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ALCOHOL SERVICE PROTOCOL

INTRODUCTION

This document has been created as a guide to assist members of the Ontario Soccer in providing a safe environment for participants, spectators, members and guests at events such as tournaments and banquets that include the sale of alcohol. An effective Risk Management Program will not only help to prevent incidents on your premises, but will also limit your exposure to liabilities arising out of such incidents, should they occur.

As the host of a special event, you:

- Can be held legally liable for the safety and sobriety of your guests;
- Can be held responsible for injuries or damages that occur as a result of the alcohol you provide;
- Are responsible for your guests at any function that you organize;
- May be held responsible for the safety and behavior of your guests until they are sober, not just until they leave the premises where the event was held.

RISK REDUCTION

The Ontario Soccer Service Protocols are based on recommended practices and due diligence elements required under Ontario's Liquor License Act and Regulations. Their purpose is to make all parties involved aware of the precautions your event planners will take to ensure alcohol is served in a safe and responsible manner. In general, liability risks can be reduced by learning how to prevent guests from overindulging at your next event. This includes:

- Never allowing already intoxicated persons into your event;
- Never serving alcohol to people under the legal drinking age of 19 years;
- Encouraging responsible consumption, discouraging excessive drinking and not serving alcohol to anyone you suspect has become intoxicated;
- Preventing drunken, violent or disorderly conduct at the event;
- Never raffling alcohol or holding contests that involve buying, drinking or winning alcohol;
- Never letting guests drink and drive;
- Never make drinking the focus of your event;
- Serving alcohol only within the allowed hours for Special Occasion Permits;
- Always serving food with alcohol;
- Offering a variety of low-alcohol and alcohol free drinks.



RESPONSIBLE SERVICE PROTOCOL

Responsible alcohol service is paramount. As required by law, servers must refuse to serve alcohol to persons under the legal drinking age and to persons who are or appear to be intoxicated. It is important to communicate the responsible alcohol service protocol to your participants, volunteers, spectators and guests. Event planners must be aware of responsible service protocols and ensure that they are posted so that everyone is aware that they exist and that they will be enforced.

Key Points

- The legal capacity of this establishment will not be exceeded at any time;
- Alcohol will not be served to persons under the legal drinking age. Identification will be checked;
- Intoxicated persons are not allowed access to the establishment and will be denied service;
- Promote a designate driver program; and
- Troublesome people will be denied entry and will be asked to leave.

DOOR PROTOCOL (FOR AREAS WHERE ONLY ALCOHOL IS SERVED)

Refusing entry to anyone who is intoxicated, underage or potentially troublesome is the first step to avoiding problems. At no time should the capacity of the establishment exceed the ability of the staff on hand to enforce all house protocols. Staff personnel must restrict the number of guests to the legal capacity of the establishment before overcrowding becomes a problem. When the legal capacity is reached, every effort should be made to prevent additional guests from entering the licensed area until the numbers have been reduced.

Staff must also monitor and screen guests entering and leaving the establishment. Intoxicated or underage persons are to be denied entry and any intoxicated person will be offered assistance in obtaining safe transportation. Staff should be advised to avoid confrontation and call the Police if there is the threat of violent or aggressive behaviour.

Key Points

- Assign only trained, responsible staff as door monitors;
- Deny entry to intoxicated persons;
- Check the I.D. of all guests appearing to be under age;
- Post the responsible service protocol concerning refusal of service to underage or intoxicated patrons;
- During busy times, keep track of the number of people entering and leaving the facility to avoid overcrowding or exceeding the legal capacity;
- Ensure there is an adequate staff to guest ratio; and
- Post the capacity limit of the premises.



STAFF TRAINING

Event planners should ensure that all staff are trained in responsible alcohol service practices (SmartServe®). You may lessen your risk by hiring a licensed caterer or bartender(s) who has completed Smart Serve® training. Smart Serve training covers topics such as recognizing and preventing intoxication, dealing with guests who have had too much to drink, and meeting your legal responsibilities. Where services are contracted to a third party, the contractor should verify that all staff have current Smart Serve certificates.

All staff should be provided with a copy of responsible service protocols. Contractors should be required to comply as a condition of their contract, or where there is no contract, confirmed in writing. Staff should complete the incident report detailing the handling of any incident including refusal of service to underage or intoxicated persons.

Key Points

- Ensure all staff responsible for service of alcohol are SmartServe® trained;
- Ensure all staff have a copy of the Alcohol Service protocols;
- Ensure contractors agree to comply with all protocols;
- Utilize the incident report;
- Review protocols at Club executive meetings;
- Ensure copies of the Special Occasion Permit or Liquor License are on hand at events and are posted.

PROMOTE FOOD AND ALTERNATIVE BEVERAGES

The responsible service protocol does not encourage alcohol consumption and promotes food and non-alcoholic beverages. As an example, events should not offer drink specials (ie. 3 for the price of 2) or discounts such as happy hour. Drinks should be served in standard sizes and non-alcoholic beverages should always be promoted. Salty foods such as pretzels and peanuts aimed to promote alcohol consumption should be discouraged. Foods that are high in fat and protein should be offered at all times. The approach is intended to offer food to guests before they consume alcohol.

Key Points

- Promote alternative beverages;
- Do not promote drink specials, happy hours or discounts; and
- Promote and encourage food consumption.



HANDLING INTOXICATED GUESTS

Handling a guest that has become intoxicated is never easy. Often, the person's judgment is impaired and they may not be ready to admit that they have had too much to drink. As a host, it's important that you know how to handle an intoxicated guest.

- Never serve guests to the point of intoxication. If you notice that trouble is starting – such as verbal arguments – intervene in a friendly manner and try to diffuse the situation.
- Use tact. If you can, get the person who has been drinking away from the area and other need to ask a friend of theirs to help encourage the person to leave the event.
- Convince the guest not to drive. Convincing a guest not to drive can be a real challenge. Don't be afraid to show your concern for your guest's welfare.
- If the person will give you their car keys, take them and store them away. If the guest will not give you the car keys, and you know they are unfit to drive, you may have to resort to stronger measures such as calling the police.

SIGNS OF INTOXICATION

Watch for these signs that someone is becoming intoxicated:

- Fumbling
- Change in speech volume or pace
- Slurred speech
- Sleepiness
- Red eyes
- Excessive sweating
- Decreased alertness
- Stumbling or weaving
- Noticeably shallow breathing

ALTERNATIVE TRANSPORTATION

Offering or arranging transportation for intoxicated guests is necessary to avoid liability and ensure guests arrive home safely. When suggesting guests leave your establishment or refusing entry due to intoxication, always arrange for safe transportation. Pre-arrange a list of available services in the area that can provide alternative transportation and post the list in conspicuous locations (washrooms, bar) and ensure telephones are available.

Key Points

- Call a taxi for the guest;
- Suggest the patron call a friend;
- Have information on bus routes;
- Actively promote a designated driver program;
- Consider paying for alternative transportation, overnight parking, etc. for patrons; and
- Post a list of alternative transportation services and phone numbers.



DOCUMENT INCIDENTS

It is imperative that any incidents involving intoxicated persons, denial of entry, refusal of service, accident or injury or other potentially dangerous situations are recorded in an incident report. Documentation of facts at the time of the incident ensures facts are accurate and adds credibility to the enforcement of responsible service. Every incident should be reviewed as though you may need to defend actions taken in a court of law.

Key Points

- Document all incidents;
- Entries should be in chronological order;
- Entries should be ink, if changes are necessary do not alter or erase original entry;
- Report should be completed by staff member involved in the incident;
- The manager should witness/review the report;
- Reports should be completed immediately after the incident;
- Statements should be factual and objective.



SAMPLE INCIDENT REPORT

(NOTE: This can be customized for us by Ontario Soccer members)



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STANDARD REPORT		Incident Report	
GENERAL INFORMATION			
Type of Incident: <input type="checkbox"/> Service Refused <input type="checkbox"/> Minor on Premises <input type="checkbox"/> Ejection of Patron <input type="checkbox"/> Accident or Injury <input type="checkbox"/> Other			
Date:	Time: <input type="checkbox"/> AM <input type="checkbox"/> PM	Weather:	
Location (i.e. bar, restaurant, parking lot, washroom):			
Please state names of staff involved:			
DESCRIPTION OF PATRON			
Name:		Telephone No.: ()	
Address:			
Weight:	Height:	Eye Colour:	Hair Colour:
Facial Hair: <input type="checkbox"/> Beard <input type="checkbox"/> Moustache	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Glasses: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Age: <input type="checkbox"/> Under 19 <input type="checkbox"/> 19-30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> 51-65 <input type="checkbox"/> 66+	Nationality:		
Distinguishing Marks:			
Was I.D. presented? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what type?: <input type="checkbox"/> License <input type="checkbox"/> Passport <input type="checkbox"/> Photo I.D. Card <input type="checkbox"/> Other:			
I.D. Number:	Patron was: <input type="checkbox"/> Regular Patron <input type="checkbox"/> Known by Server <input type="checkbox"/> Staff		
Was patron alone? <input type="checkbox"/> Yes <input type="checkbox"/> No	No. in Party:	Who with?	
Any special event going on at the same time (i.e. Superbowl, private party)?			
Where was patron before coming to this establishment?			
SERVICE REFUSED – WAS SERVICE REFUSED? <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES, PLEASE COMPLETE.)			
Time: <input type="checkbox"/> AM <input type="checkbox"/> PM	By whom?		
Reason: <input type="checkbox"/> Signs of Intoxication <input type="checkbox"/> Signs of Impairment <input type="checkbox"/> Troublesome <input type="checkbox"/> Minor <input type="checkbox"/> Other			
Was patron drinking? <input type="checkbox"/> Yes <input type="checkbox"/> No	No. of Drinks:		
MINOR ON PREMISES – WAS PATRON CAUGHT DRINKING ALCOHOL UNDERAGE? <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES, PLEASE COMPLETE.)			
(In Ontario for example, this would apply to anyone consuming alcohol under the age of 19.)			
If yes, who gave minor a drink?	Was I.D. checked? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, who checked I.D.?		
If yes, indicate type of I.D.: <input type="checkbox"/> Age of Majority <input type="checkbox"/> Driver's License <input type="checkbox"/> Passport <input type="checkbox"/> Other			
Was I.D. falsified? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:			
Name on I.D.:	Real Name:		
DENIED ENTRY/EJECTION OF PATRON – WAS PATRON EJECTED? <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES, PLEASE COMPLETE.)			
Time of Arrival: <input type="checkbox"/> AM <input type="checkbox"/> PM	Time of Departure: <input type="checkbox"/> AM <input type="checkbox"/> PM		
Was force used to remove the patron? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what type?			
Did patron suffer any injuries while being ejected? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what type?			
Reason for Ejection: <input type="checkbox"/> Signs of Intoxication <input type="checkbox"/> False I.D. <input type="checkbox"/> Verbal Abuse <input type="checkbox"/> Destruction of Property <input type="checkbox"/> Fighting <input type="checkbox"/> Domestic Dispute <input type="checkbox"/> Drugs <input type="checkbox"/> Minor <input type="checkbox"/> Trespassing <input type="checkbox"/> Other (please specify):			
ACCIDENT OR INJURY – WAS THERE AN ACCIDENT OR INJURY? <input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES, PLEASE COMPLETE.)			
Time of Accident/Injury: <input type="checkbox"/> AM <input type="checkbox"/> PM	Where did it happen?		
To what part of the body?			
Was medical attention given? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, by whom and what type?			
Was hospitalization required? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what was the hospital name?			
Did patron contribute to injury? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Describe:			



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OTHER INCIDENTS

Describe the Incident:

TRANSPORTATION

Which method did patron use to leave the premises?

Patron left premises: Alone With Someone

Patron left premises: Walking Taxi Car Friend from Home Friend on Premises Police Ambulance
 Boat Bicycle Motorcycle Other (please specify): _____

If patron was driving, please describe vehicle:

Make:	Colour:	Licence No.:
Province/State:	Other:	Direction Heading:

POLICE – WERE POLICE CALLED? YES NO (IF YES, PLEASE COMPLETE.)

Person who called police:

Time of Call: <input type="checkbox"/> AM <input type="checkbox"/> PM	Time of Officer's Arrival: <input type="checkbox"/> AM <input type="checkbox"/> PM
Time of Patron's Departure: <input type="checkbox"/> AM <input type="checkbox"/> PM	Name of Officer:
Badge No.:	Was police statement filled out? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was police witness statement filled out? <input type="checkbox"/> Yes <input type="checkbox"/> No	Police Report No.:

WITNESSES – WERE THERE WITNESSES? YES NO (IF YES, PLEASE COMPLETE.)

Name of First Witness:

Address: _____

Home Telephone: () _____	Work Telephone: () _____
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State of Witness: Sober Signs of Intoxication

Did witness know patron? Yes No If yes, please specify how: _____

Name of Second Witness:

Address: _____

Home Telephone: () _____	Work Telephone: () _____
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State of Witness: Sober Signs of Intoxication

Did witness know patron? Yes No If yes, please specify how: _____

OTHER COMMENTS

The undersigned attest that all the recorded confidential information herein is factually complete and accurate regarding the circumstances concerning this incident or incidents.

Print Name	Signature of Employee	Position
Print Name	Signature of Employee	Position

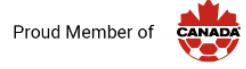
IF ADDITIONAL SPACE IS REQUIRED PLEASE USE BLANK SHEETS AND ATTACH TO REPORT.
 (REMEMBER TO RECORD INCIDENT REPORT NUMBER IN DAILY LOG.)



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