

PROCEDURE			
Effective Date	September 9, 2025	Procedure Type	Administrative
Responsibility	Facilities – Maintenance & Operations Contracted Security Liquor Licenced Area Staff	Related Policies	Use of Facility Policy Campus Security Policy Applicable AHS Environmental Public Health, or AGLC legislation
Approver	Director, Facilities – Maintenance & Operations	Review Schedule	Annually

## 1. Purpose

- 1.1. The information in this procedure is meant to assist with provisions to reduce risk and to ensure safety of event Staff and patrons and support NWP licensed premises activities. AGLC legislation and NWP policies take precedence over this guide.

## 2. Scope

- 2.1. This procedure applies to those responsible for liquor services on NWP premises (excluding Residence units).

## 3. Definitions

- 3.1. "Campus Liquor Manager" is an NWP employee that the Board of Governors has designated authority over the liquor licences at the Grande Prairie and Fairview Campuses.
- 3.2. "Liquor" means beverages that are intended for human consumption containing over 1% alcohol by volume (e.g., spirits, wine, liqueur, coolers, cider, or beer).
- 3.3. "Premises" means NWP campus, grounds, and buildings that are owned, leased, or operated by NWP.
- 3.4. "ProServe" is Alberta's responsible liquor serve and sales program. It is designed to help ensure that liquor is sold and served according to law and AGLC policies, and in a way that keeps customers, guests, and others safe from alcohol-related harms.
- 3.5. "Staff" include organizers and event staff (paid and volunteer) and may include NWP's Contracted Security Provider if assigned to provide site security specifically for the licensed area.

## 4. NWP Liquor Licenced Areas

### 4.1. Grande Prairie Campus (Class C Licenses except where noted below):

- 4.1.1. Student Lounge (Howlers)
- 4.1.2. Cafeteria
- 4.1.3. Executive Board Room (E211)
- 4.1.4. Alumni Lounge (C224)
- 4.1.5. Lower Courtyard
- 4.1.6. Upper Courtyard
- 4.1.7. Theatre Concourse – Class B Theatre License
- 4.1.8. Gymnasium (only during home games) – Class B Stadium License

### 4.2. Fairview Campus (Class C Licenses):

- 4.2.1. Boardroom (FAC114)
- 4.2.2. Conference Room (FAC144)
- 4.2.3. Dining Centre (FAC146)
- 4.2.4. Atrium (FTI159)
- 4.2.5. Gymnasium (FGY101)
- 4.2.6. Student Lounge (Notley)

# FACILITIES PROCEDURE – LIQUOR LICENCE AND PREMISES MANAGEMENT GUIDE

## 5. Roles and Responsibilities

<b>Contracted Security Provider</b>	<ul style="list-style-type: none"> <li>NWP's Contracted Security have the responsibilities of Staff below, and in addition, have authority over Staff on:               <ul style="list-style-type: none"> <li>the status of a patron participating at an event if the patron is posing a safety risk (e.g., if the patron remains in the event, if the patron is cut off from alcohol, etc.).</li> </ul> </li> <li>Only Security should use physical force to deal with unruly patrons. Under the <i>Criminal Code</i>, anyone can be charged for use of excessive force.</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>Refrain from consuming alcohol prior to and at any time during an event.</li> <li>Comply with the regulations set out by AGLC.</li> <li>Anybody selling and / or serving liquor under an NWP liquor licence must have non-expired ProServe certification. For approved Special Event Liquor Licences taking place on campus, a provision by the Campus Liquor Manager may require that individuals selling and / or serving liquor have ProServe even if the Special Event Liquor Licence says that ProServe is not required.</li> <li>Responsible and liable for the safety of all those in attendance at the function.</li> <li>Prevent service of alcohol to intoxicated persons.</li> <li>Abide by NWP's Food and Liquor Services Policy.</li> <li>Staff should be recognizable / easy to differentiate from patrons.</li> <li>Maintain a high level of supervision and control at every function.</li> <li>Ensure that the number of people attending the function does not exceed the capacity of the room.</li> <li>Ensure that under age guests do not consume alcohol. Patrons who appear to be less than 25 years of age must provide proof of age via AGLC approved identification.</li> <li>Monitor and prevent over consumption of alcohol.</li> <li>Monitor the entrances and exits.</li> <li>Ensure that alcohol is not taken beyond the licensed area.</li> <li>Ensure that unauthorized alcohol is not brought into the function.</li> <li>Ensure patrons banned from entering or remaining on the premises do not enter or remain.</li> <li>Monitor patrons and verbally intervene early to prevent fights and other aggressive acts.</li> <li>Be knowledgeable about illegal drug activities and constantly on the lookout for problems.</li> <li>Restrict a person from accessing / remaining at an event.</li> <li>Restrict a person from being allowed to purchase / consume liquor.</li> <li>Notify appropriate authorities in the event of a problem.</li> <li>Close down an event if there is an unsafe condition in the licensed area.</li> <li>Close down an event if there is noncompliance with the regulations set out by AGLC.</li> </ul>

## **6. NWP Liquored Licenced Areas Planning**

- 6.1. Organizers intending to hold major functions (>100 patrons consuming alcohol), outdoor functions, or functions that may pose a higher risk, are required to make special provisions for the function and must contact the Campus Liquor Manager at least one month prior to the date of the function.
- 6.2. The number of Security guards present during the event will be assessed and assigned by Facilities – Maintenance and Operations. NWP's Contracted Security must be contacted by Facilities – Maintenance and Operations to provide site security for the event. The cost for the Contracted Security will be the responsibility of the event organizers.
- 6.3. Organizers of any event with liquor service may be tasked with special provisions to reduce risk and to ensure safety of patrons: e.g., utilizing of a patron identification scanner system, mandatory coat / bag check, etc. These provisions must be approved by the Campus Liquor Manager.

## **7. Supervision of Patrons**

- 7.1. Staff must ensure the licensed premises operate in accordance with all federal, provincial, and municipal legislation (e.g., occupant load, fire code), and applicable NWP policies. They must also understand AGLC's rules and regulations, and the consequences of violations.
- 7.2. The operation of a licensed premises shall be carried out in a socially responsible manner and place a high priority on maintaining a safe premises considering patrons are consuming an intoxicating substance. Intoxication and violent, quarrelsome, or disorderly conduct is not permitted by patrons or Staff.
- 7.3. Licensed premises must be adequately staffed by people who are appropriately trained.
  - 7.3.1. Staff competencies must include:
    - 7.3.1.1. Knowing how to identify minors, and what are acceptable forms of identification.
    - 7.3.1.2. Knowledgeable and willing to take steps to reduce assault among patrons (see Dealing with Unruly Patrons).
    - 7.3.1.3. Staff serving alcohol must be ProServe trained (as applicable). ProServe is a social responsibility training course designed to reduce: underage drinking, over-consumption of liquor, impaired driving, and liquor related harms and violence.
  - 7.3.2. Security must be first aid trained and have ProServe and ProTect training.
- 7.4. Licensed premises must be monitored by Staff at all times. There must be adequate lighting in all areas of the licensed premises, including washrooms, entrances and exits.
- 7.5. When lineups are required to enter the licensed premises, they must be supervised.

- 7.6. Staff should wear apparel that identifies them as being associated with the licensed premises.
  - 7.6.1. After a shift is completed, Staff should not leave a building showing identifiable apparel as a step to reduce risk to themselves.
- 7.7. Staff must demonstrate care in ensuring a safe return home for intoxicated patrons leaving from licensed premises.
  - 7.7.1. SafeWalks and / or drives are available to patrons on NWP premises by contacting Security.
  - 7.7.2. Find out from patrons if friends or family can be contacted to ensure a safe way home.
  - 7.7.3. Patrons who are not able to drive home safely may choose to take a taxi. Charges may be reimbursed by the host of the licensed event.
  - 7.7.4. Designated drivers must be provided free non-alcoholic beverages.
  - 7.7.5. If there are no safe alternatives for an intoxicated patron, the police must be called.
  - 7.7.6. Police must be called if an intoxicated patron is seen driving away. Advise the police on vehicle information and direction of travel.

## **8. Safe Practices**

- 8.1. Prior to beginning work in the licensed premises, Staff must be trained on the locations of accessible: first aid kits, AED, fire extinguishers, fire alarm pull stations, egress routes, methods of alerting Security or external emergency responders (phones, panic buttons, phone number lists).
- 8.2. Staff must advise their management of any unsafe or unclean conditions, as well as any deficient equipment or furniture.
- 8.3. Download the NWP SafetyApp on an available cell phone.
- 8.4. Empty bottles and glassware are to be removed by Staff from tables promptly and broken glass is to be cleared from patron areas quickly to prevent injury to patrons and Staff.
  - 8.4.1. Non-Security Staff are responsible for clearing tables or cleaning and disposing of broken glass. Broken glass is to be disposed of separately from the regular trash bins and disposed of safely.
  - 8.4.2. Dance floor areas should be checked more frequently for empty bottles and glassware.
  - 8.4.3. Empty bottles should be stored, collected and organized in an area out of the reach of patrons.

8.5. Staff are to be aware of drug facilitated sexual assault risks and attempt to prevent potential situations where this can occur.

8.5.1. Alcohol intoxication (purposeful or unintentional) creates opportunities for offenders to take advantage of incapacitated, unwilling targets.

8.5.2. Date Rape drugs include: GHD (Gama Hydroxybutyric Acid), Rohypnol (Flunitrazepam), Ketamine (Ketamine Hydroxide). These drugs are essentially tasteless and can be liquid with no odour or colour, a white powder or a pill that dissolves in liquid. As opposed to gradual intoxication from alcohol, these substances take effect very quickly, often being the only clue that a person has been drugged. Watch patrons closely for exhibiting sudden signs of drowsiness or confusion (difficulty speaking, difficulty with motor skills, etc.) and in a vulnerable state.

8.5.3. Unattended drinks should be removed from the patron area.

8.5.4. Use judgment when patrons are leaving. If a patron is incapacitated and leaving with a group or individual, Staff are encouraged to ask questions to ensure the patron is leaving in safe hands.

8.6. Patrons are not permitted to remove, liquor, bottles or glassware (full or empty) from the licensed areas.

8.7. If the licensed premises is using ice as part of liquor service, and if glass is broken in or near the ice well, Staff must promptly melt the ice well with hot water, inspect for glass shards, remove any broken glass and dispose of it safely.

8.8. A local taxi provider should be advised of any large event taking place and the estimated time on when the event will end.

8.9. SafeWalks are available to Staff by contacting Security.

## **9. Intoxicated Patrons**

9.1. The service of liquor to intoxicated people is prohibited by law. It is also illegal to allow an intoxicated person to consume liquor. The onus is on Staff to ensure patrons are not served to the point of intoxication.

9.2. Staff have the right to refuse admittance to guests who appear intoxicated.

9.3. Alcohol is not to be sold and / or served to a guest who appears to be intoxicated.

9.4. Do not allow an intoxicated person to consume liquor.

9.5. The following are potential signs that indicate a patron is intoxicated. As people become intoxicated, they will show more signs. Patrons showing at least three of these signs can almost certainly be considered intoxicated. Please be cognizant that a patron may also have a pre-existing health condition that could exhibit as any of the below signs:

9.5.1. Inappropriate speech volume.

9.5.2. Fine motor control deteriorates (reduction in reaction time, poor coordination).

9.5.3. Pace of speech may change from slow to fast etc.

9.5.4. Alertness decreases – takes longer to respond or react.

9.5.5. Inappropriate sweating.

9.5.6. Watering of eyes or red eyes – check if eyes are bloodshot.

9.5.7. Gross motor control deteriorates (weave, misstep, staggering, stumbling, unsteady walk, falling down).

9.5.8. Poor enunciation, slurring words.

9.5.9. Noticeably shallow breathing.

9.5.10. Fatigue or sleepiness.

9.5.11. Loss of inhibitions or changes to behaviour (behaving overly bold, or in a disruptive manner).

9.5.12. Breath that smells like alcohol.

9.5.13. Messy in appearance.

9.6. Strategies to deal with patrons who show signs of intoxication:

9.6.1. One sign of intoxication:

9.6.1.1. Become alert for more signs.

9.6.1.2. Make options available to slow alcohol intake (e.g., food or low-alcohol drinks).

9.6.2. Two signs of intoxication:

9.6.2.1. Monitor the patron carefully.

9.6.2.2. Move the patron to low-alcohol or non-alcohol drinks.

9.6.2.3. If possible, serve food to decrease rate of drinking.

9.6.3. Three signs of intoxication:

9.6.3.1. Serve no more alcohol to this patron under any circumstances.

9.6.3.2. Reduce likelihood of injury.

9.6.4. If an individual does become intoxicated at the event, Staff must be prepared to:

9.6.4.1. Communicate to other Staff if a patron has been cut off or denied entry.

9.6.4.2. Provide patron with reason for actions (e.g. law or policy).

9.6.4.3. Enlist the friend of the patron to assist.

9.6.4.4. Alert Security if support is required.

9.6.4.5. Intervene when intoxicated patrons attempt to drive home – confirm they have a ride from a responsible driver, provide a Safe Walk (ride), or a taxi.

## **10. Dealing with Unruly Patrons**

10.1. A potentially unruly patron may be identified by their:

10.1.1. Clothing (e.g. gang member colours, t-shirt with insulting or derogatory wording or graphics).

10.1.2. Reputation as a 'trouble-maker' or on an existing 'banned' list.

10.1.3. Loud and obnoxious behaviour.

10.1.4. Confrontational or angry attitude.

10.1.5. Threatening language and / or gestures.

10.1.6. Aggressive or defiant stance, actions and / or facial expressions.

10.2. Dealing with unruly patrons:

10.2.1. Utilize Staff who can deal with patrons with diplomacy and tact.

10.2.2. Contact Security.

10.2.3. Diffuse the situation by:

10.2.3.1. Calmly but firmly talking to the patron. Keep a neutral tone of voice and use a level of volume appropriate to the situation. Avoid negative inflections (e.g. sarcasm, condescension, anger, etc.)



- 10.2.3.2. Stand in a non-threatening and respectful manner with a neutral facial expression.
- 10.2.3.3. Ensure safety by maintaining personal space.
- 10.2.3.4. Do not take comments personally from the patron but call Security if threatened.
- 10.2.3.5. Set limits for the patron that are simple and clear, reasonable, and enforceable.
- 10.2.3.6. Ask for help from the patron's friends.
- 10.2.4. Only Security (following their standard operating procedures) is to escort unruly patrons out or separate fighting patrons:
  - 10.2.4.1. Security needs to be cautious when using physical force to deal with unruly patrons.
  - 10.2.4.2. Remove them from the licensed area at different times, or through different exits. Prior to having a patron involved in a fight exiting, they may be guided off to the side, or to a separate area to allow Security to provide first aid, investigate the fight, or to de-escalate the patron.
- 10.2.5. Request police assistance if needed.
- 10.2.6. Record unruly patron incidents including names, date, time, offence, and actions taken.
- 10.3. Nonviolent crisis intervention training is available to NWP employees and the Students' Association (there is a fee for the training manual).

## **11. Illegal Drug Activities**

- 11.1. It is an offence to permit any activity on the licensed premises that is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada. If suspected illegal drug activities are taking place on the licensed premises, Staff must report the activity to their manager.
- 11.2. Staff must report any illegal drug activities identified on licensed premises to police.
- 11.3. Observe and document any suspicious activities by Staff or patrons.
- 11.4. Some of the more common illegal drugs and their uses are as follows:
  - 11.4.1. Cocaine, heroin and other powdered substances may be placed on a hard surface and divided into thin lines using a sharp-edged object (razor blade or credit card). A user inhales the drug by placing a straw or rolled up piece of paper on a line and sniffing the powder into their nose. These drugs may also be injected directly into a vein with a syringe (needle).

- 11.4.2. Methamphetamines (crystal meth., speed, crank, ice) may come in tablets and capsules which can be taken orally, or they can appear as off-white crystals, chunks and powders, which may be sniffed or injected. In addition, there is smokable methamphetamine that looks like shaved glass slivers or clear rock salt.
- 11.4.3. Fentanyl can be found in both powdered and tablet forms.
- 11.4.4. Other illegal drugs can be found in tablet and capsule form and taken orally (e.g., barbiturates, amphetamines, LSD, mescaline, MDA).
- 11.5. A drug user may be observed:
  - 11.5.1. In possession of drug paraphernalia, such as a miniature spoon, small smoking pipe, or syringes.
  - 11.5.2. Seeking a quieter, more private space to use drugs (e.g., a washroom, an isolated hallway, etc.).
  - 11.5.3. Showing physical symptoms of drug use, such as dilated pupils, drowsiness, rapid breathing, sweating, paleness, twitching, staggering and/or slurred speech.
  - 11.5.4. Behaving in an erratic or abnormal manner (e.g., sudden mood swings, extreme self-confidence, overly talkative, outbursts of laughter).
- 11.6. Typical traits and behaviours of a drug dealer include:
  - 11.6.1. Meeting frequently with a variety of people and making several trips with these people to the washroom or outside of the building.
  - 11.6.2. Carrying large amounts of cash.
  - 11.6.3. Hiding drugs in washrooms behind ceiling tiles, light fixtures, fans, switch covers or under the sink.
  - 11.6.4. Creating hiding places in service areas by cutting into the chair padding or taping drugs under tables or chairs.
  - 11.6.5. Hiding drugs outside the building (e.g., under garbage dumpsters, buried in loose earth or in and around vehicles).
  - 11.6.6. Hiding small quantities of drugs in their mouth, often contained in condoms or balloons, in order to swallow the drugs if approached by police.
  - 11.6.7. Passing drugs to buyers in cigarette packages to avoid suspicion.

- 11.7. Security may dispose of drugs in a licensed premises area only with police approval, and Security must collaborate with contracted custodians for clean up of the area where the drugs were found.
- 11.8. Record drug-related incidents including names, date, time, offence, and actions taken.

## **12. Patron Scanner Use**

- 12.1. Patron scanners can only be used by SA Staff, NWP employees, or Security.
- 12.2. Notice must be provided to patrons regarding the purpose and use of personal information prior to entry into the licensed area. This can be done using a sign, clearly visible near the location of where the personal information is going to be collected. This sign must also include the contact information of Servall Biometrics who can answer further questions about the collection of personal information. Staff scanning must be prepared and able to respond to some questions about the collection of personal information.
- 12.3. It is against the law to scan or photocopy the entire face of a patron's driver's license or other identification as a condition of allowing them to enter the licensed premises, therefore the patron scanner system will only collect a patron's name, age and photograph.
- 12.4. Personal information may only be used to decide whether to let a person into the premises. Information that may not be associated with the name of an individual, but that can be used to identify someone (such as a description of an incident), is personal information.
- 12.5. Once personal information is collected through a patron scanner Servall Biometrics, and licensed premises Staff are responsible for protecting the information against loss, theft, or improper use. Access to the information will be restricted to those who need to know.
- 12.6. Staff using the patron scanner system must have an understanding of FOIP. It is recommended that Staff complete online FOIP training from Service Alberta.
- 12.7. The name, age and photograph of everyone who enters the premises is recorded; this information is destroyed within 90 days if no incidents occur. However, if a patron engages in unruly behaviour, that patron's personal information is retained by Servall Biometrics and NWP. After a timeframe designated by Servall Biometrics, the patron's personal information will be destroyed in a secure manner.
- 12.8. If a Patron asks to see their personal information, Servall Biometrics must give a patron access to the information it has collected about that person. If someone asks, they must be provided the contact information of Servall Biometrics.
- 12.9. People have the right to request that errors or omissions in their personal information be corrected. If personal information is going to be corrected, it will be done by Servall Biometrics.
- 12.10. The activities for which a patron can be considered an unruly patron are broad. This can range from criminal offences, to bad behaviour, to being rude. Judgment must be exercised to place a person on the banned list. Only the NWP Manager, Enterprise Risk may record a person as banned in the system's administrative software.

- 12.11. The NWP Manager, Enterprise Risk can choose to put the unruly patron on a private ban (only for NWP) or a public ban (for other licensees connected through Servall Biometrics).
- 12.12. Further action may be taken via a Notice of Trespass or through NWP policies.
- 12.13. Servall Biometrics provides the names, ages and photographs of banned patrons to other licensees so that the other licensees can decide whether or not to let the patron enter their establishments.
- 12.14. NWP can disclose the information they collect via Servall Biometrics:
  - 12.14.1. To other licensees, if NWP reasonably believes a patron has broken the law according to the Criminal Code of Canada or any municipal bylaw or any provincial or federal Act or regulation.
  - 12.14.2. To other licensees, if a patron may be injurious to the health or safety of people in the premises or are detrimental to the orderly operation of the premises.
  - 12.14.3. To a member of law enforcement, upon request.
  - 12.14.4. Other licensees may then use the information to decide whether or not to allow a specific person onto their premises, and for no other purpose.
- 12.15. If a person does not produce identification as per the AGLC regulations, those regulations require entry refusal into the licensed area.
- 12.16. When a person is scanned into the patron scanner system, they may be flagged as a banned. If the flag is a result of a private ban (NWP only) the patron shall be refused entry. If the ban is public, the person scanning should refuse entry to the tentative patron if the information advises of a risk.

### **13. Large Event Soft Closing and Patron Dispersal**

- 13.1. Staff are to ensure patrons leaving the premises do so without incident, and that they do not loiter outside. An orderly exit promotes safety for all. Patrons should be thanked on the way out.
- 13.2. Soft closing aids in patron and Staff safety by providing a transition time for patrons to prepare, leave and arrange safe transportation before they must be out of the premises.
- 13.3. Staff should incrementally increase the lighting by turning on select lights starting with the bar areas.
- 13.4. Music playing should be lowered in volume and tempo.
- 13.5. Staff are to intervene with intoxicated patrons and ensure they have safe method home.
- 13.6. Security is to encourage patrons through a slow progression to the exits while checking washrooms and the entire licensed premises area for loiterers.
- 13.7. Security is to supervise the exits and monitor patrons outside the establishment to ensure patron safety.

**14. Contacting Police**

14.1. Police must be contacted when:

14.1.1. Illegal drugs have been found in a licensed premises.

14.1.2. A patron is found using or selling illegal drugs.

14.1.3. An assault has occurred.

14.1.4. A weapon (see Campus Security Policy) has been found on the premises or on a patron.

14.1.5. Suspected gang or organized crime activity is taking place.

14.1.6. A patron refuses to leave when requested to do so and Security cannot remove the patron.

14.2. Any Staff member can call the police, but Security must be updated that police have been called. Likewise, if Security calls police for a licensed premises incident, they must update non-Security Staff in the licensed area.