons do things that are out of character or completely inappropriate, it may be due to impaired judgment. For example, they may forget where they were sitting or where they put their drink. They may accelerate their consumption of alcohol by ordering larger portion sizes or drinks designed to be consumed quickly (shooters).

Effects of Alcohol Combined with Other Drugs

Combining alcohol with other drugs—legal or illegal—may intensify intoxicating effects. This is particularly true when alcohol is combined with other depressants, because they will act together to slow down a person's central nervous system. The impact can go beyond simply making someone drowsier or less coordinated. On occasion, heart and

breathing rates drop so low that the person falls into a coma and these crucial functions stop.

Drugs such as cannabis and some prescription or over-the-counter medications (for example, cough syrups), can increase intoxication levels significantly. People will appear more intoxicated than they should for the amount of alcohol consumed. Driving after combining alcohol with other drugs can greatly increase the risk of a motor vehicle accident. The risk of overdose or accidental injury (from falling, for example) is also greatly increased when some drugs are used in combination with alcohol.

Research shows that consuming cannabis

- Slows reaction time
- Lowers ability to pay attention
- Decreases short-term memory
- Impairs perception, coordination and motor skills
- Increases the likelihood of being involved in a motor vehicle accident

The effects of cannabis can vary widely from person to person, but in general, the co-use of alcohol and cannabis produces a more “intensified” intoxication compared to either one alone. Now that non-medical cannabis is legal, you must be especially alert to the possibility of co-use. Smelling cannabis is an obvious signal to keep close tabs on a particular patron’s drinking patterns, but remember that cannabis may also be consumed in forms that don’t have a distinct smell, such as edibles.

Interactions between alcohol and other drugs can bring about quite unpredictable effects that vary depending on a number of variables, including the user’s overall physical condition and the concentration of what was ingested. Watch patrons carefully, not just for signs of intoxication, but also for an exaggeration of symptoms normally associated with alcohol intake:

- Severe dizziness
- Slow reflexes
- Slurred speech
- Blurred vision
- Disorientation
- Impaired perception, coordination and motor skills
- Extreme drowsiness

Indicators of Combined Alcohol & Other Drug Use

Here are some examples of possible indicators that alcohol has been combined with other drug use.

Symptoms	Possible interaction involved
• Intensified sedation • Excessive dizziness (especially in older people)	Alcohol and antihistamines (cold and allergy medications)
• Intensified sedation • Significantly slowed breathing • Cold bluish skin • Loss of consciousness	Alcohol and narcotic pain relievers or heroin
• Severe drowsiness • Depressed or even arrested cardiac and respiratory functions	Alcohol and sedatives or hypnotics (tranquillizers, sleeping pills)
• Intensified impairment in concentration, perception, reaction and control	Alcohol and cannabis
• Intensified euphoria • Sudden heart, respiratory failure	Alcohol and cocaine
• Reduced feeling of intoxication resulting in overconsumption (binge drinking) • Reduced drowsiness due to caffeine acting as a stimulant (wide awake and drunk) • Increased risk of dangerous behaviour	Alcohol and caffeine (for example, in energy drinks)

Mixing alcohol and other drugs is a dangerous practice that can have tragic consequences. Have emergency numbers (including the BC Drug and Poison Information Centre) in a place where all staff can quickly access them in case you need to call for help.

Imagine you're a bartender at a nightclub. It's a busy night, and you notice all sorts of unpredictable behaviour—you suspect combined alcohol and other drug use. Match each of the individual's symptoms to the potential interaction involved.

Symptoms:

- Patron A is very excited and is breathing rapidly
- Patron B has bluish-coloured skin and appears groggy
- Patron C, who is muscular and in their 20s, stumbles into the wall, even though they've only had two drinks
- Patron D has consumed numerous shots and is dancing recklessly on the stage

Interactions:

- Alcohol and energy drinks
- Alcohol and narcotic pain relievers or heroin
- Alcohol and cocaine
- Alcohol and cannabis

Check your answers on p. 99.

Medical Conditions and Disability

Some medical conditions may produce symptoms that mimic intoxication, including diabetes, hypoglycemia, epilepsy and Alzheimer's disease. Patrons with disabilities may also exhibit symptoms that may be confused with alcohol intoxication. Examples of such disabilities include cerebral palsy, visual impairments, speech impediments, acquired brain injuries, and mobility impairments.

Your initial assessment is critical to determine whether the patron has a medical condition or disability or is in fact intoxicated. Make sure that you and your coworkers don't accidentally discriminate against patrons whose medical conditions or disabilities make it seem as if they are intoxicated.

Conducting an initial assessment, asking patrons whether they feel ill and checking for medical alert bracelets can help you determine whether someone is ill or has a medical condition. Discontinuing service and helping the patron to receive medical attention could be life-saving.

Impairment and Blood Alcohol Concentration (BAC)

In the first part of this module, you learned about intoxication, which is identified by observing a person's mental and physical state.

Like intoxication, impairment can be an observed state; however, it can also be measured. The Criminal Code of Canada establishes driving impairment at a blood alcohol concentration (BAC) of 0.08%. Driving with this level of BAC is a criminal offence. B.C.'s *Motor Vehicle Act* sets a BAC of 0.05% as the level at which an individual's ability to operate a motor vehicle is considered to be affected by alcohol. Driving with this level of BAC, while not a criminal offence, is subject to significant provincial penalties.

A BAC of 0.05% appears to be a small amount—about one drop of alcohol in 2,000 drops of blood. However, the effect of even a fraction of 1% alcohol content in the bloodstream is potent. With a BAC of 0.30%, a person could lose consciousness. At 0.40%, a person will be in a coma—and could die.

Is the following statement true or false?

In B.C., police officers can enforce administrative and monetary penalties against a driver with a BAC of 0.05% or above.

Check your answer on p. 99.

Measuring BAC

The only way of accurately measuring BAC is to use an approved screening device (such as a breathalyzer) or to conduct a blood test. A patron's BAC will depend on many factors, including sex, weight, the number of drinks they have consumed and the number of hours since their first drink.

A practical technique for estimating a patron's BAC is to observe how many "standard drinks" (defined as a drink containing the equivalent of 0.6 ounces of 100% alcohol) are served and consumed by the patron while at your premises. The rest of this module will teach you how to identify a standard drink and estimate BAC.

The Standard Drink

A standard drink (SD) is a unit used to quantify alcohol intake. The definition of a standard drink varies from country to country. In Canada, a “standard drink” is defined as any beverage that contains 0.6 ounces (13.6 grams) of pure alcohol.

Different alcoholic beverages have different concentrations of alcohol. For example, beers can contain 3.5-9% alcohol; wines typically contain 12 to 13% alcohol; and spirits can contain 40% alcohol or more. The number of standard drinks in a given beverage will vary depending on the concentration of alcohol and the total volume of the beverage.

Each of the drinks shown below has a different alcohol concentration and is available in different volumes. However, each of these is considered a “standard drink” because it contains 0.6 ounces of pure alcohol.



12 ounces beer with 5% alcohol volume

12 oz x 0.05 = 0.60 oz alcohol[18]

0.6 oz alcohol = 1 SD



1 1⁄2 ounces spirits with 40% alcohol volume

1.5 oz x 0.40 = 0.60 oz alcohol[19]

0.6 oz alcohol = 1 SD



5 ounces wine with 12% alcohol volume

5 oz x 0.12 = 0.60 oz alcohol[20]

0.6 oz alcohol = 1 SD

[18] To perform this calculation, you need to convert the percentage to a decimal. 5% = 0.05

[19] To perform this calculation, you need to convert the fraction and percentage to decimals. 1 ½ = 1.5 40% = 0.40

[20] To perform this calculation, you need to convert the percentage to a decimal. 12% = 0.12

To calculate a standard drink, you need to know two things:

a) The volume of alcoholic beverage

b) The percentage (concentration) of alcohol in that beverage

Depending on the beverage your patrons are drinking, they may be consuming less than or more than a standard drink. For example, with the introduction of low-alcohol beer and wine, a typical serving will be less than a standard drink, because the beverage has lower alcohol content. A five-ounce glass of 12% alcohol wine is equal to one SD (5 oz x 0.12 = 0.60 oz = 1 SD). Therefore, a glass of light wine at 9% alcohol volume would be less than one SD (5 oz x 0.09 = 0.45 oz). Similarly, light beers generally contain 4% alcohol, so a typical can of light beer would be less than one SD.

Can you recognize a standard drink? For each of the drinks described below, decide whether it is less than, more than, or roughly equal to one standard drink.



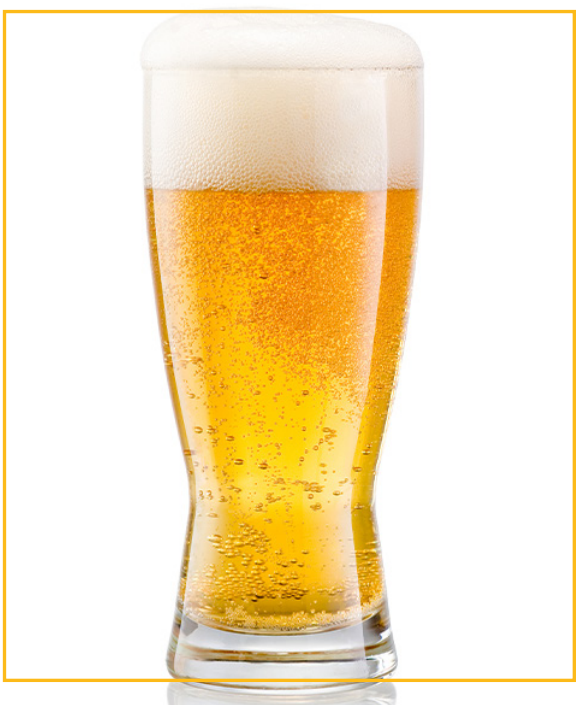
This gin and tonic is 2 ounces gin (40% alcohol) and 5 ounces tonic water.

- Less than a standard drink
- Equal to a standard drink
- More than a standard drink



This 9-ounce pina colada is 13% alcohol.

- Less than a standard drink
- Equal to a standard drink
- More than a standard drink



This pint of light beer is 16 ounces and 4% alcohol.

- Less than a standard drink
- Equal to a standard drink
- More than a standard drink

Ready for the answers?

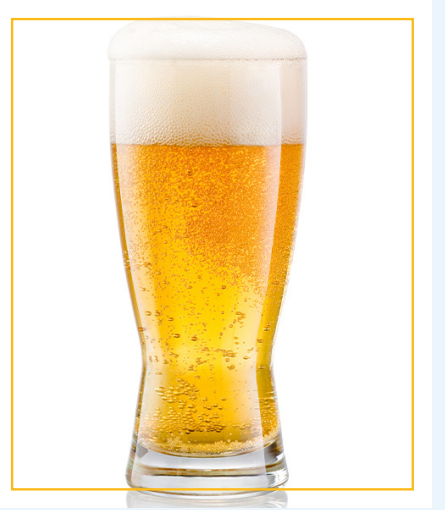
A standard drink contains 0.6 ounces of alcohol. This gin and tonic is **more** than one standard drink (2 oz x 0.40 = 0.80 oz, and 0.8 is greater than 0.6).



This pina colada is **more** than one standard drink (9 oz x 0.13 = 1.17 oz). In fact, it's almost equal to TWO standard drinks!



This pint of beer is approximately **equal** to one standard drink (16 oz x 0.04 = 0.64 oz).



Estimating Blood Alcohol Concentration (BAC) Based on Alcohol Consumption

Understanding the standard drink allows you to monitor your patrons' alcohol intake. A person's liver can typically only process about one standard drink per hour. By determining the number of standard drinks consumed by a patron over time, and consulting the charts in **Appendix E**, you can help prevent patrons from leaving your premises and driving while impaired.

See if you can answer these questions by using the BAC charts in **Appendix E**.

Martin is a male in his late twenties who weighs about 180 lbs. He started drinking at 4 pm, and by 7 pm, has had five standard drinks. What is his approximate BAC?





Sylvia is a female in her early forties who weighs about 150 lbs. She started drinking at 5 pm, and by 7 pm has had three standard drinks. What is her approximate BAC?

Check your answers on p. 99. Remember, the numbers on the chart are estimates, because there are other factors (like food consumption) that will affect BAC. However, it's probably safe to say that neither Martin nor Sylvia should be driving in their current state.

Review and Application

Review Questions

Question #1

B.C. law prohibits you from selling or serving alcohol to which of the following patrons?

Select all that apply.

a. A patron who has had more than two drinks
b. A patron who is intoxicated
c. A patron who drove to your establishment
d. A patron who appears to be intoxicated

Question #2

Alcohol affects everyone differently. Are the following statements about intoxication true or false?

Statement	T/F
Increasing the number of drinks consumed in a given time period will speed up the rate of intoxication.	
Eating a full meal will increase intoxication.	
Females typically become intoxicated faster than males.	
Someone in their 50s will generally become intoxicated faster than someone in their 20s.	
Fatigue and stress make a person less susceptible to the effects of alcohol.	
At the same weight, a person with more muscle generally becomes intoxicated faster than a person with more body fat.	
People can develop a higher tolerance to alcohol, and require higher quantities of alcohol to show signs of visible intoxication.	

Question #3

Which of the following can help a patron sober up?

Select all that apply.

a. Dancing or other physical activity
b. Time
c. Coffee
d. A cold shower

Question #4

One of your patrons has only ordered one drink, but they appear intoxicated. You can smell cannabis on their clothing. The patron asks for another drink. Is it okay to serve them another drink?

Question #5

For each of the drinks described below, decide whether it is less than, more than, or roughly equal to one standard drink.

Drink	Less, More, or Equal
A rum and coke – 2 ounces rum (40% alcohol), 6 ounces coke	
A glass of beer – 12 oz, 5% alcohol	
A shot of soju – 2 oz, 20% alcohol	
A glass of red wine – 5 oz of 15% alcohol	

Check your answers on p. 100.

Scenario

Rory and Angela are standing in an alley, smoking cannabis. They're just around the corner from the entrance to a new night club.

ANGELA: I can't wait to see what it's like in there—I've heard it's amaaaaazing!

RORY: Yeah—And the DJ is dope. You'll love it!

They put out their joints and leave the alley, heading for the entrance to the club. Am is the bouncer controlling the entrance. As Rory and Angela approach, he smells the cannabis. That, combined with the way they're walking and talking, makes Am suspect they're intoxicated.

AM: Hey guys—how's it going?

RORY [AVOIDING EYE CONTACT]: Pretty good. How about you?

AM: I'm alright. Can I see some ID?

ANGELA/RORY: Sure.

Angela and Rory each pull out two pieces of ID. Am inspects them carefully. The IDs look legitimate—they're old enough to enter the club. He hands back their IDs and looks at the Angela and Rory again, who look at each other and giggle.

AM: Have you two smoked cannabis tonight?

RORY: No.

ANGELA [SAME TIME AS RORY]: A little bit.

RORY: It's cool though. We'll be chill. It's all good, man!

Am has a decision to make—what do you think he should say?

He knows the law—intoxicated patrons aren't allowed to enter the establishment. At his previous job, one time he made the mistake of letting a couple of friends in, even though they were clearly intoxicated. His coworker, Morgan, who was collecting cover charges inside, booted them out and gave Am an earful. With this in mind, he makes his decision.

AM: I'm sorry. I can't let you in—it looks like you might be intoxicated. Come back another night.

ANGELA: C'mon man. We only had a little.

AM: I'm sorry—it's against the law. I can't let you in.

RORY: This is stupid—let's get out of here.

ANGELA [PULLING OUT HER PHONE]: Yeah! Hey, I'm rating this club...NO stars!

Angela and Rory walk away in a huff. Am shrugs. He did the right thing and followed the law—that's more important than a positive review.

Reflection

Think about your workplace.

- Are there myths about alcohol that are still treated as truths in your establishment?
- Are you and your coworkers aware of the alcohol levels in all of the drinks you serve?
- Do you look for signs of intoxication in patrons (due to alcohol or other drugs) prior to letting them in and serving them alcohol?

Recap

The key to responsible alcohol service is to know when to discontinue service. Knowing how many standard drinks have been consumed by your patrons can help you maintain a safe and professional establishment, and meet your legal obligations.

Unfortunately, there is no “standard drink” equivalent when it comes to cannabis, since cannabis can be consumed in multiple forms. Therefore, you should be mindful of standard drinks in relation to observations of cannabis use. A patron who has consumed cannabis will likely need to consume fewer standard drinks to become intoxicated, compared to a patron who did not consume cannabis or other intoxicants.

By law, no one in B.C. is allowed to sell or serve alcohol to a patron who is intoxicated or appears to be intoxicated—and cannabis consumption must be taken into account.

Assess patrons as they enter your establishment. Are they already showing signs of intoxication or smelling of cannabis? What factors (like their sex, body composition or age) might affect their impairment level? Try to determine ahead of time approximately how many drinks to serve to individual patrons before discontinuing service.

In Module 3, you’ll learn more about how to effectively slow and/or discontinue service when necessary.



Congratulations! You’ve reached the end of this module!

Module 3

Responsible Beverage Service



In Module 2, you learned about intoxication and impairment. So how do you prevent intoxication? And what can you do to stop someone from driving while impaired?

Responsible Beverage Service (RBS) programs like Serving It Right are designed to reduce these kinds of alcohol-related problems. In this module, you'll learn about your role in making an RBS program successful through the three components of an effective RBS program:

- Professional environment
- Coordinated teamwork
- Intervention strategies

Professional Environment

The general ambience and physical environment in which alcohol is served is directly linked to rates of alcohol consumption and the subsequent behaviour of patrons. A professional environment promotes responsible consumption of alcohol and can make a difference in the types of behaviour that patrons think are acceptable.

Follow these steps to create a professional environment:

1. Create and implement an Establishment Policy
2. Publicize and market the RBS program

Create and Implement an Establishment Policy

The first step toward demonstrating a professional environment is creating and implementing an Establishment Policy (the Policy). The Policy provides licensees, managers and staff with the procedures and practical tactics to be used in different alcohol-service situations. Your success in promoting responsible service and meeting the legal obligations discussed in Module 1 largely depends on the Policy. The Policy can also help team members understand their specific roles and responsibilities for ensuring responsible beverage service.

To develop the Policy, you need to assess risks and tailor the Policy to the specific needs and circumstances of your establishment. The Policy must address risks posed by the co-use of alcohol and drugs—including non-medical cannabis—both on and off the premises.

[21] An Establishment Policy is an important document that should be read and discussed by staff. The Policy should be implemented and enforced by all personnel including licensees, managers and staff.

Other important topics for the Policy include ways to prevent underage drinking, intoxication and overcrowding.

You can find guidelines on further writing the Policy, a list of suggested topics and sample policies in the resources section of this course.

To be effective, the Policy must be

- Written
- Communicated to staff
- Understood by staff
- Supported and enforced by management

Staff members should feel confident that the management will support their decision to deny service to an intoxicated patron or ask an unruly patron to leave.

Consistent implementation of the Policy will help ensure responsible beverage service, support staff and protect your establishment from unwanted lawsuits.

Tips for writing and implementing an Establishment Policy

Are you a licensee or manager? Check out these 10 tips for effectively implementing an Establishment Policy:

1. Ask employees and valued patrons for their input when developing the Policy
2. Brief the management team to ensure they are fully aware and supportive of all policies before introducing policies to the general staff
3. Introduce the Policy to employees in a structured, positive environment[22]
4. Have management and staff sign a statement indicating they have read and understood the Policy
5. Have copies of B.C.'s *Liquor Control and Licensing Act*, Liquor Control and Licensing Regulation and relevant licensee handbooks available for employees; review these documents to underscore your own establishment's policies regarding the service of alcohol
6. Make sure staff understand the requirements for your specific class of liquor licence
7. Set a date for implementing any new policy and stick to it

[22] Organize a staff meeting to introduce the Policy. Post notices about the meeting (date, time, place, etc.) on bulletin boards in advance, or include a notification in pay envelopes. If employees become aware of the Policy at an orientation meeting, instead of through the grapevine, the new rules will be easier to accept and implement. Hold meetings during working hours and make attendance mandatory.

8. Use regularly scheduled staff meetings to reinforce the Policy and share any updates—changes or additions should be reflected in the written Establishment Policy manual
9. Provide cross-training so staff can learn and understand the different roles in RBS
10. Post your policies where patrons can read them and always support your staff when they apply the Policy

Which of the following are best practices to follow when creating the Policy?

Select all that apply.

a. The Policy is written.
b. All staff members read and sign the Policy.
c. The Policy addresses the co-use of alcohol and cannabis.
d. The Policy duplicates the Policy of another establishment.

Check your answer on p. 101.

In preparing your Establishment Policy, you should consider potential risks and develop procedures to manage them. You may wish to consider the following items:

Staff training.

Management and staff must be trained in customer service and responsible service of alcohol. A visible and engaged shift supervisor or manager on the floor shows patrons that the establishment is well-run and under control. Friendly, courteous, efficient, and knowledgeable staff members contribute to the impression of a well-managed and responsible environment.

Preventing intoxication.

One of the goals of responsible service is to prevent patrons from becoming intoxicated. Keep in mind what you learned in Module 2 about how intoxication occurs and its effects on the body. Staff can help to control the rate of service, monitor patron behaviour, and suggest alternatives to alcoholic beverages by simply spending some time talking to patrons.

Providing quality, good-value beverage alternatives.

Management and staff can encourage moderation and non-alcoholic rounds through their pricing strategies. Patrons often quietly balk at paying the same price for a non-alcoholic drink as an alcoholic one. Offer a range of non-alcoholic beverages—such as soft drinks, juices, coffees and teas—at slightly reduced prices as an alternative to alcoholic beverages. You might consider providing no-charge soft drinks or free food for designated drivers.

Serving sizes.

B.C. has established maximum serving sizes. These help to promote moderate consumption and help you to provide safe and responsible service. You must not provide a patron with a single serving for consumption in your establishment larger than the maximum serving sizes.

See if you can find the maximum serving sizes in the terms and conditions handbook for your licence. You'll see that you're also allowed to divide the maximum single serving size of drinks into two or more different types of drinks.

You may wish to consider restricting serving sizes further. For example, you may decide to only serve one drink per person at any one time.

Food.

Management and staff should encourage patrons to eat food to slow the pace and amount of alcoholic beverages patrons are consuming, and to reduce the rate at which alcohol is absorbed into their bloodstream.

Food that is high in fat and/or protein is digested slowly and helps slow the movement of alcohol into the bloodstream. Food that is high in sugar or carbohydrates is less effective in this regard. Food that is salty may defeat the purpose, by making patrons thirsty.



Binge drinking.

Binge drinking, where patrons consume too much alcohol in a short duration, can be dangerous and can quickly lead to intoxication. Your Establishment Policy should include specific procedures to discourage binge drinking and overconsumption. Make sure water is provided alongside alcoholic beverages, and promote non-alcoholic alternatives.

Games and contests.

A licensed establishment may offer games of skill and hold other contests. However, you cannot offer or give liquor as a prize.

You must not provide or allow entertainment activities that are designed to require or encourage patrons to consume liquor. This includes drinking games, whether played with or without liquor.

Drink spiking.

Drink spiking by patrons in licensed premises is a big concern. This is the practice of adding alcohol or illicit drugs to another person's drink without their knowledge. Any drink can be spiked—including soft drinks, juice, water, or alcohol. Drink spiking puts victims at risk of sexual assault, robbery or other forms of violence.

It's important to develop procedures in your Establishment Policy to reduce the likelihood of drink spiking. Some best practices include

- Removing unattended glasses
- Serving drinks directly to the patrons who will be consuming them
- Declining requests from patrons to add extra alcohol to drinks served to their friends or other patrons
- Noticing changes in patrons' behaviour[23]

[23] The effects from drink spiking depend on the type and quantity of the substance added, but may include poor coordination, loss of consciousness, poor balance, slurred speech, and loss of control.

The following are all things a server might say or do to promote a safe and responsible serving experience for patrons. Match the server's statement with the best practice it promotes.

Statement:

- “I'll keep your drink behind the bar for you while you're in the washroom.”
- “I highly recommend our honey garlic wings. They're the best in the city.”
- “Our soft drinks are free of charge for your table's designated driver.”

Best Practice:

- Provide good value beverage alternatives
- Prevent spiking drinks
- Actively promote food

Check your answers on p. 101.

Publicize and Market the RBS Program

What do you think is the main goal of a Responsible Beverage Service (RBS) program?

Choose the best option.

a. To reduce alcohol-related harms
b. To control liquor service in B.C.
c. To promote the food and beverage industry
d. To ensure serving staff are properly trained

Check your answer on p. 101—or just keep reading.

The main goal of an RBS program like Serving It Right is to reduce alcohol-related harms. Liquor service in B.C. is controlled by legislation and regulation, not RBS programs. While RBS may enhance any bar or restaurant, that's not the main goal. Likewise, properly trained staff are an essential part of responsible beverage service, but the goal of RBS goes beyond that.

The second step toward demonstrating a professional environment is to publicize and market the RBS program. Menus, table tent cards and prominently displayed signage can be tactfully worded to let patrons know that your establishment won't serve to the point of intoxication and instead offers refreshment alternatives, such as non-alcoholic "breather rounds" or snacks.

Licensees are required to display at least one social responsibility poster or tent card in the service area. These are often referred to as "mandatory display materials." You'll be provided with these at least once a year by the Liquor and Cannabis Regulation Branch.

The Liquor and Cannabis Regulation Branch website provides links to additional downloadable posters that can be printed and displayed to help create greater patron awareness of moderate drinking and your legal obligations to provide responsible beverage service.

A visible and written show of policy can also help staff with enforcement, acting as a reference point in the event of a question or misunderstanding between staff and patrons.



Here's an example of a social responsibility poster.

Here are some more examples of ways to publicize and market the RBS program:

Promote a designated driver program.

Designated driver programs promote patron safety and minimize the risk of lawsuits. Promoting a designated driver program is also a good way to bring attention to your RBS program more generally.

Register drivers as they arrive and provide them with a button or discreet ID (which can be returned at the end of the night) so that servers can identify them.

Offering free or discounted food items to the designated driver is a smart move, as the drinkers in the group will be encouraged to order food too. This approach will decrease the likelihood that anyone will be drinking on an empty stomach.

Publicizing your designated driver programs in the media tells the public that you care about the safety of your patrons. Having a designated driver program may make your establishment more desirable than those without a program.

Encourage the use of transit and taxis.

Establishments must encourage the use of public transport options such as transit and taxis. Late-night transit service is available in selected areas of the province until the early hours of the morning. Consider keeping a few transit tickets on hand to give to intoxicated patrons. If you're hosting a charitable fundraising event, the BC Liquor Distribution Branch's Get Home Safe Program provides free transit tickets for your patrons.

Taxi service is available virtually everywhere in the province. Licensed establishments may benefit from setting up a direct line and a house account and/or vouchers with a taxi company.

Anticipate special occasions and large groups.

There are additional options for getting patrons home safely over the holidays and for special events attracting large numbers of people. To market the RBS program, share details about designated driver programs that can drive patrons and cars home, such as Dial a Driver.

Use a Special Event Permit Kit.

If you are hosting an event involving alcohol, order the free ICBC Special Event Permit Kit. The kit includes materials to help you prevent alcohol-related incidents at your event and encourages people to use a designated driver or other safe options to get home safely.

Reflection

Think about your workplace.

- Are all staff trained and regularly updated on your Establishment Policy?
- What steps is your establishment taking to publicize and market its RBS program?
- Are there other things that could be done to let staff and patrons know about the RBS program? Every bar or restaurant is different; what would work best in your establishment?

Coordinated Teamwork

In the previous section, you identified strategies for creating a professional environment. The next component of an effective RBS program is coordinated teamwork. To implement an RBS program successfully, everyone needs to understand their role and responsibilities. Team members must be able to trust, cooperate with and respect each other. Support your team members by listening, being informed, asking questions, watching, sharing information and providing help when needed.

In this section, you'll learn how to work as a team to prevent, identify and manage problematic situations. You'll also learn how to record incidents and share information effectively.

Prevent Problematic Situations

Practice door control

One of the purposes of door control is to prevent the entry of

- Intoxicated individuals
- Individuals who have been removed from your establishment within the past 24 hours
- Minors (depending on your licence type)

Having a staff member at the door or otherwise monitoring patrons that are arriving also prevents overcrowding.

It's easier to control an establishment with only a few possible points of entry. Limit access to one door, if practical. Assign dedicated door staff to control the entry and exit of patrons. If multiple entry points are provided, all points must have equal security and vigilance.

Consider public safety issues when practicing door control. First of all, be aware of any major public events that may be happening in your area. You'll need to have adequate staff on hand to accommodate any unusual or excessive business volume.

Be attentive to outdoor areas nearby where people may be consuming cannabis or other substances that may interact with alcohol or intensify intoxication. Patrons arriving at your establishment may already be intoxicated, or have consumed substances which increase the risk of their intoxication.

Depending on your licence type, minors may or may not be allowed on your premises. Consult the relevant terms and conditions handbook for guidance. If minors are not allowed on your premises, consider posting a public notice advising of this. Remember, you must require identification from anyone who appears to be a minor before you can sell or serve them alcohol.

Greet and assess patrons

Whether you are monitoring the door, waiting tables, or taking a patron's drink order at the bar, an initial greeting and assessment is important. Talk to your patrons and observe them as they enter the establishment and sit down. What factors might affect their impairment level?[24] Try to determine ahead of time approximately how many drinks to serve to individual patrons before discontinuing service.

While building a rapport with your patrons, you can uncover important information about their mood, their mode of transportation, and whether they were drinking or consuming cannabis prior to their arrival. Communicate all relevant information to your coworkers.

Always be polite and friendly yet firm with patrons. If a patron is showing signs of intoxication, you should refuse entry to the establishment. If you aren't able to determine a patron's level of impairment, alert your coworkers. Monitor the patron and act immediately if you identify any signs of intoxication.

[24] In Module 2, you learned that multiple factors influence how quickly a person becomes impaired or intoxicated or impaired, including sex, weight, health and age.

Monitor patron conduct

Being alert to potential problems is not necessarily the sole territory of managers or wait staff. It can begin with a valet parking attendant or a host or security staff at the door. Bus staff that are clearing tables could also monitor the behaviour at nearby occupied tables. Working cooperatively can help you avoid problematic situations before they occur.

Tips for monitoring patron behaviour as a team

1. Participate in cross-training. The more jobs you can perform proficiently in your establishment, the better prepared you are to pitch in and help where needed. Cross-training helps you gain an understanding of what is happening in your coworkers' average shift and how they interact with patrons
2. Exchange observations about patrons as you start or end a shift to help identify potential problems. Sharing information is especially important if there has been a recent change in policy, or there is a new incident entered in the incident logbook that staff need to know about
3. Be on the lookout for coworkers' non-verbal indicators that something is wrong in their section. Watch your coworkers' sections when they are on a break, and be prepared to report any unusual patron behaviour
4. Tell each other if you notice a patron nearing intoxication or if someone has entered who is already intoxicated, whether by alcohol and/or other substances
5. If a patron is changing sections (for example, if they were at the bar, but have moved to sit at a table), check with a coworker on how much alcohol has already been served to that patron. A patron who has been refused service in one section may try to get service in another section.

Identify and Manage Problematic Situations

All staff need to be on the lookout for patrons who may be underage, should not be drinking and/or may be likely to cause harm to themselves or those around them. Work as a team to identify and manage risks associated with these four categories of patrons:

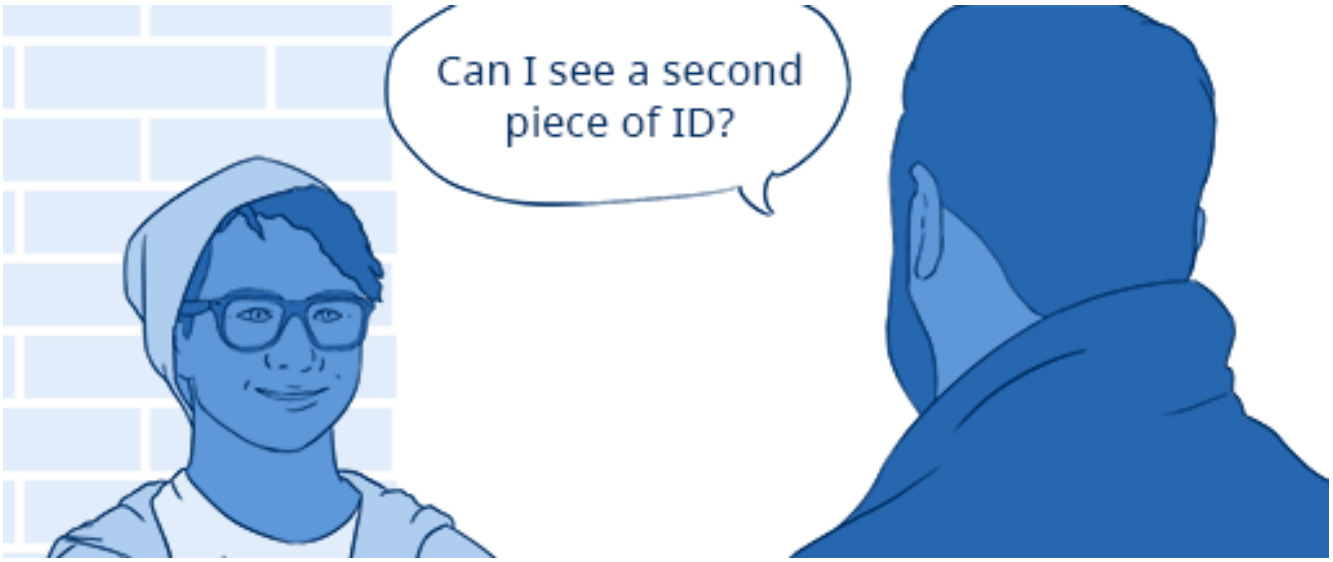
- Minors
- Patrons who have already been consuming intoxicants
- Patrons who have developed a tolerance for alcohol
- Patrons who have previously caused problems

Minors wishing to consume alcohol may try to use fake ID, and may take evasive action to avoid being scrutinized before service. Which of the following do you think could signal that a patron is a minor?

Choose one or more options.

a. The patron leaves the table when the server approaches.
b. The patron smells faintly of cannabis and has a vaping device in their pocket.
c. The patron has difficulty maintaining eye contact while ordering.
d. The patron orders what everyone else in the group is having.

Check your answer on p. 101.



In British Columbia, two pieces of ID must always be provided when verifying age. Check both pieces of ID thoroughly, using the techniques you learned in Module 1. The information on the secondary ID should support the primary ID—for example, the spelling of the name and appearance of the signature should match.

A minor may try to mislead by

- Using someone else's legitimate ID, hoping the resemblance is plausible
- Using a fake ID that is completely counterfeit
- Using a formerly legitimate ID that has been manipulated or altered to misstate the holder's name, date of birth, photo or other information

If the person cannot produce two pieces of acceptable identification that proves they are 19 or older, you must refuse service.

Preventing others from purchasing alcohol for minors

Minors themselves aren't your only issue; you must also watch out for other people trying to purchase alcohol for minors to consume. This is against the law. If any alcohol is given to a minor by a person of age, immediately refuse service to the entire group and remove the alcohol from the table.

Patrons who have already been consuming intoxicants

You may have patrons arriving at your establishment who've already consumed alcohol and/or cannabis. There are various reasons for this. Some people may have had a drink at home to avoid the higher costs of drinking in licensed establishments. Others may have simply visited other licensed establishments before arriving at yours.

Now that non-medical cannabis has been legalized, it is also possible that people will consume cannabis prior to going out. These patrons may already smell of cannabis, exhibit mild signs of intoxication and/or become intoxicated very quickly in your establishment.

Make sure you have a policy and procedures in place for how to refuse service to patrons who are already intoxicated—whether by alcohol, cannabis or the co-use of alcohol and cannabis or other drugs. When you see signs of intoxication, promptly end alcohol service and help the patron get home safely.

Patrons who have developed a tolerance for alcohol

How can you recognize a patron who has developed a tolerance for alcohol? These patrons may not experience and/or display the early signs of intoxication. Eventually, patrons with a developed alcohol tolerance will demonstrate the same symptoms as anyone else who is intoxicated.

Patrons who have previously caused problems

Establishments that serve alcohol attract all types of clientele. Most are out for a good time with friends, but some patrons' idea of a good time may risk the safety of others. If you've had recurring problems with certain individuals or groups, you have a responsibility to prevent them from endangering, threatening, harassing and intimidating other patrons. Be alert and act immediately at the first sign of any disturbance.

Team members need to inform each other and management of any problem patrons and behaviours that detract from a safe and responsible environment.

Consider using confidential electronic scanners to cache ID information and have a time-stamped security camera at the door that records images of all patrons coming and going from your establishment. The name, photograph, date of birth and gender of patrons should be collected, saved for a 24-hour period, then destroyed. However, if within that 24-hour period a patron is determined to pose a safety risk, their information may be kept and shared electronically with other licensed establishments for patron safety purposes. Consider posting the images of people refused or ejected near the door (in a private and discreet place) or in a staff area for future reference.

Note: Be sure to follow all relevant privacy and data protection legislation.

Tips for Licensee Retail Store (LRS) Employees

A LRS establishment should take measures to ensure that patrons, staff and members of the community are not harmed due to their patrons or liquor misuse. Reasonable measures must be taken to prevent disturbances in and around the store. You are responsible for controlling the behaviour of your patrons.

Some examples of reasonable measures include

- Installing adequate lighting outside your store and in the parking lot
- Supervising your parking areas
- Posting signs asking your patrons not to disturb your neighbours

LRS staff should greet patrons as they walk into the store and spend some time talking to them in order to assess their behaviour. A quick conversation can help identify patrons who should not be served (including minors or intoxicated persons), or who may risk the safety of others.

It is the legal responsibility of all LRS employees to ensure that liquor products are not sold to minors or intoxicated persons. Keep an eye out for activity that indicates patrons are purchasing for minors. Be wary of more than one purchase or attempted purchase of the same product within a few minutes. For example, a minor without valid ID is refused service, and then another patron is purchasing the same products that the minor had attempted to buy a few minutes earlier. Minors will likely be interested in the products that are the least expensive and are high in alcohol content.

If you suspect or have knowledge of a patron who appears to be purchasing alcohol for a minor or someone who is intoxicated, you should refuse the sale.

Record Incidents and Share Information

As you've just seen, management and staff need to discuss and implement procedures to refuse entry to anyone who is a minor, intoxicated or potentially troublesome. Management and staff must also record incidents to preserve evidence and to share the information with others.

Incidents

An incident can include violence (e.g. fights, sexual harassment, assault or sexual orientation-based aggression) or other disturbances and accidents that adversely affect

- Patrons or staff
- People who live or work in buildings adjacent to the establishment or event site
- The operation of the establishment or event site

An incident can include refusal of entry at the door or refusal of service at the table because patrons were minors or intoxicated. It can also include any other illegal or questionable acts by patrons. You'll learn more about how to prevent and resolve difficulties using specific intervention strategies later on in this module.

When an incident occurs at an establishment, it is crucial that the evidence relating to that incident is preserved. There are three steps to record incidents and share information:

1. Establish a system.

When an incident occurs, it's important to record

- Employees' recollections of the events
- An account of the incident from any witnesses

The police may ask the establishment to provide an official statement about the incident. Staff should be trained to directly report any incident to their manager. Therefore, your policies and procedures should require employees to complete statements about the circumstances of the incident when requested. Staff should be trained to directly report any incident to their manager and your policies and procedures should require employees to complete statements about the circumstances of the incident when requested.

If the police request an official statement, the establishment may want to contact their insurer. Management should also notify its insurer if the incident may lead to legal action against the establishment.

Since witnesses' memories of the incident will fade over time, their evidence should be gathered and recorded as quickly as possible. All incident records should be preserved for at least six years, to account for delayed lawsuits.

2. Use a dedicated logbook.

Staff should use a dedicated logbook to record incidents, such as times when they've had to refuse service because patrons were minors or intoxicated. The logbook can also list the names and/or images of people refused service or ejected in the past for causing disturbances. Having an official logbook that is signed by the manager shows that an establishment is abiding by the law.

It is best practice for logbooks to be bound books, not loose-leaf binders. In court, a bound book may have more credibility than a binder that could be easily altered. If the book contains page numbers printed in sequence, this could be even better, as attempts at tampering will likely be apparent.

Maintaining an ongoing incident log will help to identify persistent issues and encourage management to review policies from time to time. An accurate and complete log, together with sales slips, can support a licensee's claim of due diligence.



3. Capture a detailed account of the incidents.

As soon as an incident has been taken care of, the manager or licensee should check that the key details are captured and all sales records associated with the incident are preserved. Details should include

- the time, place, date and nature of the incident
- a description of the parties involved
- the action taken
- the names of witnesses
- any other pertinent information

Managers should use the entries as a learning tool and debrief staff after all incidents. This gives managers the opportunity to improve the establishment's policies and procedures, and to praise or correct staff performance.

Check **Appendix G** for a sample of the information that should be included in an incident report.

Are the following statements true or false?

Statement	T/F
You should gather recollections of the incident from all staff who were present at the event.	
You should ask for contact information from other witnesses to the incident, such as patrons and bystanders.	
You can discard the incident report after five years.	
You should keep incident reports in a binder for easy access and copying.	

Ready for the answers?

Statement	Feedback
Recollections of the incident should be gathered from all staff who were present at the event.	This statement is true. Take statements from all staff who were present, not just those immediately involved.
Seek contact information from other witnesses to the incident, such as patrons and bystanders.	This statement is true. Their recollections may be useful to the establishment, insurers, or legal proceedings.
You can discard the incident report after five years.	This statement is false. You must keep incident records for a minimum of six years.
You should keep incident reports in a binder for easy access and copying.	This statement is false. You should keep incident reports in a bound logbook with page numbers printed in sequence. Any tampering with the logbook will be readily apparent.

Implementing the RBS program effectively is largely a matter of communication. Tell your coworkers about any difficulties that you've experienced with patrons, and listen to what your coworkers have to say.

You and your coworkers should also have a clear understanding of your rights and responsibilities as they pertain to requesting ID, refusing entry to intoxicated persons, and requiring intoxicated patrons to leave. In the event that you encounter people who must be denied entry or refused service, you and your coworkers should be familiar with your Establishment Policy, to handle these situations effectively.

There are also opportunities for coordinated teamwork outside of your establishment. Consider coordinating and partnering with local law enforcement agencies and other businesses to keep abreast of any criminal activities in your area and help create a safe environment in which to operate.

Reflection

Think about your workplace.

- Who is responsible for door control and checking for ID at your establishment?
- What issues have you encountered with clientele?
- Do you know where the incident log is located, and how to fill it out properly?

Intervention Strategies

Sometimes, despite your efforts to implement responsible beverage service, patrons may reach a state of observable intoxication. When that happens, you need to use specific intervention strategies to protect you, the establishment, the patron and other people from any dangers associated with intoxication. As you learned in Module 1, you have a duty of care to your patrons and to third parties.

Once you have identified that a patron is intoxicated, whether by alcohol or other substances like cannabis, you must stop serving alcohol to that person.

Follow these three steps to intervene and deal with difficult situations:

Step 1: Monitor Behaviour and Slow Down Service

The key to maintaining a safe environment is early intervention. Remember what you learned in Module 2 about signs of intoxication, especially in relation to the combined use of alcohol and other intoxicants, such as cannabis. Learn to recognize these behaviours, and consider how you might slow down service of alcoholic beverages to prevent intoxication in patrons.

A quick chat with your patrons before taking their next order can help you set the pace and tone of service. Communicate with patrons and pay attention to their drinking patterns and general demeanour.

Seek information from your coworkers about patrons and work as a team to share information about the patrons' drinking patterns. If you find that a patron is ordering or drinking rapidly, and/or consuming cannabis outside the premises, think about ways to slow down your service of alcoholic beverages. For example, you could serve only one drink at a time and wait for the patron to reorder. You could also offer non-alcoholic beverage options, or propose food options to decrease the rate of drinking.

Alcohol poisoning can occur if a patron consumes too much alcohol in a very short period of time. If this occurs, critical organs such as heart and lungs are affected and a person can lose consciousness. If you believe someone is suffering from alcohol poisoning, seek immediate assistance and call 911.

Step 2: Seek Assistance and Discontinue Service

It's important to manage intoxicated patrons in a safe and professional manner. Refusing and discontinuing service is challenging, especially when it involves new staff and regular patrons. A clearly written Establishment Policy and planned procedures can be very helpful

when effectively communicated to and understood by staff.

Here is a sample procedure for dealing with difficult situations. Remember, every situation is different. You'll likely need to adapt your approach to fit the context and your Establishment Policy.

1. Assess the situation.

Take a moment to assess the seriousness of the situation. This will help you determine the best strategy to minimize danger, disruption and any potential embarrassment that may occur. Decide if you should advise coworkers or management. They can help you determine whether your team can handle the situation or if police are needed.

2. Identify a backup coworker.

If you're about to discontinue service, find a backup team member and give them all the information relevant to the situation. Identifying a backup coworker creates a support system. Decide who will do what (for example, one of you discontinues service while the other calls for alternate transportation). The backup coworker should stand by and assist if the need arises. Your Establishment Policy should clearly state the responsibilities of each employee while performing an intervention. Review each other's responsibilities and act accordingly.

3. Create a plan to speak to the patron.

Before you speak to the patron, be prepared with information about the law and your policy and procedures, as you may be challenged. Be ready for escalating circumstances too. This is where high-quality staff training could pay off. Role-playing these difficult scenarios in advance can be really useful.

4. Execute the plan quickly, firmly and fairly.

Be as discreet as possible so as not to cause embarrassment. If the patron steps away from the table, this may be a good opportunity to approach them. If your initial private conversation proves unsuccessful, you may consider approaching a patron's tablemates. Make sure they aren't buying drinks for someone who shouldn't be served.

5. Choose your words carefully.

Stay calm and courteous. Avoid threatening statements or judgmental comments. Explain your position and responsibilities. Cite the law or your policy. Use closed statements rather than questions. Avoid arguments and do not bargain.

6. Remove alcohol.

Remove any alcohol from within the patron's reach. In a retail environment, move the bottle of liquor away from the patron and place it under the counter. In a licensed premises, remove all bottles or glasses of liquor from in front of the patron at the table or counter.

7. Defuse negative confrontations.

You can defuse negative confrontations by using "I" statements, such as "I won't be able to serve alcohol." Avoid putting the patron on the defensive. Don't use words like "drunk" or "smashed" that imply the patron is intoxicated. Friendliness, courtesy, professionalism and respect go a long way toward avoiding negative confrontations. Patrons will be more likely to cooperate if they feel they are being helped, rather than being accused.

8. Listen and empathize.

Acknowledge the patron's anger, frustration and disappointment. Share regret about not being able to serve them any more alcohol and express your concern for the patron's safety.

9. Be prepared to help the patron if necessary.

Depending on their degree of intoxication, your patron may require assistance. If they have lost coordination they may bump into furniture or fall over. You should always ask patrons if they would like your help before helping them. Meanwhile, ask your backup coworker to identify alternative forms of transportation.

10. Stay in the room.

Performing an intervention is always awkward, but stay within line of sight and earshot of the patron if possible. Busy yourself with other work until the patron's transportation arrives.

Step 3: Ensure That Patrons Arrive Home Safely

The next step after discontinuing service is to make sure intoxicated patrons are put into the care of a sober and responsible person and arrive home safely without injuring themselves or others. Remember that the patron's intoxication will last several hours and that your duty of care can potentially continue even after the patron arrives at home.

The following strategies may help you to ensure that intoxicated patrons arrive at a safe place. You should also consider developing establishment policies for managing these situations.

- If an intoxicated patron is accompanied by other patrons, enlist the support of a companion who has not been drinking to drive home
- Offer incentives to leave the group's car behind, such as free parking or a voucher for coffee in the morning
- If the patron is alone, ask them whether there is a friend or relative who can be called to get them home safely.
- Use alternative driving programs or public transit and taxis as alternate transportation arrangements
- Offer to pay for a taxi if the patron is unable or unwilling to pay for one

If an intoxicated patron still somehow manages to get in a vehicle and drive away, write down the description of the car, the licence plate number and the general direction they are travelling, then immediately call police with this information.



Stay in the room after the patron leaves the establishment and perhaps chat with other patrons who may have been affected by the service intervention. Keep an eye out for the patron who has just been ejected. Some patrons may become indignant after a little reflection, and return for further argument. You want to prevent such people from re-entering your establishment for the safety of other patrons, staff and yourself.

Make sure you communicate with your coworkers about the intervention. Tell your manager what happened. Record the incident in the logbook and try to get statements from at least two unbiased witnesses.

Forcible Ejection

Sometimes an intoxicated patron might refuse to leave the premises. If this patron is angry and possibly violent, your establishment must protect staff and other patrons from potential harm.

The following strategies may help you protect staff and other patrons. You should also consider developing policies for managing these situations.

- Let the patron know you have the authority to ask them to leave
- Ask them in a clear, concise manner to leave
- Don't rush; let the patron take a few minutes
- Consider calling the police if the patron isn't leaving



If the patron refuses to leave or poses a danger to others, you might consider if it necessary to use reasonable force[25] to remove the intoxicated patron from the premises.

Note: The use of force may result in serious legal consequences, and you are encouraged to seek further information from an employer or legal counsel.

The following strategies may help you manage the situation:

- Don't escalate the situation by antagonizing the patron
- Be calm and use a non-threatening tone of voice
- Don't attempt to injure; hold the patron and walk them out
- Only do what is necessary to protect yourself and others if the patron is attacking you or other patrons
- If there is any reason to suspect that patrons may become involved in violence or hostilities outside the establishment after they are ejected, stagger removals in time and carry them out in different areas to minimize the risk of further or continuing violence.

Every licensed establishment should have a written policy on what to do when a patron refuses to leave. All such incidents should be written into the incident report logbook immediately after the incident has been resolved.

Reflection

Think about your workplace.

- Are all staff aware of your Establishment Policy regarding steps for discontinuing service to an intoxicated patron?
- What type of situations with intoxicated patrons result in the most problems?
- Have you practised effective dialogues for discontinuing service?
- What alternate transportation options are available in your neighbourhood?

[25] If you must use force to eject a patron from the premises, make sure that you're only using the minimum force necessary to get the job done safely. Any force that results in injury could leave both the staff member and the establishment open to legal action. Given the serious consequences that may arise, you are encouraged to seek further information from an employer or legal counsel.

Review and Application

Review Questions

Question #1

What are the three components of an effective RBS program?

Select all that apply.

a. A professional environment
b. Coordinated teamwork
c. Exciting entertainment
d. Intervention strategies

Question #2

Why is a written Establishment Policy important?

Select all that apply.

a. It can facilitate responsible beverage service.
b. It is required by B.C. liquor control law and regulation.
c. It supports the safety of patrons.
d. It can help protect your establishment from lawsuits.

Question #3

You've been working at this bar for a few years and know most of the regular patrons. A patron who usually comes in with his pool team has come into the bar alone, and doesn't seem as sociable as usual. He's not seated in your section. What should you do?

Select the best option.

a. Respect the patron's privacy and take no further notice.
b. Send the patron a free drink to help him cheer up.
c. Tell the person controlling the door that the rest of the team will arrive soon.
d. Tell the server in that section what you've observed.

Question #4

An intoxicated patron sitting with friends is creating a disturbance and refuses your polite, but firm request that she leave the premises. What should you do?

Select the best option.

a. Notify a co-worker for back-up.
b. Call the bouncer at the door and have the patron ejected from the premises.
c. Tell all of the patron's friends that the patron is drunk and they should make sure she gets home safely.
d. Take steps to slow down liquor service to her.

Check your answers on p. 102.

Scenario

Frank is nearing the end of his shift at the liquor store, when he sees a young patron walk in. She looks around the store, then grabs a mickey of peach schnapps. She seems nervous as she approaches the counter.

FRANK: Hi there—how are you today?

PATRON: Pretty good. [SETS THE MICKEY DOWN ON THE COUNTER] How are you?

FRANK: I'm well—thanks. Listen, you look pretty young. Can I see some ID?

PATRON: [AVOIDING EYE CONTACT] Okay.

She hands over a piece of ID. Frank takes it, but doesn't look at it.

FRANK: I'll need to see a second piece of ID.

PATRON: Umm—well, I don't really have anything else.

Frank looks at the single piece of ID in his hand, which gives an age of 19. He has a decision to make. Should he accept this ID as sufficient proof of age or refuse the sale?

FRANK: I'm sorry. I can't sell you alcohol unless I see two pieces of ID.

PATRON: [UPSET] Seriously? Ugh. Whatever.

The patron leaves. Frank is confident that he made the right decision, especially when he looks out the window to the parking lot and sees her rejoining a couple of even younger-looking girls.

Now, this is interesting! A young man is walking toward the store, but the girls stop him and it looks like they're giving him money.

He enters the store and grabs a case of beer and a mickey of peach schnapps. He approaches the counter and places the liquor on the counter.

What should Frank say? Should he play it cool and ask for ID? Or does he need to refuse a sale for the second time this evening?

FRANK: I saw you speaking with and accepting money from those two girls outside. Are you planning to buy this alcohol for them?

YOUNG MAN: [AWKWARDLY LOOKING AWAY] No. This alcohol is for me. [FRUSTRATED] Can you even ask that?

FRANK: I'm sorry. I can't sell this alcohol to you—I could lose my job.

YOUNG MAN: Whatever—I'm going somewhere else.

He stomps out of the store. Frank watches through the window as the young man shakes his head and hands the money back to one of the girls. Disappointed, she and her friends walk away.

Once again, Frank made the right decision. He had reason to believe that man intended to purchase alcohol for minors, and so he rightly refused the sale.

Recap

By providing a professional environment, working as a team and implementing planned intervention strategies, you can prevent patrons from becoming intoxicated and reduce the risk of alcohol-related problems.

10 tips for implementing an effective RBS program:

1. **Educate staff on the effects of alcohol.**

   Review the concept of the standard drink. Review the typical signs of intoxication and the concept of blood alcohol concentration. Dispel myths regarding sobering up.

2. **Explain potential liability issues.**

   Ensure staff understand the potential for legal liability and repercussions of over-service. Have a bound incident logbook for each beverage-serving outlet. Complete an incident report with all required details immediately after an incident. Promptly contribute your observations to the incident logbook.

3. **Promote your Establishment Policy.**

   Post your policies at the door, and at all beverage service outlets. Menus, table tent cards and prominently displayed signage can be tactfully worded to let patrons know that your establishment does not serve to the point of intoxication. A visible and written show of policy will help staff with enforcement. The Policy also acts as a reference point in the event of a misunderstanding between staff and patrons.

4. **Establish patron rapport.**

   Assess each patron's sobriety upon arrival. An initial greeting is a simple sign of hospitality and is useful in making a quick assessment. Use this opportunity to determine the nature of the patron's visit. A celebration, stag or birthday party may foster overindulgence.

5. **Offer refreshing alternatives to alcohol.**

   Servers should promote alcohol-free alternatives actively, especially in support of a designated driver program, and should routinely provide and fill water glasses for all patrons. Menus, promotions and specials can include alcohol-free drinks.

6. **Promote your menu.**

   Have low-cost food specials available and actively promote them. Offer discounts or attractive pricing on food items later in the evening. Feature items that encourage a balanced meal.

7. **Suggest alternative activities.**

   Provide entertainment, games or other diversions for patrons to enjoy while visiting your establishment. Offer these activities free or at low cost to encourage participation.

8. **Monitor the pace of alcohol consumption.**

   Discourage large portions or multiple servings. Consider encouraging the service of one standard drink at a time. Remember, you must follow the maximum serving requirements.

9. **Actively discourage excessive drinking.**

   In general, avoid promotions that encourage excessive alcohol consumption or multiple portions. Discourage large orders near closing time.

10. **Maintain open lines of communication and visible manager support.**

    Monitor the room constantly, paying especially close attention to corners, booths, dark areas or other areas that are not in plain sight. Watch for noticeable changes in patron behaviour. Communicate with staff (servers, bartenders, managers) about any potential problem patrons. Have a visible manager or supervisor on the floor at all times.



Congratulations! You've reached the end of this module!

Module 4

Scenarios



In this final module, you will see how two staff members, Steven and Christie, comply with the law, identify and deal with signs of intoxication and follow an effective RBS system at their establishment.

Scenario #1

Tory, Jessica and Clark have just been seated in a cozy corner booth. They look up from their menus as Christie approaches their table.

CHRISTIE: Good evening! I'm Christie—I'll be your server tonight. How are you all doing?

TORY: It's been a long week, but I'm good now! Can we get a pitcher of lager?

CHRISTIE: For sure! Anything else?

JESSICA: Maybe just some waters, too.

CHRISTIE: Got it. I'll be right back with your order.

Christie collects their menus and heads over to the bar to get their drinks.

Forty-five minutes later, Christie approaches the table—the beer pitcher is empty and the patrons' glasses are close to empty too.

CHRISTIE: Can I get you folks another jug?

TORY: Yes, please—we're just going to go for a quick smoke first. We'll be back in a few.

CHRISTIE: Okay, we have a smoking area out back.

CLARK: Thanks.

The three friends slide out of the booth and head for the back door.

When they come back, they start in on another pitcher. About an hour later, Steven passes by their table. Although they're drinking slowly, they're talking and laughing loudly. Steven raises an eyebrow as he catches a strong whiff of cannabis.

Steven goes over to Christie, who's by the bar, loading drinks onto a tray.

STEVEN: Hey Christie—I just walked by the patrons at table 12. They reek of cannabis—I think they're pretty intoxicated.

CHRISTIE: Thanks for the tip, Steve. I'll go check on them.

Christie approaches the table.

CHRISTIE: Hi guys. How's everyone doing?

CLARK: Getting better by the minute. More beer, please!

All three patrons start to laugh for no reason.

Christie has a decision to make. Should she bring them another pitcher? Or maybe she should bring the menus back and suggest they order some food instead. That will counteract their intoxication—right? No, if they're already intoxicated, they can't stay.

CHRISTIE: I know you guys are just having a good time but you're clearly exhibiting signs of intoxication. I'm sorry, but I'm going to have to cut your night short and ask you to leave.

CLARK [CONFUSED]: Wait—what? What do you mean?

CHRISTIE: It's against the law for me to allow intoxicated persons to stay in the establishment. Again, I'm sorry. Can I call you a cab?

TORY: Uh, I guess so...[TURNS TO FRIENDS] Shall we move this party to my place?

Clark and Jessica agree, and the three of them clumsily head towards the main doors.

Scenario #2

Cody is a regular at this pub. Tonight, he's obviously intoxicated—stumbling around the gaming area and disturbing a couple playing a free-throw game. They give Cody a dirty look and move away from him.

CODY: What? You're too good for me?!? Whatever...

Over at the bar, Steven and Christie have a quick chat.

CHRISTIE: Cody is clearly intoxicated—I don't know how he got there so fast.

STEVEN: Yeah—but at least he's not a mean drunk. I kinda like the guy! Let's just keep an eye on him for now.

CHRISTIE [SHRUGS]: I know you like him, but there are rules for a reason. Do what you want, but if things get out of hand, that's on you.

Steven has a decision to make. Should he intervene now, or see how things play out?

Ten minutes later, Steven glances in Cody's direction. He sees that Cody has made his way back over to the same couple as before, and is trying to take their ball. This time, the gamers have had enough. One of them steps forward threateningly. Steven shakes his head. He made a bad call. He rushes over to defuse the situation.

STEVEN: Hey Cody. Come over here. How are you feeling?

CODY: Oh—hey. I'm alright. But these two think they're better than me.

STEVEN: I don't know if that's the case—but listen, I think it's time to get you home.

CODY: What? Why? I'm not even that drunk. I'm good!

STEVEN: I know you're good but you've had quite a few to drink and it seems like you're intoxicated. By law, I'm not actually allowed to let you stay—I could get fired if I do. Can I call you a cab?

CODY: [SIGHS] Alright—I'm getting tired anyways.

STEVEN: Thanks for understanding.

Cody takes a seat near the entrance. Ten minutes later, Steven approaches him.

STEVEN: Hey Cody. The cab's here. Have a good night.

CODY: Thank you. You too.

It doesn't matter if you know the person or not—allowing an intoxicated person to remain in a licensed establishment is illegal. In this case it might have even led to a fight, if Steven had let him stay any longer.

Scenario #3

Dean and Terry sit down at the bar—both decked out in Vancouver Canucks jerseys.

DEAN: Man, it's a big game tonight. We need the win!

TERRY: I know—we're on fire! The boys got this one tonight.

Steven approaches from behind the bar.

STEVEN: Dean! Terry! How ya fellas doing tonight?

DEAN: Steven! Glad you're working tonight.

TERRY: What up, Stevo?

STEVEN: I'm well—what are you guys having?

DEAN: We'll do a pitcher of lager.

STEVEN: You got it!

Thirty minutes later, both men are intently staring at the T.V., each with a full glass of beer in front of him. Suddenly, the bar erupts with cheers. A goal!

TERRY: Wooooo!

DEAN: What a shot!

TERRY: Steven! We got one! Two shots of whiskey, please! Hell, give us four!

Steven has a decision to make. Should he give them the four shots that Terry is asking for? He looks at their beers. No—that would be over-service.

STEVEN: I can't do four—you guys still have full beers in front of you.

TERRY: Uh oh—the fun police is here.

DEAN: Ah, that's fine. One shot each will do.

STEVEN: Thanks, guys. Coming right up.

Two hours later, the game is done. Dean and Terry stand up and start putting on their jackets.

TERRY: The boys did it again—what a win!

DEAN: Playoffs—here we come! Steven, can we get our bill?

STEVEN: Sure thing, Dean. Hey, how are you two getting home?

TERRY: I'm good to drive—I didn't drink that much.

STEVEN: Dude, while you've been keeping tabs on the score, I've been keeping tabs on your drinks... you've had enough to push you over the legal limit to drive safely.

TERRY: Come off it, Stevo. I'm fine—trust me.

What should Steven do? Let them go? Or be the "bad guy"?

STEVEN: Sorry bud—you're not safe to drive. If you drive, I'll have to call the cops and that will wreck everyone's night!

TERRY: (FRUSTRATED) Are you serious, Steve?

STEVEN: Totally serious. Please let me call you guys a cab.

DEAN: Terry—he's probably right. Let's just get a taxi.

TERRY: (A LITTLE LESS FRUSTRATED) Ah, fine. Book it—I'll get my car in the morning.

STEVEN: Thanks guys. Terry, when you pick your car up in the morning, I'll make sure you get a coffee—free of charge.

TERRY: (SMILES) Thanks, Stevo—don't forget the Baileys!

The three of them laugh. Steven is relieved that he didn't have to actually call the police—but even if he had, it would have been worth it. Calling the police would be way better than living with the potentially fatal consequences of letting an impaired driver on the streets.



Congratulations! You've reached the end of this module!

Appendix A: Answers to Module Questions

Module 1

p. 9: Consuming alcohol is illegal when underage, and is risky when pregnant, consuming other drugs, or planning to operate a motor vehicle. Even combining alcohol with energy drinks can be dangerous, since energy drinks can mask feelings of intoxication, making people feel less drunk than they really are.

p. 11: Updated research shows that even a small amount of alcohol can be damaging to health. According to Canada's Guidance on Alcohol and Health, a limit of 1 to 2 standard drinks per week will likely avoid alcohol related consequences.

p. 15: **R, G, R, P, G.** The law states that you cannot allow any patrons to enter the bar after liquor service has ended, and you must ensure all patrons have left the bar within 30 minutes of ending liquor service. Reminding patrons that they must leave soon is a good practice. The bar probably has its own procedures for closing business for the day, and cashing out and signing a time sheet may be included. However, even though there are no patrons in the bar, at 2:45 am you are still on shift, and are therefore prohibited by law from consuming alcohol.

p. 17: **No**, the pub doesn't need to find and book a different band. The drummer is an entertainer and therefore may be employed in the pub, even though she is a minor. However, she cannot be served or consume any alcohol.

p. 19: Licensees/permittees, managers and staff have a duty of care to the patrons in **all** these situations. Duty of care may also extend beyond their patrons, to include persons with whom the patron comes into contact.

p. 21: Your duty of care may require that you **call a taxi** if there is doubt about whether an intoxicated patron has a safe ride home, and **watch that patron get into the taxi and leave the premises.** Remember, the actions you may be required to take to meet your duty of care will depend on the situation. Given the serious consequences that may arise if these responsibilities are not exercised properly, you may wish to seek further information from an employer or legal counsel.

p. 26: In addition to a clear photo of the patron, acceptable primary ID must be **government issued** and include the patron's **date of birth**.

p. 27: The fake ID has these clues:

- "DRIVER'S LICENSE" should be spelled "DRIVER'S LICENCE"
- B.C. driver's licences must have a B.C. address, but this address is from Saskatchewan
- The year of birth should be printed over the bottom of the small photo on the right
- The word "and" at the top of the card should be lowercase and italicized

Review Questions

1. The correct options are **a, d, e, f and g**. The responsibilities of people who run and serve liquor in licensed establishments can be found in the B.C. *Liquor Control and Licensing Act*, Liquor Control and Licensing Regulation, the terms and conditions attached to liquor licences, and the terms and conditions handbooks. In addition, the B.C. Human Rights Code provides information so that licensees/permittees, managers, and staff can protect patrons from all forms of human discrimination.

   The B.C. Wine Institute is a communication and advocacy group for the B.C. wine industry. The Controlled Drugs and Substances Act is federal legislation concerning substances that are generally not available to the public without specific authorization.

2. The statement is **false**. Duty of care may extend outside the licensed establishment—licensees, managers and servers have a responsibility to ensure an intoxicated patron arrives safely at their destination.

3. The correct options are **a, c, d, e and f**. Providing a safe environment, preventing patrons from harming other people (including outside your premises), monitoring consumption of alcohol and other intoxicants, recognizing a patron's level of intoxication, and ensuring intoxicated patrons get home safely may fall under your duty of care.

   Recommending an appropriate wine and making sure everyone has a good time may be part of someone's employment responsibilities, but are not required under duty of care.

4. The following are **acceptable as primary or secondary ID:**
   - An expired driver's licence
   - A Canadian passport
   - A Certificate of Indian Status
   - A driver's licence from any jurisdiction

   A credit card is acceptable as **secondary ID only**. A credit card is acceptable as secondary ID only. University and college ID cards are acceptable only as secondary ID.

5. The correct answer is **c**. If you have any concerns about the authenticity of the ID, you must refuse service. However, you must do so in a way that doesn't embarrass the patron, so the call to the police is unnecessary.
6. This statement is **false**. According to the law, if the patron cannot pay his share of the damages, the bar must assume the entire cost. Even though the bar was found only 50% liable for the car wrecks, it might have to pay 100% of the damages.

Module 2

p. 41: The correct answers are **a, b, a, a.**

p. 47: Patron A, who's breathing rapidly, could be using alcohol and cocaine—and might be suffering from respiratory failure. Patron B with bluish-coloured skin might be using narcotic pain relievers or heroin. Patron C's impairment appears to be intensified—their lack of coordination and motor skills could be due to the co-use of alcohol and cannabis. Patron D on the stage is binge drinking and engaging in dangerous behaviour—they could have mixed alcohol with energy drinks.

p. 48: This statement is **true**. In B.C., police officers can enforce administrative and monetary penalties against a driver with a BAC of 0.05% or above.

p. 53: According to the chart, Martin's BAC is at about **0.07**.

	Time	1 Hour					2 Hours					3 Hours					4 Hours				
	Drinks	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Male	120 lbs	.01	.04	.07	.10	.13	.00	.03	.06	.08	.11	.00	.01	.04	.07	.10	.00	.00	.03	.05	.08
	130 lbs	.01	.04	.07	.10	.12	.00	.03	.05	.08	.11	.00	.01	.04	.07	.09	.00	.00	.02	.05	.07
	140 lbs	.01	.04	.06	.09	.12	.00	.02	.04	.07	.10	.00	.01	.03	.06	.09	.00	.00	.02	.04	.07
	150 lbs	.01	.04	.06	.09	.11	.00	.02	.04	.07	.10	.00	.01	.03	.06	.08	.00	.00	.02	.04	.07
	160 lbs	.01	.03	.06	.08	.11	.00	.02	.04	.07	.09	.00	.00	.03	.05	.07	.00	.00	.01	.04	.06
	170 lbs	.01	.03	.06	.08	.10	.00	.02	.04	.07	.09	.00	.00	.03	.05	.07	.00	.00	.01	.04	.06
	180 lbs	.01	.03	.05	.07	.10	.00	.02	.04	.06	.09	.00	.00	.02	.04	.07	.00	.00	.01	.03	.06
	190 lbs	.01	.03	.05	.07	.10	.00	.01	.04	.06	.08	.00	.00	.02	.04	.07	.00	.00	.01	.03	.05
	200 lbs	.01	.03	.04	.07	.09	.00	.01	.03	.06	.07	.00	.00	.02	.04	.06	.00	.00	.00	.03	.04
	210 lbs	.01	.03	.04	.07	.09	.00	.01	.03	.05	.07	.00	.00	.02	.04	.06	.00	.00	.00	.02	.04
	220 lbs	.01	.03	.04	.07	.09	.00	.01	.03	.05	.07	.00	.00	.02	.04	.06	.00	.00	.00	.02	.04
	230 lbs	.00	.02	.04	.06	.08	.00	.01	.03	.04	.07	.00	.00	.01	.03	.05	.00	.00	.00	.02	.04
	240 lbs	.00	.02	.04	.06	.08	.00	.01	.03	.04	.07	.00	.00	.01	.03	.05	.00	.00	.00	.02	.04
	250 lbs	.00	.02	.04	.06	.07	.00	.01	.03	.04	.06	.00	.00	.01	.03	.04	.00	.00	.00	.01	.03
	260 lbs	.00	.02	.04	.06	.07	.00	.01	.02	.04	.06	.00	.00	.01	.03	.04	.00	.00	.00	.01	.03
	270 lbs	.00	.02	.04	.06	.07	.00	.01	02	.04	.06	.00	.00	.01	.03	.04	.00	.00	.00	.01	.03

p. 54: According to the chart, Sylvia's BAC is at about **0.07**.

	Time	1 Hour					2 Hours					3 Hours					4 Hours				
	Drinks	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Female	90 lbs	.03	.07	.11	.15	.20	.01	.05	.10	.14	.18	.00	.04	.08	.12	.17	.00	.02	.07	.11	.15
	100 lbs	.03	.07	.11	.15	.19	.01	.05	.09	.13	.17	.00	.04	.07	.12	.16	.00	.02	.06	.10	.14
	110 lbs	.02	.06	.10	.14	.18	.01	.04	.09	.12	.16	.00	.03	.07	.11	.15	.00	.02	.06	.09	.13
	120 lbs	.02	.06	.10	.13	.17	.01	.04	.08	.12	.16	.00	.03	.07	.10	.14	.00	.01	.05	.09	.13
	130 lbs	.02	.06	.09	.13	.16	.01	.04	.07	.11	.15	.00	.03	.06	.10	.13	.00	.01	.04	.08	.12
	140 lbs	.02	.05	.09	.12	.16	.00	.04	.07	.11	.14	.00	.02	.06	.09	.13	.00	.01	.04	.07	.11
	150 lbs	.02	.05	.08	.12	.15	.00	.04	.07	.10	.14	.00	.02	.05	.09	.12	.00	.01	.04	.07	.11
	160 lbs	.02	.04	.08	.11	.15	.00	.03	.07	.10	.13	.00	.02	.05	.08	.12	.00	.00	.04	.07	.10
	170 lbs	.02	.04	.07	.11	.14	.00	.03	.06	.09	.13	.00	.02	.04	.07	.11	.00	.00	.03	.06	.10
	180 lbs	.02	.04	.07	.11	.14	.00	.03	.06	.09	.12	.00	.02	.04	.07	.11	.00	.00	.03	.06	.09
	190 lbs	.01	.04	.07	.10	.13	.00	.03	.06	.09	.12	.00	.01	.04	.07	.10	.00	.00	.03	.06	.09
	200 lbs	.01	.04	.07	.10	.13	.00	.03	.06	.08	.11	.00	.01	.04	.07	.10	.00	.00	.03	.05	.08
	210 lbs	.01	.04	.07	.10	.12	.00	.03	.05	.08	.11	.00	.01	.04	.07	.09	.00	.00	.02	.05	.07
	220 lbs	.01	.04	.07	.09	.12	.00	.02	.05	.07	.10	.00	.01	.04	.06	.09	.00	.00	.02	.04	.07
	230 lbs	.01	.04	.06	.09	.12	.00	.02	.04	.07	.10	.00	.01	.03	.06	.09	.00	.00	.02	.04	.07
	240 lbs	.01	.04	.06	.09	.11	.00	.02	.04	.07	.10	.00	.01	.03	.06	.08	.00	.00	.02	.04	.07

Review Questions

1. The correct options are **b and d**. By law, no one in B.C. is allowed to sell or serve alcohol to a patron who is intoxicated or appears to be intoxicated. The phrase "appears to be intoxicated" places a great deal of responsibility on you to judge when a patron is approaching intoxication or is already intoxicated.

   You can serve a patron who has had more than two drinks, but you should closely monitor their behavior to make sure they don't become intoxicated. You can serve a patron who drove to your establishment, but you cannot allow them to drive if they become intoxicated.

2. The correct answers are **T, F, T, T, F, F and T.**

   Increasing the number of drinks consumed in a given time period will speed up the rate of intoxication; females typically become intoxicated faster than males; older people typically become intoxicated faster than younger people, and people can develop a higher tolerance to alcohol, and require higher quantities of alcohol to show visible signs of intoxication.

   Eating a full meal will actually decrease intoxication; fatigue and stress make a

person more susceptible to the effects of alcohol; and at the same weight, a person with more body fat generally becomes intoxicated faster than a person with more muscle.

3. The correct answer is **b**. There is only one way to sober up—and that's time. Cold showers, drinking coffee and dancing will not sober up an intoxicated person faster.

4. **No.** You must not serve alcohol to a person who is intoxicated or **appears to be intoxicated.** You must stop service and have the patron removed from the premises, ensuring that they depart safely.

5. A standard drink is any drink that contains 0.6 ounces of pure alcohol. The glass of beer is **one standard drink** (12 oz x 0.05 = 0.60 oz). The rum and coke (2 oz x 0.40 = 0.80 oz) and the glass of wine (5 oz x 0.15 = 0.75 oz) are **more** than a standard drink. The shot of soju (2 oz x 0.20 = 0.40 oz) is **less** than a standard drink.

Module 3

p. 62: The correct options are **a, b and c**. The Policy should be written down. You need to make sure that all staff have read and understood the Policy, and getting them to sign it is a good way of doing this. The Policy should address how to manage patrons who are co-using alcohol and other drugs (whether legal or illegal), even if patrons do not use drugs on your premises. While there are general principles in these Policies that can be useful in different situations, every licensed establishment is unique and will likely need a unique Policy.

p. 65: Here are the correct matches:

"I'll keep your drink behind the bar for you while you're in the washroom." **- Prevent spiking drinks**

"I highly recommend our honey garlic wings. They're the best in the city." **- Actively promote food**

"Our soft drinks are free of charge for your table's designated driver." **- Provide good value beverage alternatives**

p. 65: The correct answer is **a**. The main goal of an RBS program like Serving It Right is to reduce alcohol-related harms. Liquor service in B.C. is controlled by legislation and regulation, not RBS programs. While RBS may enhance any bar or restaurant, that's not the main goal. Likewise, properly trained staff are an essential part of responsible beverage service, but the goal of RBS goes beyond that.

p. 71: The correct options are **a, c and d**. Minors may have difficulty maintaining eye contact during ordering. They may be unsure and order what everyone else in the group is having. Focus on your patrons and try to read their body language. Do they look indecisive and appear like they have something to hide?

Review Questions

1. The correct options are **a, b and d**. The three components of an effective RBS program are a professional environment, coordinated teamwork and intervention strategies. Exciting entertainment isn't necessary.

2. The correct options are **a, c and d**. A written Establishment Policy is not required by law, but it supports the safety of patrons and may help protect your establishment from lawsuits. When properly communicated and enforced, the Establishment Policy is a tool that can help staff provide responsible beverage service.

3. The correct answer is **d**. You should practise coordinated teamwork by telling the server in that section what you've observed. It could help the server assess the patron and deliver responsible beverage service.

4. The correct answer is **a**. Notify a co-worker for back-up. They can help you arrange for assistance to help the patron get home safely. Ejecting the patron from the premises may place her and others at risk. Telling the patron's friends about her intoxication does not respect the patron's privacy, although a sober companion may be a possibility to explore for a safe ride home. The patron is already intoxicated—that's why you're asking her to leave—so slowing down liquor service is no longer an option. She must not be served any more liquor before leaving the premises.

Appendix B: Canada's Guidance on Alcohol and Health

A recent study funded by Health Canada, Canada's Guidance on Alcohol and Health, provides people living in Canada with information on health risks as they relate to alcohol consumption. Drinking is a personal choice. If you choose to drink, this guidance can help you decide when, where, why and how.

Low-risk drinking helps to promote a culture of moderation and supports healthy lifestyles.

Safer drinking tips

- Set limits for yourself and stick to them.
- Drink slowly.
- For every drink of alcohol, have one non-alcoholic drink.
- Eat before and while you are drinking.
- Always consider your age, body weight and health problems that might suggest lower limits.

For these guidelines, "a drink" means:

- Beer 341 ml (12 oz.) 5% alcohol content
- Cider/Cooler 341 ml (12 oz.) 5% alcohol content
- Wine 142 ml (5 oz.) 12% alcohol content
- Distilled Alcohol (rye, gin, rum, etc.) 43 ml (1.5 oz.) 40% alcohol content

Your limits

These guidelines suggest to reduce your long-term health risks by drinking no more than 2 drinks a week. This is a reduction from the 2011 guidelines, which suggested:

- 10 drinks a week for women, with no more than 2 drinks a day most day
- 15 drinks a week for men, with no more than 3 drinks a day most days

Plan non-drinking days every week to avoid developing a habit, and plan to drink in a safe environment.

When zero's the limit

Do not drink when you are:

- driving a vehicle or using machinery and tools
- taking medicine or other drugs that interact with alcohol
- doing any kind of dangerous physical activity
- living with mental or physical health problems
- living with alcohol dependence
- pregnant or planning to be pregnant
- responsible for the safety of others
- making important decisions

Pregnant? Zero is safest

If you are pregnant or planning to become pregnant, or about to breastfeed, the safest choice is to drink no alcohol at all.

Delay your drinking

Alcohol can harm the way the body and brain develop. Alcohol use is also a leading behavioural risk factor for youth and young adults.

Source: Canadian Centre on Substance Abuse

The Canadian Centre on Substance Abuse changes lives by bringing people and knowledge together to reduce the harm of alcohol and other drugs on society. We partner with public, private and non-governmental organizations to improve the health and safety of Canadians.

Visit the website to find out more: www.ccsa.ca

Appendix C: Legal Case Studies

Picka v. Porter and the Royal Canadian Legion (1980, Ontario Court of Appeal)

The circumstances:

Porter ran a stop sign and hit the plaintiff's car, killing three people and injuring two others. Based on his blood alcohol concentration, it was established that Porter had consumed approximately 10 bottles of beer over a five-hour period at the Legion. The beer was served from behind a partition, in circumstances in which the bartender could not observe the patrons' condition or determine how much alcohol any patron had consumed. The plaintiffs sued both Porter and the Legion.

The decision:

The Legion contended that since the bartender was unaware of Porter's intoxicated condition, it could not be held liable. The court rejected this argument, concluding that a licensee could not absolve themselves of liability by adopting serving practices that made it difficult to determine a patron's sobriety. The Legion was held liable even though the bartender had no actual knowledge of his intoxication and had not ejected him. Porter was held 85% at fault and the Legion was held 15% at fault.

The lesson:

A licensee must conduct their business in a way that allows them to monitor its patrons' consumption and behaviour so that the licensee knows when to suspend service and/or make arrangements to get an at-risk patron home safely.

2009355 Ontario Inc. (Copperfields Restaurant) (Re) (2008, Ontario Alcohol and Gaming Commission of Ontario)

The circumstances:

Undercover officers at a restaurant/bar smelled cannabis on a group of patrons. They also observed the patrons consuming cannabis outside on the restaurant's patio and appearing visibly intoxicated. Nevertheless, the patrons continued to be served alcohol through the night.

The decision:

The commission found the restaurant liable on the basis that the undercover officers observed the patrons using cannabis outside on the restaurant's patio and smelled of cannabis, yet they continued to be served. The commission found that the establishment had a duty to monitor their patrons for intoxication through the premises and to oversee their activities as such, inside and outside the licensed areas.

The lesson:

It may be necessary to monitor for patrons consuming other intoxicants such as cannabis when they leave the premises temporarily. Co-use of alcohol with other drugs, including cannabis, can produce a more "intensified" intoxication compared to either one alone. It is important to monitor your patrons' consumption of alcohol and other drugs to assess for intoxication and whether to continue serving them.

Niblock v. Pacific National Exhibition (1981, B.C. Supreme Court)

The circumstances:

An intoxicated patron fell over a low railing on a high staircase and was seriously injured. The railing was lower than what was called for in the applicable building bylaw. The P.N.E. argued that there had been no previous problems with the railings and that the accident was due solely to the plaintiff's self-induced intoxication.

The decision:

The P.N.E. was liable. The court found that the low railing was more dangerous than no railing at all because it could cause a trip and a head-first fall. The P.N.E. had to anticipate that many of its attendees would be careless because of the festive atmosphere and some could be expected to be drinking. In holding the P.N.E. liable, the court emphasized that the premises had to be reasonably safe for not only the sober but also for the intoxicated.

The lesson:

The duty to prevent harm from over-service of alcohol is combined with a duty to make the premises reasonably safe for members of the public that will be entering those premises. Conditions that might not be a hazard to a well-balanced, sober person may indeed pose a hazard to someone who has had too much to drink.

Crocker v. Sundance Northwest Resorts Ltd. (1988, Supreme Court of Canada)

The circumstances:

A patron of a ski resort who had entered a tubing race was seriously injured in an accident on the hill. The patron had consumed a large amount of his own alcohol on the day of the race and was also served several drinks by the resort while wearing markings that identified him as a contestant. The patron was visibly drunk at the time of the race. The manager of the resort suggested to the patron that he not take part in the race due to his condition. The patron insisted, however, and the manager made no further efforts to stop him.

The decision:

The resort had set up an inherently dangerous competition during which it served alcohol. That triggered a special relationship between itself and its patrons. This relationship gave rise to a duty to take all reasonable steps to ensure that no one participated while intoxicated.

The lesson:

The lesson to take from these cases is that a licensee must take care to see that conduct on the premises does not result in harm to patrons. The service of alcohol may cause some patrons to behave in a reckless manner. In those cases, the licensee's duty is to prevent reckless activity where it could reasonably bring harm to patrons. With respect to

activities organized by the licensee, care must be taken to see that such activities are not hazardous or, if they carry some risk of injury, that intoxicated patrons are not allowed to participate.

Hartley v. RCM Management Ltd. (2010, B.C. Supreme Court)

The circumstances:

The plaintiff was at a nightclub and one of his friends accidently bumped into another patron. The two then began to push and yell at each other in a forceful and aggressive manner. This behaviour went on for at least two minutes. The plaintiff's friend was eventually struck by a bottle so the plaintiff intervened to assist his friend. The plaintiff was then struck and injured by another unidentified patron.

The decision:

The court held that because an altercation involving yelling and forceful pushing was underway for more than two minutes before the plaintiff was injured, the nightclub staff should have been aware that an outbreak of violence was likely. The failure of the security staff to intervene and break up the altercation before it escalated was a breach of the nightclub's obligations under the Occupiers' Liability Act.

The lesson:

If a commercial host has reason to believe that an assault is imminent or that a fight is underway, then there is a general obligation to take reasonable steps to intervene and prevent harm to patrons. However, some courts have noted that bar staff are not obliged to risk injury to themselves by attempting to break up a fight that has gone out of control.

Appendix D: Enhanced Security Features of the British Columbia Driver's Licence and Services Card

Some of the enhanced security features of the British Columbia Driver's Licence and Services Card include

- **An optical variable device –** a stamped, holographic foil featuring a whale, the provincial coat of arms and the provincial logo
- **Micro and rainbow printing –** a printing that is visible only under a magnifying glass and written in a unique pattern
- **Ultraviolet designs –** these designs only appear under a black light
- **A magnetic stripe –** this stripe contains the same information as printed on the identification card. Card readers are available to scan this information
- **Barcodes –** these codes cannot be altered and unique numbers are assigned to each card
- **Laser engraving and raising of features –** the cardholder's image and signature are tactile and discourage counterfeiting
- **Ghosted images –** the cardholder's image is "ghosted" at a different depth from the primary photo
- **Polycarbonate cardstock –** these are more tamper-resistant and durable than plastic-laminated cards; they make a tinny or metallic sound when dropped
- **Elaborate graphic designs –** a B.C. mountain range, the Steeples and the Kootenay River are featured on the B.C. Driver's Licence. An orca appears on the B.C. Identification Card
- **Larger type –** the cards include a larger typeface to ease inspection
- **Additional text found on B.C. Learner's (L) and Novice (N) type licences –** The date the card holder will turn 19 is placed prominently to make it easy to verify legal age

Appendix E: Blood Alcohol Concentration (BAC) Charts

Important information in using this Blood Alcohol Concentration (BAC) indicator

This chart is provided for information only, as a means to estimate blood alcohol concentration (BAC). Many factors can affect a person's BAC, including amount of alcohol consumed, rate of consumption, food consumption, and factors specific to each person such as their sex, age, weight, height and metabolism.

Please note the following:

- Actual BAC may differ from the numbers on this chart.
- Impairment begins with one drink.
- It may take up to 30 minutes after the last drink of alcohol for a person to reach the highest BAC level.
- Mixing energy drinks, drugs or other medications with alcohol can increase a person's level of impairment.
- If a person's BAC is over .08, the person is considered impaired under the Criminal Code of Canada.
- If a person's BAC is .05 or over, the person is considered impaired under British Columbia's Motor Vehicle Act.
- Different drinks contain different concentrations of alcohol.
- For the purposes of this BAC indicator, one drink is approximately: 1.5 oz. Hard Liquor (40%) or 5 oz. Wine (12%) or 12 oz. Beer (5%)

Male

Time	1 Hour					2 Hours					3 Hours					4 Hours				
Drinks	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
120 lbs	.01	.04	.07	.10	.13	.00	.03	.06	.08	.11	.00	.01	.04	.07	.10	.00	.00	.03	.05	.08
130 lbs	.01	.04	.07	.10	.12	.00	.03	.05	.08	.11	.00	.01	.04	.07	.09	.00	.00	.02	.05	.07
140 lbs	.01	.04	.06	.09	.12	.00	.02	.04	.07	.10	.00	.01	.03	.06	.09	.00	.00	.02	.04	.07
150 lbs	.01	.04	.06	.09	.11	.00	.02	.04	.07	.10	.00	.01	.03	.06	.08	.00	.00	.02	.04	.07
160 lbs	.01	.03	.06	.08	.11	.00	.02	.04	.07	.09	.00	.00	.03	.05	.07	.00	.00	.01	.04	.06
170 lbs	.01	.03	.06	.08	.10	.00	.02	.04	.07	.09	.00	.00	.03	.05	.07	.00	.00	.01	.04	.06
180 lbs	.01	.03	.05	.07	.10	.00	.02	.04	.06	.09	.00	.00	.02	.04	.07	.00	.00	.01	.03	.06
190 lbs	.01	.03	.05	.07	.10	.00	.01	.04	.06	.08	.00	.00	.02	.04	.07	.00	.00	.01	.03	.05
200 lbs	.01	.03	.04	.07	.09	.00	.01	.03	.06	.07	.00	.00	.02	.04	.06	.00	.00	.00	.03	.04
210 lbs	.01	.03	.04	.07	.09	.00	.01	.03	.05	.07	.00	.00	.02	.04	.06	.00	.00	.00	.02	.04
220 lbs	.01	.03	.04	.07	.09	.00	.01	.03	.05	.07	.00	.00	.02	.04	.06	.00	.00	.00	.02	.04
230 lbs	.00	.02	.04	.06	.08	.00	.01	.03	.04	.07	.00	.00	.01	.03	.05	.00	.00	.00	.02	.04
240 lbs	.00	.02	.04	.06	.08	.00	.01	.03	.04	.07	.00	.00	.01	.03	.05	.00	.00	.00	.02	.04
250 lbs	.00	.02	.04	.06	.07	.00	.01	.03	.04	.06	.00	.00	.01	.03	.04	.00	.00	.00	.01	.03
260 lbs	.00	.02	.04	.06	.07	.00	.01	.02	.04	.06	.00	.00	.01	.03	.04	.00	.00	.00	.01	.03
270 lbs	.00	.02	.04	.06	.07	.00	.01	02	.04	.06	.00	.00	.01	.03	.04	.00	.00	.00	.01	.03

Female

Time	1 Hour					2 Hours					3 Hours					4 Hours				
Drinks	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
90 lbs	.03	.07	.11	.15	.20	.01	.05	.10	.14	.18	.00	.04	.08	.12	.17	.00	.02	.07	.11	.15
100 lbs	.03	.07	.11	.15	.19	.01	.05	.09	.13	.17	.00	.04	.07	.12	.16	.00	.02	.06	.10	.14
110 lbs	.02	.06	.10	.14	.18	.01	.04	.09	.12	.16	.00	.03	.07	.11	.15	.00	.02	.06	.09	.13
120 lbs	.02	.06	.10	.13	.17	.01	.04	.08	.12	.16	.00	.03	.07	.10	.14	.00	.01	.05	.09	.13
130 lbs	.02	.06	.09	.13	.16	.01	.04	.07	.11	.15	.00	.03	.06	.10	.13	.00	.01	.04	.08	.12
140 lbs	.02	.05	.09	.12	.16	.00	.04	.07	.11	.14	.00	.02	.06	.09	.13	.00	.01	.04	.07	.11
150 lbs	.02	.05	.08	.12	.15	.00	.04	.07	.10	.14	.00	.02	.05	.09	.12	.00	.01	.04	.07	.11
160 lbs	.02	.04	.08	.11	.15	.00	.03	.07	.10	.13	.00	.02	.05	.08	.12	.00	.00	.04	.07	.10
170 lbs	.02	.04	.07	.11	.14	.00	.03	.06	.09	.13	.00	.02	.04	.07	.11	.00	.00	.03	.06	.10
180 lbs	.02	.04	.07	.11	.14	.00	.03	.06	.09	.12	.00	.02	.04	.07	.11	.00	.00	.03	.06	.09
190 lbs	.01	.04	.07	.10	.13	.00	.03	.06	.09	.12	.00	.01	.04	.07	.10	.00	.00	.03	.06	.09
200 lbs	.01	.04	.07	.10	.13	.00	.03	.06	.08	.11	.00	.01	.04	.07	.10	.00	.00	.03	.05	.08
210 lbs	.01	.04	.07	.10	.12	.00	.03	.05	.08	.11	.00	.01	.04	.07	.09	.00	.00	.02	.05	.07
220 lbs	.01	.04	.07	.09	.12	.00	.02	.05	.07	.10	.00	.01	.04	.06	.09	.00	.00	.02	.04	.07
230 lbs	.01	.04	.06	.09	.12	.00	.02	.04	.07	.10	.00	.01	.03	.06	.09	.00	.00	.02	.04	.07
240 lbs	.01	.04	.06	.09	.11	.00	.02	.04	.07	.10	.00	.01	.03	.06	.08	.00	.00	.02	.04	.07

Appendix F: Establishment Policies

Developing an Establishment Policy

An Establishment Policy (the Policy) provides licensees, managers and staff with the procedures and practical tactics to be used in different alcohol-service situations. The Policy is not required by law, but it can help you succeed in meeting your legal obligations and providing safe, responsible liquor service.

The Policy can also help team members understand their specific roles and responsibilities for ensuring responsible beverage service. The Policy should be implemented and enforced by all personnel, including licensees, managers and staff.

Assessing risks in your establishment

You need to tailor the Policy to the specific risks and circumstances of your establishment. The following questions will help you identify and assess common risks related to liquor service which may need to be addressed in your Policy.

While reviewing the questions, think about where your current Policy may be lacking, or where it may require updating. How often do you and your staff check the Liquor and Cannabis Regulation Branch website for recent policy changes? Do your staff have a way to easily access relevant legislation and the terms and conditions for your class of licence?

Also, consider the risks that are unique to your establishment. What could you do to limit or control these risks? You may consider contacting your local liquor inspector for their perspective on the risks in your establishment.

≥ .05 Impaired
As per British Columbia's Motor Vehicle Act

≥ .08 Impaired
As per Criminal Code of Canada

Appendix G: Incident Reports

Topic	Status ✓ = OK **NP** = Need policy **UP** = Update policy
Minors	
Do your policies ensure that all patrons who look like they may be under 19 are asked for ID? For example, are staff and managers required to ask for ID from anyone who appears to be under 30 years of age?	
Do staff and managers receive regular training to recognize acceptable Primary and Secondary ID?	
Do staff and managers receive regular training to recognize fake ID?	
Do your policies help staff and managers identify when a patron may be purchasing alcohol for a minor? Do your policies advise staff and managers on how to manage these situations?	
Beverages and food	
Do you regularly review drink promotions to ensure they do not encourage excessive drinking?	
Do you regularly review drink menus, promotions and specials to ensure you provide a wide range of alcohol-free drinks?	
Do your policies require managers and staff to actively promote non-alcoholic beverages? For example, are staff and managers evaluated on their total beverage sales (rather than just sales of alcoholic beverages)?	
Do your policies encourage patrons to consume non-alcoholic beverages? For example, do you ensure non-alcoholic beverages are low-cost or free? Do you reduce prices for non-alcoholic beverages during the times of day when you anticipate busier liquor service?	
If your licence class requires you to provide hot or cold snacks, do you regularly review food menus, promotions and specials to ensure you provide a reasonable variety of snacks?	

Topic	Status ✓ = OK **NP** = Need policy **UP** = Update policy
Do your policies encourage patrons to consume food? For example, do you ensure food is low-cost or free? Do you offer reduced food prices during times when you anticipate busier liquor service?	
Do your policies require managers and staff to actively promote the consumption of food?	
Monitoring consumption	
Do you inform patrons of your policy on over-service and intoxication? For example, do you display your policies so they are visible to all patrons?	
Do staff understand they cannot sell or serve liquor to intoxicated patrons? Do they understand they cannot allow a patron to become intoxicated? Do they understand they cannot allow an intoxicated person to remain in the service area?	
Do staff and managers receive regular training to recognize the signs of intoxication?	
How do staff and managers track patrons' consumption of alcoholic beverages? For example, do your policies ensure clear communication between different points of sale? Do your policies ensure that staff and managers relay how much alcohol patrons have consumed in their section during shift changes?	
How do your policies ensure that patrons do not receive more than the maximum serving size for alcoholic beverages? For example, do your policies impose stricter limits than in the Terms & Conditions handbooks on the number of alcoholic beverages a patron may be served at any one time?	

Topic	Status ✓ = OK **NP** = Need policy **UP** = Update policy
How do your policies support staff and managers in assessing patrons for signs of intoxication as they arrive?	
Do staff and managers know how to identify signs that a patron has consumed substances which may intensify or alter the effect of alcohol?	
How do your policies support an orderly, safe closing time? For example, do you limit or stop alcohol sales thirty minutes prior to closing time?	

Creating a safe environment

Is a supervisor or manager required to be visible in your establishment at all times?	
Do you have any policies to prevent drink spiking?	
Do you have policies for staff who wish to drink alcoholic beverages on the premises after a shift?	
Do you regularly review your establishment to identify dark corners or dimly lit areas? Do your policies help to eliminate or manage these areas?	
Do you have a process for promptly repairing any fixtures, furniture, doors, etc. that may pose a hazard?	
Have you addressed all potential slip and trip hazards? For example, do you monitor consumption on dance floor areas and ensure spills are dealt with as quickly as possible? Are elevation changes (such as stairs and ramps) clear and properly lit? Do you monitor and clear snow and ice from exterior walkways and parking lot?	

Topic	Status ✓ = OK **NP** = Need policy **UP** = Update policy
Do you have policies to help ensure patrons leave your establishment and carry on to their next destination safely? For example, do you have a designated driver program? If so, how do you publicise this program to patrons? Do other policies support the program (for example, free non-alcoholic beverages for designated drivers)?	
Monitoring the door	
Do you inform patrons about your policy for refusing entry? For example, do you put up notices? Where in your establishment do you place these?	
Do you assign a staff member to monitor the door? Do your policies support this staff member to assess patrons for intoxication and refuse entry if necessary?	
Do you have policies to ensure staff are aware of your establishment's legal capacity?	
Do you have policies to ensure staff and managers accurately track the number of patrons entering your establishment?	
Do you have policies to manage the removal of a patron, or the denial of entry to a patron? For example, are staff trained in the use of appropriate language to ensure situations do not escalate?	
Do you have a process for informing staff of events in the area which may impact liquor service?	
Managing intoxicated patrons	
Do your policies ensure that another team member is available to assist in managing situations where a patron is intoxicated?	
Are staff trained in effective ways to discontinue service?	
Do you have alternate transportation options at staff's fingertips and available to patrons?	

Topic	Status ✓ = OK **NP** = Need policy **UP** = Update policy
Are your policies clear on when staff should consider calling the police?	
Training staff	
Do you provide all staff with a copy of the Establishment Policy and have them sign off on it?	
Have you given staff guidelines for recognizing intoxication? Are staff aware of the interactions between alcohol and other substances?	
Are staff trained to effectively enter information into the incident log?	
Do you have systems in place to ensure staff are continually updated on new or revised policies?	
Do you have regular, mandatory staff meetings to discuss policies and their enforcement?	

Guidelines for writing policies

Now it's time to write your policies based on what you noted on the previous pages. Your success in promoting responsible beverage service will depend on how clearly your Establishment Policy is written and communicated to your staff. Here are some guidelines to consider before you start:

- Prepare a list of all the policies you think your establishment may need.
- Write policies and procedures that are positive, simple and easy to follow.
- Get staff input on policies on an ongoing basis.
- Refer to your incident log to alert you to any areas that may need to be reviewed.

Sample Policies

Two sample formats for Establishment Policies are shown below. The first is a chart that shows one policy for the establishment, indicating who will enforce the policy and the methods of enforcement. This could be expanded into a chart containing all establishment policies.

The second sample format shows the same policy and a more extensive written procedure for that policy. This could be expanded into a written procedure for each policy needed for your establishment. Use the format that best suits your staff and establishment.

A few sample policies are included here: one on identifying minors, a second on preventing intoxicated patrons from entering the premises, and a third on refusing service to intoxicated patrons.

These samples are only guidelines. Consult your insurance company or legal counsel to ensure you have adequately addressed all risks.

Sample policy #1A: Minors

Policy	Who will Enforce	Methods of Enforcement
Minors: No one under the age of 19 will be allowed on the premises or will be served alcohol on the premises.	• Manager • Doorperson / host • Bartender • Server	• Ask for two pieces of ID from anyone who looks under the age of 30. • Compare ID to samples of acceptable forms such as valid BC Services Card, driver's licence, passport, or B.C. Identification Card. • Check for alterations to ID by feeling and observing—use a flashlight from behind. • Compare signature of patron to the signature on the ID. • Ask astrological sign. People memorize false birthdates but often will not know the corresponding zodiac sign. • Ask the patron to leave if you suspect the ID is invalid or false. Be polite but authoritative.

Sample policy #1B: Minors

Policy: ID Underage Patrons

Policy Statement:

No one under the age of 19 will be allowed on the premises or will be served alcohol on the premises.

Procedure:

1. Management will post a notice at the entrance stating that the establishment will ID anyone who looks under 30 years of age.

2. Doorperson and servers will ask for two pieces of ID from anyone at the door or a table who looks under 30 years of age:

    i. first piece, issued by a government agency, should include the person's name, signature, birth date and picture (BC Services Card, driver's licence, passport)

    ii. second piece must include an imprint of the person's name plus their signature and/or picture (credit card, bank card, university or college student ID cards, CareCard)

3. Staff will feel and observe the document to ensure it is valid. If unsure, verify the information by asking the patron their age, date of birth, height and/or zodiac sign.

4. Staff will check the binder at the front desk to review acceptable forms of ID if in doubt.

5. Staff will refuse service if fake or invalid ID is suspected. When refusing service staff will:
    - Be sure to have a back-up co-worker ready to help or get help
    - Do so in a polite but authoritative manner
    - Speak to the person privately
    - Tell the person "I'm sorry, but it is against the law for me to let you in/serve you."

6. Staff will alert management if the person does not want to leave or if the situation has the potential to get out of control.

Sample policy #2A: Refusing entry to intoxicated patrons

Policy	Who will Enforce	Methods of Enforcement
Entry of Intoxicated Patrons: Intoxicated patrons will not be permitted entry to the premises.	▯ Doorperson ▯ Host ▯ Manager	▯ Greet patrons when they enter the premises. ▯ Assess whether they have been drinking prior to arriving, and if so, their level of intoxication. ▯ Identify a back-up co-worker to support you if a patron must be refused entry. ▯ Refuse entry to patrons showing signs of intoxication. Be polite but authoritative. ▯ Advise that it is against the law to provide service. ▯ Avoid any confrontation, either verbal or physical. ▯ If necessary, call a manager for support.

Sample policy #2B: Refusing entry to intoxicated patrons

Policy: Refusing entry to intoxicated patrons

Policy Statement:

Intoxicated patrons will not be permitted entry to the premises.

Procedure:

1. Management will assign a doorperson and host to the door.

2. Doorperson will observe behaviour of patrons prior to and upon entering the premises for signs of intoxication. Doorperson may question patrons, look out for patrons who appear to be staggering or slurring their words and watch for patrons who are acting in a rude or otherwise obnoxious manner.

3. Host will greet patrons when they enter the premises and assess whether they have been drinking prior to arriving and if so, their level of intoxication.

4. Upon observing any signs of intoxication, doorperson or host will advise patron that they are unable to allow entry. When refusing entry, staff will:

    i. Be sure to have a back-up co-worker ready to help

    ii. Do so in a polite but authoritative manner

    iii. Speak to the person privately and discreetly

    iv. Tell the person, “I’m sorry, but it is against the law for me to let you in.”

5. Staff will alert management if the person does not leave or if the situation looks like it has the potential to get out of control.Sample policy #2A: Refusing entry to intoxicated patrons

Sample policy #3A: Refusing service to intoxicated patrons

Policy	Who will Enforce	Methods of Enforcement
Service to Intoxicated Patrons: Intoxicated patrons will not be served or permitted to remain on the premises.	☐ Server ☐ Bartender ☐ Manager	☐ Assess patrons throughout their stay for signs of intoxication. ☐ Identify a back-up co-worker to support you if a patron must be denied service and asked to leave. ☐ Refuse service to patrons showing signs of intoxication. Be polite but authoritative. ☐ Advise that it is against the law to provide service, and that they must leave. ☐ Advise that it is for their own safety and well- being that you are taking this action. ☐ Avoid any confrontation, either verbal or physical. ☐ If necessary, call a manager for support.

Sample policy #3B: Refusing service to intoxicated patrons

Policy: Refusing service to intoxicated patrons

Policy Statement:

Intoxicated patrons will not be served or permitted to stay on the premises.

Procedure:

1. Servers and bartenders will assess patrons throughout their stay for signs of intoxication.
2. In the case that a patron must be denied service and asked to leave, server or bartender will identify and brief a back-up co-worker.
3. Server or bartender will advise patron that they will be unable to provide further service, and ask the patron to leave. Upon taking this action, staff will:
    i. Be sure back-up co-worker is ready to help
    ii. Be polite but authoritative
    iii. Speak to the person privately and discreetly
    iv. Tell the person, “I’m sorry, but it is against the law for me to continue to serve you”
    v. Tell the person you are taking this action for their safety and well-being
    vi. Enlist the support of their friends in asking them to leave
    vii. Remove all bottles or glasses of liquor from the customer at the table or counter
4. Staff will alert management if the person does not leave or if the situation looks like it has the potential to get out of control.

Date: April 3, 2018	**Time incident occurred:** ~~11:29~~ am / pm
Weather: Sun / Clouds / Wet / Dry / Snow / Wind	

Customer details

Name: Tina S_____	**Sex:** Male / Female	**Birth date:** October 15, 1963
Age: 19-25 / 26-30 / 31-35 / 36-40 / 41-49 / 50-59 / 60-65 / 66+		**Height:** 5' 7"
Weight: 170 lbs.	**Eye colour:** Blue / Brown / Green / Grey / Unknown	**Glasses:** Yes / No
Facial hair: Moustache / Beard / Goatee / Other: None		
Hair colour: Blonde / Brown / Black / Grey / Other: Reddish Brown		
Hair length: Short / Mid / Long Details:		
Clothes: Pink top, black velvet jacket, black pants		**Other:** n/a
Was the person alone? Yes / No / Don't know	**If no, name of person they were with?** Alice T_____	
Were staff familiar with the patron and/or accompanying patrons? Yes / No / Don't know		
Why/how were they familiar?		

Denial of entry

Reason: Intoxicated / Minor / Troublesome / Dress code / No ID / False ID / Previously barred / Other:

Refusal of service / Removal from premise

Reason: Intoxicated / Troublesome / Minor / Other:	**Number of drinks consumed on premises:** 4
What was the patron drinking? Beer / Wine / Spirits / Fortified wine / Other:	
Were all of the patron's receipts retained? Yes / No	**Receipt numbers:** 2345
Names of all staff who served patron: Jennifer R____	
Refusal by whom? Jennifer R___ and Robert B____	**Was the patron removed from the premises?** Yes / No
Names of all staff involved in removal: Robert B____ and Steve H____	
Did all staff removing the patron possess security certificates? Yes / No	

Injury / accident

What happened?	
What part of the body was affected?	
First aid administered by staff? Yes / No	**If yes, describe:**
Emergency services attended? Yes / No	**Was hospitalization required?** Yes / No
How did the patron contribute to their injury?	
If trip or fall, condition of the floor and any foreign substances detected:	
Are photos available of the area? Yes / No	**If altercation, were the patrons involved separated?** Yes / No

Date:	**Time incident occurred:** am / pm
Weather: Sun / Clouds / Wet / Dry / Snow / Wind	

Customer details

Name:	**Sex:** Male / Female	**Birth date:**
Age: 19-25 / 26-30 / 31-35 / 36-40 / 41-49 / 50-59 / 60-65 / 66+		**Height:**
Weight:	**Eye colour:** Blue / Brown / Green / Grey / Unknown	**Glasses:** Yes / No
Facial hair: Moustache / Beard / Goatee / Other:		
Hair colour: Blonde / Brown / Black / Grey/ Other:		
Hair length: Short / Mid / Long Details:		
Clothes:		**Other:**
Was the person alone? Yes / No / Don't know	**If no, name of person they were with?**	
Were staff familiar with the patron and/or accompanying patrons? Yes / No / Don't know		
Why/how were they familiar?		

Denial of entry

Reason: Intoxicated / Minor / Troublesome / Dress code / No ID / False ID / Previously barred / Other:

Refusal of service / Removal from premise

Reason: Intoxicated / Troublesome / Minor / Other:	**Number of drinks consumed on premises:**
What was the patron drinking? Beer / Wine / Spirits / Fortified wine / Other:	
Were all of the patron's receipts retained? Yes / No	**Receipt numbers:**
Names of all staff who served patron:	
Refusal by whom?	**Was the patron removed from the premises?** Yes / No
Names of all staff involved in removal:	
Did all staff removing the patron possess security certificates? Yes / No	

Injury / accident

What happened?	
What part of the body was affected?	
First aid administered by staff? Yes / No	**If yes, describe:**
Emergency services attended? Yes / No	**Was hospitalization required?** Yes / No
How did the patron contribute to their injury?	
If trip or fall, condition of the floor and any foreign substances detected:	
Are photos available of the area? Yes / No	**If altercation, were the patrons involved separated?** Yes / No