

BEST PRACTICES AND EXPECTATIONS OUTLINE FOR PREMISES OPERATIONS

(May 2010)

1. Ownership of your space
2. Policy and Procedures Manuals for Staff (Roles and Responsibilities, Expectations and Consequences):
 - Security
 - Door Staff
 - Servers
 - Management
3. Safety and Security Plans - *REQUIRED*
 - Evacuation Plans
 1. Location of nearest emergency exit
 2. Responsibility of each staff member
 3. Identified Muster Point
 - Major Incident Plans
4. Formalized training for Staff
 - ProTect/Security Training – *REQUIRED for all security staff of minor's prohibited establishments*
 - Identifying problem patrons
 - Stopping incidents from occurring
 - Dealing with intoxicated or belligerent patrons
 - Safely removing patrons
 - Documentation of incidents
 - Maintaining proper occupant load counts throughout the night
 - Searches/Pat Downs
 1. Females searching females / Males searching males
 2. Lawful searches
 3. Seizing drugs, alcohol or weapons
 - No 'greasing' at the door
 - ProServe – *REQUIRED for all serving staff*
 1. Responsible liquor service
 - Working with and contacting Police
 1. Positive and welcoming
 2. Event notification
 3. Scene containment
 4. Lawful detainment of patrons involved
 5. Identification of witnesses, patrons or vehicles involved
 6. Thorough completion of Witness Statements
 - Identification of patrons
 1. Acceptable forms of ID
 - Knowledge of AGLC policies and legislation, City Bylaws, Fire Safety Act

5. Use and maintaining of Incident Logs:
 - Date
 - Time
 - Staff member(s) involved
 - Incident
 - Result
 - Police called?
 - Event number
6. Staff to be uniformed and identifiable
7. Police and Cab numbers posted near phones or accessible areas
8. Ensuring patrons access a cab if required
 - Cab company and number noted if patron overly intoxicated
9. Security Clearance Checks for Staff
10. Utilization and Proper use of a Patron Scan System
11. Proper ratio of Security/Door Staff vs patrons to control establishment
12. Properly used and maintained coat checks
13. Digital Video inside and outside of premise
14. Follow Crime Prevention Through Environmental Design (CPTED) philosophies
 - Proper and adequate lighting in and around the building
 - More information available at www.edmonton.ca or www.edmontonpolice.ca
15. Maintain cleanliness of premise inside and outside throughout the night
16. Parking lot patrols
17. Professional, clear and concise signage for operations and patron code of conduct properly displayed
 - Hours (club and patio)
 - Noise levels while outside
 - Search expectations
 - Smoking areas
 - Unaccepted Behaviour
 - Dress Code (if required)
 - Staging areas for entry
18. Licenses, permits, Occupant load cards to be properly displayed and up to date
19. Utilization of Resources
 - PSCT
 - AGLC
 - Best Bar None
 - RHE website
 - RHI website
 - Edmonton Tourism
 - Other

**This list is not inclusive of all Best Practices or expectations and, at this time, is only contributed to by PSCT and the agencies it represents. Completed package will include references and resources.