

ALCOHOL SERVER

BEST PRACTICES

HANDBOOK



Presented by

**Southern Providence County
Regional Coalition**

Communities. Prevention. Collaboration.

WELCOME

A Letter to Servers

The Southern Providence County (SPC) Regional Prevention Coalition is a federally funded regional coalition of community members who come together with a mission to develop, implement, and advocate for effective community-based prevention initiatives. Working with servers, such as yourself, is an important part of our mission to reduce underage drinking.

As a server of alcohol, you have an important role in our society. Your combined people skills and responsible beverage server training allow you to be at the forefront of preventing underage drinking and alcohol related tragedies.

This guide is meant to help you gain more knowledge and skills to allow you to serve alcohol in a positive and meaningful way.

Thank you for taking your time to read this guide book. With your help, we can make a positive impact on our communities.

Thank you,

*Southern Providence County
Regional Prevention Coalition*

Servers can be held legally liable for alcohol related incidents that occur as a direct result of negligent service, including events that occur after the guest leaves the establishment. (SEE PAGE 13 for more information on liability laws)

GET THE FACTS

Underage Drinking

Underage drinking is a serious public health problem in the United States. Alcohol is the most widely used substance of abuse among America's youth, and drinking by young people poses enormous health and safety risks.¹ Youth aged 12-20 drink 11% of alcohol consumed in the US.²

Teen alcohol use kills 4,300 people each year – that's more than all illegal drugs combined.³

Alcohol use can be a major contributing factor in sexual assault and other violent crimes.⁵

References

- 1) National Institute on Alcohol Abuse and Alcoholism, "Underage Drinking" Fact Sheet, January 2020.
- 2) Centers for Disease Control and Prevention, "Underage Drinking" Fact Sheet
- 3) Sacks JJ, Gonzales KR, Bouchery EE, Tomedi LE, Brewer RD. 2010 National and State Costs of Excessive Alcohol Consumption. Am J Prev Med 2015; 49(5):e73–e79.
- 4) Madd.org
- 5) Abbey A, Zawacki T, Buck PO, Clinton AM, McAuslan P. Alcohol and sexual assault. Alcohol Res Health. 2001;25(1):43-51

**DID YOU
KNOW?**

EVERY

:02

**MINUTES, SOMEONE
IS INJURED IN AN
IMPAIRED DRIVING
CRASH.**

:51

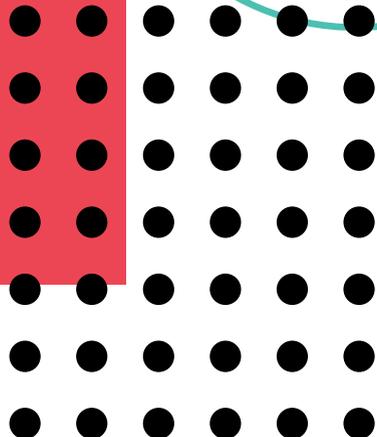
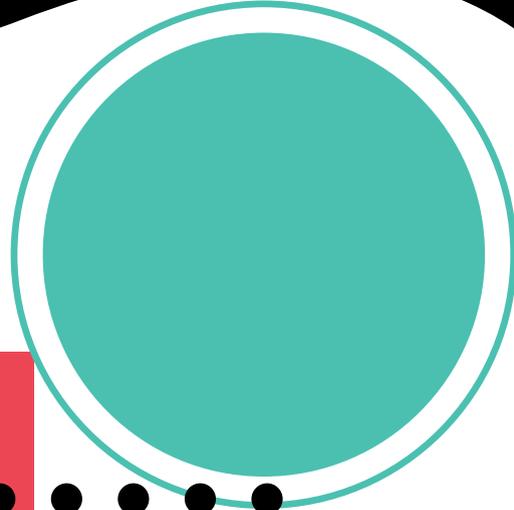
**MINUTES, SOMEONE
IS KILLED**

STANDARD DRINK SIZE

Alcohol vs. Pure Alcohol

All alcoholic beverages (beer, wine, liquor, etc.) contain pure alcohol, which is what causes intoxication. Each standard drink contains about ½ oz (15 ml) of pure alcohol.

When considering what constitutes a “drink” it is very important to understand the liquor’s proof. For example a standard beer contains less proof than that of an IPA or micro-brew. You can determine the percentage of pure alcohol in liquor based on the proof. The percentage of pure alcohol in liquor is ½ the proof. For example, 100 proof liquor contains 50% pure alcohol and 80-proof liquor contains 40% pure alcohol.



STANDARD DRINK SIZE

1 Standard Drink

KNOW THE FACTS



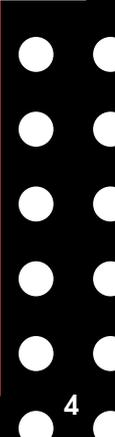
5 oz. Wine



12 oz. Beer



1.5 oz. Hard Liquor



BLOOD ALCOHOL CONCENTRATE (BAC)

Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood. Here are some key points to remember:

- The more alcohol a person consumes the higher the BAC level will be
- A person's BAC level can be different each time they drink
- Intoxication rate factors (size, gender, rate of consumption, etc.) affect how quickly the BAC level rises
- The higher the BAC level, the more behavioral cues you are likely to see
- Time is the only thing that can lower a person's BAC level
- Having a high tolerance has no impact on a person's BAC level
- In Rhode Island, the legal BAC limit for intoxication while driving is 0.08

.08



JUDGEMENT
POOR DECISION-MAKING

.07



BALANCE & COORDINATION
DIFFICULTY STANDING OR WALKING

.06



VISION
DIFFICULTY DISTINGUISHING COLORS

.05

.04

.03



REACTION TIME
SLOW RESPONSES TO SITUATIONS

.02

.01

.00



NO IMPAIRMENT
GOOD TO GO!

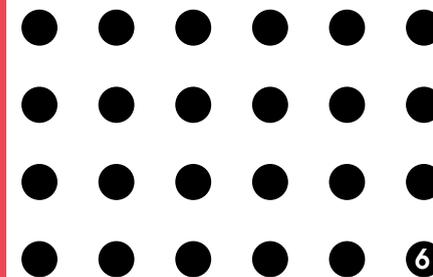
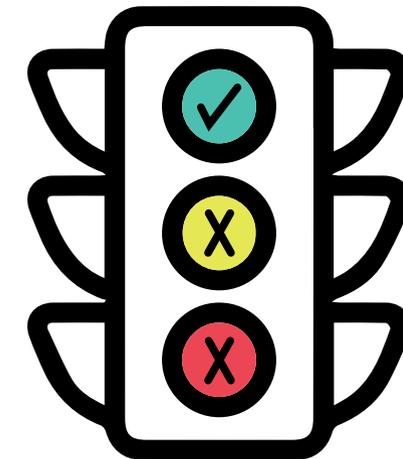
BAC

BLOOD ALCOHOL CONCENTRATE (BAC)

TABLE FOR MALE/FEMALE

NUMBER OF DRINKS		BODY WEIGHT IN POUNDS								DRIVING CONDITION
		100	120	140	160	180	200	220	240	
0	M	.00	.00	.00	.00	.00	.00	.00	.00	ONLY SAFE DRIVING LIMIT
	F	.00	.00	.00	.00	.00	.00	.00	.00	
1	M	.06	.05	.04	.04	.03	.03	.03	.02	DRIVING SKILLS IMPAIRED
	F	.07	.06	.05	.04	.04	.03	.03	.03	
2	M	.12	.10	.09	.07	.07	.06	.05	.05	DRIVING SKILLS IMPAIRED
	F	.13	.11	.09	.08	.07	.07	.06	.06	
3	M	.18	.15	.13	.11	.10	.09	.08	.07	LEGALLY INTOXICATED
	F	.20	.17	.14	.12	.11	.10	.09	.08	
4	M	.24	.20	.17	.15	.13	.12	.11	.10	LEGALLY INTOXICATED
	F	.26	.22	.19	.17	.15	.13	.12	.11	
5	M	.30	.25	.21	.19	.17	.15	.14	.12	LEGALLY INTOXICATED
	F	.33	.28	.24	.21	.18	.17	.15	.14	

SUBTRACT .01% FOR EACH 40 MINUTES OF DRINKING.
1 DRINK = 1.5 OZ. 80 PROOF LIQUOR, 12 OZ. 5% BEER, OR 5 OZ. 12% WINE.
FEWER THAN 5 PERSON OUT OF 100 WILL EXCEED THESE VALUES.



INTOXICATION RATE FACTORS

Intoxication rate factors help you to assess how quickly a person will become intoxicated and can give you an idea of how rapidly that person's BAC will rise.

Size: Smaller people are typically affected more quickly by alcohol than larger people. However, larger people with a high percentage of body fat can become intoxicated faster.

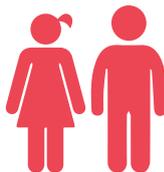
Gender: Women are generally smaller, have more body fat, and tend to reach higher BACs more quickly than men.

Rate of Consumption: Gulping drinks and ordering frequently will increase the amount of alcohol taken into the system.

Strength of Drink: Drinks of different types (e.g., straight, carbonated, or juice mixer) have varied effects based on their content.

Drug Use: Legal or illegal drugs can speed up the effects of alcohol and have an unpredictable outcome.

Food Intake: A full stomach before or during drinking slows the absorption of alcohol into the bloodstream.



BEHAVIORAL CUES

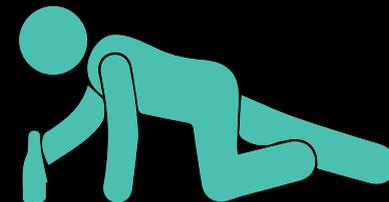
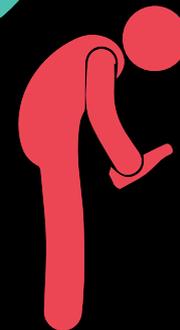
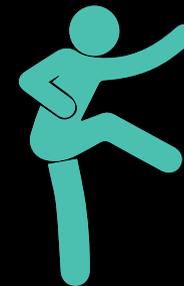
As a person's BAC levels rise it becomes easier to notice changes in behavior or behavioral cues that indicate intoxication. Watch for these four cues:

Inhibitions: Becoming talkative, displaying loud behavior or mood swings, or exhibiting a notable change in behavior.

Judgement: Behaving inappropriately, using foul language, telling off-color jokes, annoying others, becoming overly friendly, or increasing the rate of drinking.

Reactions: Glassy, unfocused eyes, talking and moving very slowly, forgetting things, losing one's train of thought, and slurred speech.

Coordination: Stumbling or swaying, dropping belongings, and having trouble picking up keys, change, or other items.



CHECKING IDS

As an alcohol server you have the extremely important task of checking IDs.



In Rhode Island the three acceptable forms of identification are **1) valid driver's license, 2) valid armed services card, 3) valid US passport.**

Underage Warning Signs:

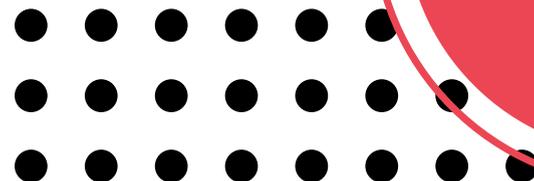
- Looks nervous or self-conscious
- Won't make eye contact
- Gets angry when asked for ID
- Comes in alternate door or sits in a distant dark area
- Money exchanged from younger to older customer

CHECKING IDS

Here are some helpful tools for identifying an invalid/fake form of ID:

- Check birth date and expiration
- Examine the lamination – is it torn, frayed, damaged?
- Compare the photo to the presenter. Look for noticeable differences such as:
 - Ears – sticking out vs. flat to head
 - Earlobes – attached or hanging
 - Chin Shape
 - Hair Line
 - Scars/Marks/Freckles/Dimples
- Ask questions like:
 - What is your astrological sign?
 - What year did you graduate high school?
- Ask the guest for a second form of ID.

**IF YOU
STILL HAVE
DOUBTS – DON'T
MAKE THE
SALE.**



EFFECTIVE SERVER RESPONSES



The law requires that you, as a server of alcohol, make a reasonable effort to prevent intoxication in guests, prevent alcohol sales to minors, and intervene if a guest does become visibly intoxicated. This can include calling the police if necessary.

Examples of Reasonable Efforts:

- Offering food
- Calling police, management or security (depending on your company's policies)
- Providing alternative transportation
- Accurately measuring drinks – not over-pouring
- Cutting-off a guest
- Serving complimentary water or soda
- Checking IDs
- Enlisting help from the guest's friends

**Please note that the SPC Regional Prevention Coalition offers free Responsible Beverage Server (RBS) training, which is required by law. Turn to the back cover for contact information.*

DE-ESCALATION TECHNIQUES

In a sticky situation with a guest? These tips for de-escalation may help!

5 QUICK DE-ESCALATION TIPS

DON'T
RUSH THE
PROGRESS

GIVE
SPACE

VALIDATE
FEELINGS &
EXPERIENCE

DON'T
TAKE IT
PERSONALLY

REMEMBER
THE END
GOAL

ADDITIONAL TIPS:

- Act calm, even if you're not.
- Give a choice – "Would you like a water or a soda?"
- Say, "I see where you're coming from."
- Avoid interrupting them whenever possible.

Alcohol servers can be held legally responsible for illegal sales to an underage or already intoxicated guest.

KNOW THE FACTS



Common Negligence: Based on prior court cases, these laws set a minimum standard for the actions a reasonable person should take to prevent problems. Negligence laws can cover a broad range of situations and are relied on in many cases where alcohol is alleged to be a factor in an incident.



Dram Shop Liability: Dram Shop Laws in Rhode Island hold an alcohol beverage server responsible for sales to a person under the legal drinking age or those who are visibly intoxicated. For the purpose of these laws, "sale" refers not only to the sale of bottled liquor, but also the serving of individual drinks at an establishment. These laws are designed to make servers of alcohol beverages liable for harm caused to a third party by a person to whom they have sold alcohol.

The Highlights:

- Drinking Age : 21
- Age to Pour / Sell / Serve: 18
- DUI and DWI limit : .08
- DUI and DWI limit under 21: .02
- Acceptable forms of ID: Valid Driver's License, Valid Military ID Card, Valid US Passport
- Minors are permitted in establishments that serve alcohol, provided no alcohol is consumed.
- **Responsible beverage server (RBS)** training is required for any individual who sells or serves alcohol.
- An underage person cannot be given alcohol purchased for them by a parent or legal guardian in a licensed establishment.
- Licensees may confiscate IDs they recognize to be false. (check with business owner for policy)
- Dram shop liability holds servers and establishments accountable for harmful acts conducted by its intoxicated customers who were negligently served and later committed a crime, i.e. drunk driving. (fines up to \$2,500 and on year of jail time)
- **The Social host law** charges anyone who knowingly or unknowingly serves alcohol to a minor (fines up to \$1,000 and six months of jail time)



Full versions of Rhode Island drinking laws can be found at:
<http://webserver.rilin.state.ri.us/Statutes/TITLE3/INDEX.HTM>

THE SPC REGIONAL PREVENTION COALITION

Who We Are

The Southern Providence County (SPC) Regional Prevention Coalition is a federally funded regional coalition of community members that come together with a mission to develop, implement, and advocate for elective community based initiatives to prevent substance misuse and promote overall wellness. The municipalities served by the coalition include Cranston, Johnston, North Providence, Scituate, Smithfield, and Foster/Glocester.

What We Do

- **Engage** community members to improve health and wellness
- **Partner** to initiate comprehensive community substance misuse prevention initiatives
- **Disseminate** information related to alcohol, marijuana, tobacco and other drugs, as well as promoting positive mental health and overall wellness
- **Provide** community education opportunities: We offer FREE TIPS (Training for Intervention Procedures) courses for servers.

To learn more about SPC Regional Prevention Coalition, visit our website at spcprevention.org

Contact Us

Regional Director: Patricia Sweet, psweet@tricityri.org



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