



# SERVICE IN ACTION

A responsible approach to  
serving alcoholic beverages



**TRAINING** MANUAL

*Institut de tourisme  
et d'hôtellerie*

Québec 

**Éduc**  **alcool**

Moderation is always  
in good taste.

# NOTE FROM THE PUBLISHERS

This document is a revised version of the original *Service in Action* training manual. While the course is based on a number of similar programs in Canada, the United States and Australia, it is adapted specifically for use in Quebec. The manual contains a great deal of information. However, for complete details on legal matters, please refer to the laws and regulations currently in force in the province.

## PUBLISHERS

Éduc'alcool

Institut de tourisme et d'hôtellerie du Québec

## PRODUCTION

Sylvie Carrière, Coordinator, Industry Services

Institut de tourisme et d'hôtellerie du Québec

## COPYWRITING

Monique Lallier, Consultant

Institut de tourisme et d'hôtellerie du Québec

## ENGLISH TRANSLATION

Judith Berman

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# INTRODUCTION

## A responsible approach to serving alcoholic beverages

"Greeting customers means serving them, and serving them means meeting their needs, offering them a range of services, making sure they feel at ease, **protecting their health and ensuring their safety and, lastly, respecting their rights, whether they consume alcohol or not.**"

*James Peters, Responsible Beverage Service Council*

## New trends

As a society, we have become increasingly intolerant of excessive drinking. People tend to be extremely exasperated by and resentful of anyone who behaves violently or causes accidents, injuries or death because of alcohol abuse. Such attitudes are reflected in more stringent legislation that can sometimes put serving staff in a difficult position. In fact, liquor permit holders and their employees may be held responsible for incidents involving customers who have overindulged in their establishments. For that reason, people in the business of serving drinks need to know their legal liability in order to avoid such incidents and protect themselves against lawsuits and the potential suspension or revocation of their liquor permit.

## Advantages of the course

- **Program recognized** by Éduc'alcool and the Institut de tourisme and d'hôtellerie du Québec.
- **Service in Action certificate of completion.**
- **Minimizes the risk of legal action** against the liquor permit holder, due to a better understanding of the laws and regulations governing the service of alcoholic beverages.
- Helps **prevent drunk driving** and its full range of unpleasant and often dramatic consequences, due to improved recognition of the signs of intoxication.
- Helps **reduce problems** associated with excessive drinking, such as physical and verbal abuse, accidents and noise.
- Helps **prevent excessive drinking** among customers.

# INTRODUCTION

- Increases awareness of the **prohibition against serving alcohol to minors**.
- Helps create a **safe and secure environment** for employees and customers.
- **Increases customer satisfaction** through more effective and responsible bar service designed to **promote quality over quantity**.
- Encourages the establishment of **effective intervention strategies**.

The trend towards increased awareness about responsible alcoholic beverage service has gained considerable momentum in recent years. In fact, the industry itself was among the first to implement self-imposed controls.

As members of Éduc'alcool, manufacturers of wine and cider, distillers, their agents, the Société des alcools du Québec (SAQ), the Régie des alcools, des courses et des jeux (RACJ) and ordinary individuals put considerable time, energy and resources into raising awareness about the benefits of moderate, reasonable drinking.

But this cannot be accomplished without the vigilance of serving staff, doormen, bartenders, managers and liquor permit holders, who must constantly ensure that alcohol is served and consumed responsibly in the places where they work.



# PART 1 LEGAL LIABILITY

## You and the law

A liquor permit for a bar, pub, tavern or restaurant is above all a **privilege** granted to the operator, and it requires strict adherence to laws and regulations by permit holders and their employees. Those legal obligations are clearly stated in the following:

- *Act respecting offences relating to alcoholic beverages (ARORAB)*
- *Act respecting liquor permits (ARLP)*
- *Civil Code of Quebec (CCQ)*

These laws and regulations deal primarily with persons in a state of drunkenness, minors, business hours, liquor permits, the public peace and harm to others. Knowing what's in the law can help you avoid a lot of grief.



### 1. Persons in a state of drunkenness\*

\*ARORAB uses the term "state of drunkenness." For the purposes of this document, the terms "drunk," "drunken" and "inebriated" are considered to mean the same thing.

- **You must refuse to sell alcoholic beverages to anyone who is drunk.**  
Sec. 109, ARORAB
- **You must refuse to sell alcoholic beverages to anyone of full age** if the beverage is for someone who is already drunk.  
Sec. 109, ARORAB

# LEGAL LIABILITY

## 2. Minors

- **You must refuse to admit a minor person** to bars, pubs and taverns. You should ask to see identification, such as a driver's licence, passport or other photo ID. Anyone may be asked to prove that they are of drinking age. Sec. 103.2, 103.5 and 103.7, ARORAB
- However, **minor persons may be admitted to a terrace** before 8 p.m. if accompanied by their father, mother or person of parental authority. Minors are **allowed to attend a reception** held in a bar, pub or tavern **only if they are part of the reception group and access to the room or terrace is restricted to the group**. Minors may cross a room where alcoholic beverages are being sold. Nonetheless, even under these circumstances, **you must refuse to sell alcoholic beverages to a minor**. Sec. 103.1 and 103.2, ARORAB
- • Minors are allowed in a bar if the permit is used in a theatre or stadium, at a racetrack, in a sports centre, in a hunting or fishing lodge or on the production premises of the holder of a small-scale production permit or a small-scale beer producer's permit. Sec. 103.3 ARORAB
- **You must refuse to sell** alcoholic beverages to a **person of full age** if you know that this person is **buying them for a minor**. Sec. 103.1, ARORAB
- **You must refuse to serve** alcoholic beverages to **minors in a restaurant** and **minors may not be allowed to consume them in your establishment**. Sec. 103.1, ARORAB
- **You must not employ minors** or allow them to present or participate in a show in a bar, pub or tavern. Sec. 103.2, ARORAB
- It is highly recommended that you require anyone who looks younger than 25 to present proof of age. This practise is increasingly common.

### 3. Business hours

- The business hours authorized by a permit for the sale or service of alcoholic beverages for on-site consumption are **from 8:00 a.m. until 3:00 a.m. the following morning**. However, a restaurant sales permit authorizing the sale of alcoholic beverages for take-out or delivery applies only between 8 a.m. and 11 p.m. Sec. 59, ARLP
- You may not admit a person to a room or a terrace where a **permit authorizing alcoholic beverages to be sold or served** is used outside the hours during which the permit may be used, nor tolerate a **person's remaining there for more than 30 minutes after the time the permit must cease to be used**, unless the person is an employee of the establishment. Sec. 62, ARLP

### 4. Liquor permits

- **Your liquor permit and the price of all alcoholic beverages must be posted in public view**. In a restaurant, the price list may be made available differently (in a menu, for example). Any admission fee or cover charge must also be posted at the entrance in public view. Sec. 66 and 67, ARLP
- When an establishment is used for a reception, you must **post a notice at the entrance of the room**, in public view, indicating that a reception is being held and only invited guests are admitted. Sec. 68, ARLP
- The holder of a bar permit or restaurant sales permit may sell alcoholic beverages in a room of the establishment during the licensed hours if the establishment is a tourist accommodation qualifying as a hotel, motel or inn under the Act respecting tourist accommodation establishments. Sec. 76, ARLP
- Subject to sections 68 and 76 of ARLP, **you may sell or serve alcoholic beverages only in the room or on the terrace designated by your permit**. Sec. 85, ARORAB

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## 5. The sale of alcoholic beverages

- You may sell only alcoholic beverages purchased from the **Société des alcools du Québec (SAQ)** and bearing the SAQ sticker. Alcoholic beverages other than beer purchased from a small-scale producer are required to have a sticker from the Régie des alcools, des courses et des jeux (RACJ). Beer purchased from a brewer must have a sticker from the Code de la Santé Publique (CSP). You may not sell alcoholic beverages that are of bad quality or unfit for consumption, nor may you manufacture alcoholic beverages fraudulently or adulterate them in any way. Sec.72.1 and 86, ARLP and Sec. 84, ARORAB

## 6. The storage of alcoholic beverages

- You may not keep alcoholic beverages in any containers other than the ones in which they were delivered (For example, you may not pour wine into carafes in advance or pre-prepare mixed house drinks such as B-52s or Kamikazes. Nor may you add any other substance to original SAQ containers or pour the remainder of one bottle into another. However, the holder of a restaurant sales permit may, between 11 a.m. and 2 p.m. and between 5 p.m. and 8 p.m., prepare carafes of wine in advance, provided that any wine remaining in the carafes outside those hours is destroyed or eliminated. Sec. 84.1, ARORAB

## 7. The public peace

- You must **not allow a liquor permit to be used in any way that disturbs the public peace. You must take effective measures** to prevent the following in your establishment:
  - any noise, gathering or assembly apt to disturb the peace of the neighbourhood;
  - the possession, consumption or sale of drugs and narcotics;
  - gestures or acts of a sexual nature;
  - the possession of weapons (firearms, knives, etc.);
  - acts of violence or intimidation;
  - gambling and gaming;
  - illegal activity of any kind.Sec. 24.1, 75 and 86, ARLP

## 8. Harm to others

- Liquor permit holders are **required to abide by accepted rules of conduct** so as to avoid harm to others. Owners of licensed establishments **must protect their customers** against the foreseeable consequences of the dangerous conduct of other customers. Otherwise, they may be held responsible for any harm caused. **They may also be held responsible for the actions of their employees**, i.e. have to answer for their actions or faults, and they **may be sued for damages**. Sec. 1457, CCQ
- Remember that the **standard applied in the courts is that of a reasonable person in the same circumstances**. In particular, this means that alcoholic beverages must not be served to customer who is drunk. Liquor permit holders may be ordered to pay damages for harm caused by the fault of their employees in the performance of their duties. Sec. 1463, CCQ

For the complete and proper interpretation and application of the laws, please refer to the actual texts published in the *Gazette officielle du Québec* and available online at [www.publicationsduquebec.gouv.qc.ca](http://www.publicationsduquebec.gouv.qc.ca)

Liquor permit holders and their employees must therefore **take all effective measures** to meet their obligations and maintain control of their establishments so as to ensure smooth operations and avoid disturbing the public peace. If these obligations are not met, or if the establishment is not properly controlled, and depending on the evidence presented in court, the judge may find a permit holder legally liable for the behaviour of a customer who is drunk. Remember, too, that **permit holders may be held responsible for the actions of their employees**. If someone sues for damages, the permit holder may have to pay compensation. Furthermore, the Régie des alcools, des courses et des jeux (RACJ) **may suspend or revoke a liquor permit** if it believes the permit holder did not take effective action to prevent customers from drinking too much.

To recap, a liquor permit holder may be held responsible for the behaviour of a drunken customer with regard to incidents or accidents occurring inside or even outside the establishment, if the permit holder or employees have served the customer an alcoholic beverage when they know, or should know, that the customer is drunk and have done nothing to protect him or her. The permit holder has the same responsibilities towards his or her co-workers.

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Finally, this is a good place to recall a principle that applies to accidents of all kinds: reasonable people are not required to anticipate all *possible* accidents, but they must be prepared for accidents that fall into the category of what is *probable* and normally *predictable*.

## Sanctions

Any offence committed under the laws governing alcoholic beverages may result in the permit holder being fined by the Court of Quebec or a Municipal Court. In addition, the RACJ may decide to suspend or revoke the permit. In some cases, the RACJ may order the permit holder to take whatever measures are necessary to correct the situation in an establishment by a specified deadline. In other cases, it may allow the permit holder to voluntarily commit to take specific action in order to comply with the law (for example, hire a doorman to prevent minors from being admitted). However, if the permit holder does not meet those commitments, the permit may be suspended or revoked.

### COURT RULINGS IN QUEBEC

The following are a few examples of rulings in cases where liquor permit holders were ordered to pay damages after failing to comply with their duty to show diligence with regard to customers who were too drunk to take care of themselves.

#### MORIN V. RESTAURANT BAR LA ROCHELIÈRE ET AL. [2013]

Action for damages filed against the liquor permit holder Le Restaurant Bar la Rochelière, and a customer, Mr. Richard Larochelle, who gravely injured Mr. Christian Morin, the plaintiff.

#### The offence

Restaurant Bar La Rochelière was sued particularly because its employee continued to serve alcoholic beverages to Mr. Larochelle when he was already drunk.

#### The ruling

The Superior Court judge found Restaurant Bar la Rochelière responsible and awarded \$18,162 in damages to the plaintiff.

#### The facts

The plaintiff, Christian Morin, was the victim of an uncontrolled fight with the defendant Richard Larochelle, a customer of Restaurant Bar la Rochelière, when Mr. Larochelle was in an advanced state of inebriation after consuming alcoholic beverages in the establishment.

In his decision, the judge noted that a liquor permit holder is responsible for events that take place within his or her establishment for two reasons: first, under Section 109 of the *Act respecting offences relating to alcoholic*

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*beverages, which says that it is an offence to serve an alcoholic beverage to anyone who is in a state of drunkenness; and also under the legal principle, in accordance with which a bar owner is required to maintain order and protect patrons from a drunk and aggressive customer. The judge concluded that the defendant “was in a state of drunkenness and should have been warned or simply expelled without being served.”*

## GROVES ET AL. V. BLAKE [1997]

Action for damages filed against liquor permit holder Le Pub Chez Lion d’Or, the bar owner, Stan Groves, and a customer, Steven Groves, who seriously injured Peter Blake, the plaintiff.

**The offence** Le Pub chez Lion d’Or was sued specifically because Stan Groves, the bar owner, continued to serve alcoholic beverages to Steven Groves when he was in a state of drunkenness.

**The ruling** The Court of Appeal judge heard the appeal for the sole purpose of reducing the damages awarded for medical expenses, and ordered Le Pub Chez Lion d’Or, Stan Groves and Steven Groves to pay \$39,743 to plaintiff Peter Blake.

**The facts** Plaintiff Peter Blake received a rock in the face, thrown by one of the bar’s customers, Steven Groves, when he was in an advanced state of drunkenness following the consumption of alcoholic beverages in the establishment during the hours preceding the event.

The Court of Appeal concluded that the Superior Court had made no legal error in finding that Le Pub chez Lion d’Or and Stan Groves were each responsible for the assault on Peter Blake. In fact, a bar owner has an obligation to maintain order and protect patrons from a drunk and aggressive customer. In finding Stan Groves liable, the judge mentioned that “Steven Groves had already displayed aggressive or bothersome behaviour at least twice. These events were brought to the attention of Stan Groves, who continued to serve Steven Groves alcohol. In fact, evidence showed that Steven Groves was already drunk when he arrived at the pub.”

## LACROUTZ V. COUTURE [1991]

Action for damages (\$80,000) filed against the liquor permit holder, Mr. Lacrouz, and a customer, Mr. Pouliot, who seriously injured the plaintiff, Mr. Couture.

**The offence** Mr. Lacrouz was sued because his employee continued to serve alcoholic beverages to Mr. Pouliot when the latter was already drunk.

**The ruling** The Superior Court judge ruled that Mr. Lacrouz and Mr. Pouliot were jointly liable and ordered them to pay \$80,000 in damages to the plaintiff. The Court of Appeal upheld this ruling.

**The facts** Mr. Couture, a customer in Mr. Lacrouz's bar, was injured when Mr. Pouliot, another customer, smashed a glass in his face, causing him to lose an eye. Evidence showed that the employee continued to serve drinks to Mr. Pouliot even though he was becoming so drunk and aggressive that he should have been removed from the premises. The employee knew that Mr. Pouliot was an undesirable customer and did not take the necessary action to make sure he did not disturb the peace of the premises and the other customers, which would have prevented the assault that occurred late in the evening.

## LEMAIRE V. LAMBERT ET AL [1983]

Action for damages (more than \$100,000) filed against Ms. Lambert, the liquor permit holder, and Mr. Saint-Sauveur, a customer who seriously injured Mr. Lemaire, the plaintiff.

**The offence** Ms. Lambert was sued because her employee continued to serve alcoholic beverages to Mr. Lemaire when he was already in an extremely advanced state of inebriation, as well as to Mr. Saint-Sauveur, who was also drunk.

**The ruling** The Superior Court judge ruled that Ms. Lambert and Mr. Saint-Sauveur were jointly liable and ordered them to pay more than \$100,000 in damages to Mr. Lemaire.

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## The facts

It was proved that a waitress employed by Ms. Lambert, the liquor permit holder, continued to serve alcoholic beverages to Mr. Lemaire, even though he was extremely drunk. The waitress said she did the same with Mr. Saint-Sauveur "because he stayed calm." When Mr. Lemaire's behaviour irritated Mr. Saint-Sauveur, the latter punched the former, sending him crashing into a telephone booth. Mr. Lemaire was later declared legally incapacitated.

The judge noted that the waitress saw that Mr. Saint-Sauveur's patience was wearing thin and that his temper was running high. Because she knew him well, she should have been aware of his deteriorating mood and his bad feelings towards Mr. Lemaire. It was shown that the waitress continued to serve drinks to Mr. Lemaire until he was "dead drunk," not thinking clearly and behaving unacceptably.

The judge noted that the waitress failed in her duty to demonstrate the vigilance and prudence that any reasonable person would have shown under similar circumstances. She may have had the excuse of being busier than usual, but that in no way diminished her liability. The judge also noted that her employer had to answer for the waitress's failure to act appropriately. He further reproached the permit holder for not having had a bouncer that evening, as well as for the lack of a manager on duty.

## DECISIONS OF THE RÉGIE DES ALCOOLS, DES COURSES ET DES JEUX

In addition to fines that may be imposed under the *Act respecting offences relating to alcoholic beverages*, and damages that may be awarded in civil lawsuits, permit holders may have their liquor permits suspended or revoked if they operate an establishment in a way that disturbs the public peace, particularly if their employees serve alcoholic beverages to customers who are already inebriated.

The Régie des alcools, des courses et des jeux (RACJ) may intervene even if there is no proof that a permit holder sold one or more alcoholic beverages to an inebriated person. Following an incident involving excessive drinking in an establishment, the permit holder may be required to appear before the RACJ.

The following are examples of rulings by the Régie des alcools, des courses et des jeux.

### CAFÉ BAR LE ST-SULPICE [2013]

#### Decision

Twelve bar permits suspended for 5 days.

#### Case summary

Employees of the liquor permit holder sold alcoholic beverages to people who were drunk, an infraction under the *Act respecting offences relating to alcoholic beverages*. In fact, on July 28, 2007, a 16-year-old female customer of the establishment was found in a comatose state after drinking excessive amounts of alcohol. On February 7, 2009, a male customer of the establishment, drunk and aggressive, was arrested by police because he was shouting insults at the bouncer after being expelled from the establishment.

The RACJ concluded that a liquor permit holder **“cannot be absolved of his responsibility to maintain order in his establishment simply by expelling the people involved, and then washing his hands of the matter by calling the police to resolve the conflict, when the establishment itself is the source of the problem, often due to excessive drinking.”** The liquor permit holder remains liable, since he has an obligation to control excessive drinking by refusing to serve patrons who are drunk.

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## RESTO-BAR LE VERSANT [2011]

**Decision** Six-month suspension of the bar permit with dancing and entertainment.

**Case summary** On several occasions, employees of the liquor permit holder sold alcoholic beverages to people who were drunk, an infraction under the *Act respecting offences relating to alcoholic beverages*. On March 4, 2008, the police were called to remove an extremely drunk customer of the establishment. On August 3, 2010, the police were called and noted a customer in an advanced state of drunkenness lying on the floor of the establishment. A female employee of the liquor permit holder told police that she had served the man about 15 Jack Daniels over the course of the last hour. Finally, on September 2, 2010, the police were called to the establishment, where they discovered a woman customer in an advanced state of drunkenness lying on the floor.

The RACJ concluded that the liquor permit holder did not take all necessary and appropriate measures to prevent excessive drinking in the establishment. At the hearing, the liquor permit holder said that she stopped serving customers who were drunk, and that if they were drunk, it was simply because they had been drinking before they arrived at her establishment. The RACJ ruled that, through laxity or negligence, the liquor permit holder had failed to meet her obligations under the *Act respecting offences relating to alcoholic beverages*.

## THOMPSON NIGHT CLUB [2010]

**Decision** Bar permit suspended for 35 days.

**Case summary** On numerous occasions, employees of the liquor permit holder sold alcoholic beverages to customers who were drunk, an infraction under the *Act respecting offences relating to alcoholic beverages*. For example, when called to the premises, police officers noted the presence of a severely inebriated 15-year-old girl sitting almost unconscious on the mezzanine of the establishment. She was taken to the hospital emergency room.

According to the RACJ, this event in particular illustrates the lax attitude of the liquor permit holder and his employees with regard to controlling excessive drinking in the establishment. In fact, the problems of an often highly intoxicated clientele were never a real concern for the liquor permit holder. For example, the permit holder had never drawn up a list of undesirable persons, or tried to increase surveillance in the establishment to prevent the harmful effects of excessive drinking by customers.

### **BILLARD CITADELLE [2010]**

**Decision** Two bar permits and a permit to operate a video lottery terminal site suspended for 60 days.

**Case summary** A customer of the establishment, a 19-year-old man, died as a result of a car accident that occurred when he was driving home. According to the police investigation, the victim had spent the evening in the establishment, where he was sold and/or served alcoholic beverages when he was in a very advanced state of inebriation.

The RACJ pointed out that, according to section 109 of the *Act respecting offences relating to alcoholic beverages*, the duty not to sell alcoholic beverages to a person who is drunk is an absolute obligation and the liquor permit holder cannot be released from her obligations by simply asking her employees to offer customers a drive-home service.

What's more, the RACJ mentioned that, in this case, the death of the 19-year-old man might have been prevented if action had been taken by a responsible, competent liquor permit holder who was aware that a liquor permit is a privilege that comes with duties and obligations. The RACJ emphasized that the lax attitude of employees who sold alcoholic beverages to a drunken customer, claiming that it was a very busy night, entails predictable dangers and harmful consequences, which the RACJ cannot ignore.

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## RESTO PUB MÉPHYSTO [2007]

**Decision** Bar permit suspended for 14 days.

**Case summary** An employee of the liquor permit holder sold alcoholic beverages to a customer who was drunk, although not dead drunk or in a daze, an infraction under the *Act respecting offences relating to alcoholic beverages*. As part of the projet nocturne, a program under which police provide assistance to bar owners, playing a preventative and curative role, police officers arrived at the establishment and noted the advanced inebriation of the customer in question.

The RACJ concluded that there was uncontested evidence that the liquor permit holder's employee had served a pint of draft beer to a person who was drunk. In fact, the moment they arrived on the premises, the police officers noted that the customer showed signs of advanced drunkenness (head resting on the bar, crooked position, very slow speech, difficulty enunciating, red eyes, strong odour of alcohol, difficulty maintaining balance, etc.).

## BAR/ASSERIE [2006]

**Decision** Two bar permits and a permit to operate a video lottery terminal site suspended for 15 days.

**Case summary** On five occasions, between June 24 juin, 2002, and February 21, 2004, the liquor permit holder and her employees sold alcoholic beverages to people who were drunk, an infraction under the *Act respecting offences relating to alcoholic beverages*. Each time, police officers arrested customers of the establishment for driving a motor vehicle under the influence of alcohol.

## UNIVERSITÉ DU QUÉBEC À CHICOUTIMI [2005]

**Decision** Bar permit with dancing and entertainment suspended for 60 days.

**Case summary** The ruling was in the case of a student from the university who was found frozen to death in March 2004. The young man had become lost when he got off a Société de transport de Saguenay bus after having taken part in a drinking game organized by a student association in the permit holder's establishment.

## DOOLY'S LÉVIS [2004]

**Decision** Bar permits and permits to operate a video lottery terminal site suspended for 25 days.

**Case summary** An employee of the liquor permit holder sold alcohol beverages to a customer who was drunk and a minor, infractions under the *Act respecting offences relating to alcoholic beverages*. According to the statement taken by a police officer the night of the event, the employee in question sold beers to the customer, even though he was "starting to get pretty drunk." The RACJ concluded that the liquor permit holder had contravened the statute and ordered the permit suspensions.

### **Tribunal administratif du Québec (TAQ)**

On July 23, 2004, the Tribunal administratif du Québec upheld the RACJ decision. In fact, the TAQ rejected the liquor permit holder's argument that there had been no infraction, since the customer had been only drunk, i.e. not in an advanced state of drunkenness, as per the scientific chart used by the coroner in his reports.

The TAQ noted that it was unable to refer strictly to the scientific meaning of the expression "state of drunkenness" in determining whether there had been an infraction of section 109 of the *Act respecting offences relating to alcoholic beverages*. The definition of "state of drunkenness" in the current sense of the term is "a person who has consumed alcohol to the point of being euphoric and uncoordinated, with altered reflexes and faculties." In light of this, the RACJ concluded that the customer of the establishment was

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in a state of drunkenness in the sense of the *Act respecting offences relating to alcoholic beverages*, and the fact that he was able to run and try to get away does not mean he was not clearly inebriated.

## BAR TI-COSSINS [2004]

**Decision** Bar permit and permit to operate a video lottery terminal site suspended for 12 days.

**Case summary** The permit holder allowed a minor on the premises and served alcoholic beverages to a drunken customer, but asked employees to see that the person got a ride home.

The RACJ stressed that the policy of relying on ensuring that people get a ride home not only fails to meet legal requirements but also can be very dangerous, since an inebriated person can decide to leave the establishment at any time and drive off.

## L'AUTRE ZONE [2003]

**Decision** Five bar permits with dancing, film screenings and related entertainment, and permits to operate video lottery terminal sites suspended for five months.

**Case summary** The permit holder operated a bar patronized mainly by people 18 to 25. She regularly held drinking contests, where people consume a lot of alcohol quickly. One night around 1 a.m., after a short erotic dance show, two men, their inhibitions lowered by drinking throughout the evening, were invited to compete. A bottle of whisky, diluted two-thirds with water, and a bottle of schnapps, diluted by half, were poured simultaneously and directly into the mouths of the participants, who were seated with their heads tilted back. The winner's prize was a lap dance by one of the dancers. On February 23, 2001, one of the participants died as a result of alcohol poisoning. His blood-alcohol level was .323 (4 times the legal limit). The RACJ concluded that the permit owner had failed to meet her obligations, specifically by allowing drinking games.

### **Tribunal administratif du Québec (TAQ)**

On January 27, 2004, the Tribunal administratif du Québec upheld the RACJ decision, stating that the five-month suspension of the owner's bar permit for having held drinking contests that led to the death of a young customer was fair and proportionate to the seriousness of the acts committed.

### **Superior Court**

On May 10, 2004, the Superior Court declared the TAQ decision to be reasonable, under the circumstances. As the Court noted, "...if the permit holder thought that the young man had drunk too much, she was legally bound to stop serving him alcohol."

### **HÔTEL BROME [1997]**

#### **Decision**

Two bar permits and permits to operate a video lottery terminal site suspended for 40 days.

#### **Case summary**

The permit holder and his employees sold alcoholic beverages to a person who was in a state of drunkenness, an infraction under the *Act respecting offences relating to alcoholic beverages*. This resulted directly in the violent death of a woman, killed by a customer who drove while impaired.

The RACJ concluded that the person in charge of the establishment cannot be relieved of his responsibilities and must keep an eye out for signs of inebriation in customers who have been served substantial quantities of alcohol. The RACJ further noted that it was also the duty of the person who had been serving drinks all evening to watch for such signs among the dozen or so customers in the hotel bar.

# LEGAL LIABILITY

## RECAP

SITUATION	LAWS AND OBLIGATIONS	ADVICE
Minor customers	<ul style="list-style-type: none"> <li>• Refuse entry to a bar, pub or tavern. Sec.103.2 ,103.7, ARORAB</li> <li>• Do not employ minors, or allow them to present or participate in a show in a bar, pub or tavern. Sec.103.2, ARORAB</li> <li>• Do not allow minors to consume or to be served alcoholic beverages in a restaurant. Sec. 103.1, ARORAB</li> </ul>	<ul style="list-style-type: none"> <li>• Ask to see at least two pieces of photo ID, such as a driver's licence and Medicare card.</li> </ul>
Inebriated customers	<ul style="list-style-type: none"> <li>• Refuse to serve them alcoholic beverages. Sec. 109, ARORAB</li> </ul>	<ul style="list-style-type: none"> <li>• Pay particular attention to people who have been served several drinks.</li> <li>• Call a taxi or make sure the person is accompanied by someone responsible.</li> <li>• Make sure that the person's condition does not put him/her or others in danger. If it does, call your local police.</li> </ul>
Customers in possession of drugs, firearms or knives	<ul style="list-style-type: none"> <li>• Do not tolerate the presence of any customer selling or using drugs or in possession of a firearm or knife. Sec. 24.1, ARLP</li> </ul>	<ul style="list-style-type: none"> <li>• Call your local police immediately.</li> </ul>

# NEWSPAPER HEADLINES

## His son is dead

### Alexandre's father speaks out against drinking contests in bars.

The father of young Alexandre Vaillancourt, who died February 23 after a drinking contest at a bar called L'Autre Zone, in Limoilou, spoke out against such dangerous games and said he hoped the owner, the bartender and the organizer would be punished.

*Le Journal de Québec, March 15, 2001*

## Restaurant management has drunken patron arrested by police

### The patron of a Granby restaurant had nothing but praise for the personnel who had him arrested.

"With hindsight, I can see that they did the right thing," said the man.

*Le Journal de Montréal, December 24, 2000*

## Two of the four charges stick

### Nathalie pleads guilty.

She left a bar, got into her car, then struck and killed a woman.

*Le Journal de Montréal, April 20, 2006*

## Woman turns in her parents for drunk driving

### "I love my parents, but I couldn't live with my conscience if they killed someone."

*Le Journal de Montréal, July 17, 2002*

## Driving while impaired

### Forget the "but I only had two beers" defence.

A man awaiting trial for drunk driving should not have been behind the wheel.

*Le Journal de Montréal, November 7, 2006*

# PART 2 THE EFFECTS OF ALCOHOL

## Understanding the power of alcohol

Alcohol is a toxic substance. Taken responsibly and in moderation, it generally has no negative impact on your health or safety. However, **excessive, thoughtless drinking** can lead to **serious health, social and legal problems**. Your job, and that of the liquor permit holder, is not to preach to customers but to provide RESPONSIBLE ALCOHOLIC BEVERAGE SERVICE. In order to do that, you must be able to accurately determine to whom and when it is appropriate to serve drinks. This section will help you learn how alcohol acts on a healthy body and how to recognize the signs of intoxication.



### WHAT HAPPENS WHEN YOU DRINK

- 1. Ingestion** Alcohol passes through the mouth, the pharynx and the esophagus before reaching the stomach, the small intestine and the large intestine.
- 2. Stomach** From the moment alcohol hits the digestive tract, more than 80% is absorbed by the small intestine; the rest goes directly from the stomach into the blood.

- 3. Small intestine** Alcohol passes easily through the membranes of the first two sections of the small intestine (the duodenum and the jejunum) and then enters the bloodstream.
- 4. Bloodstream** The absorption process is usually completed about 60 minutes after the last drink is finished. That's when the alcohol reaches the brain, acting on the entire nervous system and affecting attention, judgment, vision, reflexes and coordination.
- 5. Liver** At least 90% of the alcohol will be eliminated after being metabolized by the liver. The remainder is eliminated through the breath (1.4% to 5.6%), urine (0.6% to 2.4%) and perspiration (0.2% to 0.8%), which complete the cleansing of the body. The liver metabolizes alcohol at a regular rate of about 15 mg of alcohol per 100 ml of blood an hour. When someone drinks a lot, the liver can't keep up and the blood-alcohol level rises. That's when the brain feels the effect.
- 6. Brain** At this point, brain activity is affected and the impact of alcohol can be seen in lowered inhibitions, inattentiveness, lack of coordination, etc.

# THE EFFECTS OF ALCOHOL

## How alcohol is absorbed

### 1. Ingestion

Alcohol passes through the mouth, the pharynx and the esophagus before reaching the stomach, the small intestine and the large intestine.

### 2. Stomach

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### 4. Bloodstream

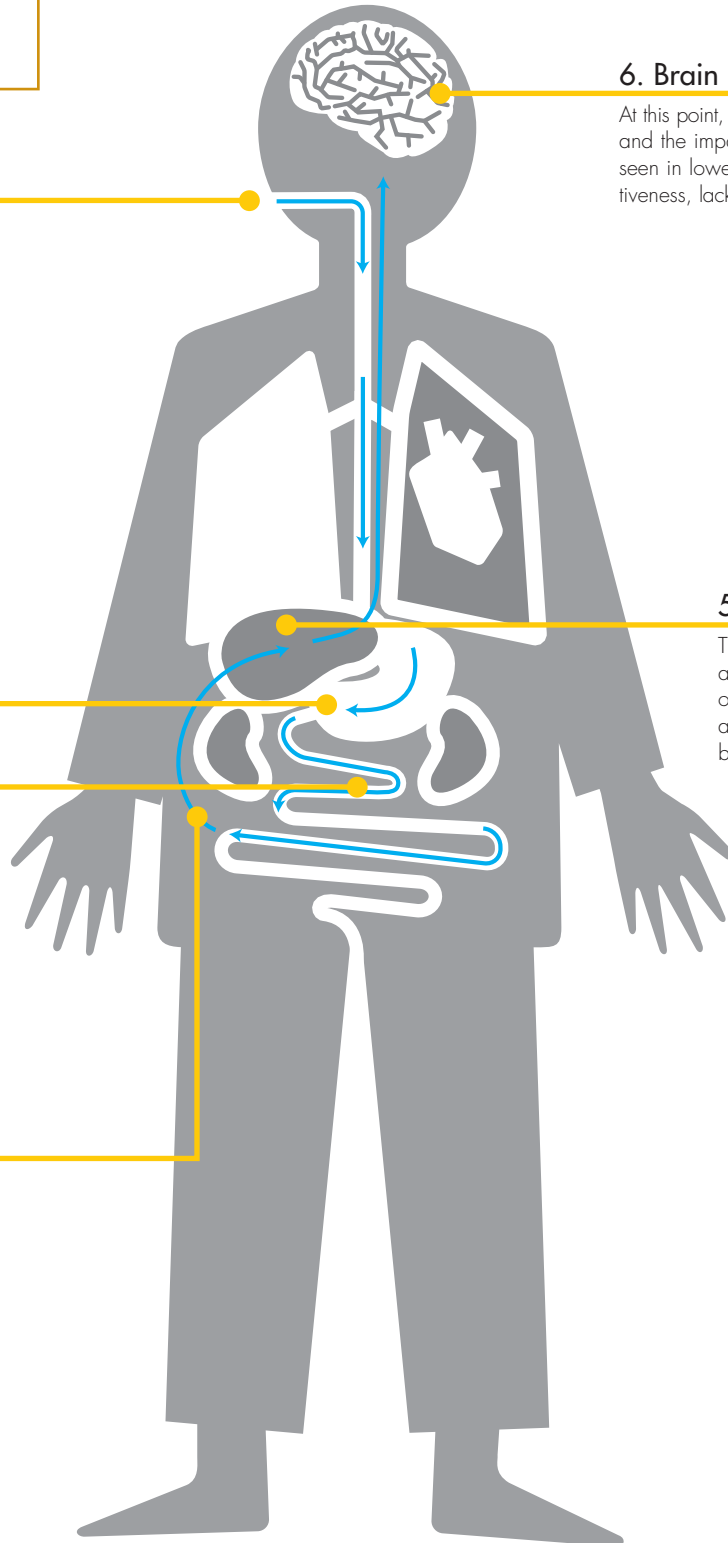
The absorption process is usually completed about 60 minutes after the last drink is finished. That's when the alcohol reaches the brain.

### 6. Brain

At this point, brain activity is affected and the impact of alcohol can be seen in lowered inhibitions, inattentiveness, lack of coordination, etc.

### 5. Liver

The liver metabolizes alcohol at a regular rate of about 15 mg of alcohol per 100 ml of blood an hour.



## ALCOHOL-INDUCED COMA: THE DANGER OF DRINKING TOO MUCH TOO QUICKLY

An alcohol-induced coma can occur if a person's blood-alcohol level exceeds .35 (350 mg of alcohol per 100 ml of blood, commonly expressed as 350 mg%), or more than four times the legal driving limit in Quebec (80 mg%). Death is likely to result in one in 100 people with a blood-alcohol level of 350 mg%. When the blood-alcohol level is 400 mg%, death generally occurs in half the cases.

**Young people are most at risk for excessive drinking, since they are not used to alcohol and have not yet developed a tolerance for it.** Such drinking is common at parties, initiation ceremonies and drinking contests.

### Factors affecting the impact of alcohol on the body

Scientists generally agree that anyone with a blood-alcohol level of 100 mg/100 ml is under the influence, whether or not there are visible signs of intoxication. That's because **every person reacts differently**. A number of physical and psychological factors can affect the alcohol absorption rate and its impact on the body.

#### PHYSICAL FACTORS

The main factors that will determine a customer's blood-alcohol level and behaviour are weight, sex, how much food is in the person's stomach, how much and how quickly the person has been drinking, the type of alcohol consumed, biological variations and digestive disorders, the person's alcohol tolerance and the use of drugs or medications.

##### 1. Weight

Alcohol dissolves in the water contained in the body. The more a person weighs, the greater the volume of water. Thus, **if a heavy person and a smaller person drink the same amount, the heavier one will have a lower blood-alcohol level**. But being overweight is no protection from inebriation since people with more adipose tissue (fat) have less water available for diluting alcohol.

# THE EFFECTS OF ALCOHOL

**2. Sex** A woman who drinks exactly the same amount as a man of the same weight will have a higher blood-alcohol level, because women have a higher percentage of body fat and a lower percentage of water than men (55% vs. 68%). Also, **women's stomach seem to have less of the gastric enzymes (dehydrogenases)** that break down alcohol, in their stomachs, which means that more alcohol is absorbed by the blood. That's why **it takes less alcohol for a woman to become intoxicated.**

**3. Food in the stomach** When you drink on an empty stomach, the alcohol is absorbed in 20 or 30 minutes and its effect is felt very quickly. **Eating slows the rate at which alcohol is absorbed because the stomach digests the food first.** Drinking just before, during or soon after a meal thus results in a slower, more moderate increase in blood-alcohol level. Heavy, rich food is more difficult to digest and stays in the stomach longer. The effects of the alcohol will still be felt, but less dramatically.

**4. Amount of alcohol and rate of consumption** **One drink will be absorbed much more quickly than several drinks consumed over a short period.** Obviously, the more quickly a customer drinks, the more the alcohol will accumulate in the bloodstream and the more dramatically the effects will be felt. Remember that the body can eliminate only about 15 mg% per hour.

**5. Type of drinks** **The speed at which alcohol is absorbed varies depending on the type of drink.** Because of their high concentration of alcohol, spirits (40% alcohol/volume) cause a minor gastro-intestinal irritation that slows the rate of absorption. The alcohol in drinks with a low alcohol content, such as beer (5% alcohol/volume), which is high in soluble nutrients, is also absorbed more slowly. However, with drinks such as port (20% alcohol/volume), a significant amount of alcohol is absorbed very quickly.

Carbonation also has an effect. The alcohol in such drinks as sparkling wines, champagne, beer and mixed cocktails enters the bloodstream quickly. **This is because carbon dioxide facilitates the evacuation of alcohol from the stomach, speeding up its absorption.**

## 6. Biological variations and digestive disorders

Everyone reacts differently to alcohol. Without going into exhaustive detail about the process of alcohol metabolism, it is fair to say that **some individuals and some ethnic groups are unable to properly metabolise acetaldehyde, the organic compound that the body converts alcohol into first.** Japanese, Chinese and Korean people are among those who have this problem, along with 3.5% of all Canadians.

It has also been observed that **people who have had a gastrectomy** (the surgical removal of all or part of the stomach) **absorb alcohol more quickly.** Conversely, people who suffer from celiac disease (a chronic condition affecting the lining of the small intestine) absorb alcohol more slowly.

## 7. Alcohol tolerance

Routine drinkers develop more tolerance for alcohol. Out of habit, their livers work more efficiently and their brain cells become less sensitive to alcohol. A customer who drinks a lot regularly will therefore tend to drink even more than usual before feeling the effects and showing signs of intoxication. **Such people can have a very high blood-alcohol level and be physically intoxicated without appearing to be affected.**

## 8. Drugs and medication

Drinking alcohol while taking certain medications or illegal drugs can be **dangerous to a person's health and safety** and exacerbate the signs of intoxication.

### PSYCHOLOGICAL FACTORS

#### 1. General health, mood, fatigue and stress

Fit, healthy people eliminate alcohol more quickly because they have more muscle mass and less fat, and their livers work more efficiently. On the other hand, **stress and fatigue - physical, mental and emotional - make people much more vulnerable to the effects of alcohol.** A depressed person is likely to end up feeling more depressed after drinking. The initial sense of well-being that comes with the first drink quickly passes.

# THE EFFECTS OF ALCOHOL

## 2. Drinking and gambling

There is a connection between drinking and gambling, which varies according to each person and how much alcohol they consume.

For some people, just one or two drinks can increase risk-taking during gambling. As so many studies have shown, alcohol, even in small amounts, has a disinhibiting effect that affects judgement and behaviour.

Drinking can thus lead gamblers to play longer and spend a lot more money than they initially planned. Vulnerable individuals and people with a gambling problem are most at risk for such behaviours.

It can often be difficult to detect the signs of intoxication in gamblers who are barely—if at all—interacting with their environment. That's why it's important to be particularly vigilant with such customers.

You should never hesitate to suggest, tactfully, that someone ease up on their drinking, or even stop altogether. And, of course, alcohol service should be cut off if the customer is in the red zone.



## One too many? Knowing when to stop

The amount of alcohol in the bloodstream is known as the blood-alcohol level. In Quebec and across Canada, the legal blood-alcohol limit for driving is 80 mg of alcohol per 100 ml of blood (80 mg% or .08). While it is difficult to assess a person's blood-alcohol level without a breathalyzer, there are some basic ways to prevent intoxication. **For example, experience shows that there's a limit to the number of drinks you can consume in the first hour and still remain below .08.**

### MAXIMUM NUMBER OF DRINKS IN THE FIRST HOUR TO REMAIN WITHIN THE LEGAL LIMIT

PRODUCT	SERVING	% ALC./VOL.	NUMBER OF DRINKS	
			WOMAN 57-kg/125-lb	MAN 80-kg/175-lb
<b>BEER</b>	<b>341 ml</b>	<b>5%</b>	<b>2</b>	<b>3</b>
Light beer	341 ml	4%	2 1/2	4
Imported beer	341 ml	7%	1 1/4	2 1/4
Draft beer	200 ml	5%	3 1/4	5 1/2
<b>WINE</b>	<b>142 ml</b>	<b>12%</b>	<b>2</b>	<b>3</b>
Wine	142 ml	14%	1 3/4	2 2/3
<b>SPIRITS</b>	<b>43 ml</b>	<b>40%</b>	<b>2</b>	<b>3</b>
Cooler	355 ml	7%	1 1/2	2 1/4
Aperitif	90 ml	15%	2 1/2	4
Port	85 ml	20%	2	3

30 ml = 1 oz.

# THE EFFECTS OF ALCOHOL

Once customers reach the maximum, you can **suggest they reduce their alcohol intake in each subsequent hour** in order to remain below the legal level. Keep in mind that if a customer appears to weigh less than the example in the chart above, it will take fewer drinks to reach the legal limit.

There is the same amount of alcohol in **one regular beer** (341 ml, 5% alcohol), **one glass of wine** (142 ml, 12% alcohol) and **one shot of spirits** (43 ml, 40% alcohol). Each of these is considered a standard drink.

In the chart on the next page, *Blood-Alcohol Level, Not Counting the Alcohol Elimination Rate*, you can see the relationship between weight and number of standard drinks. Remember to **subtract about 15 mg of alcohol an hour from the first drink on, because that is the rate at which the body eliminates alcohol**. An unhealthy liver works less quickly and less effectively. Anyone with health problems should abstain from drinking or drink very moderately.

BLOOD-ALCOHOL LEVEL,  
NOT COUNTING THE ALCOHOL ELIMINATION RATE

MAN						
WEIGHT		NUMBER OF STANDARD DRINKS				
		1	2	3	4	5
kg	lb	BLOOD-ALCOHOL LEVEL (MG/100 ML)				
45	100	43	87	130	174	217
57	125	34	69	103	139	173
68	150	29	58	87	116	145
80	175	25	50	75	100	125
91	200	22	43	65	87	108
102	225	19	39	58	78	97
113	250	17	35	52	70	87
		Continue serving.		Suggest that the person reduce alcohol intake.		Stop serving.

WOMAN						
WEIGHT		NUMBER OF STANDARD DRINKS				
		1	2	3	4	5
kg	lb	BLOOD-ALCOHOL LEVEL (MG/100 ML)				
45	100	50	101	152	203	253
57	125	40	80	120	162	202
68	150	34	68	101	135	169
80	175	29	58	87	117	146
91	200	26	50	76	101	126
102	225	22	45	68	91	113
113	250	20	41	61	82	101
		Continue serving.		Suggest that the person reduce alcohol intake.		Stop serving.

# LES EFFETS DE L'ALCOOL

## Separating fact from fiction: A quiz

CHECK TRUE OR FALSE FOR EACH STATEMENT.

- |  | TRUE                     | FALSE                    |
|--|--------------------------|--------------------------|
| 1. Alcohol is a stimulant.                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. One regular beer has less alcohol than a shot of spirits.     | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Spirits get you more drunk than beer.                         | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Adding soda to your whiskey makes it safer.                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. A few cups of coffee will help sober you up.                  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. A cold shower will help sober you up.                         | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. A good walk, some exercise or dancing will help sober you up. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Eating delays the effects of alcohol.                         | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. One hour is all you have to wait to be fit to drive.          | <input type="checkbox"/> | <input type="checkbox"/> |

Answers on pages 55-56.



## The signs of intoxication

Despite its mildly euphoric effect, alcohol is not a stimulant. It is a depressant that slows brain activity and reduces tension. The effect is gradual, and you need to learn to recognize the signs of intoxication.

THE SIGNS OF INTOXICATION	GREEN 1 TO 3 DRINKS	YELLOW 4 TO 6 DRINKS	RED 7 DRINKS OR MORE
SPEECH	<ul style="list-style-type: none"> <li>• Speaks at a normal rate.</li> <li>• Pronounces words properly.</li> <li>• Conversation is fluent and coherent.</li> <li>• Tone of voice is appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Speech begins to slow down.</li> <li>• Pronunciation is less clear.</li> <li>• Conversation is halting; thoughts form more slowly.</li> <li>• Tone of voice is louder.</li> </ul>	<ul style="list-style-type: none"> <li>• Speaks more quickly or more slowly than usual.</li> <li>• Has trouble pronouncing certain words and finding the right words.</li> <li>• Conversation is incoherent, thoughts are muddled.</li> <li>• Speaks very loudly and in an inappropriate tone of voice.</li> </ul>
PHYSICAL APPEARANCE	<ul style="list-style-type: none"> <li>• Eyes bright.</li> <li>• Pupils normal.</li> <li>• Is not perspiring.</li> <li>• Breathes normally.</li> <li>• Tidy appearance.</li> <li>• Breath smells normal.</li> </ul>	<ul style="list-style-type: none"> <li>• Eyes red and glassy.</li> <li>• Pupils dilated.</li> <li>• Increased perspiration.</li> <li>• Breathing changes.</li> <li>• Breath smells stronger.</li> </ul>	<ul style="list-style-type: none"> <li>• Eyes closing.</li> <li>• Eyes blink less frequently.</li> <li>• Perspires heavily, urinates frequently.</li> <li>• Breathes quickly in short, shallow breaths.</li> <li>• Untidy, neglected appearance.</li> <li>• Breath smells very strong.</li> </ul>
EMOTIONAL BEHAVIOUR	<ul style="list-style-type: none"> <li>• Shy.</li> <li>• Polite.</li> </ul>	<ul style="list-style-type: none"> <li>• More sociable, shyness disappearing.</li> <li>• Increasingly emotional.</li> <li>• More outwardly happy; dances and sings..</li> </ul>	<ul style="list-style-type: none"> <li>• Exaggerated expressions of friendship.</li> <li>• Sensitive and irritable.</li> <li>• Increasingly aggressive and unpleasant.</li> <li>• Feelings of sadness accentuated.</li> </ul>

# THE EFFECTS OF ALCOHOL

THE SIGNS OF INTOXICATION	GREEN 1 TO 3 DRINKS	YELLOW 4 TO 6 DRINKS	RED 7 DRINKS OR MORE
COORDINATION AND PHYSICAL BEHAVIOUR	<ul style="list-style-type: none"> <li>• Normal coordination.</li> <li>• Good reflexes.</li> <li>• Normal dexterity.</li> <li>• No loss of balance.</li> <li>• No difficulty walking a straight line.</li> </ul>	<ul style="list-style-type: none"> <li>• Reflexes slower; starting to slip.</li> </ul>	<ul style="list-style-type: none"> <li>• Poor hand-eye coordination.</li> <li>• Reflexes very slow.</li> <li>• Lack of dexterity; difficulty handling small objects like coins.</li> <li>• Loss of balance, especially when bending over.</li> <li>• Difficulty walking a straight line and standing without holding on to something.</li> <li>• Cannot maintain balance while standing with eyes closed.</li> <li>• Tendency to stumble and stagger.</li> </ul>
AWARENESS AND RESPONSIVENESS	<ul style="list-style-type: none"> <li>• Reduced alertness.</li> <li>• Some difficulty concentrating.</li> </ul>	<ul style="list-style-type: none"> <li>• Judgement affected; overestimates abilities.</li> <li>• Increasing difficulty concentrating.</li> </ul>	<ul style="list-style-type: none"> <li>• Barely alert.</li> <li>• Considerable difficulty concentrating.</li> <li>• Slow to respond to questions.</li> <li>• Fixed gaze; nodding off.</li> </ul>

# PART 3 DRINKING AND DRIVING, DRINKING AND VIOLENCE

Our society has become **increasingly intolerant not only of excessive drinking but also of drinking-related violence**. However, despite determined efforts and a decline in alcohol-related deaths between 1990 and 2000, the number of accidents caused by people under the influence of alcohol has been rising again since 2004.



## Drinking and driving: Knowing the limits

It takes a great deal of concentration and attention to drive. Your customers must be in full possession of their faculties in order to get behind the wheel safely and responsibly. This means showing good judgement, having quick reflexes and excellent coordination, and being able to anticipate events. **Alcohol reduces a person's ability to do several things at once**, and driving a car is a highly complex operation. As blood-alcohol level rises, **perception, motor skills and concentration**

# DRINKING AND DRIVING, DRINKING AND VIOLENCE

become impaired. Inebriation affects **peripheral vision, auditory perception and the ability to estimate distances**. **Reflexes are slower** and reaction time is longer. In short, drinking and driving really don't mix!

Of course, it can be difficult and unpleasant for serving staff to intervene with drinkers who are planning to drive. **Focus on preventing excessive drinking by concentrating your energies on the "higher risk" customers, i.e. men and, especially, young adults!** Younger people have less experience drinking and less experience driving. It's better to deal effectively with the high-risk clientele than to spread yourself too thin.

## DID YOU KNOW?



### The risk of a fatal accident is multiplied by:

- 2 when blood-alcohol level is 50-79 mg%
- 5 when blood-alcohol level is 80-99 mg%
- 10 when blood-alcohol level is 100-149 mg%
- 100 when blood-alcohol level is 150 mg% or more

### The risk of a fatal accident among 16 to 19-year-olds is:

- 9 times greater when blood-alcohol level is 50-79 mg%
- 40 times greater when blood-alcohol level is 80-99 mg%
- 100 times greater when blood-alcohol level is 100-149 mg%
- 400 times greater when blood-alcohol level is 150 mg% or more

Because **they are not used to drinking**, young people are more vulnerable than older people. Also, their **lack of driving experience** and tendency to take risks makes young people more likely to have a fatal accident.

Serving staff must put a stop to excessive drinking as quickly as possible, especially with customers who are planning to drive. Be skillful and convincing. **The important thing is to keep them from driving when they leave the establishment.** As explained earlier, permit holders may be held responsible for the actions of employees who serve drinks when they shouldn't. You have everything to gain by serving people responsibly: it will reduce the risk of lawsuits in case of an incident in your establishment or a car accident involving your customers.

Obviously, convincing an inebriated person not to drive is something of an art. Permit holders who take preventive measures are helping to protect their employees and their customers. And their efforts to avoid unpleasant incidents and senseless accidents improve the overall atmosphere of the establishment. The next section of this manual explains various ways to intervene.

### Some Quebec statistics

- In 2004, alcohol was responsible for **32% of the deaths, 16% of the serious injuries and 5% of the minor injuries** on Quebec roads. That's a total of about 200 deaths, 1,000 serious injuries and 2,500 minor injuries.
- Nearly **one driver in every three** who drank and was then involved in a car accident **was coming from a licensed establishment.**
- In 2004, 32% of the deaths where the driver's blood-alcohol level was over .08 took place in summer (**June, July and August**) compared to 26% in November, December and January.
- About **one in every five drivers** (20%) on the road after midnight has been drinking, and one driver in every thirteen (7.7%) has a blood-alcohol level over the legal limit.
- Between 2000 and 2004, 44% of people who died on the road and had a blood-alcohol level above 80 mg/100 ml (.08) were killed in accidents occurring between midnight and 6 a.m.

# DRINKING AND DRIVING, DRINKING AND VIOLENCE

DEATHS BY TIME OF ACCIDENT  
DRIVERS OVER 80 MG/100 ML  
2000 TO 2004

TIME	DEATHS		%
	Number	%	
6-9 a.m.	19	4	9
9 a.m.-Noon	11	2	
Noon-3 p.m.	16	3	
3-6 p.m.	54	11	44
6-9 p.m.	79	16	
9 p.m.-Midnight	85	17	
Midnight-3 a.m.	119	24	44
3-6 a.m.	101	20	
Not specified	12	3	3
<b>Total</b>	<b>496</b>	<b>100</b>	<b>100</b>

Source: SAAQ

## Drinking and violence

Some studies show a **strong link between heavy drinking and an increase in aggressive behaviour and conjugal violence**. However, while alcohol abuse and alcoholism often appear to be associated with violent outbursts, the connection has not yet been clearly defined. The situation is complex because of the many factors involved in violent behaviour (social, cultural, family-related, genetic, biological, psychoaffective, etc.). Many studies suggest that alcohol plays a role by removing the inhibitions that prevent violent acts.

### DID YOU KNOW?



- **One person in every two convicted of a violent crime** had been drinking not long before committing the crime.
- Alcohol plays a role in **one third of all suicide attempts**.
- In nearly **44% of incidents of conjugal violence, the aggressor had been drinking**.

These are additional important reasons for taking action when a customer is drunk. Think about it this way: Your intervention may help reduce conjugal violence while protecting your other customers. Prevent senseless violence by offering responsible alcoholic beverage service.

# PART 4 TAKING ACTION

**It will never be fun or easy to tell customers that you can no longer serve them**, even though it's for their own safety, to protect the lives of others and avoid lawsuits. In this section you will find practical and useful strategies to help restaurant and bar serving staff and managers deal with difficult situations. Each one can be adapted to suit your particular needs.

The strategies are: establishing a house policy, handling difficult situations tactfully, recognizing the signs of intoxication (observing, categorizing and intervening), taking preventive action, taking action before customers become inebriated, ensuring a safe return home, investing in a breathalyzer, keeping a bar book, and controlling the environment.



## Establishing a house policy

You might well wonder why a server or bar owner would stop serving a customer who is drinking heavily when, clearly, the more someone drinks, the more money the establishment takes in. If you measure business success only in terms of sales volume, controlling drink service can seem downright illogical.

# TAKING ACTION

And yet, experience shows that it is financially profitable to **focus on the number of customers** served as opposed to the number of drinks sold to each customer. People are more likely to return to your establishment if they see that you are assuming your responsibilities and that their well-being matters to you. There is also much anecdotal evidence to suggest that these satisfied customers will then recommend your establishment to friends and relatives, thus increasing business for you.

**A house policy is absolutely necessary** to ensure a safe and pleasant atmosphere in a drinking establishment. That means the liquor permit holder must define house rules. The rules will depend on the type of operation, the degree of risk to which serving staff are generally exposed and, of course, the type of people who frequent the establishment. All personnel should participate in developing the house policy: this way they will feel personally involved and be more inclined to follow the rules.

Similarly, it's a good idea to **post your house policy and promote it** to all employees and customers. Menus, table tents, coasters and posters can all be used to advise customers that your establishment does not serve alcoholic beverages to inebriated customers, and offers alternative drinks with little or no alcohol. Having the policy in full view makes it easier for all personnel to stick to it, and it shows customers that both owner and employees are serious about their responsibilities. When customers are familiar with the basic rules, they won't mind when the rules are applied, and they'll even appreciate that something is being done for their safety and well-being.

**When defining a house policy, keep in mind that, in addition to making sure customers follow the rules, employees will have to abide by them too.**

And remember that a house policy must be reviewed regularly to keep it relevant and effective.

## What a house policy should cover

A house policy should **define what is acceptable and unacceptable** in the establishment. It should clearly spell out each person's role with regard to responsible beverage service and state how incidents are to be recorded, in a bar book, for example (see p. 50). It can define the authority of the serving staff by **notifying patrons that staff may, at any time, cease serving alcoholic beverages to anyone who has had too much to drink**. And it can highlight commitments to customers, such as services for designated drivers, or a requirement for employees who refuse a customer service to immediately call a taxi or friend to pick the person up.

Your house policy should contain the following:

- A commitment to serve customers in a friendly, responsible and professional manner.
- Criteria for admittance to the establishment (see pp. 43-44).
- Procedures for dealing with inebriated customers and with minors who attempt to enter the establishment fraudulently.
- The duties and responsibilities of personnel (including security staff) and what they may and may not do.
- The type of assistance available to inebriated customers (taxi, food, non-alcoholic beverages, etc.).
- The proper use of a bar book to record incidents (occasions when service is refused, details of fights or other problems, etc.).
- A commitment to serve designated drivers a varied assortment of non-alcoholic or low-alcohol beverages only.

# TAKING ACTION

## Examples of house policies

### EXAMPLE 1 For personnel

## NOTICE TO ALL EMPLOYEES

We may all be held liable for the consequences of the actions of patrons to whom we have served alcoholic beverages. That includes damages, injuries or death inside or outside this establishment. The establishment's liquor permit may also be suspended or revoked if we serve alcohol to someone we suspect is drunk.

YOU ARE THEREFORE ENCOURAGED TO:

- **Wait for customers to call you over, instead of actively "pushing" drinks.**
- **Show zero tolerance for any situation that endangers people's safety.**
- **Never serve alcoholic beverages to anyone who is drunk.**
- **Notify management or the person in charge if an inebriated patron is preparing to drive, so that action may be taken to prevent him or her from getting behind the wheel.**
- **Never serve alcohol to a minor.**
- **Never serve alcohol to an adult who is buying it for a minor.**

The Management

**THIS IS A RESPONSIBLE-SERVICE ESTABLISHMENT.**

EXAMPLE 2  
For customers

# NOTICE TO OUR CUSTOMERS

Anyone who is lucky enough to look younger  
than 25 will be asked for ID.

•

We encourage groups to use designated drivers.

•

We serve non-alcoholic beverages.

•

We will not serve alcohol  
to anyone who is inebriated.

•

Please use the breathalyzer to check  
your blood-alcohol level before driving.

•

We will be glad to call  
a 2-driver taxi for you.

•

**WE CARE ABOUT YOUR SAFETY!**

•

The Management

# TAKING ACTION

## Handling difficult situations tactfully

Once a house policy is established, **it must be implemented**. Undesirable customers, i.e. those who do not meet your admission criteria, must be identified immediately. This "pre-selection" work can be done by a doorman, which makes things easier for your serving staff.

Monitoring all customers constantly can be difficult, so it is particularly important to recognize when someone has been drinking alcohol **before entering** your establishment. Some people will appear to be at greater risk than others, such as patrons who order repeatedly. If you have the slightest doubt, try to confirm your suspicions. **Be attentive and watch** how they behave, listen to them speak, chat them up a bit, try to find out if they're driving, etc.

**It is against the law to sell alcohol or serve drinks to a person under the age of 18.** Feel free to check the ID of anyone who looks under 25. Ask to see **two pieces of photo ID**, such as a driver's licence or Health Insurance Card. When you have the ID in your hand, ask the person to tell you his or her date of birth or other personal information it contains. Feel the ID carefully and check it visually for any signs that it has been altered: erasures, numbers not properly aligned, etc. Check the person against the photo, paying particular attention to height, weight and physical description. **When in doubt, refuse service and make sure the customer leaves the premises.**




**Never serve alcohol to someone who is already drunk.** While this may sound difficult to do, **it is required by law**. Good communication among all employees is essential; everyone must know the rules and follow them. Still, refusing to serve someone can be tricky, and it is a challenge for the whole team.

Hardened drinkers - the ones who can be drunk without seeming to be - are the most difficult to detect. **Careful observation** will help you identify them and prevent problems from occurring. Look for such warning signs as drinking alone, lack of interest in what's happening and loss of motor control. Keep an eye on such people and be alert to the slightest change.

Remember that there are laws to protect you. You have the right to refuse entry to anyone apt to disturb the peace. You should categorically refuse to admit any troublemakers who have previously been kicked out.

**Recognizing the signs of intoxication: Observing, categorizing and intervening**

The sooner you identify customers at risk or already drunk, the sooner you can take action, the easier it will be and the more complications you will avoid. You can make your job simpler by learning to categorize customers according to risk and, if necessary, degree of intoxication. Team work is critical: a properly trained and motivated team that works well together can take the right action at the right time, even when the boss is not around!

OBSERVATION		ACTION
<ul style="list-style-type: none"> <li>• Drinks slowly.</li> <li>• Controls quantity.</li> <li>• Shows no signs of intoxication.</li> </ul>		<ul style="list-style-type: none"> <li>• Minimal monitoring.</li> <li>• Allow the person to set the pace.</li> <li>• Remain alert to changes in behaviour.</li> </ul>
<ul style="list-style-type: none"> <li>• Drinks enthusiastically.</li> <li>• Pays no attention to quantity.</li> <li>• Shows a few signs of inebriation without really being drunk; is noisier and more exuberant.</li> </ul>		<ul style="list-style-type: none"> <li>• Get the person to drink more slowly.</li> <li>• Offer food.</li> <li>• Explain the house policy.</li> <li>• Suggest other types of drinks.</li> <li>• Check if the person is going to drive.</li> </ul>
<ul style="list-style-type: none"> <li>• Drinks quickly.</li> <li>• Orders more than one drink at a time.</li> <li>• Shows several signs of inebriation:               <ul style="list-style-type: none"> <li>– speaks loudly, appears to be losing control</li> <li>– is rowdy and annoying</li> <li>– is aggressive or depressed</li> </ul> </li> <li>• Customer is visibly intoxicated.</li> </ul>		<ul style="list-style-type: none"> <li>• Stop serving alcoholic beverages.</li> <li>• Prevent the person from driving. Try to take away the car keys.</li> <li>• Make sure the person will be taken home safely.</li> <li>• Enter your actions in a bar book (see example on page 50).</li> <li>• Protect your customer. Keep a watchful eye out.</li> <li>• As a last resort, if all attempts prove futile, call the police.</li> </ul>

Remember that your goal is to keep all your customers out of the RED ZONE.

# TAKING ACTION

## Taking preventive action: Practical tips

Preventing intoxication means working to achieve the objectives set by your house policy.

The following suggestions may be helpful:

### Observe your customers

- Learn to **recognize the first signs of intoxication**.
- **Keep an eye on customers who order frequently**; try to slow service down if you feel they are drinking too quickly.
- If possible, **count the number of drinks** certain customers order.

### Serve responsibly

- Serve only **one drink at a time**.
- **Promote low-alcohol** and alcohol-free beverages. Put them on the menu, suggest them to customers, present them attractively and charge less for them. For example, you could set prices according to alcohol content.
- Serve glasses or **pitchers of water** to people who wish to drink less or those who are planning to drive. If necessary, alternate alcoholic and non-alcoholic or low-alcohol beverages.
- **Add snacks and food to your menu**. Eating while drinking slows the rate at which alcohol is absorbed and delays the effect.
- Replace promotions that encourage more drinking by those that promote moderation. Adjust your prices to encourage moderation, not intoxication. Avoid serving beer in pitchers. Promote wine sales by the glass rather than by the bottle, or stock a wide variety of half-bottles.
- **Suggest low-alcohol house drinks**. Your customers will appreciate them and you'll know you aren't encouraging excessive drinking.

## Taking action before customers become inebriated

### WHAT TO SAY

It's not easy to stop serving drinks to people who are drunk, particularly since they tend to become aggressive. Nevertheless, things such as posting the house policy in full view can help. If your house policy states that **drinks will not be served to patrons who appear to be inebriated**, the customer may be more inclined to comply. For example, a server can say, "I'm really sorry, but I can't serve you any more alcoholic drinks - it's a house rule and I could lose my job. But I'd be happy to bring you something else. May I suggest ..." Recommend one of several non-alcoholic beverages and offer it on the house. Don't waste time trying to convince the customer that you're right: as far as he or she is concerned, you will always be wrong! Above all, do not insult the customer and do everything you can to maintain dignity. If possible, take the person aside for this conversation.

**Be firm.** If you have decided to stop serving alcoholic beverages to a customer, stick to your decision and **notify the rest of the staff** so that the person can't "divide and conquer." That's why it's so important to ensure good communication among staff members.

# TAKING ACTION

## PRACTICAL TIPS FOR REFUSING TO SERVE SOMEONE A DRINK

- **Be firm without being authoritarian** or bossy.
- **Be brief and clear.** Explain why you can't serve the customer any more alcoholic beverages. Point out the posted copies of the house policy.
- **Stay calm and avoid arguing,** which could humiliate the person.
- **Avoid confrontation and return to your other customers.** Look busy even if you aren't.
- **Never make judgement statements,** such as "You've had too much to drink," or "You're drunk," or "You should go home." Get help from a co-worker, if necessary.
- Make note of unusual incidents in the **bar book** and notify a co-worker or the person in charge.
- Try to get hold of the **customer's car keys** and make sure he or she leaves the premises safely.
- **Above all, keep your smile and your cool.**



## Ensuring a safe return home

It is important to provide services for customers who are in no condition to drive or are otherwise unable to return home on their own. You can **use a drive-home service**, for example, or **make a deal with a local taxi company for all your business** at special rates. You can ask some companies for two drivers: one drives the taxi and the other drives the customer home in his or her car.

You might also think about setting up your own **private drive-home service for your customers**. Consider getting together with other licensed establishments in your area to share the costs.

Set up a **designated driver program and offer special service**. You'll guarantee people a safe return home and minimize the risk of legal action that could result from an accident involving a drunken customer leaving your establishment. Here's how it works: Register designated drivers the moment they arrive, and give them a small returnable ID tag or button to wear, making it easy for serving staff to recognize them. Offer designated drivers free food: this will encourage the drinkers in the group to order food as well, thereby reducing the danger of drinking on an empty stomach. Some establishments offer designated drivers unlimited free non-alcoholic drinks. This type of program can be very helpful. It's not always easy to talk to someone who has had too much to drink, and a sober friend is the best person to convince a drunk friend not to cause trouble or drive home. As an extra precaution, encourage designated drivers to use the breathalyzer to measure their own blood-alcohol level.

Keep in mind that having a drive-home service or designated driver program doesn't mean you can serve the other customers excessively.

# TAKING ACTION

## Investing in a breathalyzer

If you have a breathalyzer, customers can check their blood-alcohol level for a small fee. Serving staff should diplomatically encourage at-risk patrons to check their blood-alcohol level before hitting the road. It is recommended that you take the person over to the machine and explain how it works. If the breathalyzer is not used properly, it can give a false reading. Be sure to tell the person that you are not in any way responsible for the results.

There are several such machines on the market. Among those that are approved for the purposes of the Criminal Code (in alphabetical order): Alcometer AE-D1, Alco-Sensor IV RBT IV, Alcotest 7110, BAC Datamaster C, Breathalyzer 800, Breathalyzer 900, Breathalyzer 900A, Breathalyzer 900B, Breathalyzer 7410-CDN with printer, Intoxilyzer 1400, Intoxilyzer( 5000 C, Intoxilyzer 40111 AS, and Intoximeter Mark IV.

## Keeping a bar book

A bar book can save you a lot of headaches. Use it to record all unusual events. Note the circumstances of the incident, basic information about the difficult customer (name, sex, approximate age, distinctive features, etc.), the nature of your intervention, what happened as a result and the names of any witnesses. Should an unfortunate incident lead to a lawsuit, this will help you prove that you acted responsibly. The bar book will also help you identify persistent problems and encourage you to review your house policy from time to time.

Lawsuits are often filed long after an event occurs, and it is nearly impossible to recall exactly what happened on a particular date. Properly recorded information from your bar book can be invaluable in such cases.

You can also hold staff meetings to discuss problems with certain customers and how they were dealt with. This can be helpful in finding new approaches and more effective solutions, if necessary.

Date: ..... Time: .....

**DESCRIPTION OF THE INCIDENT**

- Who: .....
- What: .....
- When: .....
- Where: .....
- Why: .....
- Other comments: .....

**NAME OF THE INDIVIDUAL INVOLVED**

- Name: .....
- Address: .....
- City: ..... Phone: .....
- Comments: .....
  
- Name: .....
- Address: .....
- City: ..... Phone: .....
- Comments: .....

**ACTION TAKEN**

.....

**WITNESS**

- Name: .....
- Address: .....
- City: ..... Phone: .....
- Comments: .....
  
- Name: .....
- Address: .....
- City: ..... Phone: .....
- Comments: .....

**ADDITIONAL INFORMATION**

.....  
.....

**POLICE CALLED**

By: ..... At (time): .....  
Police report number: .....  
Signed by: ..... Title: .....  
Countersigned by: ..... Title: .....

# TAKING ACTION

## Controlling the environment

An effective house policy is just one part of the solution. The next thing permit holders and serving staff must do is prevent customers from getting drunk.

The atmosphere in an establishment has a real effect on how much people drink and how they behave. Some or all of the following can help you prevent excessive drinking and intoxication.

### Door control

Proper control at the door gives people the message that your establishment is concerned about its customers and what they do.

### Dress code

A dress code helps create an image of the kind of establishment you run and the type of behaviour you expect. It can even dissuade people from drinking too much. Permit holders who enforce a dress code say they have fewer problems with intoxicated customers.

### Professional atmosphere

Courteous, pleasant, friendly serving staff help create a calm, serene atmosphere. **Creating the right atmosphere** is very important. A "who cares" attitude can actually encourage violence and undesirable behaviour. You have to earn your customers' respect and aim for a balance between friendly interaction with them and the kind of detached authority you will have to employ if problems arise. Regularly removing empty glasses, cleaning ashtrays and wiping tables shows people that you're keeping an eye on things and can discourage potential troublemakers.

**It is recommended that all employees, managers and owners refrain from drinking during business hours.**

### Lighting

Sufficient light allows you to see your customers clearly and creates an upbeat atmosphere. Establishments that are adequately lit appear to have fewer problems with excessive drinking than those where the lighting is very low.

**Music** Soft music is more relaxing and more conducive to responsible behaviour.

**Overcrowding** The liquor permit specifies the maximum number of people legally allowed in a room at one time, and you must never allow overcrowding in any section of your establishment. Remember, too, that if your place gets too crowded, people will have trouble moving around and getting served. There will be more pushing and jostling. Drinks will get spilled and roving hands will add to the tension, leading to precisely the type of frustration and conflict you're trying to avoid.

When you control the number of customers in each section, serving staff have more time to deal with people and can monitor them more easily for signs of intoxication. Pay special attention to the darker, more remote corners of your establishment.

**The right customer mix** Recent studies show that a healthy balance between male and female customers increases socializing and promotes moderate drinking. While you may not have much control over this, it helps to be aware of the phenomenon so that you can spot potentially unpleasant situations before they develop, and take preventive action.

**Setting the tone** People come to your establishment to drink and have a good time. Create ambiance with music and add some food to your menu. And when customers seem to be drinking too much, try to sell them something other than alcoholic beverages.

# TAKING ACTION

## TAKING ACTION - A RECAP

### OBJECTIVES:

KEEP CUSTOMERS OUT OF THE RED ZONE

ABIDE BY THE LAW REGARDING MINORS AND INEBRIATED INDIVIDUALS

### PREVENTION

Minors	<ul style="list-style-type: none"><li>• Ask for two photo IDs (driver's licence, Health Insurance Card, passport).</li><li>• Do not allow a minor to enter a bar, pub or tavern.</li><li>• In a restaurant, remove the empty wine glass of any minor or person you think may be a minor as soon as customers are seated.</li></ul>
Customer behaviour	<ul style="list-style-type: none"><li>• Assess or check whether the customer has been drinking before entering your establishment.</li><li>• Keep a close eye on customers who are drinking a lot.</li><li>• In some cases, count the number of drinks someone is ordering.</li></ul>
House policy	<ul style="list-style-type: none"><li>• Work with employees to establish a house policy.</li><li>• Post the policy where everyone can see it.</li></ul>
Provide for a safe return home	<ul style="list-style-type: none"><li>• Offer 2-driver service using:<ul style="list-style-type: none"><li>• an established company</li><li>• a taxi service</li><li>• your own in-house service</li></ul></li></ul>
Designated drivers	<ul style="list-style-type: none"><li>• Have a policy that encourages the use of designated drivers:<ul style="list-style-type: none"><li>• register designated drivers when they arrive</li><li>• offer them free non-alcoholic beverages</li></ul></li></ul>
Serving drinks	<ul style="list-style-type: none"><li>• Never serve more than one drink at a time.</li></ul>
Bar book	<ul style="list-style-type: none"><li>• Keep a bar book with numbered pages and use it to record all incidents.</li></ul>

## ACTION

IT WILL NEVER BE PLEASANT TO TELL CUSTOMERS THAT YOU CAN NO LONGER SERVE THEM ALCOHOL

When to speak to the customer	<ul style="list-style-type: none"><li>• Before he or she is in the red zone.</li></ul>
Attitude	<ul style="list-style-type: none"><li>• Take the person aside and speak privately, away from friends or colleagues.</li><li>• Keep your smile and your cool.</li><li>• Show genuine concern.</li></ul>
Offer the customer a choice	<ul style="list-style-type: none"><li>• Suggest:<ul style="list-style-type: none"><li>• other drinks, like non-alcoholic beer, thoughtfully served in a glass, not the bottle</li><li>• coffee</li><li>• no further drinking</li><li>• calling a taxi</li></ul></li></ul>
Explain your actions	<ul style="list-style-type: none"><li>• You are concerned about the customer's safety.</li><li>• You want to see the customer return to your establishment.</li><li>• It is against the law to serve a customer suspected of being intoxicated.</li><li>• Your establishment could be shut down, which means you could lose your job and cause others to lose theirs.</li></ul>
The customer's reaction	<ul style="list-style-type: none"><li>• Customers tend to ignore legal arguments and take things very personally, i.e. the particular server doesn't want to serve the customer anymore.</li></ul>
What to say	<ul style="list-style-type: none"><li>• I'm sorry, but I've served you as many drinks as I'm allowed.</li><li>• We are concerned about your safety.</li><li>• I won't be able to sleep if I serve you another drink.</li><li>• I'm really sorry, but if I serve you another drink I could lose my job.</li></ul>
Ask for a co-worker's help	<ul style="list-style-type: none"><li>• Ask a co-worker or person in charge to intervene.</li></ul>
In case something happens	<ul style="list-style-type: none"><li>• Record the incident in the bar book and have it countersigned by a witness.</li></ul>
Extreme cases	<ul style="list-style-type: none"><li>• Call the police.</li></ul>

# ANSWERS TO THE QUIZ

- 1. False** Alcohol is a depressant that slows brain activity and reduces tension.
- 2. False** Every standard drink, whether it's a bottle of 5%-alcohol beer, a glass of 12%-alcohol wine or a shot of 40%-alcohol spirits, contains the same quantity of alcohol. The only difference is the degree of dilution. The alcohol in beer is more diluted, so it takes longer to feel the effects. The impact of alcohol is typically felt
  - 30 minutes after drinking a beer;
  - 20 minutes after drinking a glass of wine;
  - 10 minutes after drinking a shot of spirits.
- 3. False** As a general rule, the higher the alcohol concentration, the more quickly it will be absorbed and the more quickly you'll feel the effects. Relatively speaking, spirits don't make you drunker than beer or wine; they just make you drunk faster.
- 4. False** Adding soda or water does not change the volume of alcohol in the drink.
- 5. False** Coffee is a stimulant. It will keep you awake but it won't sober you up. Of course, alcohol continues to be eliminated during the time it takes to drink the coffee. There is no liquid that will accelerate the rate at which alcohol is absorbed or eliminated.
- 6. False** A cold shower will not sober you up; it will merely stimulate you, and not for long.
- 7. False** Running, dancing or exercising will not do the job. Perspiration gets rid of only about 3% of the alcohol in your body. The only thing that counts is the time you spend doing these things.

- 8. True** Food slows the rate at which alcohol is absorbed. But sooner or later the alcohol finds its way through the body and its effects are felt. Protein-rich foods like meat and cheese reduce the speed of absorption, delaying the impact. That's why you get drunk more quickly when you drink on an empty stomach. With no food to delay the absorption process, the alcohol reaches the small intestine in less than 30 minutes.
- 9. False** The amount of time you should wait before driving depends on how much alcohol your system has absorbed. The more you drink, the longer you have to wait.

TIME - AND ONLY TIME -  
CAN RID THE BODY OF  
ALCOHOL.

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**SERVICE**  
IN ACTION