



The Alliance of Coalitions for Change, the Iowa Alcoholic Beverages Division, local prevention agencies, law enforcement and local coalitions want to thank you for taking the time to attend this meeting. We understand how valuable your time is as a community member and we are humbled that you took the time to be here.

If you need anything before, during or after the event, please don't hesitate to contact AC4C at Ia.ac4c@gmail.com or AC4C on Facebook

Alcohol Seller/Server information from Health Communications, Inc.

Adapted from a document originally created by the Mason City Youth Task Force.

What **YOU** need to know before you sell or serve alcohol.



**FOR VOLUNTEER
SERVERS AT
COMMUNITY EVENTS**

Tolerance

What is tolerance and why is it so important to understand?

Tolerance is the ability to hide behavioral cues that would otherwise tell you that a person is intoxicated.

Having a high tolerance has **NO** impact on a person's Blood Alcohol Content, which is the measurement of how much alcohol is in a person's blood. People who drink frequently tend to have a higher tolerance.

Behavioral Cues To Look For

Inhibitions—becoming more talkative, displaying loud behaviors, mood swings

Judgement—Inappropriate behavior, using foul language, annoying others, becoming overly friendly, increased rate of drinking

Reactions—Unfocused eyes, talking and moving slowly, forgetting things, losing one's train of thought, slurred speech

Coordination—Stumbling, swaying, dropping belongings, trouble picking items up, lack of balance

Why Alcohol Management at Community Events is Important

Youth obtain alcohol from commercial and social sources. With effective alcohol restrictions at community events, both commercial and social access to alcohol can be reduced.

It will be more difficult for teens to purchase alcohol themselves and for them to obtain it from others.

Additionally, alcohol restrictions send a clear message that serving alcohol to anyone under 21 years of age is not acceptable.

Merchant Training Sponsors

Iowa Alcoholic Beverages Division 866-469-2223

Employee & Family Resources 515-471-2399

Jackson Recovery 712-234-2300

New Horizons 563-264-9409

New Opportunities 712-792-9266

Prelude 319-248-8698

Sieda Community Action 641-683-6747

YSS 515-233-3141

Responsible Alcohol Service

Alcohol servers have a right and duty to refuse service to anyone they feel has over consumed.

PRACTICE YOUR REFUSAL PHRASES:

Having some standard, non-threatening phrases prepared ahead of time can help reduce your stress if you have to cut someone off.

WORK TOGETHER:

Communicate with other servers about any patrons you notice who have made frequent trips to the bar in a short period of time.

ARRANGE BACK UP:

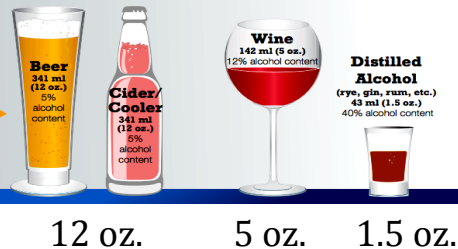
If you think a customer may become belligerent, have another server stand with you when you refuse service.

KNOW THE EVENT'S EMERGENCY CONTACT PEOPLE AND PROCEDURES:

Have a cell phone and a typed list of people to contact and phone numbers at your area. Include both on-site security and community law enforcement in the plan.

If possible, limit the number of drinks an individual may purchase at one time.

For these guidelines, "a drink" means:



OVER-SERVING AT WHAT COST?

Whether you are a volunteer or a paid employee, you are **legally responsible** for illegal sales to an underage or already intoxicated customer. If something happens to an intoxicated customer and you knowingly served them too much, you are liable for them and may face charges under Iowa law.



Cut-Off Guidelines

There are times when you might need to refuse to sell alcohol to someone. If he or she is visibly intoxicated or is underage, you can refuse the sale. Yes, your event is trying to make money, but if you think a guest is intoxicated, be firm but friendly, and refuse the sale. Here are some tips to help you.

- ✓ Clearly tell the person "I'm sorry but Iowa law and our training says that if someone is...(slurring, staggering, etc.) we have to refuse service. If you would like, we can call law enforcement over and ask them." Then remove it from the counter and move on to the next person. If the person still persists, you can offer the guest a pop or water- but ask the event manager before you do this.
- ✓ Give clear reasons and don't judge the guest. Don't say "You're drunk!"
- ✓ Do not back down. Call for backup if necessary.

Checking Identification

To determine if an ID is valid, take the following steps to insure you do not miss anything.

1. **Ask the customer to take the ID out of his/her wallet**
2. Check the birth date
3. Check expiration date (CANNOT BE EXPIRED)
4. Examine the lamination (Is it torn or damaged?)
5. Compare the photo to the person handing you the ID
6. Ask questions if you have suspicion of a false ID
7. When in doubt, you can always refuse the sale!

Common Forms of VALID IDs Include:

Valid Photo Driver's License
Valid Photo State-Issued ID Card
U.S. Active-Duty Military ID
Valid Passport

Fake IDs

Retailers are not subject to criminal prosecution or civil liability for damages alleged to have occurred from the confiscation of the ID if the retailers takes the following steps without using unnecessary force:

- Turn the ID over to local police within 24 hours of the confiscation.
- File a written report of the circumstances under which the ID was confiscated.
- Provide a receipt with the date and hour of confiscation to the person from whom the ID was confiscated.



Underage Warning Signs

A few signs may alert you to a potentially underage person. Be alert to any guest who:

- ✓ **Hands money to someone else who is obviously of age.**
- ✓ **Hides one's face or looks away while you are studying the ID.**
- ✓ **Seems nervous and moves around frequently.**
- ✓ **States that they are a "regular" and everyone from this area knows them.**
- ✓ **Stands away from the line as a friend attempts to purchase alcohol.**
- ✓ **Get's upset when you ask for an ID.**
- ✓ **Remember to take a good look at the ID. There are potentially a lot of out of state people who participate in and follow this event!**

