

## Sample Policy: Identifying Patrons Impaired by Cannabis and Alcohol

### Preamble

Liquor licensees need to assess their level of tolerance for patrons who use cannabis. They must decide whether they will permit or deny entry altogether to patrons who may be impaired by cannabis. This is an important business decision which needs to weigh the potential for liability exposure against potential profit. In either case, this decision should be reflected in a licensee's house policy.

### Policy Statement

Prevent the service of alcohol to any patron who appears to be impaired by cannabis.

### Procedure

1. Management needs to train staff regarding the signs and symptoms of cannabis impairment.
2. Staff need to look out for:
  - a. patrons who appear to be staggering, have an unsteady gait, or are slurring their words;
  - b. patrons who appear to be acting in a rude or obnoxious manner;
  - c. patrons who smell like alcohol and/or cannabis;
  - d. patrons who appear to have bloodshot or glassy eyes;
  - e. patrons who appear dizzy, confused, drowsy or disoriented;
  - f. patrons who are seen using cannabis in any form, whether medically or recreationally.
3. Upon observing any signs of alcohol and/or cannabis related intoxication, staff need to address whether the patron will be served, continue to be served, or even refused entry. If a patron is refused entry or refused service, staff will need to do the following:
  - a. have a co-worker ready to help;
  - b. refuse service or entry in a polite but authoritative manner;
  - c. speak to the person privately and discreetly;
  - d. tell the person: "I'm sorry, but it is against the law for me to let you in";
  - e. avoid any confrontation, either verbal or physical;
  - f. enlist the support of the patron's friends in asking them to leave;
  - g. be sure the patron's friends are not intoxicated themselves;
  - h. encourage the patron not to drive and, if they insist on driving, call the police immediately.
4. Staff will alert management if the person does not leave or if the situation looks like it may get out of control.