

Licensee Information Bulletin



How to make your Licensed Premises a safer place

Every now and then, the media will carry a story regarding a violent incident at a bar or event where liquor is available. These incidents reinforce how vital well-trained, conscientious staff and strict house policies are to the management of a successful bar or licensed event.

It is important that you and your staff know how to recognize risk factors that exist and how to minimize those risks by making changes to your bar.

Bar fights are preventable and problems should be dealt with early on before they have a chance to escalate. Verbal arguments or obnoxious behavior usually precede physical fighting. Your overall goal should be to maintain the safety of both customers and staff.

There are things you can do to avoid problems and the potential legal liability that they create. Here are a few suggestions:

- Y Have enough staff on duty to ensure the safety of your customers;
- Y Make sure staff are trained to deal with difficult situations;
- Y Have clear policies on denying entry to customers who are intoxicated or known to be aggressive;
- Y Keep a report of any fights that occur - including where, what happened and who was involved; and,
- Y Have a house policy for customers that make it clear that aggression and harassment are not acceptable in your bar.
- Y Remember to check the seating **capacity** on your liquor licences, to confirm the maximum number of patrons allowed in your licensed premises. The seating capacity number ensures control for your staff and safety, comfort, and room for your patrons within the premises. One easy way to control your numbers is to have the maximum number of chairs set up in the premises, equal to your capacity.

Clearing



Your liquor—primary premises must be closed to and cleared of all persons, except for the licensee, the licensee's spouse or on-duty staff, 30 minutes after the sale of liquor ends, as stated on your liquor licence. For example, if your hours of sale end at 2:00 a.m., all guests must be out of your establishment by 2:30 a.m. Although we realize that staff may need to stay to cash out and finish their clean up after all patrons are cleared, we expect that staff will then leave the premises within half an hour after closing.

New Licences:



The Yukon Liquor Board has granted conditional approval providing that all requirements of the *Liquor Act and Regulations* have been met to:

43004 Yukon Inc. o/a The Ridge Pub, Grill & Offsales (Whitehorse)

Application for a change to existing Liquor Primary All Liquor and Food Primary - All Liquor Licence (adding a deck)

Robbyn's Highway Grill (Whitehorse)

Application for an Off Premises Liquor Licence

Boreale Mountain Biking (Whitehorse)

Application for a Special Liquor Licence

Takhini Hot Springs Ltd. o/a Hot Springs Café (Whitehorse)

Food Primary-Beer/Wine Licence & Off Premises-Liquor Licence

Montana Highway Services (Carcross)

Off Premises-Liquor Licence

45039 Yukon Inc. o/a Mama's Bar & Grill (Dawson City)

Food Primary- All Liquor Licence & Off Premises-Liquor Licence

June 2011



Pina Colada

- ‡ 2 oz rum
- ‡ 2 oz pineapple juice
- ‡ 1 1/2 oz coconut cream



Garnish with pineapple wedge & maraschino cherry!

Maiden Maple Colada

- ‡ 1/2 cup pineapple in heavy syrup
- ‡ 1/4 cup coconut cream
- ‡ 1/4 tsp maple syrup
- ‡ 4 ice cubes



Blend, then rim glass in maple sugar or syrup, sugar pineapple for garnish - enjoy!

OPEN

Summer Hours of Operation

CENTRAL WAREHOUSE

Monday - Friday 8:00 to 4:00 pm
Orders received during normal business hours will be ready for pick - up within 24 hours. (Orders placed on Friday will be ready on Monday.)

WHITEHORSE

Monday - Thursday 9:30 am to 7:00 pm
Friday 9:30 am to 8:00 pm
Saturday 9:30 am to 6:00 pm

DAWSON CITY

Tuesday - Saturday 9:30 am to 6:00 pm

FARO, HAINES JUNCTION, MAYO* & WATSON LAKE

Tuesday - Saturday 10:00 am to 6:00 pm
*Mayo store closed between 1 pm - 2 pm

Daily Safety Checks

- ‡ A liquor licence carries with it many responsibilities. As a licensee you are expected to maintain a certain level of safety and cleanliness in your premises at all times.
- ‡ Are your washrooms clean and in good working order? Are they regularly checked to ensure there is a supply of hand soap and paper products for use by your customers? Does the fan work?
- ‡ Are fire exits clearly marked and lit, and not blocked by furniture or garbage? Is panic hardware fully functional? Are your fire extinguishers readily accessible and regularly checked by qualified service people?
- ‡ Is the condition of your floor or furnishings a safety hazard to your customers?
- ‡ Is your food service area clean? Is food properly handled and stored in accordance with the requirements of Environmental Health?
- ‡ Make your own safety check a part of your daily operating routines. Your staff and customers will appreciate knowing their health and safety are important to you.

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