**Key Concepts Review**

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| **OBJECTIVES** | **QUICK FACTS** | **GOT IT?** |
| **Section 1 – Getting started with Serving It Right** | | |
| What is Serving It Right? | Developed to reduce service-related alcohol problems. | checked |
| Created through partnership of provincial government and hospitality industry. |  |
| Who needs a SIR certificate? | Food-primary licensees and managers; liquor-primary licensees, managers, servers and bartenders; private liquor store licensees, managers and sales staff; some special occasion licence holders. |  |
| The modern view of alcohol | Concerns about alcohol over-consumption and public safety. |  |
| Licensees and staff found increasingly responsible for alcohol-related injuries in courts. |  |
| The impact of a responsible beverage service program | Eliminates sale and service of alcohol to minors. |  |
| Reduces over-consumption in licensed premises. |  |
| **Section 2– Alcohol effects and intoxication** | | |
| How to recognize intoxication and the over-consumption of alcohol | Intoxication is an observed state, with early signs including impaired judgement, loss of self-control and inhibitions. |  |
| Each person will be affected by alcohol differently - many factors influence intoxication including age, gender and body type. |  |
| Possible signs of intoxication include stumbling, poor hand-eye coordination, changes in speech and nausea. |  |
| Make an initial assessment and watch for a change in behaviour or abnormal behaviour. |  |
| The effects of alcohol in combination with drugs | Alcohol in combination with drugs intensifies effects. |  |
| Watch for exaggerated symptoms and have emergency numbers handy. |  |
| What is blood alcohol concentration and the standard drink | A person is legally impaired if he or she has a blood alcohol concentration of more than .08%. |  |
| A person is unfit to drive if he or she has a blood alcohol concentration of.05% or more OR his or her ability to drive is impaired by alcohol and/or drugs. |  |
| A standard drink is 0.6 ounces of 100% alcohol; for example, a 5-ounce glass of 12% alcohol wine. |  |
| **Section 3 – Alcohol and the law** | | |
| Your obligations under the law related to the sale and service of alcohol | Licensees and staff must meet all requirements of the Liquor Control and Licensing Act and Regulation. |  |  |
| Licensees and their staff owe a duty of care to patrons and innocent third parties. Duty of care lasts until the patron arrives home or somewhere he or she can sober up. |  |  |
| Licensees and their staff have a responsibility to patrons on the premises, patrons leaving the establishment, and the general public who may be affected by patrons’ behaviour. |  |  |
| The consequences of failure to meet those obligations | The LCLB may impose conditions, suspend or cancel a licence, and impose monetary penalties. |  |  |
| The courts have allocated up to 50% of the fault for damage done by intoxicated patrons to those serving the alcohol — the licensee, manager and/or server. |  |  |
| Even if only a small percentage of the total blame is assigned to the licensee, the licensee may still have to pay for all of the damages of someone injured by an intoxicated person. |  |  |
| How to minimize your legal risk | Control the environment in the establishment. |  |  |
| Serve no one to the point of intoxication; refuse entry to and remove intoxicated people. |  |  |
| Ensure an intoxicated patron has a safe ride home. |  |  |
| Do not serve or sell alcohol to minors or intoxicated patrons. |  |  |
| Regularly review the Act, Regulation, and terms and conditions of licences. |  |  |
| Call the police when necessary. |  |  |
| **Section 4 – Implementing Responsible Beverage Service** | | |  |
| The importance of a house policy to support responsible beverage service | Provides licensees, managers and staff with the appropriate procedures and tactics to use in different alcohol-service situations. |  |  |
| Shields your establishment from unwanted lawsuits. |  |  |
| Promoting house policy creates customer awareness and shows that you and your staff are responsible and professional. |  |  |
| How to be an effective team member in implementing RBS | Everyone in the staff has a role in RBS. |  |  |
| Share information to help identify problematic behaviour. |  |  |
| Serve as a backup or witness. |  |  |
| Assist in handling an intoxicated customer. |  |  |
| How to ID minors to prevent underage drinking | Ask for two pieces of ID to verify age. |  |  |
| Check the ID photo, feel the document for peeling edges or extra thickness, and look at the details. |  |  |
| Validate ID by asking for a sample signature or seeing if they know their address or zodiac sign. |  |  |
| Keep an eye out for activities that indicate customers are purchasing alcohol for minors. |  |  |
| How to develop and support policies that prevent intoxication | Assess the specific risks associated with your establishment. |  |  |
| Write policies down to make everyone’s role clear. |  |  |
| Get input from staff and guests. |  |  |
| Provide proper training for staff and regular review and reinforcement. |  |  |
| Create a pleasant, professional environment. |  |  |
| How to handle typical situations requiring intervention | Identify a backup team member. |  |  |
| When refusing service, explain to the guest privately and discreetly. |  |  |
| Be courteous and firm; provide reasons for your actions. |  |  |
| How to get intoxicated patrons home safely | Identify a sober friend or companion of the guest that is there or can be called to pick them up. |  |  |
| Offer the guest incentives to leave their keys or help them to use a community service to get home. |  |  |
| If the patron insists on driving, call the police with details. |  |  |
| How to use an incident log | Record details of events in a logbook and keep these records, along with sales slips, for at least seven years. |  |  |
| Use entries as a learning tool and to debrief staff. |  |  |