

Tips for Reducing Incidents

Being a responsible community citizen starts within your establishment. Problems with alcohol occur when the product gets into the hands of the wrong audience - underage or intoxicated patrons. It is up to you and your staff to assess consumers and make the call whether or not to serve them. The following tips will steer you in the right direction.

- ▶ Obtain responsible alcohol service training such as TIPS.
- ▶ Know your state's laws regarding the serving/selling of alcohol.
- ▶ Understand your company's policies.
- ▶ Check IDs for anyone who might be underage.
- ▶ Post appropriate signage about alcohol laws & policies.
- ▶ When in doubt, don't serve/sell.
- ▶ Support employees who intervene or refuse a sale.
- ▶ Make sure an impaired patron gets home safely.
- ▶ Treat ALL patrons with respect and courtesy.

Being Prepared in the Event of an Incident

The enclosed guidelines are recommended in preparation of your defense if an alcohol-related incident occurs:

1. Fill out the Liquor Liability Incident Report as soon as you become aware of an incident/accident and immediately report it to your insurance agent.
2. Do not speak to or provide information to anyone other than your insurance company, the insurance company's investigator or your defense counsel if the case is in suit regarding the incident. Make sure all parties properly identify themselves before cooperating. (The only exception to this guideline is if the police need to question you.)
3. Keep register receipts for at least three years.
4. Keep payroll records and work schedules for at least three years.

Instructions for Completing the Incident Report Form (IRF)

The Incident Report Form is designed to collect all the information necessary to record details about a situation. Accurate records are important to demonstrate that responsible steps have been taken to avoid potentially dangerous situations. Incident reports can help protect an establishment and its individual employees from liquor liability lawsuits, as well as civil and criminal penalties/fines.

The following instructions will help you thoroughly and consistently complete the IRF:

Establishment Name Full name of establishment where alleged incident takes place (if establishment is a chain, be sure to specify location).

Date Date of alleged incident; use the business day as reference (for example, if an incident takes place at 1:00 AM, be sure to mark the morning of the correct date).

Time Time the alleged incident took place.

Name of Alleged Intoxicated Person (AIP) & address if known.

AIP Indicate arrival and departure time of AIP when possible.

Barenders/Servers Identify the bartenders/servers who were working at the time of the alleged incident.

Description of Incident As detailed a description of the alleged incident as possible.

Intervention Strategies Used Make note here of any intervention strategies used in relation to the incident (for example, cutting off an intoxicated customer, offering to call a cab for someone, etc.).

Comments Any additional comments you feel need to be recorded and may not fit elsewhere on this form.

Filled Out By The name and position of employee filling out this form and the date the form was completed.

If an accident or injury occurs, we recommend that you complete an addendum to the IRF:
Loss Location Location (on or off the premises) where incident occurred.

Injured Party Name, Address, Home and Work Phone Numbers and Date of Birth. Obtain as much information as possible.

Injury/Complaints Name the specific injury or complaint of the injured party.
Medical Attention Received Was an ambulance called? Did you administer any assistance?

Witness Provide the name, address and telephone numbers of all witnesses to the service of alcohol to the AIP as well as witnesses to the incident. Attach additional names to the incident report.

Authorities Contacted If authorities were contacted, identify who was contacted and the names of any responding/investigative officers if known.

How Were You Notified of Accident Provide details of how and when you became aware of the incident or accident if it occurred off the premises. Who informed you?