# What every Liquor Licensee should know

### **Dear Liquor Licensee,**

As the operator of an establishment that sells alcohol, you have the power to affect public safety in and around your premises.

If you establish solid policies and procedures, and train your employees to implement them, it will go a long way toward preventing problems at your business.

There are few things more likely to drive away other customers and ruin your reputation than being known as a haven that is frequented by persons involved in illegal activity.

The City of Portland and the Oregon Liquor Control Commission have created a list of suggestions to help you eliminate unlawful activities at your licensed premises.

Implementing some or all of these measures will give your establishment a better chance to be safe and successful.

### Informational websites

Oregon Liquor Control Commission www.oregon.gov/OLCC

Office of Neighborhood Involvement www.portlandonline.com/oni

Oregon Lottery Commission oregonlottery.org

For more information: 503-823-4000





# **General**

- Implement a written exclusion policy and maintain a list of individuals excluded from the premises of your businesses (also known as an "86 list"). The exclusion policy should specify exactly what sorts of behaviors will result in a patron being asked to leave.
- Maintain an incident log, which is bound and has numbered pages, and details all complaints and/or incidents that occurred in or around the premises. The log should be available for review by OLCC, law enforcement, and the Office of Neighborhood Involvement at all times. Entries should contain:
  - 1. Who was involved?
  - 2. When did the incident/complaint occur?
  - 3. Where did the incident/complaint occur?
  - 4. Detailed description of the activity, incident or complaint and your employees' response.
  - 5. Names of all employees who witnessed the event or were personally involved.
- In the event there is an incident at your business, immediately turn over any video footage to law enforcement or OLCC.
- Ensure the parking areas under your control and the outside areas adjacent to the premises are patrolled at least every 15 minutes starting at 9 p.m. until the close of business to discourage loitering and illegal activity.
- Immediately call police for assaults and illegal activity, including drug activity.

# **Employees**

- Schedule yourself or your manager to work on Thursday, Friday and Saturday from 8:00pm until close to monitor patron activities and to ensure proper procedures are being followed.
- Ensure that all security staff and the executive manager are certified through the Department of Public Safety Standards and Training (DPSST).
- At least one DPSST certified staff should be assigned to the main entrance to conduct an effective weapon search for all patrons entering the establishment after 9:00pm. One additional DPSST certified staff per 50 patrons should monitor patrons for signs of visible intoxication and perform security duties.

## **Alcohol service**

- Limit each patron to:
  - 1. Possessing no more than one container of alcohol at a time.
  - 2. The amount of alcohol in a container should be limited to no more than 16 ounces of malt beverage, 6 ounces of wine or 2 ounces of distilled spirits.

## **Patrons**

- Post a dress code at the entrance to the premises, and strictly enforce it. The dress code should include the following:
  - 1. No athletic jerseys (with the exception of game day attire for local events such as Blazer games and their opponents, etc.).
  - 2. No torn or ragged clothing, casual sweat pants or track suits.
  - 3. No headwear of any kind.
  - 4. No known biker or street gang attire (including colors).
  - 5. No weapons of any kind, including knives, firearms, stun guns, pepper spray, mace, etc.
- Each patron must be in possession of valid identification at all times.
  Consider using ID-scanning equipment at the door.
- Institute a "no re-entry" policy, which will discourage drug dealing and parking lot loitering. Patrons who wish to smoke should go directly from the designated smoking area back to the premises.
- Intoxicated patrons should not be allowed to enter the premises.