

SAFER BARS:

**A Centre for Addiction and Mental Health
(CAMH) Program to Prevent or Reduce Bar
Related Aggression, Violence and Injuries**

Safer Bars

- 17,000 plus licenced commercial establishments (bars) in Ontario
- 65,000 SOP events each year in Ontario
- Drinking in these settings can lead to violence, injuries, vandalism, property damage, mischief, intoxication, DWI
- Neighbours are upset



Safer Bars: Background/Rationale (continued)

- Many incidents are:
 - alcohol related (e.g. intoxication, serving practices that promote intoxication)
 - bar related (e.g. crowding, customer jostling and bumping, reputation, cleanliness)
 - not related to alcohol but “macho” attitude of customers and staff, sexual overtures, jealousy, game playing (e.g. billiards)
- Many bar staff lack skills to manage problem behaviour
- Some aggressive individuals are attracted to security jobs

1. To prevent bar violence and injuries
2. To reduce the number and severity of violence incidents and injuries in bars
3. To develop and implement bar staff policies and procedures to prevent and reduce violence and injuries
4. To increase the capacity of bar staff to intervene early and to manage problem behaviour and violent outbursts
5. To increase bar staff understanding of the legal framework from which bars operate.

“Assessing and Reducing Risks of Violence”

- a risk assessment checklist/workbook
- making changes

Staff training on preventing and managing aggressive and violent customers

“Do you Know the Law”

- a booklet on related law and liability



This is an easy to self-administer checklist that enables a bar owner to determine how safe the bar is from a social and physical perspective.

The checklist examines:

- the physical layout of the bar,
- customer traffic flow,
- policies and house rules to keep customers safe

The checklist also contains a section for planning and monitoring changes in areas identified for improvement.



- Entering the bar
- A safe and friendly atmosphere
- Layout
- Physical comfort and safety of customers
- Setting rules and keeping order
- Servers and bartenders
- Security staff
- Minimizing Problems
- Closing time
- Other aspects of a safe environment
- Other things to think about



SETTING RULES AND KEEPING ORDER:

- Do you make it clear how customers are to behave?
- Do you have clear guidelines for when a customer will be told to leave?

EXPLANATIONS:

- House policies let customers know how to behave.
- Customers should know what kind of behaviours will lead to being told to leave or barred. They should know that rules will be enforced fairly....

- The purpose of the training is to increase bar staff's ability to work as a team to reduce the risk of customers becoming aggressive, violent or injured.
- The training is conducted by skillful, experienced trainers and is 3 hours long.
- Each participant receives a workbook and a certificate of completion. Up to 25 people can be trained at one time.

SECTIONS:

- Understanding Barroom Aggression
- Assessing the Situation
- Knowing Yourself and keeping your cool
- Nonverbal techniques
- Responding to problem situations
- Legal issues

Safer Bars

Safer Bars: "Do you Know the Law"

This easy to read booklet describes the legal and legislative environment that bars in Ontario must comply with to avoid the legal and financial grief of not keeping customers safe and out of harms way.

Specific liability cases illustrate the legal reality bars operate under.



- Sale sheet
- Promotional brochure
- FAQs
- This presentation

