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**A. WRITTEN POLICIES AND PROCEDURES**

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Use the checklist to review your policies and procedures for policy submission. Fill in the page numbers or documents where the policies can be found.

**B. OPERATIONAL FORMS AND CHECKLISTS**

**Page 9**

A checklist of forms and other documents to provide to assessors on assessment day.

**C. PHYSICAL VERIFICATION**

**Page 13**

Use this checklist to prepare for your assessment.

**D. QUESTIONNAIRE**

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Fill out this questionnaire as part of your BBN application. Where noted, proof or validation of claims will be required during your assessment visit.

**REVISED JULY 2016**



## Using this worksheet:

This Criteria Worksheet will help you plan and prepare for your 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.

All **MANDATORY** criteria must be met to achieve accreditation. Meeting **BONUS** criteria will make your establishment eligible for an award.

The Worksheet is broken down into 4 Sections:

### **A: WRITTEN POLICIES AND PROCEDURES**

- As part of your application process, you will be expected to submit a copy (electronic or hard copy) of your written policies to BBN in advance of your assessment visit.
- Your policy manual(s) should cover ALL MANDATORY policies included in the checklist and as many of the BONUS policies as you deem appropriate and helpful to your establishment.
- The policy manual(s) will be reviewed and marked before your assessment.
- A deadline date to submit the policy manual(s) will be provided after application for accreditation is received.

### **B: OPERATIONAL FORMS AND CHECKLISTS**

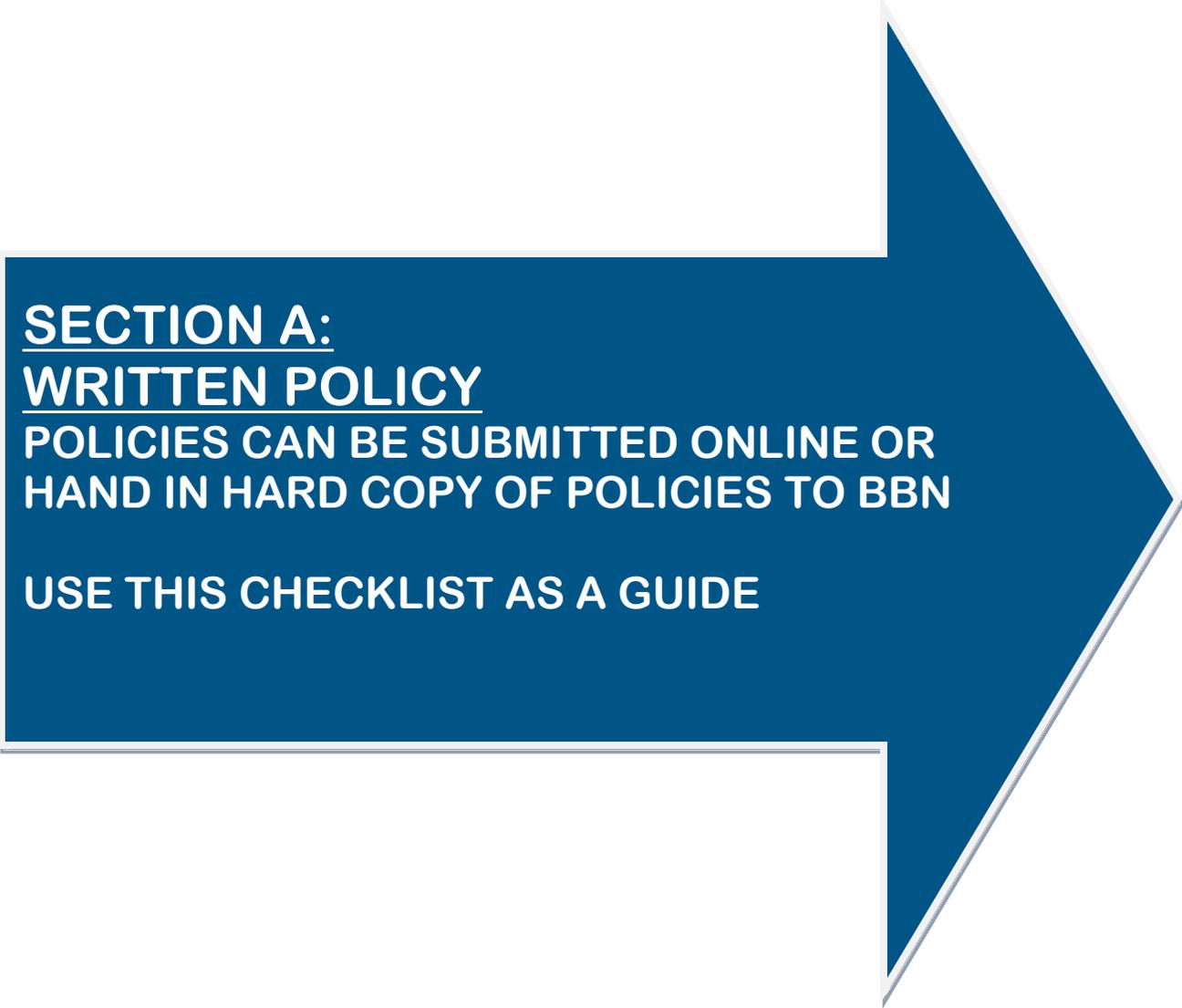
- A list of MANDATORY and BONUS forms and checklists is provided in the Worksheet.
- All MANDATORY forms and checklists will need to be provided or shown to your BBN assessors on assessment day for review and validation.
- As well, any of the BONUS forms and checklists will be reviewed and validated by your assessment team on assessment day.

### **C: PHYSICAL VERIFICATION**

- A checklist of items that will be verified and validated by the BBN assessment team is provided. Please review the list and ensure ALL MANDATORY items are in place and ready for assessment day. And, once again, the more BONUS items achieved increase consideration for awards.

### **D: QUESTIONNAIRE**

- Please review and fill out the Questionnaire in advance of your assessment visit.
- Your Assessor will review your responses with you during the assessment visit – this will give you an opportunity to add more detail. The assessor will also ask follow-up questions where needed.



**SECTION A:**  
**WRITTEN POLICY**

**POLICIES CAN BE SUBMITTED ONLINE OR  
HAND IN HARD COPY OF POLICIES TO BBN**

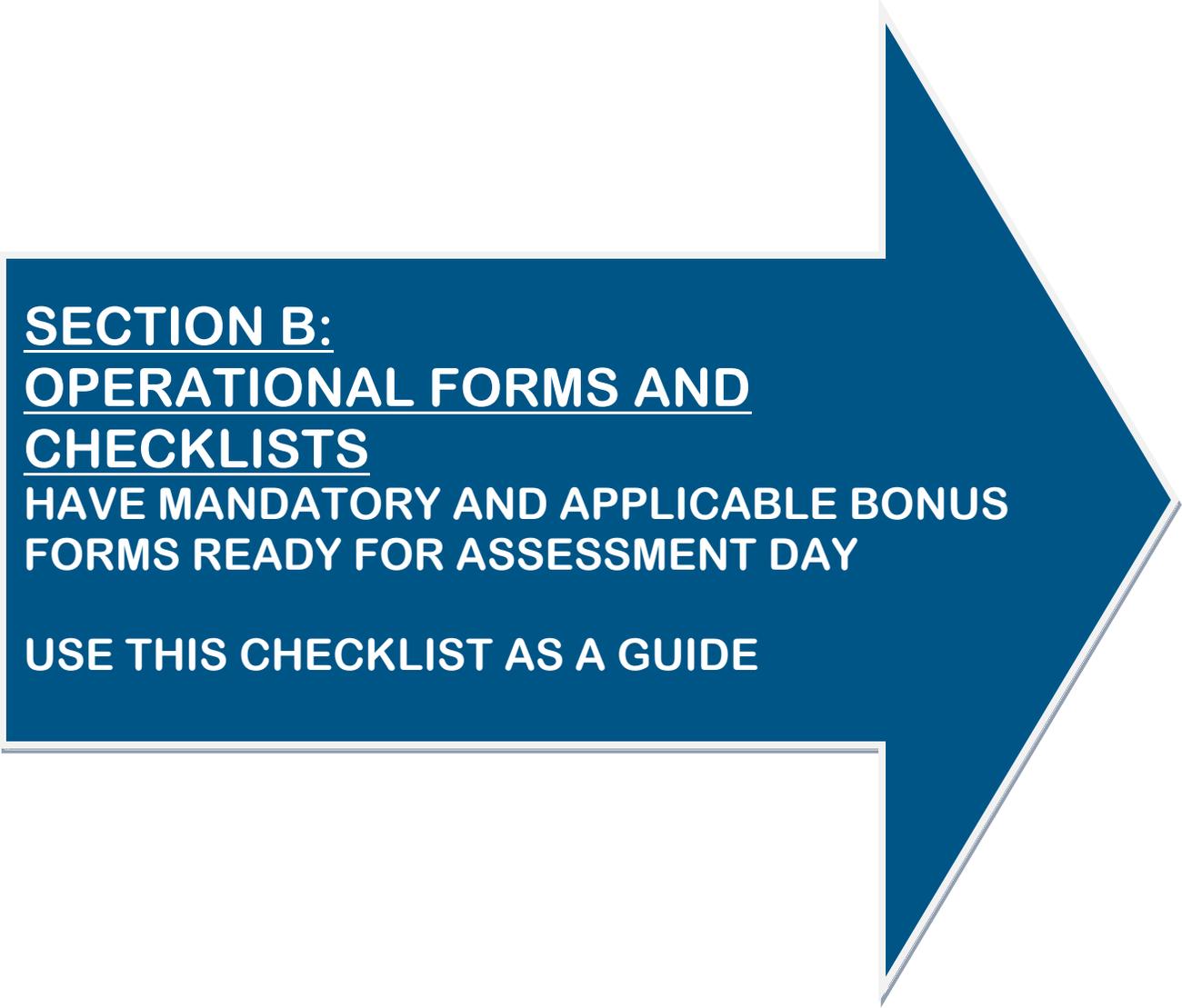
**USE THIS CHECKLIST AS A GUIDE**

**A. WRITTEN POLICIES AND PROCEDURES****PAGE #**

<b>A1</b>	Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).	<b>MANDATORY</b>	
<b>A2</b>	Have a written policy that staff are to monitor departing patrons to ensure that alcohol containers (bottles or glassware – full or empty) are not removed from the premises.	<b>MANDATORY</b>	
<b>A3</b>	Have a written policy regarding weapons found on the premises or removed from patrons.	<b>MANDATORY</b>	
<b>A4</b>	Have a written policy on when police are to be called. The policy must include (at minimum) instructions to call police in the following situations: <ul style="list-style-type: none"><li>• a patron is found using or selling illegal drugs</li><li>• assault</li><li>• if illegal drugs are found or seized on the premises</li><li>• suspected gang or organized crime activity</li></ul>	<b>MANDATORY</b>	
<b>A5</b>	Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.). The policy must include (at minimum): <ul style="list-style-type: none"><li>• identification of a 'muster point' or meeting area</li></ul>	<b>MANDATORY</b>	
<b>A6</b>	Have a written policy that covers fire safety procedures; such as locations and use of fire extinguishers and other emergency equipment (e.g., escape ladders, fire exits, alarms, etc.).	<b>MANDATORY</b>	
<b>A7</b>	Have a written policy and procedure for managing patron smoking areas. The policy must cover (at minimum) the following items: <ul style="list-style-type: none"><li>• designating who is responsible for monitoring the smoking area</li><li>• ensuring the smoking area is clean and tidy</li></ul>	<b>MANDATORY</b>	
<b>A8</b>	Have a written policy on prevention of illegal drug sales and use on the premises.	<b>MANDATORY</b>	
<b>A9</b>	Have a written policy and procedure for managing lineups at entrance(s) to premises.	<b>MANDATORY</b>	
<b>A10</b>	Have a written policy requiring staff to call or secure a taxi or vehicle for hire service for a customer, upon their request.	<b>MANDATORY</b>	
<b>A11</b>	Have a written policy requiring staff to request proof of age from all patrons who <u>appear</u> to be under the age of 25 (when minors are prohibited from the establishment).	<b>MANDATORY</b>	
<b>A12</b>	Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes "universal precautions."	<b>MANDATORY</b>	

<b>A13</b>	Have a written zero tolerance policy for employees serving liquor to minors.	<b>MANDATORY</b>	
<b>A14</b>	Have a written zero tolerance policy stating no staff consumption of liquor while on duty.	<b>MANDATORY</b>	
<b>A15</b>	Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff.	<b>MANDATORY</b>	
<b>A16</b>	Have a written "Respectful Workplace Policy" that covers (at minimum) the following items: <ul style="list-style-type: none"> <li>• zero tolerance for sexual harassment or harassment of staff and patrons</li> <li>• treating others equitably and fairly</li> </ul>	<b>MANDATORY</b>	
<b>A17</b>	Have a written zero tolerance policy regarding internal theft. This can include 'grease' at the door.	<b>MANDATORY</b>	
<b>A18</b>	Have a written policy in place to make staff aware of and prevent drug facilitated sexual assault.	<b>MANDATORY</b>	
<b>A19</b>	Have a policy requiring staff (e.g., management or Door Security) to fill out incident reports if and when the following circumstances occur (one point for each): <ul style="list-style-type: none"> <li>• patron is evicted or refuses to leave</li> <li>• minor in premises or refused entry</li> <li>• patron refuses safe transportation</li> <li>• fight/ assault / disturbance</li> <li>• police are called</li> </ul>	<b>BONUS</b>	
<b>A20</b>	Have a written policy on searching patrons.	<b>BONUS</b>	
<b>A21</b>	Have a written policy listing any prohibited items (e.g., types of weapons, illegal drugs, outside food and drink, any other contraband).	<b>BONUS</b>	
<b>A22</b>	Have a policy in effect for "soft closing" (i.e., lights gradually go up and music / entertainment ceases at last call).	<b>BONUS</b>	
<b>A23</b>	Have a written noise control policy.	<b>BONUS</b>	
<b>A24</b>	Have a written dispersal policy that outlines procedures taken to ensure patrons exit the facility in a safe and orderly fashion.	<b>BONUS</b>	
<b>A25</b>	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.	<b>BONUS</b>	
<b>A26</b>	Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	<b>BONUS</b>	
<b>A27</b>	Have a written policy directing front-of-house staff (and Door / Security, when applicable) to monitor patron intoxication levels and intervene when necessary (e.g., slow down or cease liquor service, find safe transportation, etc.).	<b>BONUS</b>	

<b>A28</b>	Have a written policy requiring bar staff to “burn the well” (melt the ice well with hot water and inspect for glass shards) when glass is broken in or near the ice well.	<b>BONUS</b>	
<b>A29</b>	Have a written policy ensuring any working bar area (with cash trays or tills) is not left unattended when patrons are in the premises.	<b>BONUS</b>	
<b>A30</b>	Have a written procedure for staff to follow in the event of a violent incident or assault. The procedure must include (at minimum): <ul style="list-style-type: none"> <li>• instructions to remove patrons and staff from the area (during and after the incident)</li> <li>• requirement to call appropriate authority (i.e., fire, police, ambulance)</li> </ul>	<b>BONUS</b>	
<b>A31</b>	Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.	<b>BONUS</b>	
<b>A32</b>	Have a written policy requiring surveillance camera images and data from cameras be provided to a Police Officer immediately upon demand in order to assist in an investigation.	<b>BONUS</b>	
<b>A33</b>	Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises.	<b>BONUS</b>	
<b>A34</b>	Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.	<b>BONUS</b>	
<b>A35</b>	Have a written and/or posted maximum drink policy that begins before 1:00 a.m. and/or limits patrons to one standard serving of alcohol when the maximum drink policy is in effect (i.e., exceeds the AGLC policy requirement).	<b>BONUS</b>	



**SECTION B:**  
**OPERATIONAL FORMS AND**  
**CHECKLISTS**

**HAVE MANDATORY AND APPLICABLE BONUS  
FORMS READY FOR ASSESSMENT DAY**

**USE THIS CHECKLIST AS A GUIDE**

## B. OPERATIONAL FORMS AND CHECKLISTS

Please provide examples of the following items on Assessment Day.

The items marked **MANDATORY** must be provided to meet the minimum BBN standard.

Achieving the **BONUS** items increases your score.

### MANDATORY ITEMS

- B1** Incident Reporting binder or other system to document incidents
- B2** Injury/Accident Recording binder or other system to document injuries (i.e. injured person's name, injury circumstance, first aid provided, staff name, others involved, date)
- B3** Binder or electronic staff training log tracking all staff ProServe and (if applicable) ProTect or Reel Facts expiry dates
- B4** Copies of all ProServe and (if applicable) ProTect certificates/cards (originals are the property of the staff member)

### BONUS ITEMS

- B5** Premises Checklist used for opening and closing the room
- B6** Banned or barred patrons list or system to track banned patrons
- B7** "Liquor Liability" forms, in which the staff members agree to abide by principles of responsible liquor service, signed by all staff directly involved in the sale and service of liquor (i.e., servers and bartenders)
- B8** Patron Head Count Log or binder or other system to track occupant loads
- B9** Have a Refusal of Entry log to track instances where patrons are refused entry to the premises, with reasons for refusal (i.e., intoxicated at door, unable to produce proof of age, belligerent behaviour, etc.)
- B10** List of charitable donations, fundraisers organized or hosted over the past 12 months. This can also include community initiatives or activities to demonstrate your commitment to your neighbourhood (i.e., snow shoveling, neighbourhood cleanup, etc.)

***This can be submitted electronically or handed in at the assessment***

- B11** List of all industry partnerships, crime prevention groups or associations or suitable community initiatives in which the establishment holds a membership or supports (e.g., Better Business Bureau, Chamber of Commerce, Community League, etc.)

***This can be submitted electronically or handed in at the assessment***

- B12** Letter(s) of endorsement or support from neighbouring businesses or residential groups, demonstrating a positive relationship with your neighbours

***This can be submitted electronically or handed in at the assessment***

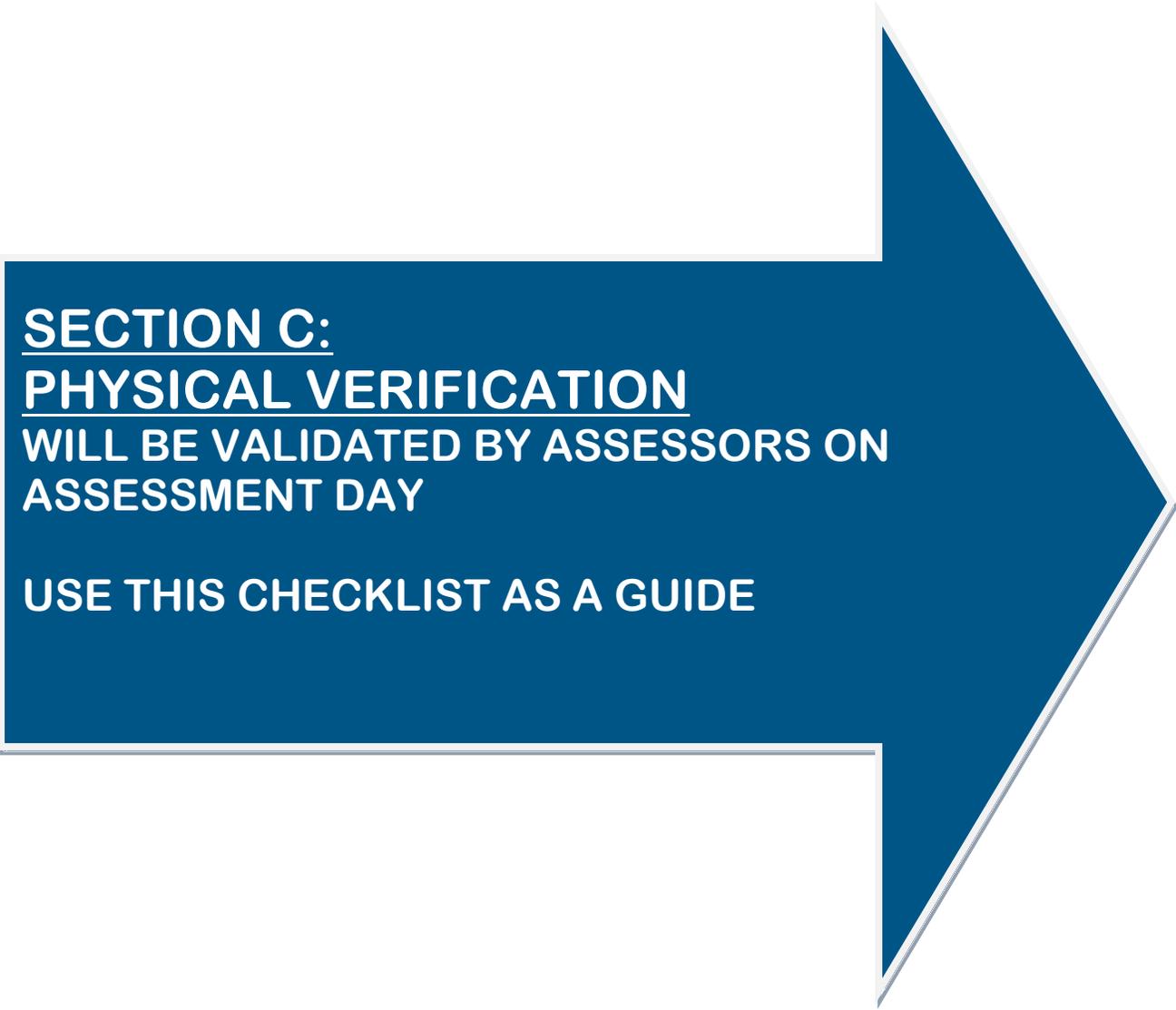
- B13** Copy of most recent Alberta Health Inspection report. Points will be awarded based on results

***This can be submitted electronically or handed in at the assessment***

- B14** Copy of most recent Fire Marshal Inspection report. Points will be awarded based on results

***This can be submitted electronically or handed in at the assessment***





**SECTION C:**  
**PHYSICAL VERIFICATION**  
**WILL BE VALIDATED BY ASSESSORS ON**  
**ASSESSMENT DAY**

**USE THIS CHECKLIST AS A GUIDE**

<b>C. PHYSICAL VERIFICATION</b>			<b>Y/N</b>
<b>C1</b>	Maximum Occupant Load card posted.	<b>MANDATORY</b>	
<b>C2</b>	Current liquor licence is posted.	<b>MANDATORY</b>	
<b>C3</b>	Current business licence is posted.	<b>MANDATORY</b>	
<b>C4</b>	Have signage posted at premises entrance stating “Minors Prohibited” – if this applies to your liquor licence.	<b>MANDATORY</b>	
<b>C5</b>	Support a Designated Driver transportation program with posters displayed in view of patrons and/or business cards available to patrons.	<b>MANDATORY</b>	
<b>C6</b>	Have non-combustible cigarette disposal container(s) in designated smoking area(s).	<b>MANDATORY</b>	
<b>C7</b>	Have garbage cans near premises entrances and exits.	<b>MANDATORY</b>	
<b>C8</b>	Have emergency telephone numbers and the premises address posted by all premises telephones. If there is no land line, the emergency phone list is posted behind the bar for reference.	<b>MANDATORY</b>	
<b>C9</b>	At least one working flashlight is available and accessible to staff and is stored out of customers’ reach.	<b>MANDATORY</b>	
<b>C10</b>	Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).	<b>MANDATORY</b>	
<b>C11</b>	A list of staff who have valid and current first aid training is posted and visible for all staff to see.	<b>MANDATORY</b>	
<b>C12</b>	Broken glass is stored separately from regular garbage and away from patron areas.	<b>MANDATORY</b>	
<b>C13</b>	Fire exits are free from obstruction and well lit at all times.	<b>MANDATORY</b>	
<b>C14</b>	Provide evidence of fire equipment being inspected / serviced annually or as required.	<b>MANDATORY</b>	
<b>C15</b>	Use wet floor sign(s) to help prevent slips and falls.	<b>MANDATORY</b>	
<b>C16</b>	Empty bottles are stored behind the bar or away from patron areas.	<b>MANDATORY</b>	
<b>C17</b>	All bar glass washers are fully equipped and in working order.	<b>MANDATORY</b>	

<b>C18</b>	Have radios to allow staff, management and security to communicate effectively.	<b>MANDATORY</b> <b>(Club, Casino categories)</b>	
		<b>BONUS</b> (all others)	
<b>C19</b>	Have a mechanical counting device used to accurately count the number of patrons on premises.	<b>BONUS</b>	
<b>C20</b>	Signage is posted within the premises, identifying behavioural expectations for patrons.	<b>BONUS</b>	
<b>C21</b>	A floor plan of the establishment, with identified emergency exits, evacuation route(s) and muster point, is posted prominently in a public area, in view of patrons.	<b>BONUS</b>	
<b>C22</b>	At least two (2) responsible liquor service posters are displayed in view of patrons. Examples are: "Under 25", "It's The Law and My Job", etc. Responsible gaming posters (where VLTs are present) are also applicable.	<b>BONUS</b>	
<b>C23</b>	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.	<b>BONUS</b>	
<b>C24</b>	Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.	<b>BONUS</b>	
<b>C25</b>	Clocks in premises are clearly visible to staff and patrons and set to the correct time.	<b>BONUS</b>	
<b>C26</b>	Have a security surveillance / camera system in operation, recording the interior of the premises. <ul style="list-style-type: none"> <li>Additional Bonus points if surveillance/camera system records images and data is stored and readily accessible for at least 15 days.</li> </ul>	<b>BONUS</b>	Have interior camera
			Records +15 days
<b>C27</b>	Have a security surveillance / camera system in operation, recording the exterior / parking area of the premises. <ul style="list-style-type: none"> <li>Additional Bonus points if surveillance/camera system records images and data is stored and readily accessible for at least 15 days.</li> </ul>	<b>BONUS</b>	Have exterior camera
			Records +15 days
<b>C28</b>	Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted. <ul style="list-style-type: none"> <li>Additional Bonus points if all beverages are served in acrylic/plastic containers, including bottles.</li> </ul>	<b>BONUS</b>	Some glass
			No glass used at all
<b>C29</b>	Have a designated drop off and pick up (i.e., no parking) area.	<b>BONUS</b>	
<b>C30</b>	Have a working hand-wash station (sink, soap dispenser and paper towels) at every working bar.	<b>BONUS</b>	
<b>C31</b>	Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.	<b>BONUS</b>	

<b>C32</b>	Have an automated external defibrillator (AED) on premises and at least two (2) staff with valid training in its use. Partial points will be granted if there is a neighbouring business with an accessible AED and permissions and arrangements have been made with the business to access AED in emergency.	<b>BONUS</b>	Nearby AED
			AED on site
<b>C33</b>	Have partitions installed between all urinals in men's washroom.	<b>BONUS</b>	
<b>C34</b>	Post a "height strip" by main exit door(s).	<b>BONUS</b>	
<b>C35</b>	Bonus points if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date.	<b>BONUS</b>	

<b>PHYSICAL INSPECTION OF PREMISES</b>			
Assessor will evaluate condition of premises and condition of equipment			
<b>C36</b>	<b>Cleanliness of premises</b>		
	<b>Section of Room (where applicable)</b>	<b>NOTES</b>	
	BATHROOMS		
	BAR AREAS		
	MAIN PATRON AREA		
	WALLS / HALLWAYS		
	KITCHEN		
	SMOKING AREA		
	PARKING / EXTERIOR		
<b>C37</b>	<b>Condition of equipment / furniture</b>		
	<b>Items (where applicable)</b>	<b>NOTES</b>	
	TABLES AND CHAIRS		
	STAIRS, HANDRAILS		
	GLASSWASHER		
	TOILETS / SINKS / DISPENSERS IN BATHROOMS		
ASHTRAYS / FURNITURE IN SMOKING AREA			
<b>C38</b>	Is exterior of building free of graffiti?	<b>Y</b>	<b>N</b>

**SECTION D:**  
**QUESTIONNAIRE**

**ANSWERS CAN BE SUBMITTED ONLINE OR HAND-WRITTEN AND SUBMITTED TO BBN**

Responses must be provided for all **MANDATORY** items.

*Assessors will review your responses with you on assessment day.*

*Additional points are given when you provide proof or validation of claims.*

**USE THIS CHECKLIST AS A GUIDE**

## D. QUESTIONNAIRE

**D1**

How do you ensure staff have read and understand your policies and procedures?  
**MANDATORY**

Response:

**ASSESSMENT DAY:** Please provide proof that staff have read policies and procedures (sign-off sheet, acknowledgment form, etc.).

**D2**

How are staff easily identified in the room? (Uniforms, aprons, distinctive clothing, badges, etc.).  
**NOTE:** If you have door/security, be sure to describe the door uniform as the visibility of security staff is a best practice.  
**MANDATORY**

Response:

**ASSESSMENT DAY:** Be prepared to provide samples or examples of staff uniforms.

**D3**

How do you ensure staff are aware of acceptable forms of identification (as per the AGLC Licensee Handbook)?  
**MANDATORY**

Response:

<b>D4</b>	<b>How many staff members have valid First Aid and CPR training? <u>A minimum of 2 trained staff is mandatory</u> to meet the BBN standard. See the Criteria Explanation Guide for targets to achieve bonus points. <b>MANDATORY</b></b>
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Response:

**ASSESSMENT DAY:** Please provide proof of training to assessors (copies of training certificates).

<b>D5</b>	<b>How does your establishment ensure bathrooms are monitored for cleanliness and for safety and security? <b>MANDATORY</b></b>
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Response:

**ASSESSMENT DAY:** Be prepared to show bathroom inspection checklists, manager checklists or other evidence that bathrooms are regularly monitored.

<b>D6</b>	<b>How do you deal with a patron who begins to show signs of intoxication? <b>MANDATORY</b></b>
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Response:

<b>D7</b>	<b>How do you prevent patrons from drinking and driving?</b> <b>MANDATORY</b>
Response:	

<b>D8</b>	<b>How do you ensure there are no illegal drugs in your establishment?</b> <b>MANDATORY</b>
Response:	

<b>D9</b>	<b>Please describe your system for storing, tracking and returning Lost and Found items.</b> <b>MANDATORY</b>
Response:	

<b>D10</b>	<p style="text-align: center;">Please outline the hours that hot and cold food service is available at your establishment.</p> <p style="text-align: center;">Bonus points awarded for:</p> <ul style="list-style-type: none"> <li>• Having hot and cold food available past 11:00 p.m.</li> <li>• Having hot and cold food available during all hours of liquor service</li> </ul> <p style="text-align: center;"><b>MANDATORY</b></p>
Response:	

<b>D11</b>	<p style="text-align: center;"><b>FOR ESTABLISHMENTS THAT EMPLOY DOOR / SECURITY STAFF ONLY.</b></p> <p>If your establishment uses door/security staff, please answer the following questions:</p> <ul style="list-style-type: none"> <li>• On which nights do you normally schedule door/security staff?</li> <li>• How many door/security staff are scheduled at peak/busiest nights?</li> <li>• Do members of your door security team have any specialized training, qualifications or skills?</li> </ul> <p style="text-align: center;"><b>BONUS</b></p>
<p><b>ASSESSMENT DAY:</b> This can be validated by reviewing your ProServe and ProTect training log (Item B4). Indicate to the Assessor which ProTect-certified staff members are <i>not</i> Door/Security.</p>	

<b>D12</b>	<p style="text-align: center;">Does your establishment exceed AGLC policy requirements by having ProTect certified staff who are not required by policy to complete the training (e.g., servers, bartenders)?</p> <p style="text-align: center;">If YES, how many staff fit this criterion?</p> <p style="text-align: center;"><b>BONUS</b></p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	
<p><b>ASSESSMENT DAY:</b> This can be validated by reviewing your ProServe and ProTect training log (Item B4). Indicate to the Assessor which ProTect-certified staff members are <i>not</i> Door/Security.</p>	

<b>D13</b>	<p>Do any staff members require a security clearance check prior to hiring? If YES, please list the position(s) that require a security clearance check.</p> <p style="text-align: center;"><b>BONUS</b></p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	
<p><b>ASSESSMENT DAY:</b> If answered YES, have at least one sample security clearance on hand to validate.</p>	

<b>D14</b>	<p>Does at least one front-of-house staff member have current and approved Food Safety (safe food handling) certification? If YES, how many front-of-house staff have safe food handling training?</p> <p style="text-align: center;"><b>BONUS</b></p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	
<p><b>ASSESSMENT DAY:</b> If answered YES, please provide proof of Food Safety training (e.g., photocopy of certificate or card).</p>	

<b>D15</b>	<p>How often does your establishment hold general staff meetings to review policy?</p> <p style="text-align: center;"><b>BONUS</b></p>
<p><b>Response:</b></p>	
<p><b>ASSESSMENT DAY:</b> Meeting agendas, minutes or notes can be shown to assessor to validate the frequency of most recent staff meetings. Memos or postings to staff about meetings (with dates) can also be used.</p>	

<b>D16</b>	<p><b>Does your establishment hold formal staff performance reviews on a regular basis with results documented? If YES, how often are they held?</b></p> <p style="text-align: center;"><b>BONUS</b></p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	
<p><b>ASSESSMENT DAY:</b> If answered YES, please provide at least one sample performance review for the assessor to validate. A spot check of staff files may be requested by the Assessor.</p>	

<b>D17</b>	<p><b>Does your establishment hold mock evacuation training exercises? If YES, how are these exercises conducted? How often?</b></p> <p style="text-align: center;"><b>BONUS</b></p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	

<b>D18</b>	<p><b>How do you ensure you have a “good neighbour policy” with nearby businesses or residential areas?</b></p> <p><b>How do you deal with issues that can affect your neighbours such as noise, litter, parking, etc.?</b></p> <p style="text-align: center;"><b>BONUS</b></p>
<p>Response:</p>	
<p><b>ASSESSMENT DAY:</b> This can be validated by letters of endorsement from neighbours (Item B12).</p>	

<b>D19</b>	<p><b>FOR ESTABLISHMENTS WITH LIQUOR LICENCES THAT CAN ALLOW MINORS.</b>  <b>If your establishment allows minors, what policies and practices are in place to prevent minors from ordering or consuming alcoholic beverages?</b>  <b>IF MINORS ARE PROHIBITED AT ALL TIMES, PLEASE MARK AS N/A.</b></p> <p style="text-align: center;"><b>BONUS</b></p>
<p><input type="checkbox"/> N/A (if minors are prohibited at all times)</p> <p>Response:</p>	

<b>D20</b>	<p><b>Are “risk assessments” conducted before instituting promotional activities? These can include drink specials, event bookings, live music events, fundraisers or contests.</b></p> <p><b>Who is involved in the risk assessments? What factors are considered?</b></p> <p style="text-align: center;"><b>BONUS</b></p>
<p>Response:</p>	

<b>D21</b>	<p><b>Does your establishment conduct any “secret shopper” or integrity testing to ensure customer service standards are met? Bonus points awarded if “secret shoppers” also evaluate responsible liquor service (e.g., proof of age under 25, overservice).</b></p> <p style="text-align: center;"><b>BONUS</b></p>
<p>Response:</p>	

<b>D22</b>	<p><b>FOR ACCREDITED PREMISES RE-APPLYING FOR ACCREDITATION.</b></p> <p>What has been done to promote your BBN accreditation status to <u>your patrons and the public</u>?</p> <p>This may include such activities as featuring the BBN brand on websites, event posters, menus, social media or other promotional efforts.</p> <p>NOTE: If you are applying for first-time accreditation, please mark this as Not Applicable.</p> <p><b>BONUS</b></p>
	<p><input type="checkbox"/> N/A (for new applicants)</p>
<p><b>ASSESSMENT DAY:</b> Have examples of BBN promotional and advertising ready. This can include screenshots from website or posters, tent cards or other promotional items featuring the BBN brand.</p>	

<b>D23</b>	<p>What has been done to educate <u>your staff</u> about your current BBN-accredited status (if applying for re-accreditation) or your efforts to become accredited?</p> <p><b>BONUS</b></p>
	<p>Response:</p>
<p><b>ASSESSMENT DAY:</b> Have examples of efforts to educate staff about BBN (e.g., memos to staff, bulletins).</p>	

<b>D24</b>	<p>Finally, is there anything you would like to add that would support your application? Are there any unique best practices or policies not reflected in this evaluation that help make your establishment safer, more responsible and more welcoming to patrons?</p> <p><b>BONUS</b></p>
	<p>Response:</p>