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## Using this document:

The Criteria Checklist will help you plan and prepare for the assessment visit. Being prepared will help the assessment visit go quickly and smoothly. The BBN Criteria covers such topics as: fire safety, staff training, internal policy, customer management, security, first aid, responsible service and transportation.

Every licensed establishment will be evaluated using the same criteria based on industry best practices, the Alberta Gaming and Liquor Commission (AGLC) Licensee Handbook (LH), the *Gaming and Liquor Act* (GLA) and the Gaming and Liquor Regulations (GLR), and focus on safe and sound management.

If you require additional information or guidance regarding the criteria, refer to the Criteria Explanation booklet.

All **Essential** criteria must be met to achieve accreditation. Meeting **Desired** and **Bonus** criteria will make your establishment eligible for an award.

### *Important note about written policy*

There are many BBN Criteria items, which require “written policy”. This means the policy is written and some mechanism is in place to ensure all affected staff have read it or been exposed to it (signed declaration, initialed manuals, initialed checklists, etc.).

Written policy can be formalized in a policy manual, written into a training or orientation manual, included in staff job descriptions, posted in a staff area in the form of a memo, sent to all staff in an email or delivered to all staff in a memo included with paycheque or paystubs.

**If staff don’t know your policies, the policies will have little value.**

Assessors will need to verify policies and procedures. To speed up the assessment process (and to ensure you haven’t missed anything) it is recommended to highlight or mark relevant policies ahead of time for quick reference.

# CRITERIA CHECKLIST

Use this list to review BBN Criteria and confirm if you are ready for the Assessor visit. Details on each criterion can be found in the Criteria Explanation booklet.

A. WRITTEN POLICIES AND PROCEDURES		E,D,B	Y/N
A1	Have a written policy and procedure for managing lineups at entrance(s) to premises.	ESSENTIAL	
A2	Have a written policy regarding weapons found or removed from patrons.	ESSENTIAL	
A3	Have a written policy on how and when police are to be called.	ESSENTIAL	
A4	Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.).	ESSENTIAL	
A5	Have a written policy and procedure for managing patron smoking areas.	ESSENTIAL	
A6	Have a written policy on prevention of illegal drug sales and use on the premises.	ESSENTIAL	
A7	Have a written policy requiring staff to contact police if illegal drugs are found on the premises or seized from a patron.	ESSENTIAL	
A8	Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).	ESSENTIAL	
A9	Have a written policy that staff are to monitor departing patrons to ensure the alcohol containers (bottles or glassware – full or empty) are not being removed from the premises.	ESSENTIAL	
A10	Have a written policy on searching patrons.	DESIRED	
A11	Have a written policy in place to make staff aware of and prevent the use of “date rape” drugs.	DESIRED	
A12	Have a policy in effect for “soft closing” (i.e., lights gradually “go up” and music / entertainment ceases at last call).	DESIRED	
A13	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.	DESIRED	
A14	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	DESIRED	
A15	Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes “universal precautions”.	DESIRED	
A16	Have a written “noise” policy.	DESIRED	
A17	Have a written dispersal policy.	DESIRED	
A18	Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.	BONUS	
A19	Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrance of the premises.	BONUS	

<b>B. STAFF RECORDS AND POLICIES</b>		<b>E,D,B</b>	<b>Y/N</b>
B1	Maintain a log on-site of all staff commencement dates, ProServe certification dates and expiry dates.	ESSENTIAL	
B2	Maintain a log on-site of security staff commencement dates, ProTect certification dates and expiry dates.	ESSENTIAL	
B3	Copies of all staff ProServe certificates / cards are maintained on site (originals are the property of the staff member).	ESSENTIAL	
B4	Copies of all staff ProTect certificates / cards are maintained on site (originals are the property of the staff member).	ESSENTIAL	
B5	All staff involved in the sale and service of liquor are ProServe certified within 30 days of hiring.	ESSENTIAL	
B6	Required staff are Protect certified within 30 days of hiring.	ESSENTIAL	
B7	Provide written evidence that staff are aware of security / patron management policies and procedures.	ESSENTIAL	
B8	Staff are easily identified – uniforms, distinctive clothing or badges, etc.	ESSENTIAL	
B9	Staff are trained and aware of acceptable forms of identification as per the AGLC Licensee Handbook.	ESSENTIAL	
B10	Have a written zero tolerance policy for employees serving liquor to minors.	ESSENTIAL	
B11	Have a written zero tolerance policy stating no staff consumption of liquor while on duty.	ESSENTIAL	
B12	Have a written zero tolerance policy regarding the sale and use of illegal drugs within the facility (applies to staff and patrons).	ESSENTIAL	
B13	Have a minimum of two (2) staff members who have a valid first aid certificate.	ESSENTIAL	
B14	Have a minimum of two (2) staff members who have valid CPR training.	ESSENTIAL	
B15	Provide documented evidence of staff receiving training in fire safety procedures; including use of fire extinguishers and other emergency equipment (i.e., escape ladders, fire exits, alarms, etc.).	ESSENTIAL	
B16	Selected staff (e.g., security and/or management) are subject to a security clearance check as a condition of employment.	DESIRED	
B17	Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.	BONUS	
B18	Have ProTect certified staff even though not required.	BONUS	
B19	Regular (monthly at minimum) staff meeting minutes or agenda are maintained, which reflect discussion on security and patron management.	BONUS	
B20	Have formal staff performance reviews on a regular basis with results documented.	BONUS	
B21	Conduct and document quarterly mock evacuation training exercises with staff.	BONUS	

B22	<p>Meet the following first aid training minimum requirements based on Occupant Load:</p> <p>0-149 persons: Three (3) staff with valid training  150-244 persons: Four (4) staff with valid training  245-350 persons: Six (6) staff with valid training  351 persons or higher: Eight (8) staff with valid training</p>	BONUS	
B23	<p>Meet the following CPR training minimum requirements based on Occupant Load:</p> <p>0-149 persons: Three (3) staff with valid training  150-244 persons: Four (4) staff with valid training  245-350 persons: Six (6) staff with valid training  351 persons or higher: Eight (8) staff with valid training</p>	BONUS	

<b>C. OPERATIONAL FORMS / PAPERWORK</b>		<b>E,D,B</b>	<b>Y/N</b>
C1	Provide evidence of a washroom attendant or documented washroom checks.	ESSENTIAL	
C2	Have a documented lost and found property system.	ESSENTIAL	
C3	Provide evidence of a written injury / accident recording system (i.e., injured person's name, injury circumstance, first aid provided, staff name, others involved, date).	ESSENTIAL	
C4	Have a written incident reporting system that is kept up to date.	DESIRED	
C5	Manually record (name, age and photo only – in compliance with legislation) a list of persons ejected / barred which staff can readily access.	DESIRED	
C6	Undertake a full interior and exterior premises check prior to opening and following closing (dated and initialed checklist).	DESIRED	
C7	Door Security staff accurately track the number of patrons in premises using mechanical counting devices.	DESIRED	
C8	Have evidence of notification to police / other agencies of any major special events (i.e., tent events, Valentine's Day, St Patrick's Day, Canada Day, Oktoberfest, sport playoffs, etc.).	DESIRED	
C9	Is involved in a suitable community initiative and conducts community events to benefit others (i.e., charity fundraisers, team sponsor, etc.).	DESIRED	
C10	Current and valid liability insurance in place.	BONUS	
C11	Crime Prevention Through Environmental Design (CPTED) audit completed within the past three (3) years and a copy of the report is available for management / supervisors to review.	BONUS	
C12	Identified Crime Prevention Through Environmental Design (CPTED) deficiencies addressed after the CPTED audit.	BONUS	
C13	Patron counts recorded in a log on a regular basis throughout the evening.	BONUS	
C14	Pre-shift meeting held with serving staff and information is documented.	BONUS	
C15	Documented record of notifications / consultations with neighbouring businesses and/or residents prior to special events taking place.	BONUS	
C16	Undertakes a formal risk assessment prior to a special event and appropriate measures are put into place.	BONUS	
C17	Document any incidences of patrons refusing safe transportation.	BONUS	
C18	Is a member of a recognized industry partnership / crime prevention group / association (e.g., Barwatch, Pubwatch, Neighbourhood Watch, etc.) or a suitable community initiative or association (e.g., Better Business Bureau, Chamber of Commerce, Community League, etc.).	BONUS	

<b>D. PHYSICAL VERIFICATION</b>		<b>E,D,B</b>	<b>Y/N</b>
D1	Maximum Occupant Load card posted.	ESSENTIAL	
D2	Have emergency telephone numbers and the premises address posted by all premises telephones.	ESSENTIAL	
D3	At least one working flashlight is available and accessible to staff, stored out of customers' reach.	ESSENTIAL	
D4	Current liquor licence is posted.	ESSENTIAL	
D5	Have signage posted at premises entrance stating "Minors Prohibited".	ESSENTIAL	
D6	Clocks in premises are clearly visible to staff and patrons and all are set to the correct time.	ESSENTIAL	
D7	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	ESSENTIAL	
D8	Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).	ESSENTIAL	
D9	AGLC Licensee Handbook is on site and available to all staff.	ESSENTIAL	
D10	Broken glass is stored separately from regular garbage and away from patron areas.	ESSENTIAL	
D11	Fire exits are free from obstruction and well lit at all times.	ESSENTIAL	
D12	Have a fire protection / warning system in place (if required by law).	ESSENTIAL	
D13	Provide evidence of fire equipment being inspected / serviced annually or as required.	ESSENTIAL	
D14	Provide active assistance to customers by providing a free phone service or calling a taxi for customers.	ESSENTIAL	
D15	Support a transportation program such as Designated Driver, #TAXI, "My Safe Ride Home" etc. with applicable signage posted in patron areas as well as near public telephones.	ESSENTIAL	
D16	Have cigarette disposal container(s) in designated smoking area(s).	ESSENTIAL	
D17	Have garbage cans near premises entrances and exits which are emptied when full.	ESSENTIAL	
D18	Clear litter from the area surrounding the premises on a daily basis (i.e., flyers, plastics, glass, empty bottles, condoms, drug paraphernalia, etc.).	ESSENTIAL	
D19	No AGLC disciplinary actions (excluding warnings) in the 12 months prior to the BBN assessor visit date.	ESSENTIAL	
D20	Signage is posted within the premises, identifying behavioural expectations for patrons.	DESIRED	
D21	Have a security surveillance / camera system in operation, recording the interior of the premises.	DESIRED	
D22	Have a security surveillance / camera system in operation, recording the exterior / parking area of the premises.	DESIRED	

D23	At least two (2) of the following posters are posted in the premises: “Under 25”, “Responsible Gaming” (where VLT’s are present), #TAXI, “It’s The Law and My Job”, a poster of FASD / harms of drinking liquor while pregnant (e.g., “Pregnancy and Alcohol: Not Worth the Chance”).	DESIRED	
D24	Hot and cold food available beyond 11 p.m.	DESIRED	
D25	Provide a designated first aid room / quiet area to assist injured or ill persons.	DESIRED	
D26	Have evidence of efforts to “record, report, remove” graffiti and repair defacement on exterior of building and property.	DESIRED	
D27	Have evidence of efforts to remove and repair defacement on interior of premises (includes washrooms).	DESIRED	
D28	Use wet floor sign(s) to help prevent slips and falls. Staff is available for immediate cleanup of spills.	DESIRED	
D29	Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted.	DESIRED	
D30	Empty bottles are stored behind the bar or away from patron areas.	DESIRED	
D31	Have a designated drop off and pick up (i.e., no parking) area.	DESIRED	
D32	A copy of the Alberta Occupational Health and Safety Code is on site.	BONUS	
D33	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	BONUS	
D34	Utilize special duty policing when appropriate or recommended, and if available.	BONUS	
D35	Hot and cold food service is available during all hours of liquor service.	BONUS	
D36	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.	BONUS	
D37	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	BONUS	
D38	Have an automated external defibrillator (AED) on premises and at least two (2) managers with valid training in its use.	BONUS	
D39	Building and contents are in good order at all times in order to ensure patron and staff safety (e.g., stairs and handrails, flooring, lights, etc.).	BONUS	
D40	All beverages are served in plastic / acrylic containers (no glass is served, including bottles).	BONUS	
D41	Special Bonus if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date.	BONUS	