

Queen's University Alcohol Policy

Introduction

Queen's University is committed to fostering a safe and secure campus environment that supports student health, safety and success. The university recognizes that the misuse of alcohol can create risks, threaten individual health, compromise the educational environment and undermine our community. This policy reflects a commitment to prevention, intervention and enforcement that minimizes potential harm and disruption, supports a healthy environment and promotes healthy decisions related to alcohol use by all members of the Queen's community.

POLICY OBJECTIVES

This policy has been developed to:

- Promote safe and healthy attitudes and choices regarding alcohol use, recognizing that individuals are responsible for their choices in relation to the use of alcohol;
- Respect the needs of those who are non-drinkers or underage;
- Promote awareness of the effects of the use and abuse of alcohol;
- Discourage high-risk alcohol-related behaviours and practices through appropriate policies and practices in the areas of prevention, intervention services and enforcement;
- Provide educational programs designed to prevent alcohol misuse and create social experiences that deemphasize alcohol;
- Clarify and support legal and administrative policy requirements regarding the use and sale of alcohol;
- Clarify the guidelines for on or off campus events which involve alcohol;
- Clarify the guidelines for alcohol-related advertising and promotion on campus;
- Continue to minimize reliance on alcohol-related sales and sponsorship, and
- Shift the culture of the university to address issues of alcohol misuse in our community.

SCOPE

This policy is applicable to all members of the Queen's University community on campus, including students, employees, alumni, visitors and guests.

POLICY REVIEW AND REPORTING

This policy shall be reviewed on a regular basis by the Alcohol Working Group (AWG). During the period of review, the policy will remain in full force and effect. The policy review will occur at the request of the AWG two years after implementation, and then every five years following.

The AWG shall meet *at least* once per term to review the ongoing effects of this policy, and to ensure that evidence-based practices and ongoing evaluation guide the practices surrounding alcohol use at Queen's University.

SECTION 1: EDUCATION AND TRAINING

Queen's University is committed to providing all members of our community with access to appropriate education related to the safe and healthy consumption and serving of alcohol.

Health, Counselling and Disability Services, the Alma Mater Society (AMS) and the Society of Graduate and Professional Students (SGPS) will endeavour to partner to develop and implement creative, evidence-based, and context-specific health promotion campaigns for the general student population that focus on the consequences of at-risk drinking and strategies for harm reduction.

In addition, comprehensive education, training and/or resource materials, encompassing all legal and policy requirements, and promoting best practices, will be developed and provided each year to incoming student leaders and individuals working in licenced areas.

Appendix A outlines the Education and Training strategy initiatives that will be undertaken.

All Queen's employees will be encouraged to participate in training and educational activities and will be provided with resources related to the safe and healthy consumption of alcohol and their role(s) in supporting and enforcing this policy.

The university recognizes the importance of community collaborations in addressing issues of alcohol misuse that affect students. To this extent, the university will continue to engage and collaborate with organizations in the Greater Kingston community.

SECTION 2: GENERAL REGULATIONS

A. Risk Management at Alcohol-Related Events

1) Security

The organizers of any university-sanctioned event where alcohol will be served will be responsible of ensuring that appropriate risk management procedures are followed, as per all Queen's University Safety and Security policies.

The Director of Campus Security or any security personnel assigned by him/ her to provide assistance shall have the authority to terminate any on-campus function where the possession, consumption or sale of alcohol or alcoholic beverages is being conducted in violation of this policy, or in violation of the laws and regulations of Ontario.

2) Event Sanctioning

All university-related groups and organizations (students, employees) holding events on or off campus require approval of the proposed event as outlined in their respective processes. The expectation of organizers and the approval process they must follow is outlined in *Appendix B*.

B. Service of Alcohol

1) General Requirements:

- The service regulations prescribed for venues licensed in Ontario are set out in the *Liquor License Act (LLA)*.
- All licensed facilities on campus will serve alcohol in compliance with this legislation. Except in designated licensed areas, alcohol may not be consumed in public areas of the campus.
- The university will not permit liquor delivery services on the campus.
- Rules for licensed establishments must be posted at the entrance to, and inside, each establishment so the rules for admission and service are readily and highly visible, even in dim light.
- To reduce risk to safety and security and to create responsible drinking practices, Queen's University stipulates certain service practices for on-campus licensed facilities.

These stipulations may go beyond the limits imposed by the Alcohol and Gaming Commission of Ontario (AGCO) and the *LLA* for facilities serving alcohol on campus. Also, the university may decline to put into practice certain sale or service practices despite the fact that they are permitted in the *Act*.

2) Licensed On-Campus Locations

The university has six licensed on-campus locations (The Queen's Pub, Alfie's, Clark Hall Pub, Grad Club Inc., The Donald Gordon Centre and the University Club). The Queen's Pub, Alfie's, Clark Hall Pub and Grad Club Inc. are licensed under liquor licenses held by the university and managed on behalf of the university by student societies. The terms and conditions under which this management takes place are contained in *Tripartite Agreements* that set out the relationship between the parties regarding the operation of the pubs, and specific *Policy and Procedure Documents* that state agreed-upon operating practices and service. These are found in *Appendix C*.

The University Club and the Donald Gordon Centre hold their own license and are responsible for their own operations. They are still subject to the provisions of this policy, exceptions to which are outlined in *Appendix D*.

C. Special Events

Special events are defined as all events that occur outside of the standard operations of licensed establishments.

1. On-Campus Events

a. Catered Events

The university, through the liquor license and catering endorsement, can provide licensed service in any location on campus, as long as the area meets the standards set out in the *LLA* and meets the requirements of the *Policies and Procedures – University Beverage Services* found in *Appendix C*. Such functions include receptions, table service at banquets, bar services for dances etc. These services are provided at the request of a member of the Queen's community or a conference group. In the event of extenuating circumstances the university reserves the right to allow events to be held on campus that are not under the Queen's licence.

b. Special Occasion Permits

A Special Occasion Permit (SOP) allows alcohol to be served for a limited time period. SOPs are for specific types of events and are not intended to be used as an alternative to the liquor sales licenses held by the university.

No person or organization may apply for a SOP on-campus without the written approval of the Executive Director of Housing and Hospitality Services (holder of the university's liquor license). Requests for approval should be made well in advance.

The AGCO recommends that on-campus occasions (particularly when a catering endorsement has been granted) should utilize the holder's license rather than an SOP.

2. Off-Campus Events

The university has an interest in off-campus events and activities that are organized by university groups or organizations and/or are advertised on campus.

Organizers of events that take place off-campus must be cognizant of their responsibilities under the [Off-Campus Activity Safety Policy](#). Off-campus events that are not sanctioned (by Queen's University, by the AMS or by the SGPS) are unsanctioned. As such, organizers may not advertise or sell tickets on campus or make other use of the campus or its facilities in organizing or running the event.

All university-related groups and organizations (students, employees) holding off-campus events require approval for the proposed event as outlined in their respective processes. The expectation of organizers and the approval process they must follow is outlined in *Appendix B*. These processes are approved by the appropriate persons to ensure consistency with Queen's policies and to meet insurance requirements.

Appendix E outlines the specific requirements pertaining to alcohol service at major off-campus events where alcohol plays a significant role. Event organizers are responsible for ensuring that events adhere to these requirements.

Events requiring bus transportation will be subject to additional regulations as outlined in *Appendix F*.

Under no circumstances does the university sanction events by groups that could be reasonably construed as being affiliated with Queen's where the primary purpose of the event is the excessive consumption of alcohol.

D. Residences

The possession and consumption of alcohol in residences by those 19 years of age and older are governed by this policy, the [Queen's University Residence Rules and Regulations](#) and the *LLA*.

E. Athletics

The possession and consumption of alcohol by students on inter-university teams and clubs (athletes, student leaders, managers, therapists and others who may have a role on the team and/or club), in intramural sports programs and in other recreation programs, recreational clubs, fitness, aquatics, etc. are governed by this policy, [the Athletics & Recreation Student-Athletes/Participants - Guidelines for Behaviour](#) and the *LLA*.

F. Sponsorship and Advertising

The university acknowledges that sponsorship and/or advertising by manufacturers or representatives of alcohol can be problematic, as evidence indicates that advertising does result in an increase in the consumption of alcohol¹. Thus specific policies are warranted to ensure that any such practices align with the objectives of this policy to foster a safe and secure campus environment that does not promote the excessive consumption of alcohol.

All advertising or sponsorship, where alcohol is involved, must conform to the regulations set out by the AGCO, the *LLA*, this policy and other relevant university policies, including, but not limited to [Queen's University Trademark Licensing Program](#), Queen's [Signage Policy](#), [ResRules](#), and [Athletics and Recreation Policies](#).

1) General Requirements:

- The words advertisement and ad will refer to any messaging or public announcement designed to convey information for the purposes of sales solicitation, donation, promotion or redirection towards other media for the purposes of sales, donation or promotion. The word advertisement will be taken to encompass both branded and non-branded messaging across any available media platforms. Examples of media/ad opportunities are outlined in *Appendix G*.

¹ Babor, T. et. al. *Alcohol: No Ordinary Commodity, Research and Public Policy*. 2nd edition. Oxford University Press, New York, 2010.

Response of the Addiction Research Foundation to A Proposed Code for Beverage Advertising (Public notice CRTC 95-142), as quoted in Queen's University Alcohol Policy, 2004-2005.

- The producers of Queen’s University-associated media platforms (henceforth “Publisher”) reserve the right to reject, discontinue, or omit any advertisement, or to cancel any advertising agreement, for reasons satisfactory to the Publisher, without notice and without any claim for penalty. The Publisher will not publish any advertisement that contravenes the best interests for the university, directly or indirectly. The Publisher outlines further rights in *Appendix G*.
- The Queen’s University name, logo(s), or other trademarks will not be associated with any manufactures or representatives of alcoholic beverages without the direct and explicit permission of the [Queen's University Trademark Licensing Program](#).
- Sponsorship, in the form of any naming rights by manufactures or representatives of alcoholic beverages, is not permitted. Sponsorship in other forms must be with the prior approval of the appropriate university body (e.g. the license holder, the event sanctioning body, or other) and should be in line with the guidelines of execution outlined in *Appendix H*.

2) Advertising and Signage

- Advertising of any event shall not promote excessive consumption of alcohol as the focus of the event, implicitly or explicitly.
- Permanent signage reflecting manufactures or representatives of alcoholic beverages is not permitted on university property, with the exception of on-campus licensed establishments, as named in Section 2.B.2 of this policy.
- General advertising by both on-campus and off-campus licensed establishments is normally permitted. Such advertising is governed by any relevant policies established by the *LLA*, *AGCO*, *Queen’s Signage Policy*, as well as any location specific-policies or practices for on-campus spaces. Both the creators of advertisements and the administrators of any locations accepting advertising, are encouraged to reference and follow the guidelines for execution outlined in *Appendix H*. Administrators of on-campus spaces have the right to refuse advertising at their discretion.
- Advertising of off-campus events where alcohol plays a significant role is not permitted without prior approval of the appropriate event sanctioning body, as outlined in Section 2.A.2 of this policy. Any advertising should be in line with the guidelines of execution outlined in *Appendix H*.

G: Policy Violations

In addition to penalties applied under the *LLA*, any violation of the regulations associated with this policy shall constitute a violation of this policy and shall be referred to the following bodies for adjudication and sanctioning, as appropriate. Sanctioning bodies may be requested to provide information on violations of this policy on an annual basis for policy review purposes.

1. Violations of this policy by individuals or groups (clubs, teams etc.) that fall under the Student Code of Conduct, Residence Rules and Regulations or the Athletics & Recreation Guidelines of Behaviour will be directed to the appropriate non-academic discipline processes. Violations of this policy by university employees will be governed by Queen's Human Resources Policies or the appropriate Collective Agreement.
2. Violations of this policy for off-campus events held and sanctioned by university-related groups and organizations (students, employees) will be adjudicated by the sanctioning body for the event (AMS, SGPS or the university).
3. Violations of this policy that occur in a licensed on-campus facility will be referred to the holder of the university's liquor license for review and possible sanctioning. The university reserves the right to temporarily shut down a licensed facility should the policy not be followed. Where possible, every effort will be made to work with management towards a solution prior to shutting down a facility.

Division of Student Affairs

Approved by: VPOC, December 2012

APPENDICES

Appendix A: Education, Training and Resources

General Student Population: Health, Counselling and Disability Services, AMS, the SGPS and other organizations will endeavour to partner to develop and implement creative, evidence-based, and context specific health promotion campaigns for the general student population that focus on the consequences of at-risk drinking and strategies for harm reduction. Where possible, campaigns will be co-implemented to maximize their impact.

New Students: New students will be provided with educational materials through programs that address the consequences of alcohol misuse and at-risk drinking, and strategies for harm reduction, including resources available at Queen's University and in the broader Kingston community. Orientation Week is recognized as a key time to raise awareness about alcohol misuse and provide skills to promote safe consumption, and therefore programs will be emphasised during Orientation Week and continue throughout the academic year. Education will be coordinated through Health Promotion, in collaboration with the Office of the Vice-Provost and Dean of Student Affairs, Residence Life, Orientation Roundtable, Faculty societies and other partners. Specific education for new varsity athletes will be offered by Health Promotion in collaboration with Athletics and Recreation.

Persons Experiencing Alcohol-Related Problems: Health, Counselling and Disability Services will provide specialized educational programs for students who are experiencing problems because of their drinking behaviour. Health Promotion will work with all campus judicial systems to ensure appropriate evidence-based educational sanctions are available in a timely manner. Individual counselling and referral to specialized community programs will be available for students with addiction issues. University employees may access counselling through the Employee Assistance Program (EAP).

A. Education, Training and Resources:

Mandatory training and/or resources on alcohol issues will be provided jointly by the AMS, the SGPS and the university each academic year to the following:

- Full time AMS staff and SPGS Executive;
- Residence staff, including Residence Life Coordinators, Dons, Residence Facilitators, MCRC and JRC staff and executive;
- Coaches, Athletics & Recreation staff, captains, student athletes/participants;
- Facilitators and leaders for all Orientation programs;

- Executive members of all Faculty Societies;
- Student managers at on-campus licensed establishments;
- Club or event leaders who plan to hold events that include alcohol (e.g. AMS clubs, Formal committees, Queens' University Student Alumni Association, etc.);
- Other student leaders as identified.

The scope of training and/or resources required for each group will be decided jointly by the AMS, the university and the SGPS and will vary.

Facilitators and Leaders for all Orientation programs: The university recognizes the critical role of Orientation Week in creating a healthy and safe culture for new students as they transition to post-secondary education. Training for facilitators and leaders for all Orientation programs will include collaboration between Health Promotion and the Orientation Roundtable (ORT), using evidence-based health information and approaches. Completion of alcohol awareness training, including signing a leadership contract, will be considered mandatory to participate as a facilitator or leader for all Orientation programs.

Staff, faculty members and TAs are important campus leaders. Education and resources will be provided to university employees and will include information about this policy, legal requirements, best practices, brief motivational interventions, how to engage students in conversations, how to respond to students who may be experiencing problems with alcohol, and their role(s) in supporting and enforcing this policy.

B. Training and Education - Working in Licensed Areas

Any individual who serves alcohol on the Queen's University campus must meet all legislated training requirements, and must have proof of certification by an appropriate training program, as approved by the AGCO (e.g. "Smart Serve").

Recognizing the unique and critical role of student staff in on-campus licensed establishments, it is strongly encouraged that staff managers of on-campus licensed establishments consult with the Coordinator, Health Education, Health Promotion programs to ensure staff training includes information about at-risk drinking, harm reduction, resources available for students and the unique role of student staff in promoting a campus culture that de-normalizes alcohol misuse.

C. Community Collaboration

The university recognizes the importance of community collaborations in addressing issues of alcohol misuse that affect students; considering the off-campus environment is critical to achieving a change in the culture of alcohol use. To this extent, the university engages in collaboration and education in partnership with organizations in the Greater Kingston community.

Appendix B: Event Sanctioning Procedures (*in progress*)

[AMS event-sanctioning process](#)

Appendix C: Beverage Service and Operating Procedures

a. Tracking Client Volume / Attendance

- During any and all events where alcohol is served on-campus, and at all other events, steps will be taken, either through the use of “in and out” counters or other means, to monitor and comply with the approved legal capacity as determined by the license.

b. Admission Requirements

- Approved AGCO identification indicating a patron is 19 years of age or over is required to enter a licensed establishment. This includes:
 - Valid Ontario or out-of-province driver’s license with photo;
 - Valid Canadian passport with photo;
 - Canadian citizenship card with photo;
 - Canadian Armed Forces card with photo;
 - Liquor Control Board of Ontario “Bring Your Own Identification Photo card” (BYID) photo card;
 - Valid international passport.
- A valid Queen’s University Identification Card (student, employee or alumni card) may be-required to enter on-campus establishments. Exceptions include special events open to the public, as approved by the Executive Director of Housing and Hospitality Services, licenced food service facilities including the QP (daytime), the Grad Club, University Club and the Donald Gordon Centre.
- Guests who are not Queen’s University students must be signed in by a member of the Queen’s University community. There will be a maximum of one guest per host. Exceptions include special events open to the public, as approved by the Executive Director of Housing and Hospitality Services, licenced food service facilities including the QP(daytime), the Grad Club, University Club and the Donald Gordon Centre

c. Alcoholic Beverage Service Restrictions and Procedures

1. Non-alcoholic beverages will always be available for sale. Non-alcoholic beverages will be priced lower than alcoholic beverages or will be free of charge, at the discretion of management. Non-alcoholic beverages will be available in small glasses (“rocks glasses”) upon request.
2. All “shots” and “shooters” will be served at the bar in the presence of bar staff or to patrons seated at a table by a server. No “roving sales” of shot or shooters is permitted.

3. Alcohol pricing will reflect the percentage of alcohol contained to the extent that beverages that contain less alcohol than calculated in one standard drink shall be priced lower than drinks containing one standard drink of alcohol. Beverages that contain alcohol content higher than that contained in one standard drink shall be priced higher in relation to beverages containing one standard drink.
4. At all events or facilities serving alcohol, one choice of a light alcohol beverage will be offered and available.
5. All facilities will refuse admission to anyone who is or *appears to be* intoxicated, and will refuse service of alcohol to any guest or patron who is or *appears to be* intoxicated.
6. A list of individuals banned from on-campus venues is to be shared and enforced by all on-campus venues and by the AMS Student Constables, the Department of Campus Security (on request from the AMS Student Constables) and Student Affairs.

Note: Individuals who have been banned from licensed establishments by the university for more than 24 hours will be notified of the ban in writing. Bans based on violations of the *LLA* are not appealable at the university level. Appeals of bans based on other violations can be appealed via the University Senate Appeals Board (USAB). All bans for greater than one month are automatically referred to the Non-Academic Discipline process for review.

7. In addition to inspections carried out by provincial or municipal authorities, the Executive Director of Housing and Hospitality Services or liquor license holder or identified delegate and / or the Director of Campus Security may assist the license holder to inspect licensed areas and conduct procedural audits on a random basis if necessary. The university representative shall make their presence known to an on-duty manager.
8. During any alcohol service deemed high risk or high capacity where more than 400 people are present, further procedures should be implemented to ensure patron safety and security. Such procedures should include (but are not limited to):
 - a. A mandatory coat and bag check.
 - b. Entry is requisite on a voluntary search of a patron's person or belongings.
 - c. Service of alcohol in plastic containers.

- d. Completion of a checklist. The checklist will be kept in an appropriate place where Campus Security staff or Environmental Health and Safety Staff can easily access it.

d. Service Practice Manuals

1. To reduce risk to safety and security and to create responsible drinking practices, Queen's Service Practice Manuals will be reviewed yearly by the license holder and the appropriate student organization and will be appended to Queen's University's Alcohol Policy. However at any time, the license holder or the student organization may initiate a change to practices or policies in response to legislative changes or as incident-based follow-up.

a. Transportation

- A transportation plan must be in place to ensure any person, who is or appears to be intoxicated, will not be permitted to leave the premises until reasonable steps have been taken to ensure that person's safe accompaniment or transport. These steps can include, but are not limited to:
 - If no safe transportation home is available to a patron removed from an on-campus establishment, a taxi chit will be provided to ensure safe transport;
 - Every effort will be made to find appropriate accompaniment to ensure the patron's safety;
 - Staff involved in removing patrons from on-campus establishments will encourage the use of harm reduction or emergency services as needed (e.g. Queen's First Aid, Campus Observation Room, Hotel Dieu Detox Center or KGH Emergency);
 - Special events occurring on-campus must include a transportation plan as part of the risk management procedures.

Appendix D: Service Procedures for On-Campus Units that hold their own License

(under review)

The University Club at Queen's, Inc.

Alcohol Policy and Procedures

1. Staff reserves the right to refuse the sale and/or serve alcohol to any individual that, in their opinion, is intoxicated or acting in a disruptive behavior. The individual may be asked to leave the premises.
2. Staff is responsible for verifying that each patron is of age of majority before being sold or served any alcohol.
3. If the event is a Student run event and alcohol will be served, the group will be asked to provide Student Constables or The University Club will provide extra staffing to identify guests that are not of drinking age.
4. Supervisors and/or management will keep track of persons entering and leaving The Club to avoid overcrowding and to ensure the capacity is within the liquor license approval.
5. All staff (that will be expected to serve alcohol) and managers must obtain their smart-serve certification and training before being allowed to serve any alcohol.
6. There will be no announcement of "last call" at any time.
7. Only single servings of alcohol will be served. Bottles of wine will not be sold to any individual at a Student event.
8. Management (or assigned supervisor) has the right to stop serving alcohol and closing the Bar service in a situation which they deem is necessary to avoid any potential disruptive behavior.
9. There will only be bar service during the time stipulated in the event booking. Management may, at their discretion, stop serving alcohol to avoid any disruptive behavior.

Appendix D cont'd: Service Procedures for On-Campus Units that hold their own License

(under review)

ZIMAN HOSPITALITY DONALD GORDON CONFERENCE CENTRE

POLICY ON THE SERVING OF ALCOHOL

April 2006

MISSION STATEMENT

The Donald Gordon Centre is an executive level conference centre, which offers an environment that is pleasant, attractive and safe, for our guests and employees.

We believe that we have an important responsibility to carefully control the serving of alcoholic beverages, from both safety and liability perspectives.

STAFF AND MANAGEMENT PLEDGE

As a team, we pledge to provide our guests with a safe, enjoyable environment.

We are trained and will continually update ourselves - all staff, including management, bartenders, servers and door staff, in responsible service practices. All staff have been provided with a copy of the establishment's house policies and have signed a written statement stating that they have had an opportunity to read and fully understand the policies and have discussed them with management. Management is committed to supporting staff in their decisions to apply the training principles and practices and to enforce the house policies of the establishment.

TRAINING

Staff are certified in Smart Serve and participate in a re-training session each Spring. This is an issue under the control of the Health & Safety Committee. Any incidents are recorded and included with the minutes of the Committee. We maintain an incident log which is regularly reviewed with staff. No staff, including management, are allowed to drink on the job.

We follow all rules of the LLBO. We adhere to the hours in which it is legal to serve alcohol; ensure that our serving staff are 18 years of age or older; we do not serve minors and we check identification carefully if in doubt as to a persons age; we do not serve drinks over the maximum and we follow the do's and don'ts of Ontario's liquor laws.

Hours of Alcohol Service

Monday to Sunday: 11 a.m. to 2 a.m.

New Year's Eve (December 31): 11 a.m. to 3 a.m.

Serving hours remain the same on federal, provincial and municipal election days.

The bartender will announce last call and that the bar will close at the appropriate time for that contract. No one will be allowed to be in the bar after the bartender has left. All alcohol will be locked away at closing time and the door will also be locked.

Legal Drinking Age

The legal age to drink alcohol is 19 years old. The legal age to serve alcohol in a licensed establishment is 18 years old. "Serving alcohol" includes taking drink orders, taking payment for alcoholic beverages, stocking the refrigerator or bar area, and bartending.

Age Identification

The only acceptable forms of age identification include:

- an Ontario driver's licence with a photo
- a Canadian passport with a photo
- a Canadian citizenship card with a photo
- a Canadian armed forces card with a photo
- a photo card formerly issued by the LLBO
- an LCBO BYID photo card

Maximum Drink Sizes

Alcoholic drinks may not contain more than 85 milliliters (3 oz.) of spirits each. Similarly, drinks sold in a pitcher intended for more than one person may not contain more than 85 milliliters of spirits per person. For example, a pitcher of margaritas for four people may contain no more than 340 ml. of spirits.

1) CAPACITIES

Room B:	139
Dining Room:	150
John Deutsch Room:	44
Board Room:	43
Pub:	105
Patio:	164

The Donald Gordon Centre has a Catering Endorsement as part of its Liquor Licence.

The holder of a catering endorsement may sell and serve liquor at a catered event in an unlicensed area of a licensed establishment and at a catered event away from the licensed premises in an unlicensed area where a Special Occasion Permit would otherwise be required. Light meals must be offered at the catered event. For example, a catering endorsement would allow you to cater liquor and food to weddings, private parties, etc. The Donald Gordon Centre must inform Queen's security, the Police Department and the Fire Department when we use our Catering Endorsement off the premises.

2) *Do's and Don'ts of Ontario's Liquor Laws*

These are a few of the important rules covered under Ontario's liquor laws:

Don't:

- Let people under the age of 19 drink.
- Encourage excessive drinking or serve alcohol to anyone you suspect may already be intoxicated.
- Permit drunken, quarrelsome, violent or disorderly conduct.
- Permit anyone in a licensed establishment to hold, sell, distribute or use illegal drugs.
- Serve smuggled, home-made or watered-down liquor.
- Allow guests to take out or bring in liquor.
- Raffle liquor or hold contests that involve buying, drinking or winning liquor.
- Discount the price of alcoholic beverages.
- Allow noise from the premises to disturb the neighbours.

Do:

- Make sure that you understand the Liquor Licence Act and Regulations.
- Encourage responsible drinking.
- Post your Liquor Sales Licence or Special Occasion Permit.
- Train your staff in responsible serving practices. Have all staff take the Smart Serve Responsible Alcohol Beverage Service Training program.
- Serve alcohol only within the allowed hours.
- Serve and promote food and a variety of non-alcoholic drinks.
- Sell only liquor that was bought on your licence or permit through the Liquor Control Board of Ontario (LCBO), The Beer Store, or Ontario Wine Stores.
- Make sure that the number of people on the premises is within the lawful capacity.
- Ensure that the premises comply with all zoning by-laws, the Building Code Act, the Fire Marshals Act and the Health Protection and Promotion Act.

- Check the identification of people you suspect are under 19 years of age.
- Ensure that employees serving liquor are at least 18 years of age.
- Create and enforce house policies that promote responsible service and moderate drinking practices.
- We understand that not following the rules may leave us liable to large fines and possible imprisonment for the licence owner.

3) *RISK ASSESSMENT*

- 4) Usual bars for conference groups require normal diligence and care.
- 5) Bigger risk when sponsored bars are provided such as banquets, final night for extended stay groups.
- 6) Weddings and receptions. *
- 7) Where customers drive to a reception/banquet. *
- 8) Christmas parties. *
- 9) Dinner & Dance. *

Those marked with * are considered high-risk events.

10) *POLICIES*

A clear record of all alcoholic beverages served – issued/returned

An awareness of intoxication.

No doubles.

Wine bottles not to be left on tables during sponsored events. Guests cannot serve themselves.

All staff work as a team to ensure safe environment.

At high risk events there will always be two staff at the bar. One to serve and the other to monitor the door at the end of the event. (This could be a Server from the Dining Room or Conference Support staff)

Never leave out drinks for customers , eg., a case of beer, bottles of wine, when the bar is closed.

The night staff are NOT to open the bar to serve guests, even if it does fall within the allowable regulation hours. If a group needs the bar to be opened longer, they must let us know in advance and the bartender will stay until the allowable limit by law.

Our care extends beyond the end of an event and in this light:

We offer: alternative transportation, cab rides or a designated driver to take a guest home, when necessary and/or:

bedrooms at a discounted rate, if necessary.

No one should be in an advanced intoxicated condition whilst in our conference centre.

If a conference group/guest goes out and returns intoxicated: there will be an incident report prepared by the night desk staff. This will include: who is involved; the time; and, action taken.

How to Monitor:

Rates of consumption:

Staff are provided with a consumption limits chart and supporting rationale; and guidelines for recognizing the signs of intoxication.

Approximate Blood Alcohol Percentage chart at back of policy.

We promote the service of one standard drink at a time.

We set guidelines for dealing with intoxicated guests.

11) MANAGING THE INTOXICATED GUEST

When a guest is approaching his or her limit or when the guest is displaying visible and obvious signs of intoxication, servers will take the necessary steps to pace drinking, offer food, pop or delay service. If the guest insists upon having another alcoholic beverage, the server will notify the organizer of the event and make them aware of our policy and the risk and liability involved. Involve a third party (another staff member or someone who knows the person) if the person becomes argumentative.

12) PARTIES/WEDDINGS

Teamwork among staff is essential. One staff member will monitor the room, observing level of consumption. If anything untoward is noticed, the bartender is notified.

The door must be monitored. Observe the level of intoxication and do not allow anyone visibly intoxicated to drive a car. Ask the group if they have a designated driver or provide a cab..

If the person refuses to leave his or her car then have a designated driver take intoxicated person home and return with a cab - paid for by the Donald Gordon Centre.

If an intoxicated guest insists that they will drive after you have taken all reason steps to prevent them from driving, you may, as a last resort, need to call the police for assistance.

All drinks must be cleared by 2:30 a.m. at the latest, or $\frac{3}{4}$ hour after the bar is closed. Everyone must vacate the premises by 2:45 a.m.; including the pub, on normal nights. The door must be secured, with everyone out of the area, by the night janitor/security.

All bars must be run under the direction of the Supervisory staff, i.e., the bartender. If there are problems that can't be handled, the Director or the Conference Planner must be called. If either are not available, Queen's security must be called. A nightly log is kept – when there are no incidents, this must be noted.

The running of a successful event must be a total team effort.

Appendix E: Alcohol Service at Off-Campus Events

Preamble:

While off-campus events do not have a direct impact on the Queen's University liquor license, the sale of event tickets on the campus or under the auspices of a Queen's related organization prompts the imposition of the following guidelines on off-campus events where alcohol could play a significant role, notwithstanding the licence holder's obligation under the *LLA*, and where the university or its representatives have care and control including the power to admit or exclude others.

The guidelines below do not refer to events held in commercial establishments, such as bars or taverns, where members of the public may be present in the same general area and the university or its representatives do not have authority.

- In accordance with the *LLA*, no activity shall be permitted that would promote immoderate consumption of alcohol (open bars, drinking competitions, drinking games, etc.);
- All staff at the event (bar staff, volunteers, other) including constables and bar staff must be trained to a recognized standard (Smart Serve and/or Security Guard Training²) and understand their responsibility for identifying signs of intoxication and refusal of service. Their clothing or nametags should easily identify staff;
- Ticket sellers and other volunteers, when utilized, must be given appropriate direction as to how to refer difficult and/or intoxicated patrons to supervisors, event organizers or security staff;
- Alcoholic beverages cannot be sold for less than the minimum price (including taxes), outlined in the *LLA* and Regulations, for a 12 oz. beer, 5 oz. glass of wine or a drink containing 1 oz of spirits. The minimum price shall increase in direct proportion to the difference in the volume of liquor, should the serving size increase;
- Non-alcoholic beverages must be available. Punch, soft drinks or other similar beverages must be provided at reasonable prices and at a lower cost than that of an alcoholic beverage. Water must be available free of charge;
- Light meals, which are made up of more than one food group (i.e. soup and a sandwich), must be available. Snack foods, such as chips, pretzels etc., do not qualify as a light meal;
- At events where alcohol tickets are sold and no alcohol is included in the price of admission, a maximum of four drink tickets may be sold to any person at any one time;

² As stipulated by Provincial legislation and regulations under the *Private Security and Investigative Service Act of Ontario*.

- At events where alcohol is included in the price of admission, the amount included must be limited to the equivalent of two standard drinks, including wine. A maximum of two additional drink tickets may be sold to any person at any one time at these events;
- Where possible, such as at events in non-commercial establishments, patrons may cash in unused drink tickets, purchased on site, at any time before the end of the event;
- Complimentary drink tickets other than those included in the price of admission are not allowed;
- No alcohol, other than that provided under the liquor license, may be brought into the event;
- Alcohol service will be stopped 45 minutes prior to the end of the event;
- The Event Organizers will submit the names and contact information, including role and authority, of the Event Organizers, who will remain sober and be in attendance throughout the entire event. The Event Organizers must be aware of their responsibilities and be fully capable of taking the appropriate action in the event of an emergency;
- The Event Organizers support the authority and responsibility of the appropriate license holder, or those acting on their behalf, to:
 - Refuse admittance to the event (despite the patron being in possession of a valid ticket) to any person believed to be intoxicated, under the influence of a controlled substance, or otherwise troublesome,
 - Refuse the service of alcohol to any person believed to be intoxicated, under the influence of a controlled substance, or otherwise troublesome,
 - Request the removal from the premises any person believed to be intoxicated, under the influence of a controlled substance, or otherwise troublesome;
 - Post signs stating their policies.
- Any violations will be dealt with appropriately. For individuals, this may include referral to the appropriate judicial process, and referral of a matter to the police. For Event Organizers, this may include a refusal of authorization for future events;
- Event Organizers must work with the appropriate service or agency to determine the required level of staffing and security required. All AMS-affiliated student organizers are required to work with Queen's Student Constables, who will sanction the event;
- Procedures must be in place for ensuring the safety of patrons in the event they become intoxicated.

Appendix F: Events Requiring Bus Transportation

Events requiring bus transportation to off-campus locations shall be subject to the following additional regulations:

- The proposed Carrier must be identified and approved as part of the regular approval process;
- The Event Organizers will submit the names and contact information of those individuals who will act as monitors;
- Event Organizers will provide a method of determining who has authorization to board the bus;
- Sufficient designated monitors, who remain sober, must be present to ensure that only the following individuals are allowed to board the bus:
 - Those who have a ticket or other authorization;
 - Those who are not exhibiting any signs of intoxication;
 - Those who do not have alcohol in their possession;
 - Those who are not acting in a troublesome manner.
- Sufficient designated monitors, who remain sober, must be present on each bus in order to respond to incidents that arise including emergencies;
- No alcohol is allowed on the bus at any time;
- The Event Organizers recognize that in the event of non-compliance with this policy or any other safety related concerns, bus transportation may be cancelled.

Appendix G: Definitions and General Terms of Reference for Advertising where Alcohol is Involved

The words advertisement and ad will refer to any messaging or public announcement designed to convey information for the purposes of sales solicitation, donation, promotion, or redirection towards other media for the purposes of sales, donation, or promotion. The word advertisement will be taken to encompass both branded and non-branded messaging, across any available media platforms.

Example media platforms include: print media (newspapers, books, magazines, newsletters, catalogues, brochures, pamphlets, leaflets, posters, post cards, rack cards, stickers, bookmarks, calendars, agendas, tickets, receipts, etc.), broadcast media (radio spots, television spots-including PSAs, endorsements, and product placements), cinema, online/web/mobile media (web/mobile banners, sidebars, mastheads, pop-ups, social media promotion, endorsements, product placements, streamed audio/video, embedded imagery/audio/video), outdoor display (transit signage, wall murals/paintings, billboard, tri-visions, digital dominators, ground art), branded product merchandising, non-branded product merchandising/giveaways for the purposes of redirection to other media, and branded live performance.

The producers of Queen's University-associated media platforms (henceforth "Publisher"), reserve the right to reject, discontinue, or omit any advertisement, or to cancel any advertising agreement, for reasons satisfactory to the Publisher, without notice and without any claim for penalty. The Publisher will not publish any advertisement that contravenes the best interests of the university directly, or indirectly, or any advertisement which violates the university's internal policies, equity/human rights policies or code of conduct.

Appendix H: Guidelines For Execution of Advertising Where Alcohol Is Involved

Purpose:

The purpose of these guidelines is to support the execution of alcohol advertising, including licensed establishments, advertising of events on and off campus where alcohol plays a significant role, or any other form of alcohol advertising.

Any execution of advertising or sponsorship by manufactures or representatives of alcoholic beverages should align with the spirit and objectives of the Queen's University Alcohol Policy. This includes promoting safe consumption of alcohol, preventing promotion of high-risk alcohol consumption and related behaviours, and promoting a respectful campus culture that acknowledges the diverse needs and choices of the Queen's community regarding alcohol consumption.

The *Liquor License Act (LLA)* places specific restrictions on advertising content. Any advertisements must align with these restrictions, as per Section F of the University Alcohol Policy.

On-campus licensed establishments are governed by *Tripartite Agreements* and *Policy and Procedure Documents* those state agreed-upon operating practices which may override any of the guidelines stated below. For clarification, please contact the University Liquor License holder directly.

In addition, the following guidelines are recommended to the Queen's University community:

1. **Advertising should not promote excessive consumption.**
 - Advertising should not promote the mass consumption of alcohol via any references (implicit or explicit) to activities or games where mass consumption of alcohol could be reasonably believed to be the primary purpose of the said activity / game;
 - Titles of events where alcohol plays a significant role should not promote alcoholic consumption as a focus of the event or make reference to mass consumption of alcohol implicitly or explicitly;
 - Recognizing the significance of pricing for alcohol consumption, advertising of prices must be in line with all *LLA* requirements, and should not be reasonably construed to promote mass consumption of alcohol. Any reference to special prices for drinks must be paired with a food or menu choice or similar and should not make any reference to time;
 - Any reference to transportation that is sponsored by manufactures or representatives of alcoholic beverages or by off-campus licensed establishments, to events where alcoholic

consumption could reasonably be considered the primary purpose of the event, should not be advertised on campus and such transportation should not be permitted on Queen's University property.

- Any sponsorship of an event or group should not include distribution of any items (branded or unbranded) that could implicitly or explicitly be reasonably construed to promote excessive or unsafe consumption of alcohol, either through the nature of the item, or through any messaging that could promote excessive or unsafe consumption.
- 2. The event or group should be the prominent focus of the advertising; references to alcohol should be subordinate.**
- Advertising of events where alcohol plays a significant role should be executed in a manner where the name of the venue, or any references to alcohol, should be subordinate to the name of the group organizing the event and / or the title of the event,
 - Events where alcohol is involved, but does not play a significant role, should be advertised in such a manner where the main purpose of the event is clear, and in a manner such that individuals who do not drink alcohol would feel welcome to attend the event.
- 3. Advertising should not coerce any individual into consuming alcohol, nor should it glorify the consumption of alcohol.**
- Advertising involving alcohol should not attempt to influence non-drinkers into consuming alcoholic beverages;
 - Advertising involving alcohol should not be directed to any person under the legal drinking age, and should not be displayed in any locations where it can reasonably be presumed that the majority of those viewing the advertisement would be under the legal drinking age;
 - Advertising should not imply that consumption of alcohol will be enhance social acceptance, the enjoyment of life, an escape from problems, personal or athletic success, or other similar glorifications of alcohol consumption. [Adapted from: CRTC Code for Broadcast Advertising of Alcoholic Beverages, 1996].
- 4. Advertising must be inclusive and respectful of the diversity of the Queen's Community.**

- Advertising should not violate any internal university policies, including equity/human rights policies of codes of conduct, as per *Appendix G (Definitions and General Terms of Reference for Advertising where Alcohol is Involved)*;
- Advertising should not promote overt sexualisation of any gender, and should not use overt sexualisation as a mechanism to sell alcohol or promote attendance at an event where alcohol plays a significant role;
- Advertising should recognize that some members of the Queen's community choose not to drink for a variety of reasons, and as appropriate, should be respectful of those who are non-drinkers.

To support these guidelines, resources and support are available online (insert web link when available).