



# SMART SERVE News



February, 2009

*Connecting servers with information about responsible alcohol beverage service*

## The Smart Serve updated and newly redesigned Training Program is now available

**W**e've made major changes to the Smart Serve Responsible Alcohol Beverage Service Training Program – both in content and appearance. These changes apply to the English and French versions of the DVD/workbook/paper method and to the Online Training.

The presentation style and the content of the Training Program have been updated to include the changes to the Liquor Licence Act and its Regulations as well as address new challenges relevant to today's environment. The new program offers practical tips on how to serve alcohol responsibly. We are confident that the changes that have been made to the Program will enhance the learning experience for the servers.

### *knowing and understanding what responsible service is*

In the updated program, the DVD content offers more visual information and greater emphasis is given as to why the information is important to the servers. Additional interactive activities and scenarios have been added to emphasize that point.

The House Policies and Risk Assessment Module is not included in this update. A special in-depth Owner's/Managers Training Module will be developed shortly where greater focus will be given to specific information as it relates to the owners/managers.

There are three elements to the training – the DVD, workbook and test. The training process has not changed. The information on the DVD is presented in modules that interact with modules in the Workbook.

The Training Program still spells out the importance of knowing and understanding what is responsible service. Module 1 covers the Liquor Licence Act and what your legal responsibilities are. Module 2 talks about the standard drink and the effects of alcohol on the body. Module 3 offers information and tips in maintaining a safe and enjoyable atmosphere for your guests.

The DVD supports the content of the workbook and is used at specific times during the training. It contains detailed information about the keys to safe alcohol service, interviews with industry experts and case study scenarios. Closed



Caption has been added to the DVD for the hearing impaired.

The workbook contains additional information, exercises and activities based on the scenarios from the DVD.

The changes in the Training Program have not been made arbitrarily. We've listened to your suggestions through our feedback system and from surveys conducted in the past. This revised Program responds to those suggestions and the needs of licensees and servers in Ontario.

# What is the Smart Serve Exchange Program?

The updated Smart Serve Training Program is now available on DVD.

To receive a free copy of the new DVD and Certification Kits we must receive your VHS video(s) and unused Certification Kits (workbooks and unused tests) no later than April 30<sup>th</sup>, 2009.

## Q. Why do I have to return the old material?

A. If you don't return the old Training Material you will not be able to take advantage of the free exchange.

## Q. Does it matter when I bought my Video Training package?

A. For this exchange the date of the purchase does not matter, as long as we have a record of the purchase.

## Q. What is the final date for the free exchange?

A. The free exchange of the Training Material is valid until April 30<sup>th</sup>, 2009.

## Q. Can I still use the old material, or does everything have to be exchanged immediately?

A. The old material can be used for training purposes until April 30<sup>th</sup>, 2009.

## Q. Can I just buy the new workbooks and use the old video?

A. No. The VHS format is not compatible with the information in the new workbooks.

The new program has been completely redesigned. The DVD segments work together with information in the new workbook, and **cannot** be viewed separately. The new test questions are based on the information from the DVD and the new workbook.

## Q. I no longer have the VHS video but still have unused certification kits. Can I return just the unused certification kits?

A. In order to exchange the workbooks for free, a copy of the DVD must be purchased at a cost of \$75.00. This price is only in effect until April 30<sup>th</sup>, 2009.

## Q. How do I return the old program materials?

A. Fill out the attached Exchange Order Form and return it with all your material to the Smart Serve office. *A copy of the exchange form is also available on our website.*

The sender is only responsible for the cost of shipping the old material to Smart Serve Ontario. C.O.D orders will not be

### MODULE 2: The Effects of Alcohol

#### BLOOD ALCOHOL CONCENTRATION (BAC) CHART

A BAC chart is just one way in which you can determine the effects of alcohol on your guests. Use this chart as a guideline only. Various factors will affect a guest's BAC. These are outlined on pages 25 and 26.

#### WOMEN

**Number of standard drinks consumed in ONE hour**

Body Weight	1	2	3	4	5
100 lbs (45 kg)	.05	.10	.15	.20	.25
125 lbs (57 kg)	.04	.08	.12	.16	.20
150 lbs (68 kg)	.03	.06	.09	.12	.15
175 lbs (80 kg)	.02	.04	.06	.08	.10
200 lbs (91 kg)	.02	.03	.04	.05	.06

**Number of standard drinks consumed in TWO hours**

Body Weight	2	3	4	5	6
100 lbs (45 kg)	.10	.15	.20	.25	.30
125 lbs (57 kg)	.08	.12	.16	.20	.24
150 lbs (68 kg)	.06	.09	.12	.15	.18
175 lbs (80 kg)	.04	.06	.08	.10	.12
200 lbs (91 kg)	.03	.04	.05	.06	.07




**Number of standard drinks consumed in THREE hours**

Body Weight	3	4	5	6	7
100 lbs (45 kg)	.15	.20	.25	.30	.35
125 lbs (57 kg)	.12	.16	.20	.24	.28
150 lbs (68 kg)	.09	.12	.15	.18	.21
175 lbs (80 kg)	.06	.08	.10	.12	.14
200 lbs (91 kg)	.04	.05	.06	.07	.08

**Number of standard drinks consumed in FOUR hours**

Body Weight	4	5	6	7	8
100 lbs (45 kg)	.20	.25	.30	.35	.40
125 lbs (57 kg)	.16	.20	.24	.28	.32
150 lbs (68 kg)	.12	.15	.18	.21	.24
175 lbs (80 kg)	.08	.10	.12	.14	.16
200 lbs (91 kg)	.05	.06	.07	.08	.09

Age is not a significant factor when determining the calculation for women.

← The Standard Drink

#### WOMEN

**Number of standard drinks consumed in FIVE hours**

Body Weight	5	6	7	8	9
100 lbs (45 kg)	.25	.30	.35	.40	.45
125 lbs (57 kg)	.20	.24	.28	.32	.36
150 lbs (68 kg)	.15	.18	.21	.24	.27
175 lbs (80 kg)	.10	.12	.14	.16	.18
200 lbs (91 kg)	.07	.08	.09	.10	.11

**Number of standard drinks consumed in SIX hours**

Body Weight	6	7	8	9	10
100 lbs (45 kg)	.30	.35	.40	.45	.50
125 lbs (57 kg)	.24	.28	.32	.36	.40
150 lbs (68 kg)	.18	.21	.24	.27	.30
175 lbs (80 kg)	.12	.14	.16	.18	.20
200 lbs (91 kg)	.08	.09	.10	.11	.12

**Number of standard drinks consumed in SEVEN hours**

Body Weight	7	8	9	10	11
100 lbs (45 kg)	.35	.40	.45	.50	.55
125 lbs (57 kg)	.28	.32	.36	.40	.44
150 lbs (68 kg)	.21	.24	.27	.30	.33
175 lbs (80 kg)	.14	.16	.18	.20	.22
200 lbs (91 kg)	.09	.10	.11	.12	.13

**Number of standard drinks consumed in EIGHT hours**

Body Weight	8	9	10	11	12
100 lbs (45 kg)	.40	.45	.50	.55	.60
125 lbs (57 kg)	.32	.36	.40	.44	.48
150 lbs (68 kg)	.24	.27	.30	.33	.36
175 lbs (80 kg)	.16	.18	.20	.22	.24
200 lbs (91 kg)	.11	.12	.13	.14	.15

**NOTES:**

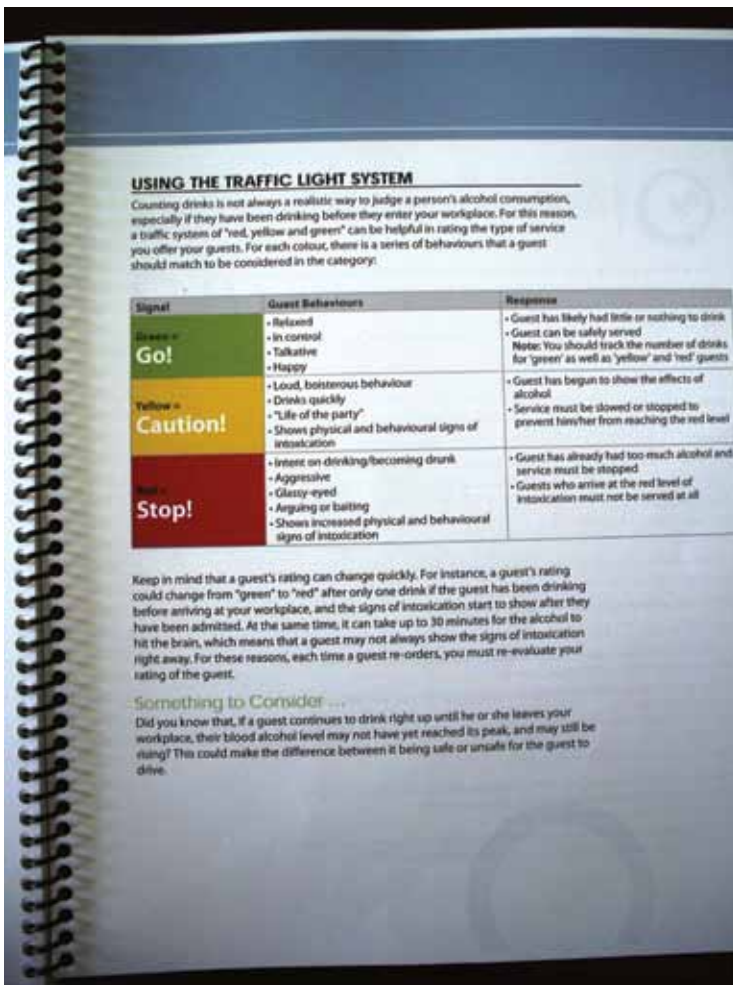
- This chart assumes a highly conservative elimination rate of alcohol from the body of 0.015 gm/100 mL/hr. Rates may vary between 0.01 and 0.025 gm per 100 mL/hr.
- Chart is based on at least 1 drink per hour. Under most social drinking conditions, drinks are consumed every 20 minutes or at a rate of 3 per hour in a one to two hour period. Patterns will change with extended periods of drinking.
- Chart is based on the maximum BAC attainable per drink which may not occur during periods of extensive drinking or during the consumption of food with alcohol.
- Blood alcohol percentages on the charts have been rounded to two decimals.

BAC Charts are courtesy of the Academy of Forensic Toxicology (AFT), Janet Wignall, Forensic Science Institute, Toronto, Ontario, Canada.

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# Free exchange in effect until April 30th, 2009



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accepted. We are not responsible for any shipments that do not reach our office.

### Q. What method of shipment will Smart Serve use?

A. All material will be sent by Canada Post Expedited. A signature will be required from the receiver, for verification purposes.

### Q. How long does it take to receive the new material?

A. Providing that all instructions are followed and payment is attached (where applicable), the new material should arrive within 10-15 working days.

### Q. Do I have to retrain my staff under the new Program?

A. No. Anyone who is in a possession of a Smart Serve certificate does not have to re-certify under the new program. However, it is strongly recommended that managers and staff refresh their knowledge on a regular basis.

*Every effort will be made on our part to send the new material as soon as possible. If you must train your staff during that time, the online training is always available at [www.smartserve.ca](http://www.smartserve.ca).*

Anyone who has purchased the Training Material directly from us, has the opportunity to return their VHS Training Video and any unused certification kits (workbooks with original tests) for a free exchange.

**Conditions apply:** be sure to follow all the instructions on the enclosed order form.

This free exchange is in effect until April 30<sup>th</sup>, 2009. It's simple ..... fill out the attached Exchange Form and return it to us with your old VHS tape and unused workbooks with tests.

All costs associated with the materials being sent to our office are the responsibility of the sender.

If you are not returning the VHS tape with the certification kits, a DVD must be purchased at a special price of \$75.00 in order to qualify for the free exchange of the certification kits.

If you need another copy of the Exchange Order Form, one can be downloaded from our website, [www.smartserve.ca](http://www.smartserve.ca).

If you have additional questions you may either contact our office by phone or email us: [exchange@smartserve.ca](mailto:exchange@smartserve.ca).

*Note: All returned material will be recycled accordingly.*

Smart Serve wishes to acknowledge the help of our advisory team in bringing about the new Training Program. Representatives of a number of stakeholder groups lent their expertise in assessing the final product. They are:

AGCO senior management and Liquor Inspectors; Human Resource Managers from the City of Waterloo; Food and Beverage Manager from Ajax Downs; Food & Beverage Coordinator from George Brown College; Executive Director of Ontario Community Council on Impaired Driving; CAMH Consultant, Policy Education and Health Promotion; Chairman of the Smart Serve Board; law firm Timshel Services Inc., specializing in liability issues; Public Health Nurse from Durham Health Board – Injury Prevention.

# Vicarious Liability and the importance of training

Vicarious Liability means that owners/employers can be held liable for what their employees do, or fail to do, in the course of their duty. Employers are automatically liable, regardless of how careful they have been, for the negligent or otherwise wrongful conduct of their employees.

However, this does not reduce the personal liability of employees, who can also be found criminally or civilly liable for their own actions. So it would only make sense to ensure that proper training takes place.

Many employers choose to retrain, or review material with staff on a regular basis.

Trained staff have the necessary tools to help the licensee minimize risk and liability. Properly trained staff are more likely to comply with the Liquor Licence Act and Regulations, thus helping to reduce criminal and civil liability. Knowledgeable servers ultimately will increase customer satisfaction and provide a friendlier atmosphere for everyone.

The Executive Director of the Campus

Hospitality Manager Association, had this to say about the training: "Our campus managers have always attempted to stay well ahead of the industry in all areas of training, policy and procedures. The Smart Serve Program has obviously been a mainstay in our staff training and house policy development. We have prided ourselves on the standards it has set at college and university campuses. And it was a tremendous tool during our key transition periods, i.e. Double Cohort – the elimination of Grade 13. More importantly, it remains the "standard" referred to in most civil cases being heard in Ontario."

## Smart Serve training reaches beyond the hospitality industry

*Among the many letters giving us feedback to our program, we received the following letter from an organization helping high school and college/university students make wise decisions on the use of alcohol.*

Dear Smart Serve Ontario:

The Student Life Education Company is a national charity that provides over 150 college and university campus members with resources, training and educational material to promote healthy decisions on the use or non-

use of alcohol. We value partners such as Smart Serve for providing resources and training on responsible serving practices.

Smart Serve's training and resources support our mission at The Student Life Education Company. By Providing Smart Serve training to student staff who serve alcoholic beverages or who work where alcoholic beverages are served (i.e. campus pubs/bars), we can work towards keeping students safe from harm.

Campus communities have benefitted from Smart Serve's program and we support the efforts to promote the responsible use and safe practices of alcohol consumption.

Fran Wdowczyk

Executive Director

The Student Life Education Company

*Published by  
Smart Serve® Ontario*



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