

## **Windsor Tavern House Alcohol Policy for Staff**

The following is the house alcohol policy, staff are expected to observe at all times during business hours. The policy is a set of rules governing the service of alcohol in the tavern. It also addresses who can enter and stay in the tavern. Please become familiarized with this policy and do your best to implement it.

1. Do not server patrons to the point of intoxication. (Monitor your service and observe for signs of intoxication).
2. Do not serve a patron who is already intoxicated or is apparently becoming intoxicated. (Again, monitor your service, speak with the patron and watch for and observe signs of intoxication).
3. Do not serve under-age drinkers. (Check the ID of any one who appears to be under 19 years old.)
4. Do not serve alcohol beverages outside of business hours.
5. Deny entry to patrons who are:
  - under-age;
  - intoxicated (assess for prior drinking and signs of intoxication);
  - or troublesome (e.g., previously barred patrons, know troublemakers or those bothering or harassing other patrons or staff etc.)
6. Deny entry to patrons when the premises are too crowded thus making control difficult for the staff to maintain.
7. Remove from the premises:

Under-age and troublesome patrons;  
Patrons causing fights or selling drugs;  
Intoxicated patrons.

Try to assist intoxicated patrons find a way home. It is best if there is someone at home to receive and care for the intoxicated patron. If this cannot be arranged, consider calling the police or keeping the patron at the tavern until they sober up.

Although it is legal to use physical force to eject a patron, such force must not be excessive. Force that exceeds what is minimally necessary to quell a disturbance or remove a patron is strictly prohibited. In fact, force is a last resort. Every reasonable effort must be first made to use polite words when intervening or removing a patron.

8. Do not allow patrons behind the bar.

9. If a staff person decides to take action against a patron (as per numbers 1 to 8 above) speak with the manager on duty first and with the manager's support, take the agreed upon action.
10. Staff are not allowed to consume alcohol in this establishment during their shift.
11. Promote and market the food sold in this establishment.
12. Promote low alcohol beverages.
13. Promote non-alcohol drinks especially to those patrons who are possibly on the way to becoming intoxicated.
14. Familiarize yourself with the house alcohol policy for patrons that is posted at the entrance to the saloon. Refer to it when speaking with under-age, intoxicated or troublesome patrons.

I have read the policy, discussed it with the manager/owner and agree to abide by the provisions contained in it.

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(staff person)

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(Manager/owner)

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(Date)