

INSTRUCTIONS:

After you have completed and submitted the Application Form, use the Criteria Checklist as a tool towards accreditation of your premises.

All of the Essential Criteria (red, marked with an E) must be met in order to obtain accreditation. If any of the Essential Criteria are not addressed then you will not receive Best Bar None Accreditation or be eligible for an award.

To be considered for an award, you will need to earn extra points by completing some of the Desired (blue, marked with a D) and/or Bonus (gold, marked with a B) criteria.

Use the General Comments section (green) to highlight any further initiatives that you do that can support your application (e.g. taxi marshalling, providing sweets as customers leave your premises, designated driver programs, etc.).

As you go through the checklist, remember that you will need to be able to prove to the assessors that your premises has the appropriate interventions, policies, and procedures in place. You will also be required to show that your staff are aware of the required policies and procedures.

We suggest that you assemble a booklet, folder or list to record staff training & details of the training, together with an acknowledgement by the staff member that they have received and understood the training given (e.g. an initialed staff orientation checklist, etc.).

If you have any questions about the program, process or application, please contact:

Best Bar None
50 Corriveau Avenue
St. Albert, AB T8N 3T5
Ph. 780-577-6944
Fax: 780-401-3504
Email: info@bestbarnone.ab.ca
Online: bestbarnone.ab.ca

ESSENTIAL CRITERIA: (APPLICANTS MUST HAVE ALL ESSENTIAL CRITERIA TO BE ACCREDITED)

Customer Care: Security/Patron Management		Check as Completed
E	Maximum Occupant Load card posted.	
E	Meets required ProTect Certification requirements for the premises.	
E	Required staff are ProTect certified within 30 days of hiring.	
E	Staff are easily identified – uniforms, distinctive clothing or badges, etc.	
E	Have emergency telephone numbers and the premises address posted by <u>all</u> premises telephones.	
E	Provide evidence of a washroom attendant or documented washroom checks.	
E	Provide written evidence that staff are aware of security/patron management policies and procedures.	
E	Have written procedures and policy for managing lineups at entrance to premises.	
E	Have documented lost and found property system.	
E	Have a written policy regarding weapons found or removed from patrons.	
E	Have a written policy on how and when police are to be called.	
E	<u>Copies</u> of all staff ProTect certificates/cards are maintained on site (originals are the property of the staff member).	
E	Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc).	
Customer Care: Responsible Service		Check as Completed
E	Current liquor licence is posted.	
E	Have signage posted at premises entrance stating “minors prohibited”.	
E	Staff are trained and aware of acceptable forms of identification (Alberta Operator’s Licence, Motor Vehicles Division Identification card, Passport, Armed Forces Identification card, Certificate of Indian Status or Immigrant Authorization or other comparable forms of identification from other jurisdictions).	
E	All staff involved in the sale and service of liquor are ProServe certified within 30 days of hiring.	
E	<u>Copies</u> of all staff ProServe certificates/cards are maintained on site (originals are the property of the staff member).	
E	A log of all staff commencement dates, ProServe certification dates and ProServe expiry dates is maintained on site.	
E	Clocks in premises clearly visible to staff and patrons and all set to correct time.	
E	Have a written zero tolerance policy for employees serving liquor to minors.	

Customer Care: Drugs		Check as Completed
E	Have a written zero tolerance policy regarding the sale and use of illegal drugs within the facility (applies to staff and patrons).	
Customer Care: First Aid		Check as Completed
E	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	
E	Have a minimum of one staff on shift at all times who has a valid first aid certificate.	
E	Have a minimum of one staff on shift at all times who has valid CPR training.	
E	Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl/latex gloves.)	
E	Provide evidence of a written injury/accident recording system (injured person's name, injury, circumstance, first aid provided, staff name, other's involved, date).	
Premises Management: Premises Issues		Check as Completed
E	AGLC Licensee Handbook is on site and available to all staff.	
Premises Management: Glass		Check as Completed
E	Have a written glass collection policy (i.e. that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).	
E	Have a written policy that staff are to monitor departing patrons to ensure that bottles (full or empty) are not being removed from the premises.	
Premises Management: Fire Safety		Check as Completed
E	Fire exits are free from obstruction and well lit at all times.	
E	Provide documented evidence of staff receiving documented training in fire safety procedures; including use of fire extinguishers and other emergency equipment (i.e. escape ladders, fire exits, alarms, etc.).	
E	Have a fire protection/warning system in place (<i>if required by law</i>).	
E	Fire safety risk assessment has been completed in the last 12 months.	
E	Provide evidence of fire equipment being inspected/serviced annually or as required.	
Premises Management: Transportation		Check as Completed
E	Provide active assistance to customers by providing a free phone service / or calling a taxi for customers.	
E	Support a transportation program such as designated driver, #Taxi, "My Safe Ride Home", etc. and applicable signage is posted in patron areas and near public telephones.	

Community Relations: Litter / Waste		Check as Completed
E	Have cigarette butt disposal container in designated smoking areas.	
E	Have garbage cans near premises entrances and exits which are emptied when full.	
E	Clear litter from the area surrounding the premises on a daily basis (i.e. flyers, plastics, glass, empty bottles, condoms, drug paraphernalia, etc).	
Responsible Management Practices: Compliance to Regulations		Check as Completed
E	No disciplinary actions (excluding warnings) in the 12 months prior to assessor visit date.	

Note:

COMPLETION OF ANY OF THE FOLLOWING DESIRED OR BONUS CRITERIA ARE NOT REQUIRED FOR PREMISES TO BECOME ACCREDITED, HOWEVER THEY WILL EARN EXTRA POINTS SO THAT YOU CAN COMPETE FOR AN AWARD IN YOUR CLASSIFICATION OF 'BEST OF' OR 'RUNNER UP'. THE HIGHEST SCORE FROM ALL CLASSIFICATIONS WILL BE THE 'OVERALL' WINNER.

DESIRED CRITERIA:

Customer Care: Security/Patron Management		Check as Completed
D	Have a written incident recording system that is kept up to date.	
D	Signage is posted within the premises that identifies behavioural expectations for patrons.	
D	Manually records (name, age and photo only - in compliance with legislation) a list of persons ejected/barred and staff are able to readily access the list.	
D	Undertake a full interior and exterior premises check prior to opening and following closing (dated & initialed checklist).	
D	Have a security surveillance/camera system in operation that records the interior of the premises.	
D	Have a security surveillance/camera system in operation that records the exterior/parking area of the premises.	
D	Have a written policy on searching patrons.	
D	Have written procedures and policy for managing patron smoking areas.	
D	Door Security Staff accurately tracks number of patrons in premises using mechanical counting devices.	
D	Maintain a log on-site of security staff commencement date, ProTect certification date and expiry date.	
D	CPTED (crime prevention through environmental design) audit completed each year & copy available for management/supervisors to review.	
Customer Care: Responsible Service		Check as Completed
D	Have a formal written policy stating no staff consumption of liquor while on duty.	
D	Have a policy in effect for "soft closing" (i.e. lights gradually 'go up' and music/entertainment ceases at last call).	
D	At least two of the following posters are posted in the premises: "Under 25", "Responsible Gaming" (where VLT's are present), #TAXI, "It's the Law and My Job", a poster on FASD/harms of drinking liquor while pregnant (e.g. "When pregnant or trying to conceive, no alcohol is best.").	
D	Signs/advertisements posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women and designated drivers.	
Customer Care: Drugs		Check as Completed
D	Staff are subject to a security clearance check as a condition of employment.	
D	Have written policy on prevention of illegal drug sales and use on the premises.	
D	Have written policy regarding disposal of drugs. Call Police if situation warrants.	

Customer Care: First Aid		Check as Completed
D	Provide a designated first aid room/quiet area to assist injured or ill persons.	
Premises Management: Premises Issues		Check as Completed
D	Have evidence of efforts to “record, report, remove” graffiti and repair defacement on exterior of building and property.	
D	Have evidence of efforts to remove and repair defacement on interior of premises (includes washrooms).	
D	Use wet floor sign to help prevent slip and falls. Staff is available for immediate clean up of spills.	
Premises Management: Event control		Check as Completed
D	Have evidence of notification for 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).	
Premises Management: Transportation		Check as Completed
D	Have a designated drop off and pick up (i.e. no parking) area.	
Community Relations: Litter / Waste		Check as Completed
D	External garbage bins/dumpsters are locked except for collection days.	
Community Relations: Noise & Disturbance		Check as Completed
D	Have a written “noise” policy.	
D	Have a written dispersal policy.	
Community Relations: Community Engagement		Check as Completed
D	Is involved in a suitable community initiative and conducts community events to benefit others (i.e. charity, fundraisers, team sponsor, etc.).	
Responsible Management Practices: Compliance to Regulations		Check as Completed
D	Special bonus if there have been no AGLC disciplinary actions (includes warnings) in the 12 months prior to assessor visit date.	

BONUS CRITERIA:

Customer Care: Security/Patron Management		Check as Completed
B	Have ProTect certified staff even though not required.	
B	CPTED (crime prevention through environmental design) deficiencies addressed after assessment.	
B	Floor/Serving staff conduct roving counts of patrons in premises and verify accuracy with door staff.	
B	Patron counts recorded in a log on a regular basis throughout the evening.	
B	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	
B	Metal detectors or wands are used at the entrances of the premises and their use is as according to written policy.	
B	Exceed ProTect requirements (i.e. though not required, provides a ProTect certified staff on shift during peak hours of Thursday through Saturday nights).	
B	Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.	
B	Regular (monthly at minimum) staff meeting minutes or agenda are maintained, that reflect discussion on procedures for dealing with security and patron management.	
B	Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.	
B	Utilize special duty policing when appropriate or recommended, and if available.	
Customer Care: Responsible Service		Check as Completed
B	Hot <u>and</u> cold food service available during all hours of liquor service.	
B	Pre-shift meeting held with serving staff and information is documented.	
B	Have a formal staff performance review on a regular basis and results documented.	
B	All staff involved in the sale and service of liquor are ProServe certified upon date of hire.	

Customer Care: First Aid		Check as Completed
B	Have an automated external defibrillator (AED) on premises AND one staff per shift has valid training in it's use.	
B	<p>Have a written and posted policy for handling or cleaning up bodily fluids (e.g. vomit, blood, etc.) that includes 'universal precautions'. Example:</p> <p><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> • <i>Wash hands thoroughly with soap & water for 5 minutes. Rinse under running water. Dry hands.</i> 	
Premises Management: Premises Issues		Check as Completed
B	Building and contents are in good order at all times in order to ensure patron and staff safety (e.g. stairs, flooring, stair handrails, burnt out bulbs replaced, etc.)	
Premises Management: Event control		Check as Completed
B	Documented record of notification/consultation with neighbouring businesses and/or residents prior to special event taking place.	
B	Undertake a formal risk assessment prior to an event taking place and puts appropriate measures in place.	
Premises Management: Glass		Check as Completed
B	All beverages are served in plastic/acrylic containers.	
Premises Management: Fire safety		Check as Completed
B	Conduct and document quarterly mock evacuation-training exercise with staff.	
Premises Management: Transport		Check as Completed
B	Provide a safe (i.e. monitored or supervised) waiting area for customers to wait for taxi or other transportation.	
B	Document any incidences of patrons refusing safe transportation.	

Community Relations: Noise & Disturbance		Check as Completed
B	Deliveries, servicing, etc are done with consideration of neighbours (e.g. disturbance by noise, traffic, etc.).	
Community Relations: Community Engagement		Check as Completed
B	Is member of a recognized industry partnership/crime prevention group/association (e.g. Barwatch, Pubwatch, "Safe City Nights", Neighbourhood Watch, etc.).	
B	Where appropriate is involved in a suitable community initiative or association (e.g. Neighbourhood Watch, Better Business Bureau, Chamber of Commerce, Community League, etc).	
Responsible Management Practices: Compliance to Regulations		Check as Completed
B	Special bonus if there have been NO AGLC disciplinary actions in the 12 months prior to assessor visit date.	

Terms & Conditions

- The application will form the first part of the accreditation and award process only.
- The assessors' visit is designed to verify the details on the application form and the criteria checklist, therefore applicants must make themselves and their premises available for the assessment visit.
- Accreditation means the venue is deemed to have satisfied the minimum standards laid down by the program and is eligible to display the accreditation credentials.
- The applicant must be the designated premises owner or manager of the venue and the venue must be situated within the qualifying area.
- Venues will be contacted, and assessor visits will be scheduled, completed and the applications will be scored.
- Category winners will be selected by an independent panel from the highest scoring accredited venues. The judges' decision is final and no correspondence or appeal process will be entered into.
- All awards will be given out at the Awards Event.
- At the time of the accreditation and award presentation, the premises are acknowledged to have reached the agreed standards. If these standards fall below those achieved, the accreditation and/or award may be withdrawn.
- The Best Bar None signage and certificates remain the property of Best Bar None.
- Best Bar None allows customers to make choices about the safest places to enjoy a night out. By looking for the signage and certificates at the entrance and within premises they will be assured that the venue meets the required standard of safety and customer care.
- ***Submission of your Best Bar None application will be considered acknowledgement and acceptance of these Terms and Conditions.***
- Application forms must be completed and returned before midnight on the closing date by one of the following modes:

Fax: 780-401-3504
Attn: Best Bar None

Mail: Best Bar None
50 Corriveau Avenue
St. Albert, AB T8N 3T5

Email: info@bestbarnone.ab.ca
Online: bestbarnone.ab.ca