

- Note all basic information, including the type of transportation that was arranged.
- Note the taxi company, driver's name, and time the person was picked up.
- List the reasons for the decision to offer alternate transportation.

- Note the completion of a Declaration of Age Card (PLCB-931), or any other acceptable proof of carding used, and attach a copy to the incident report.
- Indicate the action taken along with other pertinent information.

- Note the reason why the police were called, the name(s) of the responding officer(s), the time of the response, and who called them.
- Note the action taken by the police.

- Describe how the accident occurred.
- Note the time the accident occurred.
- Note the person's description and what the person had to eat or drink.
- Note any witnesses to the accident.

The Pennsylvania Liquor Control Board (PLCB) offers a way for licensees to reduce the risks associated with the service of alcohol through its Responsible Alcohol Management Program (RAMP). By working together, the PLCB and licensees can make a difference in improving the safety of our highways and communities across the commonwealth.

A close-up photograph of a bartender's torso, wearing a black V-neck shirt, holding a silver tray. On the tray are three martini glasses filled with different colored liquids: blue, green, and red. The blue cocktail is garnished with a green herb sprig. The green cocktail is garnished with a red cherry. The red cocktail is garnished with a slice of orange. The background is a warm, out-of-focus wooden wall.



PA **pennsylvania**
LIQUOR CONTROL BOARD

INCIDENT DOCUMENTATION FORM* FORM MAY BE DUPLICATED AS NEEDED ONCE COMPLETED, RETURN ON LICENSED PREMISES FOR TWO YEARS.		Responsible Alcohol Management Program
	pennsylvania LIQUOR CONTROL BOARD	Date _____ Time _____ AM PM
LICENSED ESTABLISHMENT NAME: _____ LID#: _____		
PATRON NAME: _____		
Address: _____		
Phone Number: _____ Employer: _____		
Patron's age: _____ ☐ Verified ☐ Approximated (check one)		
Physical description of patron: _____		
1. Was the patron's ID checked? ☐ Yes ☐ No By whom? _____ ID number: _____ Type of ID presented: _____ Method of documentation used: ☐ PLCB-951 Declaration of Age Card ☐ Photocopy ☐ Video ☐ Photo ☐ ID swipe machine		
2. Time patron arrived: _____ AM PM Time patron departed: _____ AM PM		
3. Where was the patron before your establishment? _____		
4. Number and types of drinks served: _____		
5. In what amount of time were the drinks served? _____		
6. Did the patron consume food while at the establishment? Describe: _____		
7. Was the patron injured? ☐ Yes ☐ No Describe: _____ Was professional attention needed? ☐ Yes ☐ No Did the patron contribute to the injury? ☐ Yes ☐ No Describe: _____		
8. Were law enforcement authorities called? ☐ Yes ☐ No Time of call: _____ AM PM Who made the call? _____ Name(s) of officer(s) responding: _____		
9. Did the patron drive from the establishment? ☐ Yes ☐ No Auto make: _____ Model: _____ Color: _____ License #: _____		
11. If the incident occurred outside describe weather conditions: _____		
12. Describe the incident including eyewitness accounts. Attach additional pages if needed. _____ _____ _____ _____		
Employee name: _____ Signature: _____		
Address: _____ Phone: _____		
Witness #1 name: _____ Signature: _____		
Address: _____ Phone: _____		
Witness #2 name: _____ Signature: _____		
Address: _____ Phone: _____		
Signature of person completing the form: _____ Date: _____		

*This form is not a legal substitute for the PLCB-951 Declaration of Age Card.

PLCB-2027 0417

Alcohol Server Responsibility

The reputation of a licensed alcohol-serving establishment relies heavily on the people who deal directly with the customers — the servers. Servers should closely monitor an individual's amount and rate of consumption. Therefore, as the alcohol server, you are the key to the prevention of excessive alcohol consumption.

The Pennsylvania Liquor Code makes it illegal for a licensee, employee, or any other person to serve or sell alcoholic beverages to visibly intoxicated persons. The licensee and/or server may be held administratively and criminally liable and may face fines of up to \$5,000. If a licensee is found to have served visibly intoxicated persons, an administrative law judge may suspend or revoke the liquor license. The licensee and/or server may also be held responsible under Pennsylvania's dram shop laws, which hold licensees and their employees liable if they sell alcoholic beverages to a visibly intoxicated person who then causes death, injury, or property damage. Dram shop cases have resulted in verdicts rewarding substantial amounts of money to the injured parties.

Recognizing Intoxication

“Visible intoxication” is a level of impairment that any person can observe. While servers of alcohol are not expected to know a customer's blood alcohol content (BAC), they are required to recognize the behavioral warning signs of impairment. Servers must observe and talk with their customers to determine whether they are visibly intoxicated. Servers should always be observant of changes in behavior. As soon as visible intoxication is determined, service of alcoholic beverages must be stopped immediately. At this time, you should complete and file an incident documentation form.

Visible intoxication can occur at a high or low BAC level, depending on a person's tolerance to alcohol. A person with a high tolerance to alcohol may exceed the legal BAC driving limit (.08 in Pennsylvania) before showing behavioral warning signs of visible intoxication such as:

- **LOUD SPEECH**
- **BOASTING**
- **DRINKING ALONE**
- **DRINKING TOO FAST**
- **ORDERING DOUBLES**
- **BUYING ROUNDS**
- **CRUDE BEHAVIOR**
- **SLURRED SPEECH**
- **STUMBLING**
- **FALLING ASLEEP**

These are just a few of the many signs a person may show when he or she is becoming intoxicated. These signs, appearing independently, can often indicate the beginning stages of intoxication, while a combination of signs is generally a fair indication of visible intoxication.

Preventing Intoxication

You can minimize a customer's chance of becoming intoxicated by following some basic rules:

- Size up your customer. What is his or her build (large, medium, or small)? Is your customer male or female? Is he or she relaxed, tired, excited, or feeling ill?
- Ask subtle questions to promote conversation.
- Measure and monitor the strength of the drinks.
- Monitor the rate of consumption.
- Have food available, either free or from a menu.
- Never serve a co-worker's customer without first checking how much alcohol he or she has already consumed.
- Remove the empty glass/bottle from the previous drink before serving another.
- Slow down service when the customer is drinking or ordering rapidly.
- A sound house rule is that “last call” means “last drink.” Serve only one drink. Do not stack drinks.
- Closely monitor a customer who is celebrating his or her 21st birthday.
- Make a limit on the number of shots permitted to one customer.

Slowing Down Service

It is important to identify the onset of intoxication before it develops into a problem. It is easier to slow down service during the early stages of consumption than to stop service when a customer has already become visibly intoxicated.

Service should be slowed down without the customer becoming aware of it. Success in handling a customer depends largely on maintaining a friendly demeanor and paying attention to the customer's needs. Slowing down service “buys time.” Only time will sober up your customer.

Even with the best intentions and most responsible serving procedures, you may still encounter a customer who shows behavioral signs that indicate visible intoxication. When this

occurs, service of alcoholic beverages to that customer must be stopped immediately! This might mean having to remove the customer's unfinished drink and refunding his or her money. Remember to be courteous, but firm. You may also find it helpful to enlist the help of a friend, but never embarrass a customer. If necessary, try scaring the customer with the risks of driving while intoxicated by using such comments as, “If you're caught, you will be fined, lose your driver's license, and go to jail,” and “If you insist on driving, I will have to notify the police.” If your efforts fail, you should complete and file an incident documentation form.

Arrange a safe way home for your customer by calling a taxi or asking a sober friend to drive him or her home. Remember, just because the customer has left your place of business, does not mean that your liability has ended. An intoxicated person might perform an action that could result in tragic consequences, for which the server and/or the establishment may be held legally liable.

Incident Documentation

A completed incident documentation form is a written record of any unusual event that occurs on your licensed premises; such as an accident, an injury, a fight, refusing service to a minor or intoxicated person, or a police call. The form can help build a defense in the event of the filing of a lawsuit or an insurance claim. It is your record of responsible service that could prove to be extremely useful for law enforcement, regulatory agencies, and courts.

An incident documentation form should be completed IMMEDIATELY following an incident. Do not wait until the end of a shift or the next day. Complete the form while the event is still fresh in the minds of the people involved; never rely on memory. It is also important that you file the report and keep it for at least two years because, under the dram shop laws, that is the period of time the parties involved have to file a lawsuit.

The following are some examples of when an incident documentation form should be completed:

- **When service is refused to an intoxicated individual.**
 - Note basic information such as date, time, employee, and manager on duty.
 - Include as much information about the incident as possible. Be thorough in explaining the guest's behavior and the reasons why service was refused.