



# Licensee Information

## Bulletin



ISSUE # 6

1

September 2006

### Drugs & Alcohol

All drugs alter the perception of patrons. When drugs are mixed with alcohol, there often are unpredictable side effects. As a general rule, combining drugs with alcohol exaggerates the impairment effect **five** times.

Drugs affect people in different ways. Factors such as personal expectations about the drug's effects, the person's general mood, how much is taken, how often it is taken, the person's physical state, and the amount of food in the person's stomach all can influence the behavior of drug users. We would like to offer a few tips to help you recognize and deal with drug-related activities in your premises:

- Recognize that there is potential for drug activities and constantly watch for any suspicious actions.
- Look out for patrons who tend to drink little or no alcohol but spend a lot of time on the premises.
- Ensure that staff routinely monitor washrooms, games areas, and any other areas of the bar that are not well lit or otherwise regularly monitored.
- Increase lighting levels in poorly lit areas.
- Be aware of patrons who either make or receive a lot of phone calls.
- Watch for patrons who meet with different people for short periods of time. They may make several trips with these people to the washroom or outside.
- Maintain a logbook to record occurrences, action taken including names, date time and police action.
- Support police "walk through programs."

**Most importantly:**

**Report any suspected drug-related activities to the RCMP.**



## B.A.R.S.

### Be A Responsible Server Training Course

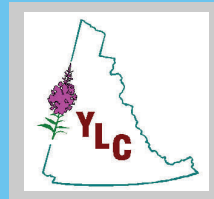
Scheduled in  
Whitehorse

Where:  
**Yukon Liquor Corporation  
Board Room  
9031 Quartz Road**

When:  
**Tuesday, September 19, 2006  
1:30 pm - 4:30**

To register please phone:  
**667-5245**  
Also available as a Free  
Self-Study Program!

### Yukon Liquor Corporation



9031 Quartz Road  
Whitehorse, Yukon  
Y1A 4P9  
Phone: (867) 667-5245  
Fax: (867) 393-6306  
Toll Free: 1-800-661-0408  
Email:  
yukon.liquor@gov.yk.ca  
Website:  
www.ylc.yk.ca

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# Bulletin

## Refusing Service

There are going to be times when you or your servers will have to discontinue or refuse service to a patron who is intoxicated.

It is your legal and moral responsibility to do this firmly and convincingly. You will need to do this in a way that will prevent a difficult situation from getting worse. The safety of that patron, staff and all other patrons should be your main concern. Do not hesitate to express regret to the patron and refer to the liquor laws that require you to take this action.

There are some strategies to make refusing liquor service or sale go as smoothly and effectively as possible. First, a server should notify co-workers and/or the manager of their intent to discontinue service or refuse a sale to an apparently intoxicated patron. This sets up a support system in case it is needed.

Next, proceed by speaking calmly and courteously (and in private if possible). Use the patron's name, if known. Do not use emotionally charged words or accusations like, "You're drunk" or "You're cut off". Instead, remind the patron that "it's against the law to serve you further", that the refusal only applies to this particular occasion, and that you will be pleased to serve them in the future.

Listen and be empathetic by acknowledging emotions like anger or disappointment. Show concern for the patron. Suggest that you'd be happy to arrange a safe ride home by calling a cab or a friend to come and get them. Remind the patron of their own liability and how your actions are to protect them.

Be firm and don't argue, bargain or back down. Remember to document details of the refusal or discontinuation of service in the incident log.

**Please encourage your staff to take our free 3-hour BARS course, for training in this area.**

**Please note the date and time on front page for our next BARS course and remember the BARS Course is available as a free Self-Study program.**

## Tip of the Month

It is a known fact that drinking alcohol can impair your judgment. You and your staff work in an environment where safety and well-being of patrons is your number one obligation. Neither you nor your staff can afford to risk the safety of your customers by consuming alcohol while on duty. So when you or your staff are working remember to *stay safe, stay sober.*



## Hours of Operation Effective September 18, 2006

### CENTRAL WAREHOUSE

Monday-Friday 8:00 am to 4:00 pm  
Orders received during normal business hours will be ready for pick-up within 24 hours. (Orders placed on Friday will be ready on Monday.)

**The Central Warehouse will be closed  
Monday September 4, 2006.**

**The Whitehorse Liquor Store will be closed  
Monday September 4, 2006.**

### WHITEHORSE LIQUOR STORE

Monday-Thursday 10:00 am to 6:00 pm  
Friday 10:00 am to 8:00 pm  
Saturday 10:00 am to 6:00 pm

**The Rural Liquor Stores will be closed on  
Tuesday September 5, 2006.**

### DAWSON CITY, FARO, HAINES JUNCTION, MAYO\* & WATSON LAKE

Tuesday-Saturday 10:00 am to 6:00 pm

\*Mayo store closed between 1 pm - 2 pm