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Using this document:

The goal of Best Bar None (BBN) is to “raise standards and reward excellence.”

This booklet will help you prepare for your assessment by providing you with important background information on all BBN criteria items contained in the Criteria Checklist.

Each criteria item contributes to your establishment’s overall safety, compliance to regulations and sound management. Many of the items are based on industry best practices, the Alberta Gaming and Liquor Commission (AGLC) Licensee Handbook (LH), the *Gaming and Liquor Act* (GLA) and the Gaming and Liquor regulations (GLR).

Explanations are provided to illustrate the value and reasons behind each criteria item and how it could benefit your establishment. This could mean adopting new policies, reviewing staff training, minimizing inconveniences to the neighbourhood (i.e., noise or litter) or ensuring the physical environment is safe and welcoming to patrons.

All **Essential** criteria must be met to achieve accreditation. Meeting **Desired** and **Bonus** criteria will make your establishment eligible for an award.

Important note about written policy

There are many BBN Criteria items that require “written policy.” This requires that the policy be written and some mechanism is in place to ensure all affected staff have read it or been exposed to it (signed declaration, initialed manuals, initialed checklists, etc.).

Written policy can be formalized in a policy manual, written into a training or orientation manual, included in staff job descriptions, posted in a staff area in the form of a memo, sent to all staff in an email or delivered to all staff in a memo included with paycheque or paystubs.

If staff don’t know your policies, the policies will have little value.

Assessors will need to verify policies and procedures. To speed up the assessment process (and to ensure you haven’t missed anything) it is recommended to highlight or mark relevant policies ahead of time for quick reference.

A. WRITTEN POLICIES AND PROCEDURES

A1	Have a written policy and procedure for managing lineups at entrance(s) to premises.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Best Practice: Limits on patron numbers (to control overcrowding). • Establishments that experience lineups at peak hours need to manage the crowd. Policy and procedures ensure the lineups are orderly and safe. • Capacity is covered in AGLC policy (refer to AGLC LH 5.13) and also enforced by the fire authorities. <p>Smaller establishments that rarely get busy enough to have lineups should have policy and procedure in place for lineups or crowds, in case they do occur. This ensures staff preparedness. Patrons outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct can suggest what to expect inside the bar. Staff should be directed to keep an eye on them and monitor their behaviour.</p>		

A2	Have a written policy regarding weapons found or removed from patrons.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.5.3 covers a licensee’s responsibility to provide a safe environment for patrons. • Best Practice: Metal Detectors (wands or security gates) and pat-downs. • Weapons in bars jeopardize the safety of patrons and staff alike. <p>Weapons are not a “nightclub-only” issue or a concern limited to premises in “riskier” neighbourhoods. Staff in “safer” bars with low-risk clientele should be made aware of the risks of weapons. Written policy and/or training will prepare staff to deal with incidents if they should occur.</p>		

A3	Have a written policy on how and when police are to be called.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.6.6 provides guidance on dealing with unruly patrons, including requesting police assistance and “being prepared to proceed with charges”. • AGLC LH 5.9.3: “Licensees must report any illegal drug activities identified on licensed premises to police.” • AGLC LH 12.1.10: “The AGLC supports and encourages police ‘walk through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.” • Staff must know when it is appropriate to contact police and what specific procedures to follow. • In emergencies, having a policy to follow ensures that staff know what their responsibilities are and how to complete tasks. This reduces chaos and error and increases safety for staff and patrons alike. <p>Consult with local police for guidance if necessary; in addition to 911 or the police complaint line, you may have a local detachment or ‘beat cop’ number to call.</p>		

A4	Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Staff and patron safety is increased when staff have assigned tasks in emergencies and when they are aware of emergency procedures. • Larger bars and nightclubs can be chaotic, crowded and difficult to safely manage during emergencies without guidance and policy. <p>Consult with fire department for guidance in developing an effective premises evacuation policy if necessary.</p>		

A5	Have a written policy and procedure for managing patron smoking areas.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.5.3 requires licensees to “place a high priority on maintaining safe premises”. • Smoking areas are often areas where patrons have arguments, fights and sometimes medical issues. • Supervision and management of smoking areas keeps entrances clear and clean and makes the premises more appealing to patrons and the neighbouring community. • Alberta Health Services Tobacco Reduction Act: No smoking in public places or within five metres of entrances and exits. <p>To new patrons or neighbours, the crowds that gather outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct can suggest what to expect inside the bar. Staff should be directed to keep an eye on them and monitor their behaviour.</p>		

A6	Have a written policy on prevention of illegal drug sales and use on the premises.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.9 covers the licensee’s expectations and responsibilities regarding illegal drugs. • It is responsible management to ensure that illegal activities are not conducted on the premises. • Permitting the sale and use of drugs within a premises is illegal, a violation and socially irresponsible and may encourage this behaviour and attract criminals. • “Good” patrons may decide to leave your premises and go elsewhere. <p>This policy focuses on prevention of illegal drug activity. Consult with local police for advice in developing a drug policy. Policy should apply to staff as well as patrons.</p>		

A7	Have a written policy requiring staff to contact police if illegal drugs are found on the premises or seized from a patron.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.9.2: “If suspected illegal drug activities are taking place on the licensed premises, staff must report the activity to management.” • AGLC LH 5.9.3: “Licensees must report any illegal drug activities identified on licensed premises to police.” • If illegal drugs are found or seized, staff should know the best procedure to deal with them. • It is an offense to be in possession of illegal drugs or to have them on your property. <p>Consult with local police for guidance in developing this policy.</p>		

A8	Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Broken glass on the ground or customers using empty bottles or glassware as weapons are a threat to customer and staff safety. • Removing bottles and glassware and cleaning broken glass minimizes this risk. 		

A9	Have a written policy that staff are to monitor departing patrons to ensure the alcohol containers (bottles or glassware—full or empty) are not removed from the premises.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • GLR Section 91.1(2): “It is a violation to remove liquor from a licensed premises other than in accordance with the Act and Regulation.” • AGLC LH 5.3.15: “All liquor must be consumed on the licensed premises except: a) liquor purchased for off premises consumption under a Class D licence (off sales); b) a partially consumed bottle(s) of wine in a Class A, B, C (Club) licensed premises that is sealed by licensee staff and placed in a bag; and c) liquor provided under a Caterer’s Extension.” • A common complaint from neighbours about bars is the disorder and mess left by customers when leaving the premises. • Empty bottles can become litter, be used as weapons or be thrown at vehicles or property. • Allowing customers to remove “open liquor” and consume liquor on the streets reflects poorly on the premises and other bars in the area. • It is unlawful to consume liquor in a public place. 		

A10	Have a written policy on searching patrons.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Best Practice: Metal detectors (wands or security gates) and pat-downs. • Searching patrons can help ensure the bar is less likely to have weapons issues or illegal drug problems. <p>Searching patrons at the door or conducting pat-downs is not necessarily operating practice for all establishments (smaller bars, relaxed pubs) but staff should be aware of your establishment’s own in-house policies and expectations and even legal issues should a search be necessary (i.e., patron with large bags suspected of stealing items or smuggling alcohol or illegal drugs in the establishment). Consult with local police for policy advice on this topic.</p>		

A11	Have a written policy in place to make staff aware of and prevent the use of “date rape” drugs.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Drug-related assaults are not frequent, but when they occur, they represent a very serious risk to patrons. • Staff awareness can help prevent this activity and protect patrons. <p>Females are most often the target of drugging; however, male patrons can also be targeted. Patrons can be accidentally drugged when they consume a tampered drink intended for someone else. Unattended drinks in glasses or bottles are at risk for tampering. Consult with local police, health boards or sexual assault centres for policy advice, if you require additional information.</p>		

A12	Have a policy in effect for “soft closing” (i.e., lights gradually “go up” and music / entertainment ceases at last call).	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • GLA Section 71(1): “Except in those licensed premises prescribed in the regulations, every person other than the liquor licensee and the liquor licensee’s employees or agents must leave licensed premises when the sale and consumption of liquor in those premises are required to cease under the regulations or stadium bylaws.” • Best Practices: Softer music during closing time. / Use music and lighting cues to signal patrons that closing time is near. / Provide a longer transition period between last call and the time when patrons must leave. • Bar closing time can be troublesome. A ‘soft close’ is gradual and less irritating to patrons. It gives them time to prepare, to leave and to arrange safe transportation before they must be out of the premises. • Gradual emptying of the bar helps to eliminate patrons competing for coat check and taxicabs. <p>This is not the same as a ‘dispersal’ policy, however ‘soft closing’ can be included as part of the ‘dispersal’ policy and procedures.</p>		

A13	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> Alcohol consumed by a pregnant woman is passed to the growing fetus. Fetal Alcohol Spectrum Disorder (FASD) is the term used to describe the range of permanent birth defects caused by maternal consumption of alcohol during pregnancy. A safe amount of liquor for a pregnant woman to consume has not been determined, so the safest choice is not to drink at all. Shows a commitment to responsible service. Encourages, supports and rewards patrons who are making responsible choices. <p>Additional FASD information is available at http://www.fasd-cmc.alberta.ca. There is a Bonus criterion for publicly posting this policy for patrons.</p>		

A14	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> AGLC LH 1.5.5: "Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home." Shows a commitment to responsible service. Encourages, supports and rewards patrons who are making responsible choices. <p>There is a Bonus criterion for publicly posting this policy for patrons.</p>		

A15	Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes "universal precautions".	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> Shows a commitment to patron, and staff, safety and security. Shows preparedness for emergency situations. <p>Universal precautions are infection control guidelines designed to protect people from diseases spread by blood and certain body fluids. Always assume that all "blood and body fluids" are infectious for blood-borne diseases and treat as such.</p> <p>Suggested procedure for policy: <i>To clean up blood or body fluids:</i></p> <ul style="list-style-type: none"> <i>Put on disposable gloves</i> <i>Wipe up blood or body fluids with absorbent paper towels</i> <i>Place contaminated paper towels in a new plastic garbage bag</i> <i>Clean and rinse area with usual disinfectant</i> <i>Wipe the surface with a 1:10 dilution of household bleach in water. This concentration can be achieved by mixing 1 ounce of household bleach with 9 ounces of tap water (1:10 dilution). This disinfectant will have a shelf life of ONE SHIFT only.</i> <i>Dispose into the same plastic garbage bag: the cloths used to wipe up and your gloves, removing gloves last.</i> <i>Secure bag with knot or tie</i> <i>Dispose of plastic garbage bag</i> <p><i>Wash hands thoroughly with soap & water for 5 minutes. Rinse under running water. Dry hands.</i></p>		

A16	Have a written “noise” policy.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> Shows consideration of the surrounding community. Ensures the premise is less likely to be viewed as an unwelcome neighbour or detriment to the area. Ensures staff are aware of the “footprint” the business can leave on the surrounding area. <p>Patrons outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct should be respectful of your neighbours.</p>		

A17	Have a written dispersal policy.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> AGLC LH 5.1.9: “Last Call’ must be timed to ensure patrons who order liquor are served within the hours of liquor service specified on the licence.” Best Practice: Provide a longer transition period between last call and the time when patrons must leave. Patrons leaving establishments (especially when busy or late at night) should be managed to prevent overcrowding or other issues. Policies and procedures should be developed to ensure staff are aware of the issues and possible solutions. <p>‘Dispersal’ would cover a policy or procedure to allow safe and orderly exit at closing time. Avoiding overcrowding at coat checks and/or exits helps prevent conflict. This is not the same as a ‘soft closing’ policy; however, ‘dispersal’ policy may include ‘soft close’ guidelines.</p>		

A18	Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> AGLC LH 12.1.10: “The AGLC supports and encourages police ‘walk through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.” Improves relationship between the police and licensee. The licensee is seen as cooperative and professional. Shows patrons a commitment to safety and that a premises is law-abiding. <p>If unsure as to what procedures would be ideal or appropriate, consult with local police.</p>		

A19	Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Best Practice: Metal detectors (wands or security gates) and pat-downs. Metal detectors may prevent knives, guns and other metal weapons/contraband from being brought into premises. Staff using these metal detectors, wands and performing pat-downs should be trained and have policy to follow. Pat-downs detect contraband (e.g., illegal drugs, smuggled alcohol) and non-metal items. Policy should include contacting police regarding illegal items seized from patrons. <p>These tools do not need to be used 100% of the time. Some locations will only use these precautions at “high-risk” times (i.e., late nights, weekends, bands/promotions that attract a “riskier” clientele, etc.). Please let your Assessor know when these items are employed. Consult with local police for guidance on searching patrons effectively and legally and for guidance on handling seized items.</p>		

B. STAFF RECORDS AND POLICIES

B1	Maintain a log on-site of all staff commencement dates, ProServe certification dates and expiry dates.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> AGLC LH 1.6.10: "Licensees must keep a log book of employee ProServe training including the following information: a) employee name; b) ProServe certificate and identification number; and c) expiry date. Log book records are subject to review by the AGLC." <p>Having well-organized ProServe records ensures the staff are ProServe certified in responsible liquor service and the training is valid. ProServe re-certification must be completed 60 days or more prior to expiry. Sample training logs are available on the BBN website.</p>		

B2	Maintain a log on-site of security staff commencement dates, ProTect certification dates and expiry dates.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> AGLC LH 1.7.9: "A licensee that fails to comply with ProTect training program requirements is subject to disciplinary action." Keeping records of ProTect completions (and other training as well) allows management to ensure the staff are adequately trained in accordance with policy. <p>Having well-organized ProTect records ensures the staff are ProTect certified and that training is valid. ProTect re-certification must be completed 60 days or more prior to expiry. Sample training logs are available on the BBN website.</p>		

B3	Copies of all staff ProServe certificates / cards are maintained on site (originals are the property of the staff member).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> AGLC LH 1.6.9: "Licensee staff must be prepared to provide proof of ProServe registration. a) A ProServe identification card is provided to persons who successfully complete ProServe training. b) The ProServe identification card must be presented for review on request by AGLC Inspectors. c) Failure to present the ProServe card may result in disciplinary action." <p>In some cases, staff may be awaiting certificates or cards (if they have recently completed training and results are en route). As an interim measure, printouts from the staff member's SMART Training online account can validate successful completion of all AGLC SMART Training. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.</p>		

B4	Copies of all staff ProTect certificates / cards are maintained on site (originals are the property of the staff member).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> AGLC LH 1.7.8: "Individuals must be prepared to show proof of ProTect training when requested by AGLC Inspectors or police officers." Having copies of staff training documents ensures that Inspectors can be provided proof of training, rather than relying on staff to carry cards or other proof. <p>In some cases, staff may be awaiting certificates or cards (if they have recently completed training and results are en route). As an interim measure, printouts from the staff member's SMART Training online account can validate successful completion of all AGLC SMART Training. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.</p>		

B5	All staff involved in the sale and service of liquor are ProServe certified within 30 days of hiring.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.6.4b): “All new hires at licensed premises must successfully complete ProServe training within 30 days of their employment start date.” • This applies to any staff hired AFTER January 1, 2010. This policy did not apply before this date. <p>Staff requiring ProServe certification include Managers, Supervisors, Bartenders, Servers, Greeters/Hosts and Security. The only exceptions are Kitchen Staff and Bussers.</p>		

B6	Required staff are ProTect certified within 30 days of hiring.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.7.4b): “All new hires to positions identified in Section 1.7.2 must successfully complete ProTect training within 30 days of their employment or contract start date.” • This applies to any applicable staff hired after July 1, 2010 (policy start date). <p>Refer to AGLC Licensee Handbook (Section 1.7) for information on which staff require ProTect. Security staff must also have ProServe certification as they are involved in the sale or service of alcohol.</p>		

B7	Provide written evidence that staff are aware of security / patron management policies and procedures.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.6.2): “A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises.” • Best Practice: In-house security plans. • For staff to be effective, they must be aware of security and patron management policy and procedures. <p>Provide some evidence (e.g., signed or initialed employee declaration or employee orientation checklist) that shows all staff have read policies and procedures.</p>		

B8	Staff are easily identified – uniforms, distinctive clothing or badges, etc.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.6.4b): “Licensees should consider...b) having staff wear highly visible apparel that identifies them as on-duty employees.” • Best Practice: Staff dress code • Uniforms make it easy for patrons to know who to go to if they need assistance, and provide a visible presence of staff--including security when applicable. <p>If your Assessment is being conducted outside of business hours, provide samples of staff uniforms, nametags, etc. If a dress code is covered in written policy, direct the Assessor to that policy.</p>		

B9	Staff are trained and aware of acceptable forms of identification as per the AGLC Licensee Handbook.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.5 covers a licensee’s expectations and responsibilities regarding minors in detail. • GLA Section 74(1): “If a person who appears to be a minor attempts to purchase or be given liquor from a liquor licensee, the licensee or other person to whom the request is made must, before granting the request, demand that the person who appears to be a minor provide proof of age.” • Staff must be aware of which forms of ID are acceptable. This will ensure decisions regarding liquor service and premises entry can be made without delay. It also reduces the risk of minors entering the premises. <p>Acceptable forms of primary and secondary identification can change over time. As of February 2010, acceptable primary identification as per the AGLC Licensee Handbook are: Alberta Operator’s Licence, Alberta Identification card, Passport, Armed Forces Identification card, Certification of Indian Status card, Canadian Citizenship card, Permanent Resident card or comparable, government-issued identification from another jurisdiction.</p>		

B10	Have a written zero tolerance policy for employees serving liquor to minors.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • GLA Section 75: “No person may give or sell or permit any person to give or sell liquor to a minor in licensed premises.” • GLA Section 74 covers “Minors on licensed premises” in detail. Please consult the legislation. • AGLC LH 5.5.1: “It is an offense under the GLA to sell or provide liquor to anyone under 18 years of age. Management and staff of licensed premises are responsible to ensure liquor is not sold or provided to minors.” • Best Practice: Develop codes of conduct for staff. • Best Practice: Reduce underage drinking. <p>‘Zero tolerance’ policies give staff clear guidelines and expectations to follow and outline consequences for choosing not to follow them.</p>		

B11	Have a written zero tolerance policy stating no staff consumption of liquor while on duty.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.3.18: “Licensee staff may not consume liquor or be under the influence of liquor or drugs while on duty. However, it is acceptable for staff to consume an alcoholic beverage after their shift ends and for the Board-approved manager/owner of the licensed premises to consume an alcoholic beverage while entertaining a client.” • AGLC LH 5.6.1 and 5.6.2 cover proper supervision of patrons by “trained and capable” staff. • Best Practice: Develop codes of conduct for staff. • Staff judgment is more effective and staff behaviour is more responsible if they are not consuming liquor on duty. <p>‘Zero tolerance’ policies give staff clear guidelines and expectations to follow and outline consequences for choosing not to follow them.</p>		

B12	Have a written zero tolerance policy regarding the sale and use of illegal drugs within the facility (applies to staff and patrons).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • GLA Section 69(1): “No liquor licensee or employee or agent of a liquor licensee may permit any activity in the licensed premises that a) is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada.” • AGLC LH 5.9.5c): “A licensee should: c) establish a policy of immediate dismissal for any staff involved in a failure to control the premises or to report drug activities to management and/or police.” • Best Practice: Zero tolerance approach to violence and inappropriate behaviour. • Permitting the sale and use of drugs within a premises is a violation and socially irresponsible; it may encourage the behaviour and attract a criminal element. • “Good” patrons may decide to leave your premises and go elsewhere. <p>This policy focuses on dealing with illegal drug sales and use. Policy must apply to staff as well as patrons.</p>		

B13	Have a minimum of two (2) staff members who have a valid first aid certificate.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Providing trained first aid staff shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. <p>Be prepared to show proof of certification. A sample first aid/CPR training log is available on the BBN website.</p>		

B14	Have a minimum of two (2) staff members who have valid CPR training.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> Having staff trained in CPR shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. <p>Be prepared to show proof of certification. Most first aid training courses include CPR training. To ensure both needs are met, check what your certification includes. A sample first aid/CPR training log is available on the BBN website.</p>		

B15	Provide documented evidence of staff receiving training in fire safety procedures; including use of fire extinguishers and other emergency equipment (i.e., escape ladders, fire exits, alarms, etc.).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> Properly trained staff provide a safer environment for patrons and staff are prepared to handle emergency situations efficiently and competently. <p>Fire safety training can include written instruction and/or practical training in fire safety equipment use and fire prevention. Consult with local fire marshal or private fire safety companies for advice or training resources, if required.</p>		

B16	Selected staff (e.g., security and/or management) are subject to a security clearance check as a condition of employment.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> AGLC LH 5.9.5b): "A licensee should:...b) have a security check done on all new staff, and hire a person with a criminal record only if confident they will uphold standards and have a positive effect on operations." Shows a commitment to providing reputable and trustworthy staff. Security clearances can be required for staff who are responsible for cash and property, are in positions of trust or handle volatile situations with patrons. <p>Assessors will be respectful of privacy and sensitivity issues. They will not read documents in detail; but will need to see them. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.</p>		

B17	Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Best Practice: Identify and legislate the requirements for security staff. Best Practice: Implement certificated training programs for security and door staff. Hiring ProTect trained staff shows a commitment to patron and staff safety 		

B18	Have ProTect certified staff even though not required.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Best Practice: Identify and legislate the requirements for security staff. Best Practice: Implement certificated training programs for security and door staff. Hiring ProTect trained staff shows a commitment to patron and staff safety. Exceeding ProTect minimum requirements ensures a higher level of staff training and knowledge. <p>ProTect is mandatory for security staff and supervisors or managers of security staff in Class A Minors Prohibited licensed establishments. Not all bars have designated security staff. Many establishments have chosen to also train servers, bartenders and other staff who deal with patrons. Review the ProTect requirements (Section 1.7 of LH) or contact AGLC if unsure of policy requirements.</p>		

B19	Regular (monthly at minimum) staff meeting minutes or agenda are maintained, which reflect discussion on security and patron management.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • LH 5.6.2: “A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises.” • LH 5.6.1: “Licensed premises must be adequately staffed and supervised during all operating hours. Staff must be trained and capable, and be under the supervision of competent and approved management.” • Best Practice: In-house security plans. • Ensure staff are “on the same page” by holding meetings. • Effective security and patron management requires a team effort. <p>Meetings regarding security can be done with all staff (a general staff meeting) or just with security staff and/or management.</p>		

B20	Have formal staff performance reviews on a regular basis and results documented.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Best Practice: Develop codes of conduct for staff. • Creates standards to promote improved service and shows responsible management. <p>Assessors will need to observe the documents to validate the performance review process. They will be sensitive to privacy and exercise discretion and will not read them in detail. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.</p>		

B21	Conduct and document quarterly mock evacuation training exercises with staff.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Planning for evacuation prepares staff for emergencies and ensures staff and patron safety. <p>Conducting a mock evacuation (fire drill) in a bar during operating hours would disrupt food service, leave tabs unpaid and inconvenience guests, endangering future business. However, a mock evacuation can be done during a slow business day or during a staff meeting held off-hours. A “silent drill with verbal evacuation” (where staff individually and as a group describe their responsibilities and actions should an alarm go off—which exits to use, where to gather patrons, etc.) can also be conducted at any time. These efforts need to be documented and presented to the Assessor. Consult with local fire marshal or fire safety equipment provider for guidance, if required.</p>		

B22	Meet the following first aid training minimum requirements based on Occupant Load: 0-149 persons: Three (3) staff with valid training 150-244 persons: Four (4) staff with valid training 245-350 persons: Six (6) staff with valid training 351 persons or higher: Eight (8) staff with valid training	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Training staff in first aid demonstrates emergency preparedness and a commitment to safety. • Training staff in first aid shows an investment to providing a safe bar and workplace. <p>As per the Alberta Occupational Health and Safety Code, businesses with 2-9 staff on shift require one staff on shift with valid first aid training. When 10-49 staff are on shift, at least two (2) staff with valid first aid training must be present. Ensure your schedule allows for this requirement. A copy of the Alberta Occupational Health and Safety Code can be found online.</p>		

B23	<p>Meet the following CPR training minimum requirements based on Occupant Load:</p> <p>0-149 persons: Three (3) staff with valid training</p> <p>150-244 persons: Four (4) staff with valid training</p> <p>245-350 persons: Six (6) staff with valid training</p> <p>351 persons or higher: Eight (8) staff with valid training</p>	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Training staff in CPR demonstrates emergency preparedness and a commitment to safety. • Training staff in CPR shows an investment to providing a safe bar and workplace. 		

C. OPERATIONAL FORMS / PAPERWORK

C1	Provide evidence of a washroom attendant or documented washroom checks.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Best Practice: Washroom attendants. • Many violent, anti-social or undesirable behaviours (e.g. fights, assaults, smuggled alcohol, drug use, vandalism, etc.) occur in premises bathrooms, especially if supervision is low. <p>Provide a checklist or reports to prove washroom checks are taking place. A sample washroom check form is provided on the BBN website.</p>		

C2	Have a documented lost and found property system.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Safely and securely storing lost items and keeping records increases customer's confidence and satisfaction. • Minimizes disputes with guests over lost items. • Your establishment should have a system in place to ensure lost items can be returned to their rightful owner. <p>Logs or checklists should be provided to the Assessor and a lost and found area established. A sample lost and found log is provided on the BBN website.</p>		

C3	Provide evidence of a written injury / accident reporting system (i.e., injured person's name, injury, circumstance, first aid provided, staff name, others involved, date).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • The ability to refer to recorded information regarding an injury may be required if a patron (or staff) lodges a formal complaint. • Occupational Health and Safety and Worker's Compensation have rules requiring this practice. <p>An injury/accident reporting system is used to record injuries to staff or patrons on the premises. If unsure of how to record injuries to staff, Workers' Compensation could be consulted.</p>		

C4	Have a written incident reporting system that is kept up to date.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • AGLC LH 5.6.4c): "Licensees should consider...c) requiring management and staff to constantly monitor the behaviour of patrons, maintain a log or record of problems and notify replacement staff of any potential problems at the start of their shift." • Best Practice: Keep incident logs and share with AGLC and police. • Incident reporting systems provide needed evidence when police, investigators, lawyers, or insurance companies are investigating an incident. They are especially useful if time has elapsed. <p>Incident forms are used to document the actions taken to prevent or handle liquor-related problems and/or illegal activity. For example, refusing service to an intoxicated patron, use of force, instances when police are called, patron's refusal to leave. If an injury to a patron or a staff member takes place during an incident, an injury/accident report should also be filled out. A sample incident form is provided on the BBN website.</p>		

C5	Manually record (name, age and photo only – in compliance with legislation) a list of persons ejected / barred which staff can readily access.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • AGLC LH 5.7 covers policies regarding the collection of personal information. • Best Practice: Define rules and best practices with regard to the acceptable use of scanning technology. • Staff should have a reliable method of keeping track of individuals who have been banned from the premises. <p>Smaller establishments that rarely or never ban or eject patrons should have a policy or procedure in place to track this data (forms or scanning records could be provided) when a patron is banned. The Alberta Privacy Commissioner set rules for tracking and storing patron data in November of 2009. Ensure your establishment is compliant with privacy guidelines. Name, age and photo are the only information that can be collected or disseminated on paper or via scanning technologies.</p>		

C6	Undertake a full interior and exterior premises check prior to opening and following closing (dated and initialed checklist).	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Ensures consistency between daytime and night-time staff and that important details are not missed at the end of the evening (patron remaining in bathroom, door left unlocked, etc.). 		

C7	Door Security Staff accurately track the number of patrons in premises using mechanical counting devices.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • AGLC LH 5.13.2: “The maximum occupant load of licensed premises is normally established under the Fire Code and must not be exceeded at any time.” • Best Practice: Appropriate staff-to-patron ratios. • Prevents overcrowding and ensures Occupant Load is not exceeded. • Fire Inspectors often do spot checks and head counts as do AGLC Inspectors and Police. <p>Smaller locations often run well below their Occupant Load and rarely near or exceed capacity, thus counts seem unnecessary. However, they could demonstrate a system or tools (e.g., electronic or manual hand tally counter) that could be used to track numbers if the room is unexpectedly busy. Keeping track of patron numbers is also useful for business planning and appropriate staffing. This duty can be carried out by Managers, Supervisors or other staff if Door Security Staff are not employed.</p>		

C8	Have evidence of notification to police / other agencies of any major special events (i.e., tent events, Valentine’s Day, St. Patrick’s Day, Canada Day, Oktoberfest, sport playoffs, etc.).	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Ensures bars are responsible and accountable to authorities when loud, busy or unusually distracting events are scheduled to take place. <p>Licenseses who do not hold major special events should discuss with the Assessor how this item may not be applicable.</p>		

C9	Is involved in a suitable community initiative and conducts community events to benefit others (i.e., charity fundraisers, team sponsor, etc.).	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Shows a commitment to being a “good neighbour” and an active community member. • Increases positive public relations for the business and for the industry as a whole. • Can generate customer loyalty or introduce the business to new patrons. <p>Maintain a thorough list of charity events, initiatives, fundraisers or sponsorships. Pay particular attention to documentation (posters, agreements, thank-you letters, emails, etc.) that validates initiatives that occurred in the past 12 months.</p>		

C10	Current and valid liability insurance in place.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> Liability insurance provides coverage in an increasingly risky business. 		

C11	Crime Prevention Through Environmental Design (CPTED) audit completed within the past three (3) years and a copy of the report is available for management / supervisors to review.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Best Practice: CPTED-based environmental design. CPTED looks at traffic flow inside the premises, entrances and exits, lighting, supervision sightlines, security and many other security and design-related features. <p>Check with local police or municipal authorities to see if CPTED audits are available.</p>		

C12	Identified Crime Prevention Through Environmental Design (CPTED) deficiencies addressed after the CPTED audit.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> A CPTED audit will give the establishment suggestions to make their premises safer. <p>Recommended changes from a CPTED audit may be pending (in planning stages), not permitted (landlord may object to physical modifications recommended by CPTED auditors) or not feasible (due to cost). As well, the audit may report no deficiencies, requiring no changes. Provide details to the Assessor.</p>		

C13	Patron counts recorded in a log on a regular basis throughout the evening.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Crowding in premises is unsafe and causes opportunities for conflict. Conducting regular, ongoing head counts prevents the room from exceeding its Occupant Load and develops a routine for staff. Keeping track of patron numbers is also useful for business planning and appropriate staffing. <p>The Assessor will need to be shown tracking data (logs, head count results, archived tracking documents). A sample "Head Count Log" is available on the BBN website.</p>		

C14	Pre-shift meeting held with serving staff and information is documented.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Gets staff on the 'same page'. Promotes staff communication. Ensures information is passed on. Encourages consistency. <p>Separate pre-shift meetings may be required to accommodate shifts that overlap, staggered shifts and varied duties (i.e., bartenders, servers, security and kitchen staff have different needs). Prepare and inform staff of challenges, specials and other issues related to their shift, using brief memos to read and initial, daily information bulletins on server Point of Sale systems (POS) or quick "check-ins" with their supervisors before starting work. A manager's or supervisor's checklist may be a method of documenting pre-shift updates to staff.</p>		

C15	Documented record of notification / consultations with neighbouring businesses and/or residents prior to special events taking place.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Ensures bars are considerate of neighbours, responsible and accountable when loud, busy or unusually distracting events are scheduled to take place. <p>Licensees who do not hold major special events should consider that even day-to-day operations affect neighbouring residents or businesses (parking, smokers outside, noise, patrons entering and leaving). Any correspondence or efforts made to “reach out” to neighbours (e.g., “Please contact us if you have any problems” “We’ll address your concerns.”) would be acceptable.</p>		

C16	Undertakes a formal risk assessment prior to a special event and appropriate measures are put into place.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Demonstrates that management plans events with “the big picture” in mind (relationship with neighbours, safety, clientele, noise, etc.). Staff and management are better prepared and events are more likely to go smoothly. <p>Risk assessments about “events” do not necessarily mean large parties or special events. Risk assessments can be conducted in regard to drink specials, fundraisers, theme nights (karaoke, sporting events), group bookings or other deviations from day-to-day business. Documentation regarding these assessments or discussions (e.g., meeting minutes or emails) must be provided to the Assessor.</p>		

C17	Document any incidences of patrons refusing safe transportation.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Shows a proactive approach to deter drunk driving; demonstrates responsible service and customer care. A “paper trail” of customer refusals of safe transport show diligence and can pay off legally if something does go wrong. <p>Flag previous incident reports for related situations to present to the Assessor for review. If refusal of transportation has not occurred, present incident reports of examples of successful interventions to the Assessor.</p>		

C18	Is member of a recognized industry partnership / crime prevention group / association (e.g., Barwatch, Pubwatch, Neighbourhood Watch, etc.) or a suitable community initiative or association (e.g., Better Business Bureau, Chamber of Commerce, Community League, etc.).	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> Membership in industry and community groups: <ul style="list-style-type: none"> shows commitment to responsible management raises industry standards gives the licensee a voice in the community provides the licensee with opportunities to be viewed as a valuable community member. <p>Have a complete list (and appropriate membership documents) of involvement from the past year ready for the Assessor.</p>		

D. PHYSICAL VERIFICATION

D1	Maximum Occupant Load card posted.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.13.5: “A licensee must prominently display the Certificate of Occupant Load in a public area of the licensed premises.” <p>Fire Marshal requires Occupant Load be posted publicly. Confirm posting location with fire services in your area.</p>		

D2	Have emergency telephone numbers and the premises address posted by <u>all</u> premises telephones.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.5.3b): “A licensee shall...b) place a high priority on maintaining safe premises, considering patrons are consuming an intoxicating substance.” • Having emergency numbers and premises address posted near telephones will aid in promptly contacting emergency personnel when needed. • Having the numbers posted clearly and readily available demonstrates preparedness for a crisis. <p>Many establishments may not have “land lines” or will use cordless or mobile phones. In these situations, an emergency phone number list (with premises address) should be posted in a conspicuous place (behind bar or on bulletin board visible to staff).</p>		

D3	At least one working flashlight is available and accessible to staff, stored out of customers’ reach.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • A flashlight is useful in case of power outages, to inspect darker areas of the bar, to check identification or to aid in emergency situations or evacuation. • This item should be stored in a spot that staff can find it quickly and easily (behind bar, front door, etc.) and out of the reach of patrons (so it cannot be used as a weapon or stolen). 		

D4	Current liquor licence is posted.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.3.1: “The liquor licence must be prominently posted on the licensed premises.” 		

D5	Have signage posted at premises entrance stating “Minors Prohibited”.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 5.5.12: “A ‘No Minors’ sign must be posted at all entrances of licensed premises where minors are prohibited.” • Best Practice: Reduce underage drinking. • Minors (under 18 years) are not permitted in any Class A-Minors Prohibited licensed premises. • Signage informs patrons they are entering a “no minors” establishment. <p>Licensees who hold Class A-Minors Allowed licences (i.e., Minors are permitted on premises but are prohibited from ordering or consuming alcohol) but choose to prohibit minors in the evening should specify the hours when minors are not allowed in the establishment.</p>		

D6	Clocks in premises are clearly visible to staff and patrons and all are set to the correct time.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> Allows patrons to have a sense of elapsed time; they can budget their time and pace of consumption more responsibly. Informs staff and patrons as last call arrives and passes. <p>Point of Sale system (POS) time displays are NOT ACCEPTABLE. Stand-alone clock(s) or other, more visible, methods of time display (e.g., ongoing time display on televisions) are expected.</p>		

D7	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> Providing trained first aid staff shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. In an emergency, staff should be able to readily identify which staff members are first aid trained. <p>Some suggested spots to post a list of “first aiders”: staff room, near or in every first aid kit, behind bar, in kitchen.</p>		

D8	At least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> Being prepared with first aid supplies shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. <p>Defining “appropriately stocked” can be subjective; err on the side of caution and ensure the first aid kit(s) are well-stocked, maintained and ready for emergencies. A well-stocked first aid kit SHOULD also contain adhesive bandages, gauze pads and disinfectant. Face shields and pocket masks for resuscitation are also recommended. Some private safety companies provide first aid kits and can be contracted to maintain them as needed.</p>		

D9	AGLC Licensee Handbook is on site and available to all staff.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> AGLC LH 1.1.6: “The licensee is responsible for ensuring the Licensee Handbook, GLA and GLR, including all amendments, are available to staff.” AGLC LH 1.1.7: “The licensee is responsible to keep the Licensee Handbook updated when Amendments are passed by the Board.” Staff working in licensed premises should have access to and awareness of the rules and regulations surrounding the industry and their responsibilities. <p>Updates and amendments to the Handbook are sent to all Licensees. If you suspect your book is out-of-date, contact the AGLC (780-447-8600) and ask for Licensing to request an updated Handbook (there may be a fee). At that time, you can also ensure your address and contact information is current. Encourage staff to read the Handbook and refer to it as needed.</p>		

D10	Broken glass is stored separately from regular garbage and away from patron areas.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Broken glass in the regular garbage can injure staff handling trash bags, janitorial staff or garbage collectors. • Broken glass should be stored away from patron areas to prevent injury and to prevent it from being used as a weapon. <p>Ensure broken glass containers are well-marked and kept in appropriate areas. It is suggested to reinforce this practice with signage or policy.</p>		

D11	Fire exits are free from obstruction and well lit at all times.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Fire regulations require that fire exits be functioning and free from obstruction at all times. • It is vital that patrons and staff have the ability to exit quickly and safely in an emergency, especially with large crowds. • Keeping fire exits clear and well lit shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. 		

D12	Have a fire protection / warning system in place (if required by law).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Shows compliance to Fire Safety Regulations. • Having a fire protection/warning system in place shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. <p>Please ensure all inspections are up-to-date. Show the Assessor where your “pull stations”, fire extinguishers, fire panel, etc. are located. If unaware of fire safety requirements, contact fire officials.</p>		

D13	Provide evidence of fire equipment being inspected / serviced annually or as required.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Licensees are responsible for ensuring their fire equipment is maintained as required. Fire equipment maintenance is provided by private companies. This includes alarm systems, sprinkler systems, extinguishers, kitchen fire suppression equipment, battery operated emergency lights, illuminated EXIT signs, functional exit door hardware. • Functional, well maintained fire safety equipment increases safety. 		

D14	Provide active assistance to customers by providing a free phone service or calling a taxi for customers.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.5.3d): “A licensee shall...d) demonstrate care in ensuring a safe return home for intoxicated patrons.” • It is good customer service to provide assistance to secure a taxi or a safe ride home. • Patrons are less likely to drive when it is unsafe if they have alternate transportation options and assistance in obtaining it. <p>Suggestion: Post signage indicating staff are able to assist customers.</p>		

D15	Support a transportation program such as Designated Driver, #TAXI, “My Safe Ride Home”, etc. with applicable signage posted in patron areas as well as near public telephones.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • AGLC LH 1.5.5: “Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.” • Best Practice: Transportation-related strategies such as Operation Red Nose, #TAXI and free shuttle service for bar patrons. <p>Make an effort to stay connected with designated driving companies. They may have marketing tools available for licensees (posters, coasters, point-of-sale advertising, etc.) to promote their businesses. #Taxi posters are available for download to print and display from the AGLC website (www.aglc.ca).</p>		

D16	Have cigarette disposal container(s) in designated smoking area(s).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • A clean smoking area increases the attractiveness of the community and reflects well on the premises, possibly attracting more “walk-in” business. • Reduces fire hazard risk. <p>The crowds that gather outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct can suggest what to expect inside the bar.</p>		

D17	Have garbage cans near premises entrances and exits which are emptied when full.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Providing garbage cans keeps entrances clean and makes the premises more appealing to patrons and the neighbouring community. • Allows patrons to appropriately discard garbage on the way in or out of the building. 		

D18	Clear litter from the area surrounding the premises on a daily basis (i.e., flyers, plastics, glass, empty bottles, condoms, drug paraphernalia, etc.).	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Keeps bar’s “footprint” in the community tidy and more welcome. • Increases premises’ attractiveness to customers and reflects well on the premises. • Shows patrons that your establishment has pride in its appearance, has standards and that anti-social behaviours will not be tolerated inside (serves to screen patrons). <p>If you share a building with a neglectful or untidy neighbour, be sure to explain this to your Assessor. Suggestion: Include this practice in policy, job duties or on checklists.</p>		

D19	No AGLC disciplinary actions (excluding warnings) in the 12 months prior to the BBN assessor visit date.	<i>Check if met</i>
Why is this important?		ESSENTIAL
<ul style="list-style-type: none"> • Ensures compliance to AGLC policy and Gaming and Liquor Act <p>AGLC will review disciplinary action history upon registration. If contraventions are found, BBN will inform the licensee.</p>		

D20	Signage is posted within the premises, identifying behavioural expectations for patrons.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • AGLC LH 5.6.6a): “Suggestions for dealing with unruly patrons: a) Display signs at all entrances clearly communicating management policy to maintain a safe premises (e.g., no knives; no gang colours and unruly patrons will be barred.)” • Best Practice: Post “refusal of service” signage so that patrons and the public are clear about the rules. • Identifying behavioural expectations sets a standard when patrons enter and informs patrons what they can expect and what is tolerated in the premises. <p>Be creative when determining behavioural expectations. They can be prohibitive or positive.</p> <ul style="list-style-type: none"> • Prohibitive examples: No knives. No gang colours. Unruly patrons will be barred. No fighting. No drugs. No aggression or harassment of any kind, including verbal abuse of staff or any other patron of the venue. • Positive examples: “Show up, don’t show off.” Have fun and dance well. Respect staff and other patrons. Use garbage cans. Be the customer that is welcomed back. 		

D21	Have a security surveillance / camera system in operation, recording the interior of the premises.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Best Practice: Use surveillance techniques and mystery shoppers to monitor staff performance. / Surveillance technology (including surveillance cameras, facial recognition, closed circuit TV, video systems and staff videographers). • Security systems help patrons feel safe and can act as deterrents to problematic behaviour. • A security system that records information can be used by management, police, investigators, insurance, etc. for evidence, to follow up or to investigate incidents. • Cameras can also help management ensure staff are conducting duties consistently and effectively. <p>Surveillance systems are available in a range of prices that will fit a variety of budgets. Special Note: To qualify, the system must record images inside the establishment.</p>		

D22	Have a security surveillance / camera system in operation, recording the exterior / parking area of the premises.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Best Practice: Use surveillance techniques and mystery shoppers to monitor staff performance. / Surveillance technology (including surveillance cameras, facial recognition, closed circuit TV, video systems and staff videographers). • Security systems help patrons feel safe and can act as deterrents to problematic behaviour. • A security system that records information can be used by management, police, investigators, insurance, etc. for evidence, to follow up or to investigate incidents. • Cameras can also help management ensure staff are conducting duties consistently and effectively. <p>Surveillance systems are available in a range of prices that will fit a variety of budgets. Special Note: To qualify, the system must record images from the exterior of the establishment.</p>		

D23	At least two (2) of the following posters are posted in the premises: “Under 25”, “Responsible Gaming (where VLTs are present), #TAXI, “It’s The Law and My Job”, a poster on FASD / harms of drinking liquor while pregnant (e.g., “Pregnancy and Alcohol: Not Worth the Chance.”).	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • AGLC LH 1.5.2: “The operation of licensed premises shall be carried out in a socially responsible manner.” • Displaying messages about responsible service and compliance to law shows a commitment to responsible service and provides patrons with confidence in the premises and a sense of security. <p>The posters listed are examples of current campaigns. Other posters with a similar theme may also be considered. Contact BBN if you have posters that are not listed above to ensure they are acceptable. Responsible service posters are available for download to print and display from the AGLC website (www.aglc.ca).</p>		

D24	Hot and cold food available beyond 11p.m.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • AGLC LH 5.4.3: "Premises with a minors prohibited endorsement are only required to have food service available until 11:00 p.m." • Availability of food slows the absorption of alcohol and may reduce the amount of alcohol consumed by patrons. <p>If food service is available past 11 p.m. one or more nights per week, this Desired criterion applies. A Bonus item can be achieved when food service is available during every hour of liquor service on every night the bar is open.</p>		

D25	Provide a designated first aid room / quiet area to assist injured or ill persons.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Designating a first aid room/quiet area for injured or ill patrons shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. <p>Room should be private (not open to other patrons), comfortable and set up to adequately respond to emergencies (i.e., first aid kit, space to sit or lie down, monitored by staff as needed).</p>		

D26	Have evidence of efforts to "record, report, remove" graffiti and repair defacement on exterior of building and property.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Maintaining the exterior of the building makes the premises more appealing to patrons and the neighbouring community and instills pride with staff. • Broken Windows Theory: A bar that appears well-maintained suggests to customers that antisocial behaviour or vandalism is not acceptable. • Removal of graffiti (including gang tags) discourages gang presence and activity. <p>If exterior maintenance of your premises is provided by a landlord/property manager, and you are unable to remove graffiti, provide proof that it has been recorded and reported to the landlord/property manager. Suggestion: Include this practice in policy, job duties or on checklists.</p>		

D27	Have evidence of efforts to remove and repair defacement on interior of premises (includes washrooms).	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Broken Windows Theory: A bar that appears well-maintained suggests to customers that antisocial behaviour or vandalism is not acceptable. • Removal of graffiti (including gang tags) inside the establishment discourages gang presence and activity. • Maintaining the interior of the building makes the premises more appealing to patrons, encouraging repeat business. 		

D28	Use wet floor sign(s) to help prevent slips and falls. Staff is available for immediate cleanup of spills.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Use of wet floor signs and prompt clean up of spills increases safety of premises (slipping, falling) for staff and patrons; thereby reducing risk of injury and liability. 		

D29	Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Glass items, especially bottles, can be used as weapons (as clubs or to cut someone in fights). Removing some glass items reduces the risk. • Broken glass on the floor is a safety hazard. <p>A Bonus item recognizes establishments that have eliminated all glass products, including bottles.</p>		

D30	Empty bottles are stored behind the bar or away from patron areas.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Empty bottles can be used by patrons as weapons if stored in a public area. Storing them out of reach ensures safety. 		

D31	Have a designated drop off and pick up (i.e., no parking) area.	<i>Check if met</i>
Why is this important?		DESIRED
<ul style="list-style-type: none"> • Shows a commitment to patron service and safety by improving transportation availability as well as proximity to the establishment. • Fights and arguments often occur over taxis or while awaiting a ride. <p>If you are unable to provide a drop off/pick up area due to landlord/property or municipal restrictions, please advise Assessor.</p>		

D32	A copy of the Alberta Occupational Health and Safety Code is on site.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • A copy of the Code will provide a reference for you to ensure your establishment is compliant and safe. 		

D33	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • GLA Section 69.2 and AGLC LH 5.7 cover licensee responsibilities and legislation regarding collection of personal information. • Scanning systems keep records of patrons as they enter and can be used to identify trouble-makers. • Scanning systems can help patrons feel safe and can act as deterrents to problematic behaviour. <p>Alberta's Privacy Commissioner (and the GLA) allows bars to record name, age and photo ONLY. Some systems, by nature of their programming, record birthdates (which is not allowed). If you use scanning technologies, please ensure its operation is compliant with privacy laws and guidelines (effective November 2009).</p>		

D34	Utilize special duty policing when appropriate or recommended, and if available.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Best Practice: Hire uniformed, part-time police officers for surveillance work. • Best Practice: Off-duty police officers and uniformed security staff. • Hiring and investing in extra security staff shows commitment to patron safety. <p>In some municipalities, special duty policing can be arranged via the police.</p>		

D35	Hot and cold food service is available during all hours of liquor service.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • AGLC LH 5.4.1: “Class A Minors Allowed premises must provide a selection of food items suitable for a full meal during all hours of operation”. • AGLC LH 5.4.3: “Premises with a minors prohibited endorsement are only required to have food service available until 11:00 p.m.” • Best Practice: Promote food service. • Eating food delays the absorption of alcohol and may reduce the amount of alcohol consumed by patrons. <p>This Bonus item is only achieved when food service is available during every hour of liquor service on every night the establishment is open. If food service is only available past 11 p.m. one or more nights per week, a prior Desired criterion applies.</p>		

D36	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • AGLC LH 1.5.2: “The operation of licensed premises shall be carried out in a socially responsible manner.” • Alcohol consumed by a pregnant woman is passed to the growing fetus. Fetal Alcohol Spectrum Disorder (FASD) is the term used to describe the range of permanent birth defects caused by maternal consumption of alcohol during pregnancy. A safe amount of liquor for a pregnant woman to consume has not been determined, so the safest choice is not to drink at all. • Shows a commitment to responsible service. Encourages, supports and rewards patrons who are making responsible choices. • Posting this offer publicly allows a pregnant patron to request this offer. Identifying a woman who is pregnant may be difficult and would be awkward or offensive to assume. <p>There is a Desired criterion that requires a policy encouraging non-alcoholic options for pregnant women. This Bonus item is achieved only if the offer is publicly posted.</p>		

D37	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • AGLC LH 1.5.5: “Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.” • Shows a visible commitment to responsible service. • Encourages and rewards patrons who are making responsible choices. • Posting this offer publicly allows designated drivers to request this offer. <p>One of the Desired criteria requires a policy encouraging non-alcoholic options or discounted food for designated drivers. This Bonus item is only achieved by posting the offer publicly.</p>		

D38	Have an automated external defibrillator (AED) on premises and at least two (2) managers with valid training in its use.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • An AED is used to diagnose and treat cardiac arrhythmia. • Providing an AED on premises shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace. <p>Some establishments affiliated with larger businesses (shopping malls, hotels) may have access (or limited access) to an AED but not exclusive possession of one. If this is the case, please inform your Assessor.</p>		

D39	Building and contents are in good order at all times in order to ensure patron and staff safety (e.g., stairs and handrails, flooring, lights, etc.).	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • A premise in poor condition can present safety hazards to patrons. • Broken Windows Theory: A bar that appears well-maintained suggests to customers that antisocial behaviour or vandalism is not acceptable. <p>Assessor will make note of any existing major safety issues. Evidence of ongoing repairs and maintenance (fresh paint, repairs of holes in walls, recently scrubbed or swept floors, condition of back bar) will be noted. This criteria focuses on safety and environmental hazards.</p>		

D40	All beverages are served in plastic / acrylic containers (no glass is served, including bottles).	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Glass items, especially bottles, are often used as weapons of convenience (as a club or to cut someone). Removing glass eliminates this issue. • Broken glass on the floor is also a safety hazard. <p>This Bonus item recognizes establishments that have eliminated all glass products, including bottles, every night of operation. A Desired criterion recognizes establishments that have replaced some glass products with acrylic/plastic.</p>		

D41	Special Bonus if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date.	<i>Check if met</i>
Why is this important?		BONUS
<ul style="list-style-type: none"> • Recognizes licensees who have been compliant to AGLC policy and <i>Gaming and Liquor Act</i>. <p>AGLC will review disciplinary action history upon registration and apply Bonus point when applicable.</p>		