



The Saskatchewan Server Intervention Program (SSIP) Committee,
acknowledges the time and expertise of the many individuals who
contributed to the development of Serve It Right Saskatchewan.

We also wish to thank the organizations whose ongoing support and sponsorship enable
us to provide province-wide access to Serve It Right Saskatchewan.

Without your participation, this program would not have been possible.



Key points:

- Responsible Service requires the support of all stakeholders
- Saskatchewan Health, SGI SLGA, SHHA, Labatt have all contributed to the development and delivery of the current program.
- Roughly 1200 people per year have participated in the voluntary responsible service of alcohol program in Saskatchewan first in classrooms only, then classrooms and on-line since 2007.
- Traditionally seven out of ten young people find their first work experience in the tourism sector – many of them in the Food and Beverage Industry. Participating in SIRS is often the first opportunity that these new employees have to understand that the permittee and the employees of any permitted outlet have a duty of care when providing alcohol to customers. This information is not often provided to young people at any other time. They may think that the responsibility if someone comes to harm belongs only to the drinker.
- SIRS is an affordable and available risk management tool for permittees.



Introduction:

- Social responsibility
- Balance between enjoyment and liability
- Relevant liquor legislation
- Sales in service and retail environments
- Identify intoxication and refuse service



Key points:

SIRS becomes part of a larger strategy to prevent harm. Although programs like MADD and SADD bring profile to developing strategies that the drinker will employ to prevent drinking and driving, SIRS provides a framework for servers to be aware of potential risk in their workplaces and empowers them to implement strategies that will keep their customers from harm.

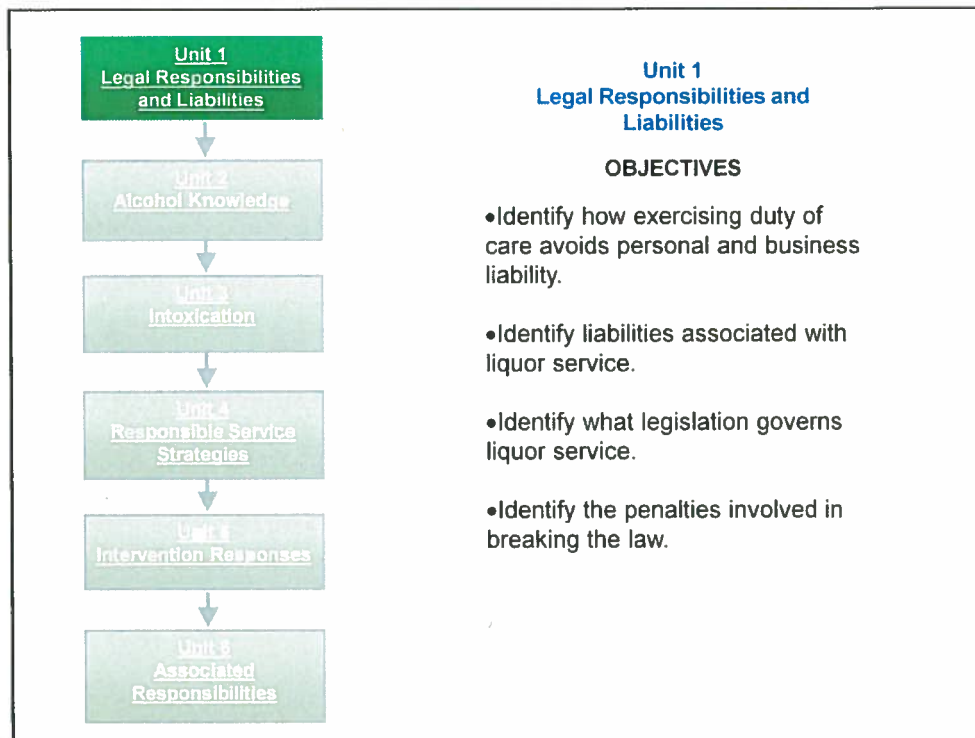
SIRS also supports permittees, their staff and other stakeholders with an awareness of other stakeholder tools.

These tools include programs like SLGA Social responsibility – Please bring your ID; Check 25; FASD Awareness; Moderation is Always in Good Taste; SLGA and SGI RID; Saskatchewan Health Programs – University Binge Drinking – Look what else got wasted?

The goal of SIRS is to ensure the environment where liquor is sold is safe so that customers do not harm themselves or others through unreasonable or inappropriate liquor sales practices or procedures. As participants work through the program they learn what alcohol is, how it affects individuals and how to recognize signs of intoxication and minors. Participants learn how to use this knowledge to keep

themselves , their customers and the public safe from liquor related incidents and how to do so while acting within the boundaries of the law.

The next few slides describe the learning outcomes of SIRS.



Fulfilling duty of care in a liquor environment involves preventing foreseeable harm to customers who become intoxicated. By taking actions to meet duty of care for customers, liability may be avoided.

Every person assumes some level of risk when serving liquor in a permitted premise. It is important for server to understand liability and risks that can be attributed to them so they can take appropriate action to protect against foreseeable harm and to avoid legal action against themselves and their employers.

A large part of serving liquor responsibly involves understanding of duty of care towards customers, knowledge of risks and liabilities associated with serving liquor and knowledge of current legislation.

In a broad sense, applying this knowledge and taking reasonable action to avoid foreseeable danger and complying with legislation are ways to protect:

- The public from harm, helping to prevent liability
- Staff and permittees from penalties imposed by Saskatchewan legislation as a result of breaking the law.

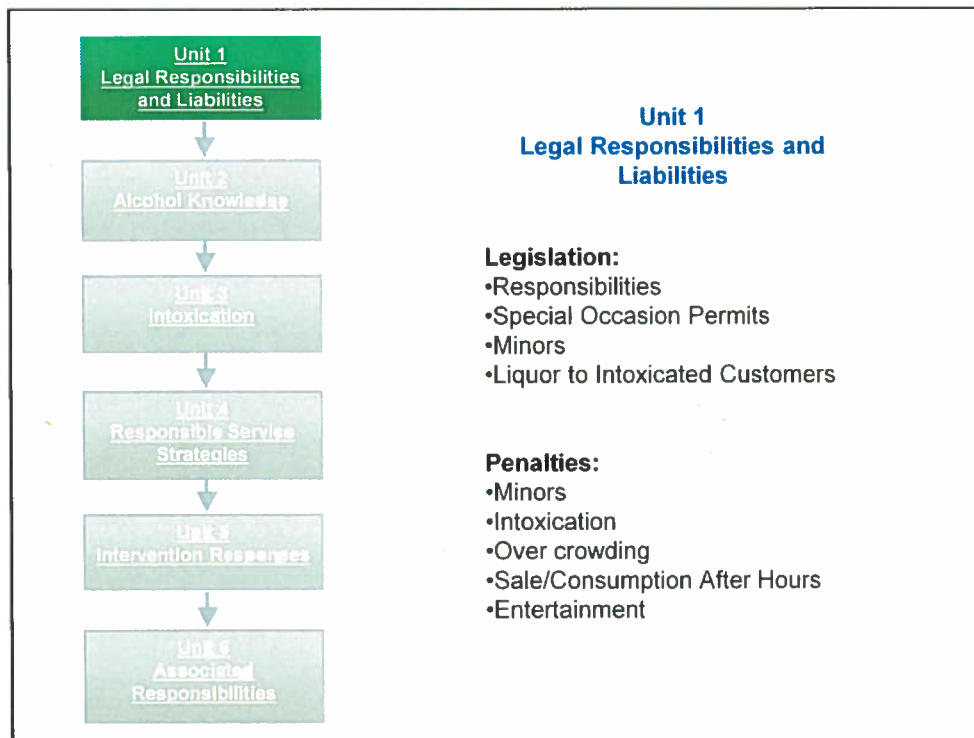


How do you provide “duty of care” All staff must be aware that the duty exists. To create this awareness, training is the first step

It is also important to understand providing due diligence. All permittees should have, as well as the materials provided by SLGA, house policies, internal procedures for service and ways to ensure that everyone is complying with the policies and procedures.

Insurance companies provide a framework for good risk management – these are things that permittees should understand and have in place. Statement of Risk; Policy; Standards; Controls; Inspection Procedures; Reporting Procedures; Maintenance and Repair; Emergency Response Procedures. Education Procedures; Risk Control Team; Records Control; Compliance Enforcement; Strategic Audits; Management Review.

SIRS forms part of the education procedure of a good risk management strategy.

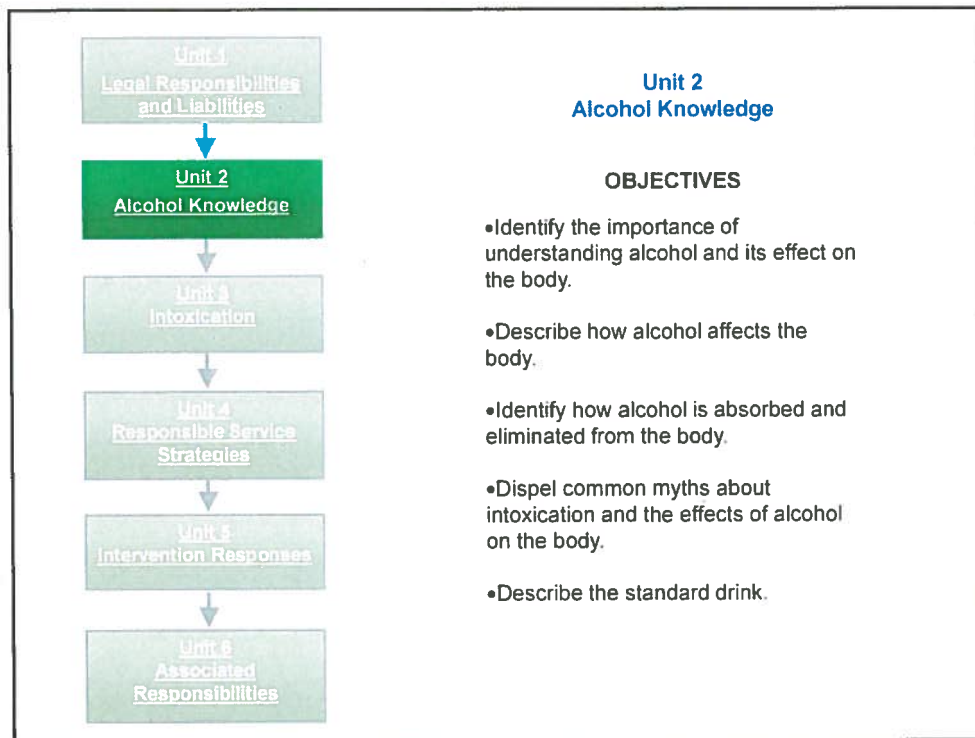


Legislation within the Alcohol and Gaming Regulation that staff and permittees must comply with includes but are not limited to:

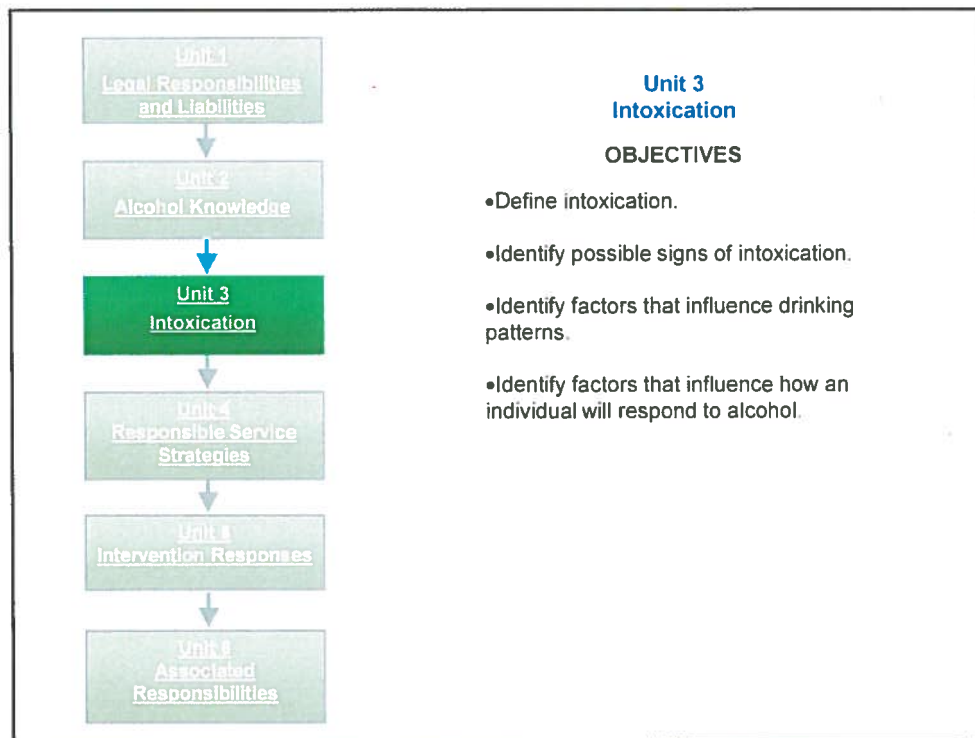
- Minors must not be served
- Must demand proof of age
- Must not sell or serve alcohol to a patron who is or appears to be intoxicated
- Must not sell illegal or unauthorized beverage alcohol

There are penalties attached to not complying with legislation.

- Illegal activities - \$500-\$10,000.00
- Selling to a minor \$1,000.00 - \$10,000.00
- Selling liquor to a person who appears intoxicated - \$1,000.00 - \$10,000.00



It is important to know that equal amounts of pure alcohol in any type of beverage will produce the same results; and it is the amount of pure alcohol that matters when tracking liquor consumption. A simple way to track consumption is to count the number of standard drinks a customer has consumed. With knowledge about the effects of alcohol in the body everyone has a good basis to serve liquor responsibly. Alcohol in any form of beverage is an intoxicant. Regardless of the type of alcohol beverage consumed, intoxication increases when the body absorbs pure alcohol faster that it can eliminate it

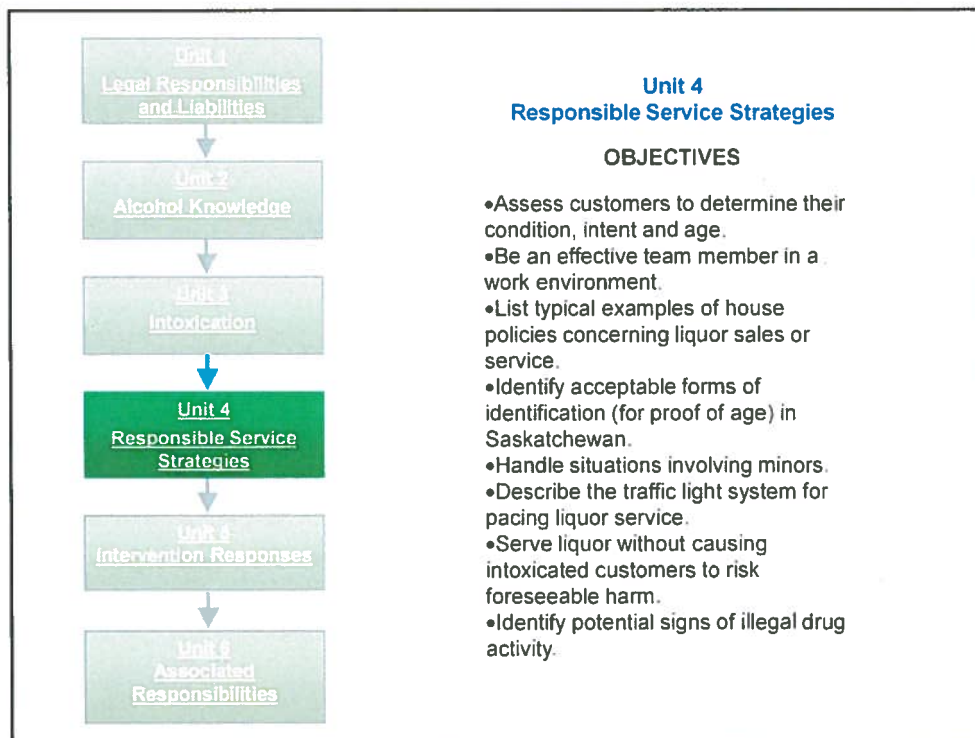


The definition of intoxication (1 drop of alcohol for 1200 drops of blood)

It should be noted that individuals can be impaired by alcohol without displaying any outward signs. Impairment is not simply the appearance or gross physical symptoms but is also a deterioration of judgment, attention and the loss of fine coordination and control with a possible increase in reaction time and a diminishing of sensory perception. Intoxication is an advanced state of impairment in which the gross physical symptoms of the effects of alcohol are apparent . The point at which "impairment" becomes "intoxication" is unique to the subject and depends on tolerance.

Ron Jourard (criminal Lawyer)

Evaluating a customers sobriety is an important function in serving liquor responsibly. In addition to watching for obvious signs of intoxication, carefully monitoring the amount of alcohol consumed, the rate of consumption and other factors that affect how the liquor is affecting the customer are strategies for preventing harm.

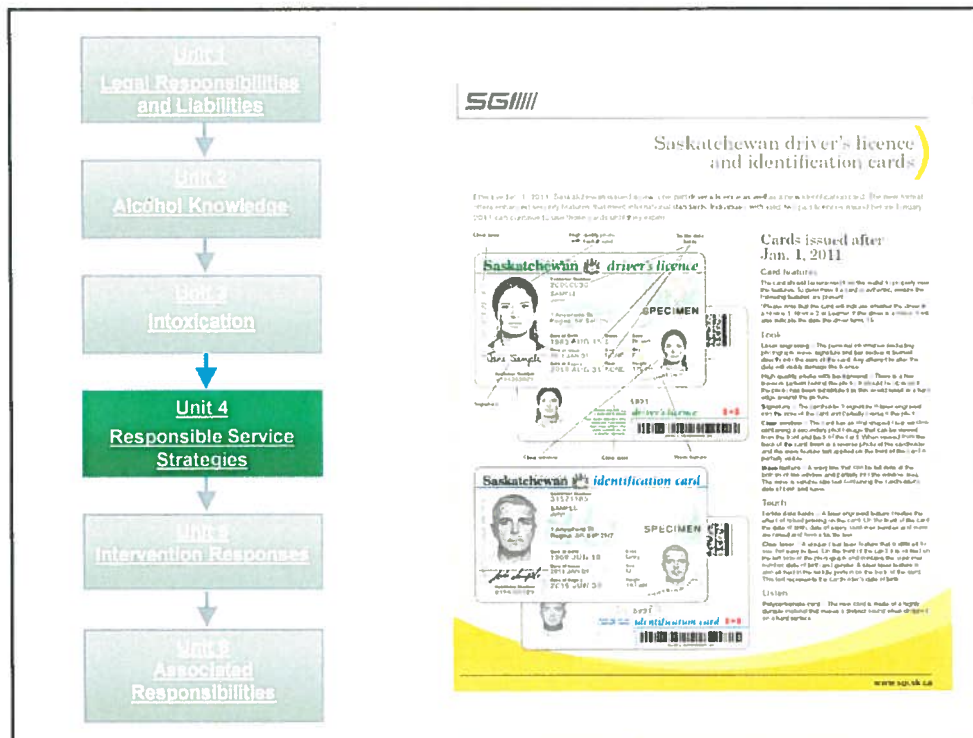


Teamwork creates a positive work environment , but more importantly, it is an important way to help identify and respond to problems in a professional manner.

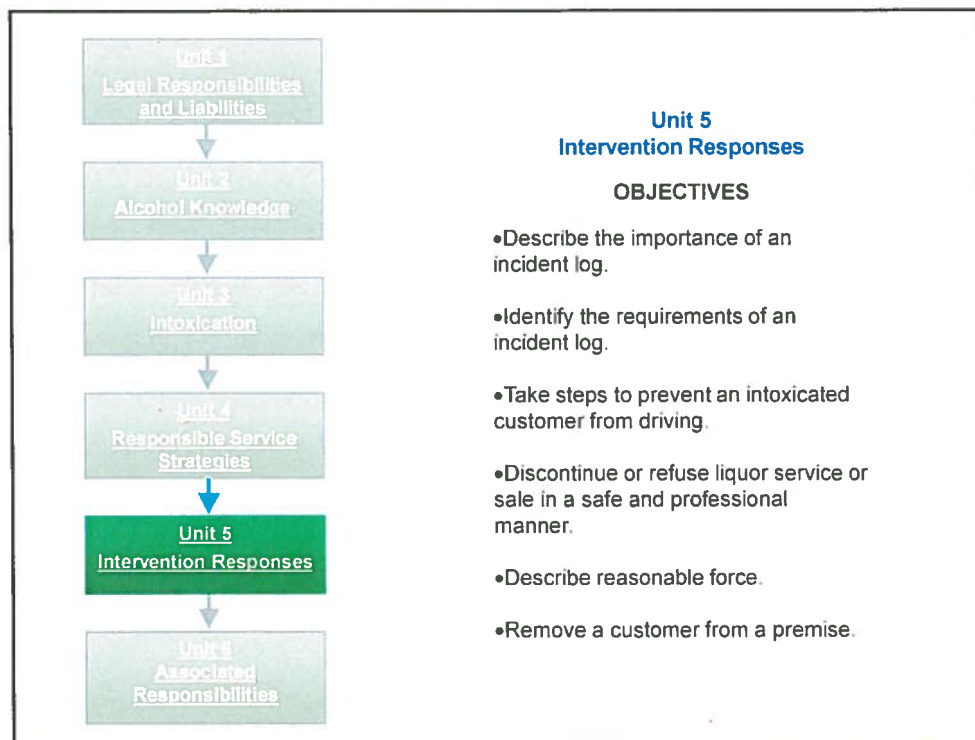
All information presented in this program is intended to support efforts to fulfill duty of care, comply with legislation and provide an a safe and enjoyable experience for customers.

Building rapport with customers allows permittees and their staff to gain valuable information about them. This information can help decisions about asking for identification, discontinuing or refusing service or facing problems like shoplifting or illegal drug activity.

Working with team members, applying house policies and following service techniques will help prevent customers from becoming intoxicated.



SIRS uses tools from all Stakeholders. The Drivers' License as ID is an example.



Despite reasonable service, customers may become intoxicated or may arrive at a permitted premises intoxicated. The responsibility of permittees and their staff is to handle these situations in a professional manner and in a way that reduces risks of foreseeable harm to the intoxicated customer and anyone who comes in contact with him/her.

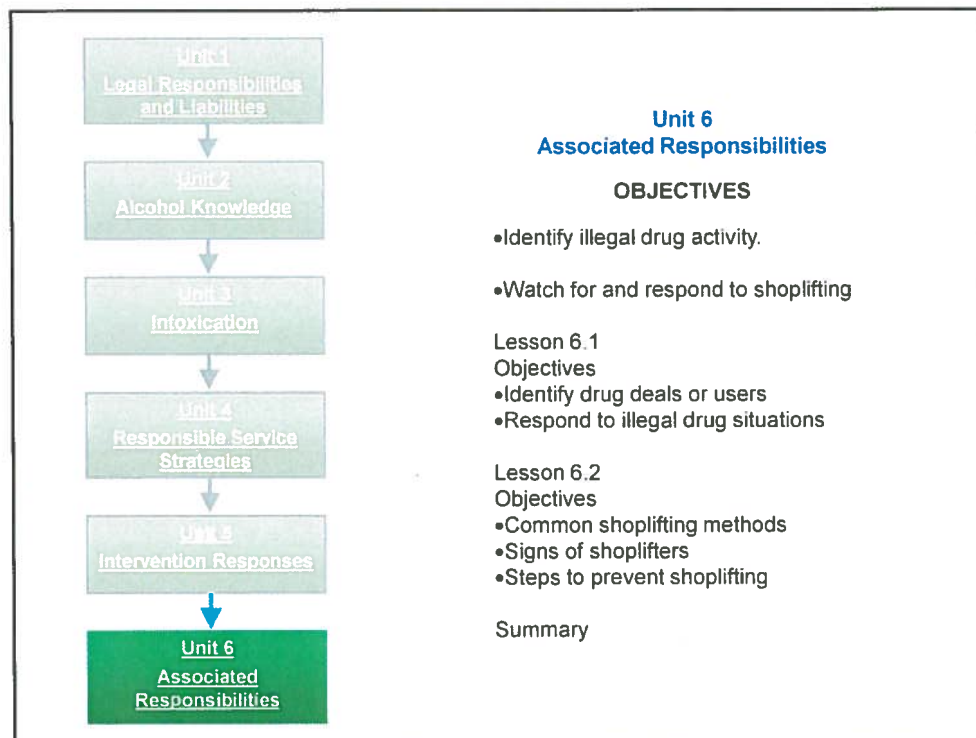
It is important to know how and when to use an incident log and identify other pertinent items to keep as they may someday serve to lessen or eliminate involvement in a lawsuit.

Although customers should take responsibility for all their own actions, a legal duty of care exists to reduce the risk of foreseeable harm to intoxicated persons. One way to reduce the risk of danger is to ensure that intoxicated persons do not drive and that they have safe alternate transportation.

To avoid breaking the law or potentially being involved in a lawsuit, ensure if or when customers are intoxicated that liquor service is discontinued or the retail sale is refused.

If a customer must be removed from a premises only use reasonable force. Using unnecessary force could leave the permittee or staff member open to assault charges and/or a lawsuit.

Liquor related problems may arise that require intervention with the assistance of co-workers and other authorities such as the police. It is important to develop policies that ensure the avoidance of foreseeable harm to everyone and to comply with the law.



Permittees and their staff have a responsibility to be aware of and report potential illegal drug activities. This is a natural extension of observing customers for liquor related problems or to deliver excellent customer service. As with identifying illegal drug activity , preventing shoplifting can be a natural extension of great observation as we have many permittees with retail sales.



Questions



This has been a brief outline of the SIRs program – are there any questions?