

GUIDE TO WRITING NOISE
CONTROL, PATRON
MANAGEMENT, SECURITY
and MEDICAL/SAFETY
PLANS

As a part of your application for the following categories:

- **Alcohol Sales (Consumption On premises / Minors Prohibited)**
- **After Hours Dance Club**
- **After Hours Dance Event**

You are required to submit the following documents for approval. Once approved, the noise control plan, security plan and medical/safety plan will become a part of your business licence and it will be an offence to fail to comply with those documents pursuant to section 31 of the Business Licence Bylaw, 13138:

1. The proposed noise control plans for the Business premises;

The Applicant is required to comply with the Noise Control Plan to ensure the operational practices of the Alcohol Services (Minors Prohibited) and patron activity does not violate the City of Edmonton *Community Standards Bylaw #14600, Part III - Noise Control* pertaining to:

Section 14 (Prohibited Noise):

- 1) a) A person shall not cause or permit any noise that disturbs the peace of another individual.
- b) A person shall not cause or permit property they own or occupy to be used so that noise from the property disturbs the peace of any other individual.
- c) A person may be found guilty of a contravention of this section whether or not the decibel level:
 - i) is measured; or
 - ii) if measured, exceeds any limit prescribed by this bylaw.

Section 15 (Criteria):

- 2) In determining if a sound is reasonably likely to disturb the peace of others the following criteria may be considered:
 - i) type, volume, and duration of the sound;
 - ii) time of day and day of week;
 - iii) nature and use of the surrounding area;
 - iv) decibel level, if measured; and

- v) any other relevant factor.

The noise level factors encompass all the noise emanating from the Alcohol Services (Minors Prohibited) including but not limited to the music and/or patrons.

Alcohol Services (Minors Prohibited) may be monitored for excessive noise levels at any time.

2. The proposed patron management plan for the Business premises including the provisions regarding patron management relating to:
 - refusing entry to or removing Persons who appear to be intoxicated or under the influence of drugs;
 - removing Persons whose behavior becomes quarrelsome, riotous or disorderly;
 - removing Persons who are involved in illegal activities such as drug possession or trafficking;
 - refusing entry to Persons who have been removed from the premises repeatedly;
 - reporting illegal activities to the Edmonton Police Service; and
 - refusing entry to Persons identified by the Edmonton Police Service who, within the past three years, have been convicted of an indictable criminal offence.
3. The proposed security plan for the business premises;
4. The proposed medical/safety plan for the business premises including the number of personnel and their qualifications.

Failure to comply with any licence condition constitutes an offence with a minimum penalty of \$2,000.00, and a maximum penalty of \$10,000.00. Any violation may also be enforced under the provisions of the Business License Bylaw

You must also be aware of any relevant Alberta Gaming and Liquor Commission, Fire Safety Code and Occupational Health and Safety legislation that impacts your business.

WHY ARE POLICIES AND PROCEDURES IMPORTANT?

Developing thorough policies and procedures for your staff to follow will help ensure your establishment is running smoothly, efficiently and responsibly. Written policy and procedure ensures every employee and manager has the same information on a variety of topics; with the goal they will understand the policy as well as the procedure for enforcing and carrying out policy. Maintaining your operating information in one agreed upon location will make the information accessible and keep you and your staff organized and informed.

Policies reflect “the rules”. *Policy is the reason for procedure.*

- These could be rules that you impose based on what you think is important in the operation of your business or based on external factors such as the Gaming and Liquor Act (GLA), the AGLC Licensee Handbook, municipal bylaws or agreements with landlords, etc.

Procedures represent an implementation of policy. *Procedure ensures policies are carried out and/or enforced.*

- They describe how to manage a situation, the order that things are to be done and who performs each task. Procedures will evolve over time as new tools emerge, new processes are designed and as the risks associated with a procedure change in response to internal or external environmental changes.

Policies provide the rules – procedures provide the means to follow them.

NOISE CONTROL PLAN

NOISE:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Your noise policy should direct staff to be aware of the commotion and noise a bar can inflict on its neighbours. Excessive noise (music through windows or entrances, patio noise, patron noise) can make a bar an undesirable neighbour if not addressed and will result in complaints.
- Each premise will have a different policy that reflects the neighborhood they are in, the proximity to residential and commercial neighbours, and the hours of business of commercial neighbours.
- Noise policies can also cover noise levels within the room, ensuring guests and staff are in a safe, comfortable environment.
- You may want to obtain a dosimeter or sound level meter to use to measure sound levels and set acceptable decibel levels.
- The Occupational Health and Safety Code provides guidelines for noise exposure to staff.
- Sources of noise include
 - Patrons in smoking areas
 - Music from inside the bar filtering through windows or doors
 - Patio noise
- What can staff do to reduce or limit noise, commotion and disruption?
 - Closing doors or windows at certain times may help.
 - Maintaining a reasonable volume level of music.
 - At a management level, get to know your neighbours. Find out if your “footprint” is causing stress or disruption of business. Work with them to ensure the noise levels are manageable and realistic for both parties. Be approachable. It is always preferable that they come to you with a complaint and give you an opportunity to fix it than to complain to the municipality.

DISPERSAL:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Your dispersal policy should apply to patrons as they leave the building, especially, but not limited to, the end of the night.

- Monitoring patrons outside the establishment and ensuring they are not causing trouble.
- Procedure could include the following:
 - Intervening with intoxicated patrons and ensuring they have safe transportation (find their acquaintances, call a taxi, prevent the risk of drunk driving, etc).
 - Supervising the exterior of the exits of your premises.
 - Walking female patrons to cars or rides.
 - Increasing staff numbers at coat check near the end of the night.
 - Thanking patrons on the way out (encouraging them to return by ensuring their final interaction with staff is positive).

LINE UPS:

Information to consider within your plan:

Effectively managing lineups to your premises can improve customer satisfaction and reduce unnecessary disturbances to neighbouring businesses or communities.

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Managing lineups provides an opportunity for your staff to keep the crowd orderly and observe patrons for signs of intoxication and aggression. They also prevent problems such as ‘cutting in’.
- Bars that have nightly lineups will have door staff or management in place to supervise and monitor lineups. In bars without security staff, a supervisor, manager or bartender may need to decide to start a lineup on unexpectedly busy nights.
- Ensure all staff members are aware of the Occupant Load.
- If your room is often at or near capacity, you should have staff dedicated to managing the flow of customers. If this is a less common occurrence, staff may be less experienced or prepared and policy will prepare them and ensure they know what to do.
- Start your lineup before you are at capacity. This will allow flexibility for “VIPs” or regular customers to enter without risk of exceeding Occupant Load. Avoid favouritism with “VIPs” or regulars. Customers waiting in line while others get preferred treatment may feel underappreciated, marginalized or hostile once they have entered your business. All customers should feel appreciated.
- Familiarize staff in policy and training with whatever equipment is needed to properly manage a lineup and how to use it. This could include stanchions, ropes, counting devices, scanning equipment, head count logs, cash collection equipment for cover charges, VIP lists, radios, etc.

- Try to communicate estimated wait times to keep patrons “in the loop” as to how long the wait might be. This is especially important on cold, winter nights.
- By 1am your exterior line-up must not exceed what is listed in your approved plan. Have a plan in place for your staff to inform patrons waiting in line that they must move on as they will no longer be able to enter the bar.
- Re-entry: When a lineup has been established, patrons may request the ability to leave or re-enter the premises (perhaps to smoke or accompany friends to vehicles). Consider if you will allow re-entry, if the patrons have a time limit, if they will be kept on a list or tally sheet. Determine the best balance between customer service and managing capacity (Holding Identification for re-entry is NOT suggested).

MANAGING SMOKING AREAS:

Information to consider within your plan:

Develop exit and return policy for patrons using smoking areas. Noise issues from smoking areas may disturb neighbouring businesses or communities, and procedures should be developed to minimize issues.

- Policy should clearly identify the designated smoking area(s). Maps or diagrams are useful.
- Assign responsibility for regular monitoring of the smoking areas. Including:
 - Ensuring patrons smoke only in the designated smoking area.
 - Encourage patrons to move beyond the 5 [five] meter barrier to comply the Community Standards Bylaw, 14600.
 - Monitoring customer behaviour (ensuring they are not bothering neighbouring businesses or other patrons who are smoking or entering or exiting the establishment).
 - Ensuring the area is clean and tidy (ashtrays are supplied and not overflowing, cigarette butts picked up).
 - Ensuring beverages and glassware are not permitted in the smoking area.
 - The return of patrons from the smoking area to the premises.
- Determine how to manage patrons who want to exit the building to smoke and then return to the premises.
- Signage to instruct or guide patrons is helpful.
 - Inform patrons that they may be subject to a second pat-down upon re-entry
- Consider a policy for patrons and staff. (Policies could be combined to one policy.)

- The staff smoking area may be separate from the patron smoking area. Staff policy should include hand washing prior to returning to work if handling food or beverages.

SOFT CLOSING:

Information to consider within your plan:

Managing noise levels within your establishment at the end of the evening will allow your staff to close your establishment more efficiently.

- Alberta liquor laws state that last call must be completed by 2AM at the latest. All liquor must be cleared from tables and the bar must be clear of patrons by 3AM at the latest. A policy and adequate procedure to ensure these demands are met will help your establishment stay compliant with AGLC policy.
- Consider developing procedure for staff to follow to ensure the policy is understood and followed. Procedure would guide steps taken by staff between last call (drinks are no longer sold) and closing the doors to end the evening. (See sample provided.)
- Here are some suggestions for Soft Closing:
 - Bring the lights up gradually, getting brighter as time passes.
 - Lower the music levels, to indicate to patrons that the evening is ending and the premise is closing.
 - Cease entertainment. Shut down pool tables. Turn televisions off.
 - Collect unclaimed glassware and bottles, stack unattended chairs and tables.
 - Remind patrons that the evening is done. Do so in a firm, yet tactful, manner.
 - If a coat check is used, ensure it is adequately staffed to prevent exit issues and delays.
 - Generally, the more patrons in the room, the earlier it is suggested to begin the closing process.
- Practicing a deliberate “soft closing” will allow patrons to leave in an organized fashion, rather than all at once at the last minute. This will make it easier for patrons to secure taxis and could also prevent crowding, frustration and potential violence.
- “Soft closing” and solid procedures for closing will help the night end more smoothly, allowing staff to complete end-of-night tasks (cleaning, cash outs, inventory) more efficiently. This can also cut down on labour hours (staff will not need to remain as late at night) and improve staff morale (less headaches and stress attempting to get patrons to leave).

Sample “Soft Close” Procedure:

- | | |
|---------|---|
| 1:45 am | First Last Call
DJ to announce “Last Call” clearly. |
| 1:55 am | Final Last Call
Last chance – Finish all drink orders |
| 2:00 am | Close Bar(s) – Cease drink sales |
| 2:05 am | Music level low; band/DJ finished – lights slightly up |
| 2:15 am | Lights brighter (or full). Circulate through room reminding patrons to finish drinks. Clear glassware. |
| 2:30 am | Lights should be full. Music off. Televisions off.
Keep circulating, clearing glassware, strongly urging patrons to leave. |
| 2:45 am | Patrons should be gone. Drinks and glassware cleared from room. |
| 2:55 am | Secure room. Conduct walkthrough. |
- Determine your own Soft Close prompts, timelines, targets and deadlines for staff.

PATRON MANAGEMENT PLAN

EXTERIOR CLEANLINESS:

Information to consider within your plan:

- Policy should clearly identify areas to be maintained outside of premise
- Assign responsibility for regular monitoring and clean up; Including:
 - Sweeping of sidewalks and placement of the refuse into a garbage bin, not off the curb into street
 - Snow shovelling and spreading of sand or gravel on ice.
 - Weekly inspections of outdoor lighting
 - Clearing and removal of handbills
 - Window cleaning and repairs
 - Graffiti and sticker removal
 - Regular washing of the exterior of the building
 - Supplementary emptying of street ashtrays if needed – keys can be made available through Responsible Hospitality Edmonton

PATRON DRESS CODE/CODE OF CONDUCT:

Information to consider within your plan:

- The dress code serves a number of purposes:
 - It allows us to keep a great looking crowd
 - It establishes with your clientele that there are rules as to how they conduct themselves while they are our guests.
 - Please remember that at ANY time, you have the right to refuse any individual.
 - The dress code can be one of the strongest tools, as dress can be indicative of behavior and attitude. It is the simplest first step to turn away and bar entry to problem guests, rather than to admit a patron that will cause more disruptive actions inside.
 - In addition to dress code items identify any patron conduct that is prohibited such as:
 - Standing on tables or chairs
 - Spraying liquor or beer
 - Removing clothing -Nudity is not permitted
 - Moshing -jumping around on the dance floor
 - Dangerous acts on the stripper poles

- This type of conduct should be prohibited for the safety of your staff and patrons.
- Although these actions may appear harmless on their own, when you mix this with alcohol consumption it may result in injury.
- Prohibiting these and other dangerous actions is a great way to ensure that you create a safe environment for your patrons to enjoy themselves.
- It is very important that staff are aware that they are required to monitor liquor consumption of patrons and refuse service if a patron appears intoxicated (slurring, staggering, lack of coordination...etc).

PREVENTION OF ILLEGAL DRUG SALES AND USE:

Information to consider within your plan:

- This policy pertains to dealing with and preventing the sale and use of drugs on your premises if or when it happens.
- Consider developing procedure for staff to follow on ensuring the policy is understood and followed.
- Policy and/or procedure should include notifying the designated supervisor on shift of confirmed or suspected illegal drugs on the premises.
- Consider consulting with your local police for guidance in developing an effective illegal drug prevention strategy and accompanying procedures for reporting to police and handling of the drugs. Police may also provide guidance regarding legalities of searches and seizure.
- Policy will increase staff awareness and make your establishment less attractive to drug users or dealers. Consider posting signage notifying patrons of the policy.

ILLEGAL DRUGS DISPOSAL:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- The AGLC policies listed above state that identified illegal drug activities must be reported to police. Illegal drugs seized or found on premises must be turned over to police. Failure to do so could suggest complicity or a relaxed attitude toward drug use or trafficking.
- It is an offense to be in possession of illegal drugs or to have them on your property

- Consider consulting with local police for guidance in developing an illegal drug disposal policy and accompanying procedures for reporting to police and handling of the drugs. Police may also provide guidance regarding legalities of searches and seizure.

MONITORING PATRONS LEAVING WITH GLASS:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Patrons from other countries may not be aware that you cannot leave the premises with open liquor. Do not assume that patrons know liquor laws
- The bar's local reputation (or "footprint") will be negatively affected if outgoing patrons are littering or vandalizing your neighbourhood with bottles and glassware.
- Use this as an opportunity to reinforce the need for great customer service. It is a good business practice to thank patrons as they leave, encouraging repeat business by ending their visit with a positive interaction with staff. At that point, they can be monitored for glassware. They can also be monitored for intoxication levels. In either case, intervention may be necessary.

OVERSERVICE/LIQUOR SERVICE TO MINORS:

Information to consider within your plan:

- prohibiting the unlawful entry of minors;
- refusing liquor service and consumption of liquor to persons who appear to be intoxicated or under the influence of drugs;
NOTE: Common signs of intoxication include falling down, staggering, lack of coordination, disorderly appearance, bloodshot eyes, slurred speech and liquor on breath.
- refusing liquor service and removing individuals whose behaviour becomes quarrelsome, riotous or disorderly, and/or who are involved in illegal activities, such as drug dealing;
- considering barring entry of individuals who have been removed from the premises repeatedly
Staff are required to ask for acceptable forms of identification from patrons who appear to be under 25 years of age.

“DATE RAPE” DRUGS / DRUG-FACILITATED or ALCOHOL-FACILITATED SEXUAL ASSAULT AWARENESS:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- As part of this policy, include information to help staff know what to watch for to increase staff awareness, and how to intervene.

“Date Rape” Drug Facts and Information:

- Date Rape drugs include: GHD (Gama Hydroxybutyric Acid), Rohypnol (Flunitrazepam), Ketamine (Ketamine Hydroxide)
- These drugs are essentially tasteless and can be liquid with no odor or color, a white powder or a pill that dissolves in liquid.
- Drugs can easily be put into an unattended beverage or if someone, other than a bartender or server gives them a drink.
 - If a patron purchases drinks for others, bar and serving staff can deliver them to the recipients rather than allowing the “donor” to carry and serve them.
 - Discourage patrons from leaving drinks unattended
 - Consider producing umbrellas or stir sticks with messaging that servers can put into unattended drinks. Messaging could say: “You left your drink unattended; unattended drinks are at risk of being drugged. Be safe; order a new drink.”
- If bag searches or pat-downs are employed, watch for liquid containers (e.g. Visine) or other containers that could be used to transport date rape drugs. Inspect washrooms regularly (for drugs and also for drugged patrons).
 - Consider working with police to arrange turning over any items seized or found.
- These substances take effect very quickly, which may be the only clue that a person has been drugged, as opposed to gradual intoxication from alcohol. Watch patrons closely for exhibiting sudden signs of drowsiness or confusion (difficulty speaking, difficulty with motor skills, etc.) and in a vulnerable state.
- Females are the most common victim of date rape drugging, however males are sometimes accidentally or even purposefully drugged for a variety of reasons.
- Alcohol-facilitated sexual assault is a sexual act committed on a victim who is profoundly intoxicated to the point of near or actual unconsciousness. In these cases the victim cannot give consent.
 - Sex without consent is sexual assault

- Use judgment at the door when patrons are leaving:
 - If a patron is incapacitated and leaving with a party or individual, staff should not hesitate to question the individuals to ensure the patron is leaving in safe hands.
 - Slow the patrons down at the door if necessary and ask questions to stall or gain information (How was your night? etc.)
 - If it's a female patron, ask if they have a girlfriend with them.
 - Ask for identification.
 - Make notes.
 - Friends will be cooperative; assaulters will not want to leave a record.
 - Subjects under the influence of these drugs are open to coercion and can unfortunately go along willingly with an assaulter's wishes.).
 - If unsatisfied that the subject is in "safe hands", consider calling police or an ambulance.
- Consider consulting with your local police or sexual assault centre to develop policy.

DESIGNATED DRIVER POLICIES:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Offering discounted or free non-alcoholic drink options or food to designated drivers encourages patrons to drink responsibly and provide safe transportation and supports them in this decision
- Give guidance to staff to allow them to identify a designated driver within a group. (eg., A round of drinks is ordered by a newly seated group of patrons; one individual orders a non-alcoholic drink or no drink at all. This may be an opportunity to find out if this is the group's designated driver, who would be offered free coffee or soft drinks).
- Consider advertising this policy in your premises to show patrons that you support their decision to plan ahead and consume liquor responsibly if driving, and allows the patron to request your offer

DISORDER/ILLEGAL ACTIVITY:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- As part of this policy, include information to help staff know what to watch for to increase staff awareness, and how to intervene
- Note that these are just general guidelines. Every situation is different, and should be handled accordingly. The key is to ensure that the safety of all your patrons is considered regardless of whether they are removed or allowed to stay in the event of a disturbance.
- When patrons are evicted due to fighting, disrespecting staff or other patrons, their ID should be recorded in order to place a ban on the Scanning System.
- The incident should be recorded in an incident log and the following is included:
 - Dated and updated each day of operation
 - Time of the incident
 - Names of people involved -if possible
 - Detailed description of the people involved. Height, weight, clothing, eye colour, hair colour, sex, race...etc.
 - Summary of events
 - Names of staff involved
 - Scanning System ban [if applicable]
 - EPS event number [if available/applicable]
 - Incident Log is to be made available to a regulatory agency upon request
 - Should be retained for 2 years

Prevention Techniques

- Watching for drug dealers/fighters and refusing service and removing them from the premise.
- Preventing access to drug dealers/fighters who have been trouble in the past.
- Constantly scan your section looking for out-of-the ordinary behavior like arguments, shoving matches, and ultimately fights.
- Do not allow play fighting. If people are caught play fighting, have them stop and warn them that if it continues they will be asked to leave.
- Do not allow people to stand on the bar tops, chairs or tables.
- Make sure your section is as clean as possible of bottled beverages and cups -these can be tripping hazards (particularly in and around the dance floor area) or weapons.
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Despite all measures we take to prevent troublesome individuals from entering our establishments through selection at the door, Scanning System and any other tools, there are inevitably disagreements and fights. It is your job to manage these disturbances.

Intervening

- When a fight is called over the radio, all security staff is expected to respond except for staff monitoring the entrance and exit, or unless directed to by Management or the head Security Staff member.
- There must be at least 2 Security Staff present before you break up a fight.
- This rule is in place to keep the security staff safe and in a position of dominance.
- Even if you are going heading out to keep an eye on a situation you should, in the very least, let a fellow staff member know you are there, in the event the situation gets out of control and you cannot call for assistance.
- We want to call as many of our door staff to a situation as possible to deal with any disturbance. If you need more assistance, call on bartenders, porters, managers or any other staff to help. Completely surround the individual or parties involved.
- Attempt to end these situations as quickly as possible and return the room to a fun party atmosphere. Do not carry out long discussions as to who is in the right or wrong. If there are any questions regarding the guilty parties, conduct those conversations outside, and away from the main entrance/exit.

Call police immediately if it their assistance will be needed to deal with the situation

Use of Force – Necessary force

- When dealing with a dangerous-or unpredictable-situation, you usually have very little time to assess the situation and determine the proper response. Here, good training will enable you to react properly to the threat or possible threat and respond with the appropriate tactics to address the situation, possibly including some level of force, *if necessary*, given the circumstances.
- The legal test of excessive force is whether you *reasonably* believed that such force was *necessary* to accomplish a legitimate security process.
- More to the point is an understanding of the "improper" use of force, which can be divided into two categories: "unnecessary" and "excessive." The unnecessary use of force would be the application of force where there is no justification for its use, while an excessive use of force would be the application of more force than required where use of force is necessary.

- Although the above text is not situation specific the idea is that you can only use enough force as is reasonably necessary to remove a patron or break up a fight.
- Use of excessive force can land Security Staff a personal lawsuit and/or formal charges.

Removing a Patron

- When a customer is told to leave you would always like him/her to walk out on their own, with your staff escorting them.
- If the customer does not co-operate then you would physically walk him/her to an exit with at least 2 security staff, 1 holding each arm.
- Never touch a patron unless it is necessary.
- Give the patron warnings to leave, if he/she does not co-operate then you may physically remove them.
- You always want to make the consequences clear. If a patron is instructed to leave, and does not, after several attempts, then it is within our rights to physically remove them.
 - This point needs to be made very clear. Unless warranted, we have no right to touch a patrons unless he poses a threat. We do not touch any patron unless necessary.
- It is also very important that you don't simply throw patrons out.
 - You must make sure that they are safe outside, and not in a position to get attacked or suffer from the elements
 - If the temperatures are sub zero ensure they have a jacket and/or a safe ride home. Usually when a patron is removed, they are separated from friends, or family who may be their link home. Putting a patron outside alone could separate them from their ride home, or endanger them.
- Consider creating policy on a general protocol for incidents ranging in degrees of severity:
 - If patrons are visibly arguing and it is deemed to be a minor argument have them move to separate parts of the bar. Only do this if you feel both parties will be safe inside the bar.
 - If the argument is more serious, parties should be removed from the bar to separate entrances.
 - If the situation appears very serious then parties should both be removed from the bar through separate doors and at separate times.
 - If there is a further risk of danger, call the POLICE service to deal with the threat

TRESSPASSING:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Trespassing is a person on property without the permission of the owner; this permission can be expressed or implied.
- The property owner can withhold or withdraw permission for any reason (subject to Human Rights Legislation).
- The door staff and managers, as the owners' representative, have the authority to deny access to private property or withdraw permission for patrons to be on it.
- Security Staff have no right over public property, only private property.
- Consider contacting police about their Agent Status program:
 - As part of the Agent Status program, business owners give authority to police to act as "agents" for the property:
 - This then gives police the authority to act on behalf of the owner, such as for the banning of persons.

CHECKING IDENTIFICATION:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed including what forms of identification your premise will accept.
- Provincial Legislation states:
- Staff must be able to confirm that patrons in their premises are 18 years of age or older. If patrons appear under the age of 25, staff must ask for an acceptable form of identification.
 - Identification should be carefully examined under good lighting and/or a black light should be used to ensure the:
 - photograph is a true likeness and has not been substituted;
 - the plastic laminate has not been tampered with; and
 - the lettering of the name, date of birth and other data have not been altered (lettering that has been altered will show up under a black light).
 - Ensure that the individual's date of birth is a minimum of today's date less 18 years.
 - A signature verification can also be used to compare to the signature on the identification.
 - Verify height and eye colour if necessary.

- Any of the following forms of photograph identification are acceptable as proof of age:
 - Alberta Operator's Licence (i.e., Class 1 – 7 driver's licence);
 - Alberta Identification card (for non-drivers, available through private registry offices);
 - Passport, Armed Forces Identification card, Certification of Indian Status card, Canadian Citizenship card, Permanent Resident card; or comparable, government-issued photograph identification from another jurisdiction.
- If staff have doubts the photograph identification is genuine, a second piece of identification from the following list shall be requested:
 - birth certificate;
 - baptismal certificate;
 - foreign government visa;
 - firearms licence (i.e., Possession and Acquisition Licence (PAL) or Possession Only Licence (POL); or
 - NEXUS card.

OCCUPANT LOADS:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Ensure staff are aware of the occupant load allowed for your premise.
- If there are multiple rooms or levels to your premise ensure staff are aware of each occupant load number.
- Occupant loads should be monitored at all times your premise is open and operating.
- Staff should be using manual counters at the entrance and exit.
- It is important for staff to be communicating regularly with numbers in and numbers out so the occupant load count is accurate when and if you are asked by a regulatory agency.
- If you are at or near capacity have a plan in place to control your numbers (i.e. temporarily close off access to the patio or upstairs).
- Bear in mind that people on smoke breaks are still included in the count for our capacity.

SECURITY PLAN

STAFF CONDUCT:

Information to consider within your plan:

- Consider developing expectations for staff to follow to ensure professionalism, such as:
 - Confidence
 - Consistency -apply rules in the same way
 - Respect
 - Hospitable -smile and make eye contact, greet patrons
 - Proactive -intervene before situations are critical
 - Observant -be aware of surrounding
 - Patience -take the time to deal with difficult patrons/situations
 - Always greet patrons politely.
 - Provide information: numbers of a cab service, location of smoking area, when last call is, etc.
 - Thank patrons upon departure: invite them to come back, or ask how their experience was.
 - Personal hygiene
- Dress code/appearance:
 - A security shirt is provided at no cost. It is your responsibility to keep the shirt clean, and must be worn at all times on shift. Additional shirts are at employee's expense.
 - All security staff must have their logoed shirt visible at all time, so you can be clearly identified by our customers. The shirts are brightly coloured in order to be easily identifiable, not only by patrons, but by peace officers assisting staff
 - During the colder months of the year, winter jackets are provided for those Security Staff are working outside. Jackets are provided at no charge for use on shift, but are to remain on premises.
 - Jackets (except as noted above), sweaters and any other clothing cannot be worn over your staff shirt and/or jacket.
 - Shorts, sandals and excessively ripped jeans are not allowed.
 - Running shoes, boots and dress shoes are all acceptable forms of footwear, as long as they are securely attached to your feet, and have covered toes.
 - Hats are prohibited, with the exception of bar logoed toques in the winter, or special events.
 - Non-finger gloves are prohibited. Protective hatch gloves are allowed for use while working.

- Stab-proof vests may be worn by security staff. These may be purchased through army surplus stores, among other retailers. After three months, security staff are eligible for a \$100 reimbursement with original receipt.
- Security staff is prohibited from carrying batons, handcuffs or weapons of any kind.
- When off duty, it is required that staff follows the patron dress code.
- Cell phone usage – i.e. staff leave their phones in their pockets as text messaging and phone calls are a huge distraction

WEAPONS:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Situations involving weapons can be unpredictable. When deciding how to proceed in dealing with situations involving weapons, staff should consider such factors as:
 - the safety of all patrons and staff in the room - especially the staff member dealing with the situation;
 - the state of mind of the patron with the weapon (calm, threatening, sober, intoxicated);
 - the type of weapon involved;
 - the level of threat (is the weapon being used threateningly or was it spotted in a pocket or purse?)
 - the location (is the patron already in the room or at the door?).
- Define “weapon”: Ensure staff members are clear what you consider to be a “weapon” and that it is defined in policy. This list should include the obvious (knives, guns, chains, etc.) but could also include other items (pocketknives, screwdrivers, scissors, nail files, etc.).
- Ensure searches are done with awareness of human rights and patron comfort (i.e., females searching females).
- If used at your premises, staff should be trained in the correct use of metal detectors or wands and how to perform pat-downs at the door. You should have policies and procedures relating to how and when to use these tools.
- It is a best practice to log all weapon incidents (this could include turning patrons away at the door carrying weapons) in incident reports.
- Consider consulting with your local police regarding this policy or development of related procedure.

- Weapons in licensed establishments are stereotypically associated with large nightclubs, “high-risk” neighbourhoods and clientele and are often considered “someone else’s problem”. Bars that have had problems with weapons in the past are likely to be more vigilant and aware of the risks. Locations that have rarely or never had a problem with weapons will find that a policy prepares them to deal with a situation that involves a weapon (either smuggled in or used in the premises).
- Signage at the door or entrance stating that weapons are forbidden and those found with weapons will not be allowed entry.

WEAPON SEIZURE:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- What is your authority to seize a weapon?
- Depending on the weapon seized, it may be an offense to be in possession of the weapon or to have them on your property.
- Where will the weapon be held until it is turned over to police if required?
- What will your staff do with weapons not required to be turned over to police?
Consider consulting with a lawyer and then with local police for guidance in developing weapon disposal policy and accompanying procedures for reporting to police and handling of the weapons

CALLING OR CONTACTING POLICE:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Ensure patron and staff policy are considered when writing this policy.
- Include all emergency numbers in the policy manual and post them in the premises.
- Determine *who* calls the police (managers, supervisors, bartenders, etc.) to prevent more than one person calling police, or no one calling police.
- Ensure staff is aware of all situations that should be reported to police and the procedure to do so. Procedure should include an internal reporting process (for example, “staff is required to report the incident or suspicion to the on-shift manager who will contact police if necessary”) and completing documentation when contacting the police is warranted.

- Consider consulting with your local police regarding this policy or development of related procedure.
Invite local police to do “walk-throughs” and ask them what you can do to improve communication and build a relationship with them.

PRESERVATION OF A CRIME SCENE:

Information to consider within your plan:

- At a minimum, procedure should include the following:
 - Prevent patrons from walking through the area and disrupting evidence.
 - Identify possible witnesses and provide the information to police.
 - Don't move or touch anything.
 - Be observant and make note of what you see and hear.
- Consider consulting with your local police regarding this procedure or development of related policy.

GLASS COLLECTION:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Consider identifying which staff members are responsible for clearing tables or cleaning and disposing of broken glass.
- Describe the use, location and availability of all equipment required to remove hazards (brooms, dustpans, glass containers, etc.)
- Identify that broken glass is disposed of separately from the regular trash and disposed of safely.
- Emphasize the need for safety:
 - Broken glass left uncleared is a hazard to staff and patrons and has resulted in liability issues.
 - Empty glassware and bottles left unattended and not promptly cleared can be knocked over and broken or used as weapons.
 - Empty bottles should be stored, collected and organized in an area out of the reach of guests.
 - Unattended drinks are removed

SEARCHING PATRONS:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- Does the basic policy statement need to specify when searches are done? Do searches happen every night, or only when the manager directs them to be done? This will depend upon the size and clientele of your premises. It may also depend upon the occurrence of special or seasonal events.
- Patron searches at the door are often considered a “big city” or a “nightclub” practice. Invasive pat-downs, purse or bag inspections, metal detectors or wands can increase safety but run the risk of turning away “good” patrons as well as “undesirable”.
The decision to conduct searches is the establishment’s decision. If it is deemed to be a desired business practice, ensure that policy gives staff full instruction as to:
 - Who conducts searches? Door staff? Do males search females?
 - How often are searches conducted? (Only during certain events or nights?)
 - What are you looking for? (What items are you trying to prevent patrons from bringing into the venue?)
 - How is contraband dealt with? (Deny entrance? Seizure? Incident report?)
- Ensuring staff know what to do is important, especially if it is not common practice. For example, a patron may be suspected of smuggling his or her own booze into your lounge. A bag search may be required. How would you want them to handle it? Or a patron may enter with a large or bulky purse or bag and there is a suspicion of contraband. Staff would need to be aware of their rights to search and the proper procedures to do so.
- Include instruction for staff on how to handle situations when contraband is found.
- Consider consulting with local police for guidance in developing policy and to ensure your search policies and procedures are legal and respect both your rights as a business owner and service provider and the customer’s rights. Police may be able to provide guidance regarding handling contraband.
- Reinforce the need for tact, professionalism and sensitivity when conducting searches or pat-downs. Searches can play a role in preventing contraband from entering your establishment and may also deter unsavoury clientele (it sends a proactive message to troublemakers). However, if conducted with a “heavy hand” they can also alienate customers.
- Consider posting signage to inform patrons that searches may be conducted.

USE OF SECURITY SCREENING EQUIPMENT (METAL DETECTORS, WANDS) AND PROCEDURES (PAT-DOWNS):

Information to consider within your plan:

- This criterion may apply only on certain nights or events; specify if that is the case.
- Pat-downs, metal detectors or wands are often employed at larger clubs or during busy events like live concerts in bars. They can help prevent patrons from carrying weapons or other unwanted contraband (liquor, illegal drugs) into your establishment. As well, bars that conduct these searches appear proactive to patrons. This can increase a patron's sense of security and deter "unwanted" patrons from entering. Some owners fear that conducting searches at the door can offend patrons, turn them away or suggest that the room is unsafe enough to warrant these practices. Weigh the risks and determine if the practice is suitable to your needs.
- Consider signage at the entrance to inform patrons of your search policies. Those who refuse to be searched should not be allowed entry.
- Males pat down males, females pat down females.
- All ladies purses will be searched.
- If weapons or drugs are found, immediately inform management.
- Found weapons and/or drugs will be placed in a locked bin and turned in to police as soon as practicable
- Patrons found to carry a weapon will not be allowed in and must be flagged on the Scanning System
- Consider consulting with a lawyer in developing policy and to ensure your search policies and procedures are legal and respect both your rights as a business owner and service provider and the customer's rights.
- Consider consulting with local police or security professionals to ensure security staff are properly trained to screen customers efficiently, tactfully and legally.
- Consider bringing in a trainer or consultant to provide guidance to staff. Police may be able to provide guidance regarding handling contraband.

SCANNING SYSTEMS:

Information to consider within your plan:

- This criterion may apply only on certain nights or events; specify if that is the case.
- Scan **all** patron ID's on the Scanning System
- Ensure a proper photograph of each patron is recorded as they enter
- Compare the photo ID with the patron to ensure they are one in the same

- Constantly monitor the capacity. Notify the manager and head of security when the capacity is within 10 patrons of the legal occupancy.
- Constantly monitor the online/offline function of the Scanning System -the system should always be online to ensure up-to-date ban data
- Alert manger and head of security of a ban should appear. Do not allow entry to a banned patron and discipline and/or terminate staff that contravene this policy.

RADIO USE AND ETIQUETE:

Information to consider within your plan:

Radios are used to aid in communications between the door staff and managers; there are a few rules that we use to allow for the best communication between those involved.

- Always perform a microphone check at the beginning of your shift to ensure that you can communicate in and out.
- Always speak into the mic with a little distance between your lips and the mic. If you are too close the words are muffled.
- When communicating with another Security Staff member call them by name or position. For example: "Jason can you please come to Jack Bar" or "Cover charge can you please come to exit door".
- In normal communication use a low calm voice, so when you use an excited voice during an incident it is clear that it is a priority.
- Please keep all communication to a minimum; the door radios are not toys.
- At the end of the night, be sure to return each handset to the base charging station and turn the radio off. The radios are an essential communications tool, and radios should be fully charged for the beginning of each new shift.

Examples of radio calls for staff to communicate by:

- Code 1-Removing 1 patron, no other security need to respond. Please ensure that the location and exit the patron being removed from is being communicated. (i.e.: Code 1 Far South, coming out west emergency exit.)
- Code 2-This is when a fight breaks out between patrons and door staff need to assist in breaking up and removing the individuals. The door staff who will respond are the 2 closest to the area the fight is occurring and the person who called the Code 2. If more door staff are needed the situation, then communicate that extra door staff are needed
- Code 3-When staff is involved, or the situation has escalated to where ALL door staff (except front door staff) is needed.

- Code 4-Weapons such as bottles, chairs etc are involved. ALL door staff must respond except for 1 door staff which must remain at the front door.
- Code 911-Emergency protocol-follow procedures from Fire Plan for immediate shutdown of operations

VIDEO/CAMERA SYSTEMS:

Information to consider within your plan:

- Consider developing procedure for staff to follow to ensure the policy is understood and followed.
- How the camera system is installed
- How long do the camera's record before being written over
 - Expectation will be that all recording are maintained for a minimum of 30 days
- Where the cameras are positioned?
 - Front entrance
 - Exterior of front entrance
 - Dance floor area
 - DJ Booth
 - Exits
 - Surrounding the building
- Don't be afraid to let patrons know that they are on camera; this is a great tool for deterring aggressive behavior.
- Staff should also be aware that they are on camera.
- Ensure someone working can access and operate the camera system if it is required to be turned over to a regulatory agency
- Consider consulting with police regarding this procedure or development of related policy

MEDICAL/SAFETY PLANS

PREMISES EVACUATION:

Information to consider within your plan:

- Procedure should identify who determines when an evacuation is necessary, and who announces evacuations.
- Provide detailed procedures and assign tasks appropriate to your business. Who meets the emergency personnel? Who tends to the alarms? Is there documentation or cash that should be taken in event of an evacuation? Should doors be closed? Kitchen equipment turned off? Who determines if and when it is safe to re-enter? Etc.
- A list of situations that warrant an evacuation could be listed (examples: fires, fire alarms, power outages, gas or chemical leaks, violent acts, pepper spray, etc.).
- Post a map or diagram near the entrance of your premises that clearly outlines exit routes, fire exits and muster points. (Check with your local fire department for requirements that they may have.)
- If your business is part of a shared building (hotel, mall, strip mall) work with the landlord and neighbours to ensure consistency.
- Include all emergency numbers in the policy manual and post them in the premises.
- If necessary, consult with your local fire department for guidance.

Suggested Emergency Procedures:

In the event of an emergency [accident or major incident]:

- 1 Call of code 911 on the radio and then to Emergency Services
- 2 Security staff posted closest to DJ booth alert DJ to turn off the music.
- 3 Security staff on MAIN posted closest to light panel to turn all lights to full.
- 4 Security staff upstairs turns on upstairs lights.
- 5 Security staff posted at DJ to listen for manager instruction for announcement.
- 6 Manager will call whether an evacuation is required, or if the building must be sealed.
- 7 Manager will instruct Head of Security to secure the area where the incident has occurred

In the event of a false alarm/fire pull:

- 1 GM verifies that indeed a false alarm, call on radio that it is a false alarm.
- 2 GM calls 911 to notify fire department that there is a false alarm.
- 3 AGM locate fire alarm panel key in office. [marked on central office column]
- 4 AGM open fire alarm panel [behind DJ booth] to silence alarm.

In the event of smoke/fire:

- 1 Call of 911 code on the radio,
- 2 Manager to pull fire alarm [if system is not in alarm], call 911 to alert authorities.
- 3 Security staff posted closest to DJ booth to alert DJ to turn off the music.
- 4 Security staff posted closest to light panel to turn all lights to full.
- 5 Security staff posted upstairs to turn lights to full.
- 6 Security staff posted at DJ to wait for manager instruction for evacuation announcement.
- 7 Manager instruction to evacuate all occupants through closest fire exits not affected by flames -ENTRANCE, EXIT, PATIO, UPSTAIRS SOUTH, and UPSTAIRS NORTH if other alternatives not available
- 8 Instruct all occupants to meet at park north of ... (location x)
- 9 Doorman posted at Scanning System to record number of occupants.
- 10 Head doorman coordinate door staff and patrons to exit.
- 11 Doorman posted at dance floor to complete a sweep of washrooms.
- 12 Assistant manager in charge of coordinating numbers at muster point.
- 13 General Manager to do final walkthrough of building

FIRE SAFETY TRAINING:

Information to consider within your plan:

- Staff training in fire safety could include written instruction and/or practical training in fire evacuation drills, fire safety equipment use and fire prevention. Completion of training should be noted and somehow acknowledged by staff (e.g. initialed or signed).
- Consult with local fire department or private fire safety companies for advice or training resources, if required, to develop a comprehensive fire safety policy, or to verify bylaw requirements.
- Identify what fire safety equipment (e.g. fire extinguishers, pull stations, alarm panels, etc.) is available, where it is located and provide information or instruction on correct usage.

- Policy and procedure could include guidance for staff to prevent fire risk. This may include:
 - Awareness and identification of electrical hazards including faulty equipment, damaged power cords, lighting fixtures, etc.
 - Kitchen safety including knowledge of kitchen safety, maintenance of exhaust/hood fans, etc.
 - Supervision of exterior smoking area(s) should be done with fire safety in mind. Ashtrays can overheat and the contents can ignite.
 - Regular fire drills or evacuation drills.
 - “How To” manuals for fire safety equipment.
- Consider making fire safety training part of new staff orientation

CLEANING UP BODILY FLUIDS:

Information to consider:

- Universal Precautions are infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases. Routine practices are based on the premise that all blood, body fluids, secretions, excretions, mucous membranes, non-intact skin or soiled items are potentially infectious. (Canadian Centre for Occupational Health and Safety; www.ccohs.ca)
- Consider developing procedure for staff to follow to ensure the policy is understood and followed. Posting a procedure for staff to follow will provide staff with clear instructions. Consider the best location to post the procedure for staff reference. ‘
- Consider if it is necessary to determine which staff are responsible for cleaning bodily fluids.
- Stress the importance of cleaning these products up as quickly as possible to reduce potential health risks, and to avoid detracting from your establishment’s ambience and reputation.
- Ensure staff knows where to find all necessary cleaning supplies and equipment and those supplies are replenished as needed.

Suggested information to post:

Universal Precautions:

To clean up blood or body fluids:

- Put on disposable gloves.
- Wipe up blood or body fluids with paper towels. Place contaminated paper towels in a new plastic garbage bag.

- Clean and rinse area with paper towels and your usual disinfectant.
- Wipe the surface with a cloth or paper towels and 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.) This disinfectant has a shelf life of one shift ONLY.
- Dispose of the cloth or paper towels into the same plastic garbage bag along with your gloves; removing gloves last.
- Secure the bag with knot or tie. Dispose of plastic garbage bag
- Wash hands thoroughly with soap & water for 5 minutes. Rinse under running water. Dry hands.