

<b>SUBJECT:</b> Campus Pub	<b>POLICY NO:</b> SL-2	<b>LAST REVIEWED:</b> March 2018
<b>APPROVED BY:</b> Council	<b>MANAGED BY:</b> Director of Food Services	<b>NEXT REVIEW:</b> March 2020

**SUMMARY**

**Policy Statement**

BCITSA is committed to fostering a safe and secure environment that supports student health, safety, and success at the Campus Pub. BCITSA also recognizes that the misuse of alcohol can create risks, threaten individual health and welfare, compromise the educational environment, and undermine our community. This Policy reflects a commitment to prevention, intervention, and enforcement that minimizes potential harm and disruption, supports a healthy environment, and promotes healthy decisions related to alcohol use by all patrons of the Campus Pub.

**Purpose of This Policy**

The purpose of this Policy is to:

- Conform to all related BC liquor laws
- Provide patrons of the Campus Pub with a safe and inclusive environment
- Protect BCITSA from potential liability
- Outline the expectations of patrons and employees alike

**Application of This Policy**

This Policy applies to all Patrons and employees of the Campus Pub.

**Related Documents and Legislation**

Legislation:

- *BC Liquor Control and Licensing Act*
- *Criminal Code (Canada)*
- *BC Public Health Act: Food Premises Regulations*
- *BC Occupiers Liability Act*

BCIT:

- Liquor Consumption On BCIT Campus - Policy 7504
- Sexual Violence and Misconduct – Policy 7103

- Student Code of Conduct (Non-Academic) – Policy 5102

BCITSA:

- SL-8 - Alcohol Policy

### **Forms Associated With This Policy**

- Campus Pub Employee Manual
- Campus Pub Incident Form
- Pub Event Request Form
- Pub Patron Guidelines

### **Amendment History**

- Created [DATE]
- Amended [DATE]

## **DEFINITIONS**

### **Campus Pub**

The Campus Pub is a commercial establishment of the BCITSA with a liquor primary license licensed to sell food and alcohol.

### **Designated Driver**

A Designated Driver is a Patron that has not consumed any alcohol, or has consumed an amount of alcohol under the legal limit for operating a vehicle, and has been designated to drive themselves and other Patrons who may have consumed alcohol.

### **Patron**

A Patron is any individual, customer (paying or non-paying), or client that enters or attempts to enter the Campus Pub.

### **Pub Patron Guidelines**

The Pub Patron Guidelines is a document associated with this Policy that serves to inform patrons on their expectations and responsibilities while inside the Campus Pub.

**BCIT Safety and Security**

BCIT Safety and Security is the department of BCIT that is in charge of safety and security on all BCIT campuses. For further clarity, BCIT Safety and Security is not responsible for dealing with Patrons in the Campus Pub.

**BCIT Pub Advisory Committee**

The BCIT Pub Advisory Committee is a committee involving personnel from both BCITSA and BCIT who meet from time to time to discuss the operation of the Campus Pub in the context of safety and security.

**Server Log Book**

The Server Log Book is a log book accessible to all employees of the Campus Pub that employees use to note any incidents that occur at the Campus Pub even when an incident does not require a Campus Pub Incident Form, such as refusing alcohol service to a Patron.

**DUTIES AND RESPONSIBILITIES****Director of Food Services**

The Director of Food Services is responsible for the interpretation and enforcement of this policy.

The Director of Food Services is also responsible for creating, updating, and enforcing the Campus Pub Employee Manual for all employees of the Campus Pub, as well as creating, updating, and enforcing the Pub Patron Guidelines.

**POLICY****1. Compliance with Legislation****1.1. Responsibility to Legislation and Regulations**

- a. Employees shall be familiar and comply with all relevant legislation and regulations as outlined in the "Related Documents and Legislation" section of this Policy.

## 2. Pub Patrons

### 2.1. Pub Patron Guidelines

- a. A copy of the Pub Patron Guidelines shall be posted at the entrance to, and inside, the Campus Pub, so that they are highly visible upon admission.
- b. Employees shall advise any Patron who fails to comply with the Pub Patron Guidelines.
  - i. Employees who do not feel comfortable advising the Patron may refer the situation to the Director of Food Services or designate.
- c. Employees shall refuse food and alcohol service to any Patron who continues to fail to comply with the Pub Patron Guidelines. The employee shall then ask the Patron to leave the premises.
- d. If the situation worsens, or if the Patron refuses to leave the premises upon request, the Patron shall be escorted off the premises by an employee.
  - i. Employees who do not feel comfortable escorting a Patron off the premises may refer the situation to the Director of Food Services or designate.

### 2.2. Additional Standards of Conduct

- a. Patrons that are students are subject to BCIT Student Code of Conduct (Non-Academic) – Policy 5102 while within the Campus Pub.
- b. Notwithstanding the expectations contained within the Pub Patron Guidelines, self-induced intoxication will not be considered grounds for leniency.
- c. Fighting, physical violence, or threats or damage towards any individual or property will result in an automatic suspension from the Campus Pub, as well as any BCITSA event where alcohol may be served, for a period of time as determined by the Director of Food Services.

- d. Patrons may be held personally liable for costs associated with the repair of damaged property resulting from actions in violation of the Pub Patron Guidelines or this Policy.
- e. Patrons who fail to conduct themselves in accordance with this Policy may be suspended indefinitely from the Campus Pub, at the discretion of the Director of Food Services.

### **2.3. Escorting Patrons Off Premises**

- a. In all cases outlined throughout this Policy, where a Patron is to be escorted from the premises by an employee, the employee may, at their discretion, request that the Patron leave voluntarily and unescorted. If the Patron complies, a Campus Pub Incident Form shall not be required.
- b. Any employee who escorts a Patron off premises shall complete a Campus Pub Incident Report.

## **3. Valid Identification and Entrance to Campus Pub**

### **3.1. Entrance to Campus Pub**

- a. No Patron or employee will be permitted entrance into the Campus Pub unless they are at least 19 years of age.
- b. Employees shall at minimum request identification from any Patron who appears to be under the age of 25.
  - i. Employees reserve the right to request identification from any Patron regardless of age.
- c. Patrons must present two (2) pieces of valid identification to an employee at the entrance of the Campus Pub, one of which must be government-issued photo identification, before being permitted entrance into the Campus Pub.
  - i. If there is no employee at the entrance, Patrons may enter the Campus Pub, and shall be asked for proper identification at their table before being served food or alcohol. Patrons that cannot produce proper identification shall be asked to leave the Campus Pub.



- b.** The Director of Food Services reserves the right to implement and enforce more conservative standards than are otherwise required based on operational needs.

**5. Service**

**5.1. Statements of Service**

- a.** BCITSA commits to providing patrons with high quality service, in terms of food quality, expediency of service, and customer service.

**5.2. Patron Complaints**

- a.** If a Patron wishes to complain about the quality of service, or any aspect of their experience at the Campus Pub, they are encouraged to do so, and complaints shall be reasonably accommodated.
- b.** Any decision made by the Director of Food Services as it relates to resolving a Patron’s complaint will be considered final.

**6. Safety and Security**

**6.1. Commitment to Safety and Security**

- a.** BCITSA commits to providing Patrons with a safe and secure environment within the Pub.
- b.** Any Patron that is suspected by an employee of being a danger to others shall be escorted from the premises by an employee.

**6.2. Designated Driver Program**

- a.** Patrons who identify themselves as a Designated Driver to an employee will receive free non-alcoholic beverages during their stay at the Campus Pub.
- b.** Employees may ask Patrons if they have a Designated Driver within their party.
  - i.** If no Designated Driver is identified, the employee shall inform the Patrons of alternate transportation options, such as transit, local taxi companies, or suggesting that they contact a friend or family member.

- c. Employees reserve the right to cut off alcohol service to any Patron that plans or shows intent to drive afterwards.
- d. Employees shall notify the RCMP immediately if a Patron seems intoxicated or under the influence of an illicit substance and intends or attempts to enter their vehicle.
- e. Employees shall work with Patrons to identify a process to get them to their next destination safely, including but not limited to:
  - i. Calling a friend or family member to pick them up
  - ii. Proving an overnight parking pass
- f. Employees may offer cab fare to Patrons when all other methods to ensure they make it to their next destination safely have been exhausted.

## **7. Operations**

### **7.1. Hours**

- a. The hours of operation for the Campus Pub shall be decided at the sole discretion of the Director of Food Services.

### **7.2. Menu**

- a. The menu of the Pub shall be decided at the sole discretion of the Director of Food Services, as it relates to the following:
  - i. Food choices;
  - ii. Alcoholic beverage choices;
  - iii. Prices; and
  - iv. Specials and specific discounts.

### **7.3. Food and Drink**

- a. Whenever is possible and financially sustainable, food and drink items will be locally sourced.



## **8. Pub Events**

### **8.1. Requirements**

- a.** All requests for events will be submitted through a Pub Event Request Form to the Director of Food Services a minimum of three weeks prior to the event to ensure adequate staffing and support for the event.
- b.** Any event hosted by a party external to BCIT or BCITSA at the Campus Pub must be approved by the Pub Advisory Committee.
- c.** Events involving catering shall require a non-refundable deposit. The amount will be specified on the Pub Event Request Form.
- d.** The Director of Food Services reserves the right to deny any event request that they deem inappropriate. Any decision from the Director of Food Services will be considered final.

### **8.2. Club Events**

- a.** Pub Events that are hosted by Clubs are subject to all requirements of Club Events as per the Clubs Policy.
- b.** Club events shall provide tickets for no more than 150 attendees.
  - i.** Any ticketholder who presents a ticket that would place the Campus Pub over its 300-person capacity limit shall be refused entry by Pub employees.

### **8.3. Private Events**

- a.** For the purpose of this Policy, a Private Event shall be defined as a Pub event requiring the closure of the Campus Pub to the general public.
- b.** All Private Events shall require the approval of both the Director of Food Services and the Executive Director.
- c.** All Private Events shall be required to obtain a minimum of two million dollars liability coverage.
- d.** Club Events shall not be allowed to be considered as Private Events.

## **PROCEDURE**

### **1. Campus Pub Procedures**

#### **1.1. Complaint Procedure**

- a.** Any employee that receives a complaint from a Patron shall attempt to correct the situation by working with the Patron to find a suitable solution within their power, such as replacing a meal or moving them to a different table.
- b.** If a Patron does not agree with any of the solutions proposed by the employee, or if the complaint appears vexatious in nature, they may be referred to the Director of Food Services to further discuss their complaint.
- c.** The Director of Food Services shall hear all complaints and make a decision on how to proceed based on the information provided. Any decision made by the Director of Food Services will be considered final.
  - i.** If the Director of Food Services considers a complaint to be vexatious or unreasonable in nature, they reserve the right to stop the complaint procedure and any further communications with the Patron relating to the complaint.
- d.** The Director of Food Services shall keep a record of all received complaints.

### **2. Incidents**

#### **2.1. Fights or Physical Conflicts**

- a.** Employees shall contact the RCMP immediately at any time they feel that they are unable to control a situation, or where they feel personally threatened.
- b.** If a fight, physical conflict, or the threat of a physical conflict occurs, employees shall remove one of the groups or parties from the Campus Pub, and keep the other group or party within the Campus Pub.

- c. BCIT Safety & Security shall be notified of any incident within the Campus Pub for the purpose of monitoring the situation on campus.
- d. If the incident continues to escalate, employees shall call the RCMP immediately.
- e. Under no circumstances shall an employee use excessive force on a Patron.
- f. Any employee that has dealt with a fight or physical conflict shall complete a Campus Pub Incident Form.
- g. The employee shall also gather information and statements from witnesses to the incident when practicable, and shall include the same as an attachment to the Campus Pub Incident Form.

## **2.2. Refusal of Service to Patrons Who Appear Intoxicated**

- a. If an employee suspects a Patron to be intoxicated, they shall be responsible for refusing alcohol service to the Patron. They shall also ensure that the Patron does not further consume alcohol while at the Campus Pub, and is escorted off of the premises.
- b. Employees shall take the following steps when they suspect that a Patron is intoxicated:
  - i. Approach the Patron and assess the situation. Employees may have another employee present if they do not feel safe or comfortable doing so by themselves.
  - ii. Find out how the individual will be going to their next destination. Employees shall tend to an intoxicated Patron until they are in a safe vehicle (taxi, friend, Designated Driver, etc.) and on their way to their next destination.
  - iii. If there is a Designated Driver at the Patron's table, employees shall work with them to escort the Patron to the vehicle of the Designated Driver.
  - iv. All lawful means must be taken to prevent an intoxicated individual from driving a vehicle.
  - v. Employees shall ensure that they are not confrontational when dealing with a situation. In the event that a patron displays signs of aggression, employees shall phone or have someone else contact the RCMP.

**2.3. Escorting Patrons off BCIT Property**

- a. When an employee escorts a Patron off the premises, they shall make every effort to ensure they are safely escorted and have a safe ride to their next destination.
- b. Under no circumstances shall excessive force be used on a Patron.
- c. Any employee that has escorted a Patron off the premises shall complete a Campus Pub Incident Form.

**2.4. Incident Documenting Procedure**

- a. Employees shall report all incidents to the Director of Food Services.
- b. All incidents requiring a Campus Pub Incident Form to be filled out as per this Policy shall be submitted to the Director of Food Services in a timely fashion.
- c. At minimum, the following incidents shall be reported:
  - i. Physical altercations;
  - ii. Patrons refused service due to intoxication;
  - iii. Patrons not complying with the Pub Patron Guidelines;
  - iv. Patrons that and are removed or escorted from the premises;
  - v. Patron refused service for not having proper identification; and
  - vi. Unpaid bills or walkouts.
- d. All incidents, including those not requiring a Campus Pub Incident Form shall be recorded in the Server Log Book for purpose of ongoing communication between employees.
- e. When appropriate, employees shall record identifying details of Patrons that have been escorted or have left upon request from the premises or have been refused alcohol service into the Server Log Book, in order to communicate the situation with other employees in case the Patron attempts to return to the Campus Pub or order alcohol.
- f. All records in the Server Log Book shall include a date and time of occurrence.