

GOLD BAR NORFOLK

RAISING THE BAR FOR NORFOLK NIGHTLIFE

NORFOLK RESTAURANT ACCREDITATION STANDARDS AND POLICIES

OWNER'S AND MANAGER'S GUIDE

• NORFOLK, VA •

Updated July 10, 2023

Introduction..... 3

How to Earn Accreditation..... 4

Accreditation Standards 9

Checklists 35

Physical Verification..... 37

Fire Codes 39

Public Health 41

Zoning..... 45

Community Partnerships 46

Useful Numbers..... 47

Appendix 48



Norfolk Restaurant Accreditation

The Downtown Norfolk Council and the City of Norfolk thank the following agencies and organizations for their support in implementing this accreditation model and making Norfolk a safer place for all.

Contributing Partners:

- Norfolk City Attorney's Office
- Norfolk Police Department
- Norfolk Fire Department
- Norfolk Department of Public Health
- Norfolk Department of City Planning
- Norfolk Commission of Revenue
- Norfolk Office of the Treasurer
- Virginia Alcoholic Beverage Control Authority
- Downtown Norfolk Civic League

Supporting Partners:

- Economic Development
- Norfolk Area Chamber of Commerce
- Visit Norfolk
- Drive Safe Hampton Roads
- Urban League of Hampton Roads
- Virginia, Restaurant, Lodging, and Travel Association
- Sentara Health Care
- Tidewater Community College
- Hilton Main
- Marriott

Norfolk Restaurant Accreditation

Norfolk Restaurant Accreditation Standards and Policies

Owner and Manager's Guide

Welcome to the Norfolk restaurant accreditation program. The Downtown Norfolk Council and the City of Norfolk initiated this accreditation program to recognize and promote Norfolk businesses that prioritize safety. The Norfolk accreditation program is adapted from similar successful models in the U.S., Canada, and the U.K. and empowers restaurants to formalize their practices through policy and training for restaurant employees. In support of these efforts, Norfolk city agencies engage in a multidisciplinary, relationship-based approach prioritizing collaborative engagement and problem-solving with business owners.

While any restaurant in the City of Norfolk is eligible to earn accreditation, this program specifically aims to improve the practices of businesses that hold a **Virginia Alcoholic Beverage Control Authority (VA ABC) license**. The goals of the Norfolk accreditation program are to decrease alcohol-related harm and build positive relationships among business owners, city agencies, state agencies, and community groups.

Immediate Benefits

- Expansion and standardization of safety protocols to protect staff and customers
- Development of relationships with City of Norfolk staff
- Shifting the perception and/or status of your establishment by collaborating with City of Norfolk staff, community stakeholders, and other business owners
- Designation as a safe business from the City of Norfolk and the Downtown Norfolk Council
- Improving employee well-being and morale

Long-Term Potential Benefits

- Increase the revenue of your establishment
- Reduce liability for your staff and establishment
- Decrease insurance rates (check with your insurance provider)
- Increase feelings of pride in your business and community
- Participate in the cultural and economic vibrancy of Norfolk

Norfolk Restaurant Accreditation

How to Earn Accreditation in the Norfolk Program

1. Download the Norfolk Standards Guide

Determine how many standards apply to your establishment.

2. Review Your Current Employee Handbook or Policies

Determine if the policies meet the standard in the Norfolk standards guide.

3. Write Employee Policies

Create employee policies that meet Norfolk restaurant accreditation standards.

4. Submit Your Employee Policies

Submit employee policies to the Norfolk accreditation assessor.

5. Work with Your Norfolk Accreditation Assessor

Collaborate with your Norfolk accreditation assessor to address policies or practices that are missing or do not meet the standards.

6. Allow Time for Staff to Attend Policy Training

Support your staff in learning policies by setting up policy training sessions. Online resources and quarterly and bi-annual training opportunities will be available.

7. Promote Your Accreditation

Once your Norfolk accreditation assessor notifies you that your policies have met all applicable standards, you can begin promoting your business as a Norfolk-accredited business. An accreditation decal will be provided for display on the exterior of your business and a soft copy for use in overall marketing efforts.



Norfolk Restaurant Accreditation

This Norfolk restaurant accreditation standards guide will help you prepare for your assessment visit. These standards cover police response; fire safety; staff training; internal policies; customer management; security; and responsible alcohol service.

Of note, the Norfolk accreditation standards *do not replace City or State inspections*. Regularly scheduled health, zoning, fire, and VA ABC inspections will continue.

To earn accreditation, your establishment must meet **ALL** applicable standards. The Norfolk accreditation is subject to revocation for code violations involving public health, fire safety, VA ABC, and public safety.

The Norfolk restaurant accreditation standards are broken down into three areas:

A: WRITTEN POLICIES

- As part of the application process, your establishment must submit a copy of your written policies (electronic or hard copy) to the Norfolk assessor prior to the assessment visit.
- The restaurant policy manual should address all applicable standards in this guide.
- The Norfolk accreditation assessor will review the restaurant's policy manual before the assessment, including any additional policies provided by the business.

B: OPERATIONAL CHECKLISTS

- This guide includes a list of required operational checklists, documents, and records.
- All operational checklists, documents, and records will need to be provided (electronic or hard copy) or shown to the Norfolk assessor on assessment day for review and validation.

C: PHYSICAL VERIFICATION

- The Norfolk assessor will verify and validate the checklist items listed in this guide. Please review the list and ensure all mandatory items are ready for the assessment day.

Developing Policies and Procedures

Developing policies and procedures that meet Norfolk's accreditation standards will help your restaurant run in the safest manner possible. Written policies ensure that every employee has access to the same expectations and responsibilities.

A **policy** reflects the "rule" of operation. The owner determines these rules to meet the guidelines of accreditation.

A **procedure** is the implementation of the policy or how to follow the rule.

Norfolk Restaurant Accreditation

To be most effective, the restaurant's policies and procedures should be available to all employees in written or electronic form. Presenting employee policies during staff training is essential. Policy training allows employees to take time to learn the policies and ask clarifying questions. Owners and managers are expected to have the most knowledge about policies and safe practices in order to provide guidance and enforce policies effectively.

This guide will provide restaurant owners and managers in the City of Norfolk with a suggested format to satisfy accreditation standards. **The wording used to write policies may be different for each restaurant, but must be clear, concise, and easy to follow.**

Consider including basic information when writing policy and procedure:

- Number each policy
- Include the date the policy was created or revised
- What is the policy?
- Why is the policy important, and what is its purpose?
- Who does the policy apply to?
- When is the policy applicable?
- What is the procedure for carrying out the policy?

Effective Policies...

- Clearly state the rule in simple language
- Are concise, specific and easy to understand
- Can be easily explained and enforced by owners and managers

Effective Procedures...

- State the actions needed to carry out the policy
- Have clear steps that are specific and easily understood

Suggested Style for Writing Policy and Procedure

- Be concise and factual
- Use information that does not become outdated; for example, avoid using names of specific people, reference positions instead
- Include step-by-step instructions for completing tasks or documentation

Norfolk Restaurant Accreditation



More information related to VA ABC regulations can be found online at <https://www.abc.virginia.gov> and in the VA ABC Responsibility Guide for Licensees. More information regarding City of Norfolk regulations and process visit, <https://www.norfolk.gov/825/City-Planning>

Sample Policy and Procedure Format

Logo or Restaurant Information Here

Policy Number:

Consider numbering policies to assist in organization.

Policy Date:

Include the date the policy was created or revised.

Policy:

State the specific rule, including what is permitted OR what is not allowed, unacceptable, etc.

Purpose:

Why is this policy important, and what is its purpose? For example: Is the policy a best practice or meeting a state law?

Applicable To:

Who needs to know this policy? To whom does it apply?

Procedure:

What is the procedure for carrying out the policy? Provide clear, concise, and simple-to-follow directions.

Norfolk Restaurant Accreditation

**** All establishments are required to meet the following policy standards. If you believe an accreditation standard does not apply to your business, you must provide an explanation. ****

Public Safety

A: WRITTEN POLICIES

1) Have a written policy to prohibit the sale, consumption, and possession of alcohol to persons less than 21 years of age.

Importance:

- Having a written policy requiring staff to request proof of age from all patrons who appear under the age of 30 attempting to enter the restaurant (when persons under 21 are prohibited from the restaurant).
- Having a policy helps staff meet expectations and outlines consequences if the law and policy are not followed.
- An Under-30 policy should be used for all staff to determine alcohol sales or entry into the establishment.

Applicable State Code of Virginia

- **§4.1-225.** Grounds for which Board may suspend or revoke licenses.
- **§4.1-304.** Persons to whom alcoholic beverages may not be sold; proof of legal age; penalty.
- **§4.1-305.** Purchasing or possessing alcoholic beverages unlawful in certain cases; venue; exceptions; penalty; forfeiture; deferred proceedings; treatment and education programs and services.

Sample Policy:

"To be served or consume alcohol in this restaurant, all patrons must be 21 years of age or older. If patrons appear under the age of 30, identification will be requested, and only an identification identified by VA ABC will be accepted."

Considerations/Suggestions:

- Servers are aware of **acceptable** forms of identification as identified by the Virginia Alcoholic Beverage Control Authority.
- A zero-tolerance policy helps staff meet expectations and outlines consequences if the law and policy are not followed.
- Ensure staff knows who is responsible for door duties and the City of Norfolk Police Department's policies regarding collecting and identifying fake identifications.
- Managers need a plan to address disputes with patrons not allowed entry.

- 2) Have a written policy regarding the prohibited use, possession, and sale of illegal drugs by your employees. In addition, this policy should cover alcohol consumption by employees while on duty.**

Importance:

- Employees are not allowed to consume alcohol while on duty in a licensed restaurant.
- As prohibited by the Virginia state code and VA ABC license requirements.

Applicable State Code of Virginia

- **§4.1-225** Grounds for which Board may suspend or revoke licenses.
- **§4.1-325** Prohibited acts by mixed beverage licensees; penalty.

Sample Policy:

"Employees on duty are prohibited from consuming alcohol on the premises. Offending staff will face disciplinary action, including dismissal."

Considerations/Suggestions:

- Addressing illegal activity or offenses that can jeopardize the restaurant's VA ABC license should be part of an employee code of conduct.

Norfolk Restaurant Accreditation

- 3) **Have a written policy establishing a "Safety Officer" to monitor patron intoxication levels and overcrowding. This individual can be a designated member of the staff for each shift.**

Importance:

- Ensures staff is aware of the importance of responsible alcohol service and supervision of and safety of patrons.

Applicable State Code of Virginia - Prohibited Conduct - Retail Licensee Guide

- **§4.1-304.** Persons to whom alcoholic beverages may not be sold; proof of legal age; penalty.
- **§4.1-306** Purchasing alcoholic beverages for one to whom they may not be sold; penalty; forfeiture.

Sample Policy:

"The position of the designated safety officer is to oversee the safe operation of the restaurant. The duties cover all operations that affect the restaurant's civil liability, patron, and staff safety."

Considerations/Suggestions:

- The person with this responsibility should be knowledgeable in all restaurant operations.
- The primary function of the Safety Officer is to monitor safety issues and intervene by directing staff before a problem can escalate and potentially jeopardize staff and patron safety.
- The Safety Officer should be a dedicated role and should not be combined with other work duties for large establishments. It is recognized that smaller establishments will need to combine roles. It is not recommended that a manager take on the role of Safety Officer because they have several competing duties and may not be able to fully attend to safety issues on a given shift. As an example, a server/host may work until 9pm and then switch roles to Safety Officer when they stop serving and fulfill only the duties of the Safety Officer. Or, a staff member completes a full shift as Safety Officer from 9pm – closing on nights when nightlife is most active.
- The Safety Officer's duties include:
 - Knowing the protocol for contacting the City of Norfolk Police Department before disputes escalate to more dangerous situations
 - Monitoring patron intoxication levels and cease alcohol service if a patron shows signs of intoxication
 - Tracking occupancy counts to ensure the restaurant does not exceed occupancy ratings

4) Have a written policy on the prevention of illegal drug sales and use, gambling, and disorderly conduct on the premises.

Importance:

- The policy focuses on preventing illegal drug activity, illegal gambling, and fighting or using weapons. This code applies to patrons and staff.
- Using a washroom attendant or security person in the bathroom helps to prevent illegal activity and unacceptable behavior from taking place, If a dedicated staff person is not an option all staff should monitor.

Applicable State Code of Virginia

- §4.1-225 Grounds for which Board may suspend or revoke licenses.

Sample Policy:

"The sale, possession, or use of illegal drugs by patrons or staff is strictly prohibited. This includes gambling and disorderly conduct on the premises. Staff will be terminated for use. Patrons will be asked to leave the premises. If they do not the City of Norfolk Police Department will be called."

Considerations/Suggestions:

- Hire a washroom attendant or security person to supervise the bathroom
- Consider signage to notify patrons and staff of the restaurant's drug policies.
- A policy increases staff awareness and states the responsibility to report illegal drug activity to managers.

5) Have a written policy to monitor departing patrons to keep alcohol containers from being removed from the restaurant that are not purchased as “To Go Alcohol”.

Importance:

- Empty bottles can be used as weapons or become litter.

Applicable Administrative Code of Virginia

- **3 VAC 5-50-110** Definitions and qualifications for retail on-premises and on-premises and off-premises licenses generally; mixed beverage licensee requirements; exceptions; temporary licenses.

Sample Policy:

"Patrons are not permitted to remove drinks or bottles (empty or full) from the premises."

Considerations/Suggestions:

- Patrons may not know they can't leave the premises with drinks in their hands.
- Provide a receptacle for patrons to discard their drinks or bottles as they leave.
- Bottles brought out of the restaurant can contribute to litter or be used as weapons.
- Identify staff responsible for promptly removing unattended glassware and bottles from tables.

6) Have a written policy and procedure for maintaining patron lines at the restaurant's entrances.

Importance:

- Patrons waiting in line who display unruly behavior not only show how they will likely behave once they gain entry, but also shape the perception of the establishment itself as being unruly.
- Having trained staff outside the establishment to monitor patrons allows intervention before issues occur and supports the perception of a safe establishment.

Sample Policy:

"Lines in front of the establishment must be supervised by security or managers. The line must be maintained in an orderly fashion, observing patrons for intoxication, and conducting door counts."

Considerations/Suggestions:

- Follow occupancy ratings/limits.
- If occupancy is nearing the limit, staff need to have a plan to manage crowds outside of the business (e.g., time limits for patrons, use of reservation system, callbacks, etc.)
- Avoid "VIP" status or other special patron treatment. Allowing patrons to go inside in front of waiting patrons can cause disputes with security staff.
- Communicate with patrons waiting in line to relay anticipated entry times.
- Seriously consider the issues that may result from allowing patrons to re-enter after having left the establishment such as consumption of alcohol off-site.

7) Have a written policy empowering and encouraging staff to offer free or reduced-priced non-alcoholic beverages to designated drivers.

Importance:

- Shows a commitment to safety and responsible alcohol service.
- Encourages, supports, and rewards patrons who are making responsible choices.

Sample policy:

"Staff are encouraged to offer free non-alcoholic beverages and discounted food to designated drivers."

Considerations/Suggestions:

- Consider having a method to identify designated drivers so they are easily identifiable (e.g., wristband, hand stamp).
- Free or discounted non-alcoholic beverages or food encourages patrons to drink responsibly and supports their decision not to drink.
- Add opportunity for free or discounted non-alcoholic beverages to beverage menu.
- Guide staff on how to find out if a patron is a designated driver.
- Consider advertising this policy in your restaurant and on your social media.

8) Have a written policy and a posted maximum drink policy prohibiting customers from possessing (2) mixed beverages at one time.

Importance:

Applicable State Code of Virginia

- **3 VAC 5-50-60.B** Mixed beverage licensees generally; sales of spirits in closed containers; suspension of purchase privileges. B. No mixed beverage restaurant licensee shall:
 1. Allow to be kept upon the licensed premises any container of alcoholic beverages of a type authorized to be purchased under his license that does not bear the required mixed beverage stamp imprinted with his license number and purchase report number.
 2. Use in the preparation of a mixed beverage any alcoholic beverage not purchased from the board or a wholesale wine licensee.
 3. Fail to obliterate the mixed beverage stamp immediately when any container of spirits is emptied.
 4. Allow any patron to possess more than two drinks of mixed beverages at any one time, except that a mixed beverage licensee may sell to a patron who may lawfully purchase mixed beverages a flight of distilled spirits products consisting of samples of not more than five different spirits products. Each distilled spirits product shall contain no more than one-half ounce of distilled spirits

Sample policy:

"Staff are not permitted to serve or allow patrons to possess (2) or more mixed beverages at one time."

Considerations/Suggestions:

- Having a drink limit not only meets the state code but minimizes the risk of over-consumption and disorderly behavior.
- Consider expanding the policy to disallow patrons to possess more than two alcoholic beverages of any type.

9) Have a written policy requiring background checks and security training courses for door and restaurant security.

Importance:

- Completing background checks of security staff reduces liability for the restaurant. Employees can obtain their Virginia criminal histories through the Virginia State Police.

Applicable State Code of Virginia

- **§4.1-225** Grounds for which Board may suspend or revoke licenses.
- **§4.1-325** Prohibited acts by mixed beverage licensees; penalty.

Sample policy:

"All security staff shall have a criminal background check and will attend manager-approved security training."

Considerations/Suggestions:

- **Consider outsourcing security to a DCJS certified company that conducts background checks on all employees.**
- Trained security staff are better equipped to regulate patron behavior and understand their criminal and civil liability.
- Provide uniforms that portray a professional appearance if individually hired.

10) Have a written policy to ensure staff is aware of the risk of domestic and sexual assault that can occur on the premises. This includes patrons and staff. This policy also requires that all staff attend active bystander intervention training to prevent sexual and domestic assault and sexual harassment.

Importance:

- Sexual assault and harassment can occur in your establishment, and patrons and staff deserve to feel safe.
- Staff awareness and intervention techniques can help protect patrons and prevent sexual assault and harassment.
- Staff shall attend active bystander intervention training

Sample policy:

"Staff are aware of and attempt to prevent situations where sexual assault and domestic violence occur."

"Staff in regular contact with patrons are aware and trained in a program to prevent sexual and domestic violence."

Considerations/Suggestions:

- Active bystander intervention training is available by Safe Night to meet this assessment standard and can be coordinated by contacting the Downtown Norfolk Council.

11) Have a written policy to ensure staff is aware and understands how to prevent the risk of drink spiking.

Importance:

- Alcohol and drug-related assaults can occur as a result of drink spiking, posing a severe risk to patrons.
- Staff awareness can help prevent drink spiking and protect patrons.
- Staff shall attend active bystander intervention training

Sample policy:

"Staff are aware of and attempt to prevent situations where sexual assault and domestic violence occur."

"Staff in regular contact with patrons are aware and trained in a program to prevent drink spiking."

Considerations/Suggestions:

- Provide drink spiking detection or prevention devices to your patrons
- Have knowledge of common date rape drugs: GHD, Rohypnol, and Ketamine
- Be aware of the dangers of unattended beverages and/or someone other than a bartender or server giving drinks to patrons.
- Look for signs of extreme intoxication or incapacitation in patrons, especially if they are leaving the bar with a person or group of people who appear unknown to them.
- Attempt to gain more information or consider calling the police/fire if you suspect a patron has been drugged.

12) Have a written policy that requires all staff to take the Safety Pledge to ensure all employees and patrons feel welcome, safe, and free of harassment.

Importance:

- Reduce incidents of sexual harassment, assault, and domestic violence.

Sample policy:

"All staff will be expected to read, sign, and honor the Norfolk restaurant employee safety pledge."

Considerations/Suggestions:

- This pledge is meant to inspire a culture of guardianship for staff.
- Everyone has a responsibility to maintain safety.

Norfolk Restaurant Employee Safety Pledge

We Pledge To:

- Welcome every person, regardless of race, color, religion, sex, disability, or national origin.
- Ensure our staff and patrons feel safe and free of harassment of any type.
- Listen to our patrons to ensure their concerns are heard and addressed to the best of our ability.
- Encourage all staff and patrons to report unsafe or inappropriate behavior.
- Document and record all reported incidents properly and promptly.

13) Have a written policy regarding weapons found on the premises or removed from patrons.

Importance:

- Property owners have the right to refuse any weapons on their property at any time. Weapons can be present at any restaurant at any time. Only concealed weapon permit holders are authorized under Virginia State Law to carry a concealed weapon into a restaurant.
- It is illegal to consume alcohol or be intoxicated in any way when carrying a weapon.

Applicable State Code of Virginia

- **§ 18.2-308.012** Prohibited conduct.
 - "A. Any person permitted to carry a concealed handgun who is under the influence of alcohol or illegal drugs while carrying such handgun in a public place is guilty of a Class 1 misdemeanor."
 - B. No person who carries a concealed handgun onto the premises of any restaurant or club as defined in § 4.1-100 for which a license to sell and serve alcoholic beverages for on-premises consumption has been granted by the Virginia Alcoholic Beverage Control Authority under Title 4.1 may consume an alcoholic beverage while on the premises. A person who carries a concealed handgun onto the premises of such a restaurant or club and consumes alcoholic beverages is guilty of a Class 2 misdemeanor. However, nothing in this subsection shall apply to a federal, state, or local law-enforcement officer.

Sample policy:

"Staff shall be familiar with Virginia state code regarding when it applies to carrying a weapon inside a restaurant that serves alcohol."

Considerations/Suggestions:

- Define the term "weapons" (gun, knife, pocket knives, scissors, screwdrivers, box-cutters, etc.) and ensure staff know what to do if they see a weapon.
- Consider posting a sign indicating that weapons are not allowed in your restaurant. A restaurant owner may forbid any weapon from the premises regardless of state law. Downtown Norfolk Council will provide consistent signage for this use.
- Ensure staff knows to immediately call the police when a weapon is discovered on a patron as well as any other procedures this situation.
- Weapons found on your premises should be recorded in the incident reporting binder.

14) Have a written policy establishing when the Norfolk Police Department will be called to the restaurant.

Importance:

- Staff must know what specific procedures to follow when calling the police.
- Staff must notify the proper authorities in a timely manner as well as know their other duties in an emergency.
- In addition to 911 or the non-emergency line, staff should know how to contact the City of Norfolk Police Department Restaurant Liaison Officer.

Sample policy:

"The police must be called for any of the following reasons:

- *A patron using illegal drugs while on the property*
- *Illegal drugs seized on the property*
- *Assault and fights*
- *Overly intoxicated patrons*
- *Trespassing*
- *Crimes in progress*
- *A weapon is discovered in the establishment or on a patron*
- *Disorderly conduct*
- *Vandalism*
- *Theft"*

Considerations/Suggestions:

- Patron and staff safety are the main priorities.
- Clearly post all emergency/non-emergency numbers and identify who will call. This prevents more too many people or no one calling police/fire.
- Ensure staff is aware of all situations to call the police.

Norfolk Restaurant Accreditation

15) Written policy in place that addresses the preservation of witnesses and crime scene after a crime has occurred until police arrive on the scene. The procedure must cover, at a minimum, the following items:

- a) Instructions to remove patrons and staff from the area during and after the incident**
- b) The requirement to call the police and fire department immediately**
- c) Preservation of crime scene and potential evidence and witnesses**

Importance:

- It is the responsibility of staff and managers to render aid and protect evidence when a crime occurs at their restaurant.
- After contacting the police, every effort should be made to keep witnesses on the scene and to prevent evidence from being moved or destroyed. A simple plan will help staff be prepared when police arrive.

Applicable State Code of Virginia

- **§4.1-225** Grounds for which Board may suspend or revoke licenses.

Sample policy:

"If a crime occurs, staff and managers must preserve the scene until the police arrive."

Considerations/Suggestions:

- Prevent patrons from walking through the crime scene area and disrupting evidence.
- Help identify witnesses and provide information for police.
- Refrain from touching or moving anything.
- Be observant of what you see or hear.
- Keeping patrons away from the area where a violent incident occurs helps security staff manage the situation until police arrive.
- Be aware that other patrons are at risk and/or could get involved and aggravate the situation.

16) If the restaurant utilizes a security video system, have a written policy requiring how police can collect data.

Importance:

- A surveillance system can protect the business from fraudulent civil and criminal claims against staff and the business.
- If a camera system is used, ensure staff are familiar with the operation and can assist police in collecting evidence.

Sample policy:

"Security video that captures a crime shall be preserved and made available to the police department."

Considerations/Suggestions:

- Provide training on the camera system to ensure staff are familiar with the operation and can assist police in collecting evidence.
- Have flash drives available to collect data.
- Willingness to share information increases accountability.

Norfolk Restaurant Accreditation

17) Have a written policy requiring staff to fill out an "in-house" incident report if any of the following circumstances occur:

- a) A patron is evicted or refuses to leave the premises due to over intoxication**
- b) A fight, assault, or disturbance occurs**
- c) Police are called to the establishment**
- d) A patron using illegal drugs while on the property**
- e) Illegal drugs seized on the property**
- f) Trespassing by repeat offender**
- g) A weapon is discovered in the restaurant or on a patron IF no weapons are permitted**
- h) Disorderly conduct that "blows up"**

Importance:

- In-house incident reporting assists police with investigations and may provide protection for businesses in civil situations. Instead of relying solely on the staff's memory of an incident, there is written documentation.
- Incident reporting systems provide important evidence and information when police, investigators, lawyers, and insurance companies investigate an incident.
- Keeping accurate records and logs of incidents shows the restaurant's commitment to meeting effective practices and complying with VA state law.

Sample policy:

"Incident reports are to be completed by staff when any of the following circumstances occur:

- Patron is evicted or refuses to leave the premises*
- Overly intoxicated patrons consuming alcohol on the premises*
- A fight, assault, or disturbance occurs*
- Police are called to the establishment*
- A patron using illegal drugs while on the property*
- Illegal drugs seized on the property*
- Trespassing*
- A weapon is discovered in the restaurant or on a patron*
- Disorderly conduct"*

Considerations/Suggestions:

- Consider expanding the list of circumstances that will be reported in an incident report to include:
 - Threats
 - Theft
 - Removal of alcohol from the premises
 - Vandalism
 - Other concerns unique to your business

18) Have a written policy for the use of identification scanners to verify the age and validity of patron identifications.

Importance:

- Identification scanners are an additional tool for front-of-house security staff to determine if a patron is 21 years old or older.
- Scanning identifications can help identify patrons who cause harm in an establishment.

Sample policy:

"All patrons who appear to be under 30 years old will be asked for VA ABC acceptable identification, which will be scanned to verify authenticity."

Considerations/Suggestions:

- Choose an identification scanner or application that is reliable and proven accurate.
- Train all front-of-house and security staff to properly operate the identification scanner.
- Consider requiring all patrons have their identifications scanned regardless of age after 9 p.m.
- The scanner can flag banned patrons from the establishment from gaining entry.

19) Have a written policy for the use of metal detectors, pat downs, and bag searches.

Importance:

- Keeps weapons away from patrons who are intoxicated
- Patrons are safer when conflict occurs.
- Clear signage should be prominent, prohibiting any weapon from being brought onto the premises.
- The use of metal detectors, pat downs, and bag searches can help security identify patrons who may be carrying a weapon before they enter the establishment.

Sample policy:

"All patrons will be scanned using the provided metal detector, and all bags will be searched to ensure no weapons are brought onto the premises."

Considerations/Suggestions:

- Using metal detectors, pat downs, and bag searches by staff requires additional training to address conflict management and provide de-escalation strategies when interacting with patrons carrying weapons. Training can be accessed by contacting.....

20) Have a written policy for the use of Naloxone (Narcan®) which covers storage, accessibility, and training for staff.

Importance:

- Naloxone is a medication that reverses the effects of an opioid overdose.
- Naloxone is only effective on drugs such as heroin, prescription painkillers, and fentanyl and is safe to use even if opioids are not present.

Sample policy:

"This restaurant will ensure that Naloxone is available and staff are trained to administer the medication in the event of an apparent opioid overdose."

Considerations/Suggestions:

- Training is required and should be provided to staff if Naloxone is to be stored and administered at your establishment.
- The Norfolk Department of Public Health offers the REVIVE! Opioid Overdose and Naloxone Education (OONE) program.

21) Have a written glass collection policy ensuring bottles and glassware are removed from tables frequently.

Importance:

- Broken glass and empty bottles could be a safety threat to customers and staff.

Sample policy:

"Empty bottles and glassware are to be removed from tables promptly, and broken glass is to be cleared from patron areas quickly to prevent injury."

Considerations/Suggestions:

- Identify which staff members are responsible for clearing tables and disposing of broken glass.
- Describe the use, location, and availability of equipment to remove hazards.
- Broken glass is to be disposed of separately from regular trash
- Emphasis on the safety of staff and patrons:
 - Broken glass and bottles left unattended can be used as weapons.
 - Empty bottles should be stored, collected, and organized in an area out of reach of guests.

22) Have a written dispersal policy.

Importance:

- Last call should be timed to ensure patrons who order alcoholic beverages are served within hours of alcohol service specified by VA ABC.
- Consider a staggered closing to avoid large crowds outside of the restaurant.

Applicable State Code of Virginia

- **3 VAC 5-50-30.A** Restricted hours; exceptions.

Sample policy:

"Staff are to monitor the safety of patrons as they leave the premises at closing time and support the dispersement of crowds."

Considerations/Suggestions:

- Dispersal policies should apply to patrons as they leave the building, especially at closing time.
- Monitor patrons as they leave and contact police if disorderly conduct occurs outside the restaurant.
- Intervene with intoxicated patrons to assist with providing safe transportation.
- Supervise the exterior of the establishment and surrounding areas.
- Contact the City of Norfolk Police Department to assist if necessary if the crowd becomes larger than the staff can manage safely.
- Consider a "soft" or staggered closing which gives staff and patrons enough time to prepare for last call.
- Specific suggestions for a "Soft Closing":
 - Consider earlier than the traditional 1:45 a.m. last call
 - Bring lights up gradually
 - Cease entertainment
 - Clearly announce that the evening is over and service will stop
 - Allow more time to move patrons out of the restaurant safely

23) Have a written and posted policy for handling or cleaning up bodily fluids (blood, vomit, urine, etc.).

Importance:

- **FDA Food Code 2-501.11**

CDC recommends:

- Body fluids, including blood, feces, and vomit, are all considered potentially contaminated with blood-borne or other germs. Therefore, spills of these fluids should be cleaned and the contaminated surfaces disinfected immediately.
- A list of other approved commercial disinfectants can be found on the Selected EPA-registered Disinfectants page.
- CDC Clean-Up Procedure Using Bleach Solution
- Block off the area of the spill from patrons until disinfection is complete
- Put on disposable gloves to prevent contamination of hands
- Wipe up the spill using paper towels or absorbent material and a plastic garbage bag
- Gently pour bleach solution (9 parts water/1-part bleach) onto all contaminated areas of the surface
- All non-disposable cleaning materials used, such as mops and scrub brushes, should be disinfected with a bleach solution and dried
- Remove gloves and place in a plastic garbage bag all soiled cleaning materials
- Double bag and securely tie up plastic bags and discard
- Thoroughly wash hands with soap and water

Sample policy:

"Staff must follow the CDC and OSHA guidelines for cleaning bodily fluids (blood, vomit, urine, etc.)."

Considerations/Suggestions:

- A list of other approved commercial disinfectants can be found on the Selected EPA-registered Disinfectants page.
- Kits are available for clean-up from xxxx.

24) Have a written noise policy.

Importance:

- Shows consideration of surrounding neighborhoods
- Demonstrates a commitment to being a considerate neighbor
- Patrons outside the establishment act as "unofficial ambassadors;" their behavior, appearance, and conduct reflect the perception of your establishment.
- Be familiar with the **Norfolk City Code Chapter 26**

Sample policy:

"Staff will adhere to and be familiar with the City of Norfolk noise ordinance."

"Noise generated from the restaurant shall be within the limits of the City of Norfolk noise ordinance."

Considerations/Suggestions:

- The restaurant's noise policy should reflect the City of Norfolk's noise ordinance guidelines and decibel levels.
- Training staff on the specifics of this law will enable them to identify an issue before it generates a complaint from a neighbor.

25) Have a policy for participation in a patron exclusionary program such as *Bar Safe*.

Importance:

- Identifying and banning patrons who cause significant harm on your premises is vital to keep fellow patrons and staff safe.
- A formal business crime prevention partnership helps your staff build mutually beneficial relationships and creates a culture of community among the restaurants.

Sample policy:

"All staff shall identify and remove all patrons who cause significant or repeated harm on the premises and know the appropriate steps to ban the patron from the property."

Considerations/Suggestions:

- The "Banned from One, Banned from All" model has been successful in helping other businesses identify and remove the small percentage of patrons responsible for the most harm.
- Utilize a consistent messaging program such as "*WhatsApp*" to communicate with other establishments.

26) Have a policy to prevent patrons from drinking and driving.

Importance:

- Restaurants that serve alcohol are responsible for making reasonable efforts to keep their patrons from drinking and driving.
- Ensure staff knows how to call for a taxi or assist with getting the patron a ride share.
- Security staff can summon police to assist intoxicated patrons attempting to leave in a vehicle.
- Impaired driving can leave an establishment vulnerable to civil lawsuits.

Sample policy:

"Staff will make reasonable efforts to keep patrons from drinking and driving."

Considerations/Suggestions:

- Impaired driving can leave a restaurant vulnerable to civil lawsuits.
- Ensure staff knows how to call for a taxi or assist in summoning a ride share.
- Contact the police to intervene when necessary.

Additional Public Safety Policy Considerations

While the following standards are not requirements of the Norfolk accreditation, adding these elements can improve public safety and reduce liability:

- Additional external and internal lighting
- Interior and exterior surveillance cameras
- Bathroom line attendant
- ~~Reconfiguring the layout of the establishment.~~ *Delete since layout is part of the approved CUP.*

B: OPERATIONAL CHECKLISTS

1) Incident reporting binder or electronic filing system to document incidents.

Importance:

- Incident reports document the actions taken to prevent or correct alcohol-related issues and incidents involving injury or accidents.
- Norfolk will provide a sample in-house incident report.

2) Binder or electronic filing system to track VA ABC Responsible Servers Training or TIPS training for staff.

Importance:

- Licensees who keep well-organized records and certifications demonstrate a commitment to responsible alcohol service.
- Provide evidence that staff has read establishment policies and procedures and is aware of the Norfolk program. Keep copies of signed policy acknowledgement forms.

3) Interior and Exterior Premises Checklist used at opening and closing.

Importance:

- Identifies intoxicated patrons, damaged property, or litter in or around your restaurant. Consistently and effectively managing these issues builds goodwill with neighboring residents.

4) Binder or electronic filing system for keeping track of banned patrons.

Importance:

- The notice of trespass issued by the City of Norfolk Police Department does not expire. If a form is completed at the owner's/agent of the owner's request, the document should be kept where other employees have access to it.

5) Require that all staff members who are certified to serve alcohol in your restaurant sign and abide by an Alcohol Serving Principles Document.

Importance:

- Having VA ABC-certified servers is not only encouraged as part of your ABC license, but also protects the business if employees act outside the rules established for the business and alcohol license. Training is available online for VAABC RSVP program and TIPS.

Norfolk Restaurant Accreditation

- 6) Maintain a list of staff who have attended general staff meetings to review policies or changes in policy.**

Importance:

- Holding regular meetings supports accountability for all employees to abide by in-house policies.

- 7) Maintain records of how you promote the Norfolk accreditation. This may include social media, advertisements, or other promotional events.**

Importance:

- Earning a Norfolk accreditation signifies to patrons and the community that the restaurant commits to safety.

- 8) Patron count log, binder, or electronic filing system to track occupancy loads**

Importance:

- Overcrowding on a premise is unsafe and causes issues for conflict and occupancy violations.
- Maintaining patron numbers is also used in preplanning for staff and security.

- 9) A list of all staff who have valid first aid and CPR certifications.**

Importance:

- Having staff trained in first aid and CPR shows emergency preparedness and a commitment to patron health.
- It is essential to quickly identify staff with training in an emergency.
- The City of Norfolk Fire Department will provide First Aid and CPR training. Contact xxxx.

Norfolk Restaurant Accreditation

C: PHYSICAL VERIFICATION

1) Virginia Alcohol Beverage Control License and ABC Manager Document must be clearly posted.

Importance:

Applicable State Code of Virginia

- **§4.1-225** Grounds for which Board may suspend or revoke licenses.
- **COV §4.1-203** Separate license for each place of business; transfer or amendment; posting; expiration; carriers

2) Have garbage cans near entrances and exits.

Importance:

- Providing trash cans at entry and exit points allows exiting patrons to discard their alcohol containers before they leave the establishment.

Applicable State Code of Virginia

- **§4.1-225** Grounds for which Board may suspend or revoke licenses.
- **3 VAC 5-50-110** Definitions and qualifications for retail on-premises and on-premises and off-premises licenses generally; mixed beverage licensee requirements; exceptions; temporary licenses.

3) Have on-premises appropriate safety equipment, such as a first aid kit, flashlight, etc.

Importance:

- Keep a first aid kit that is readily available and easily accessible to staff.
- Other tools, such as adequately charged flashlights, are necessary for checking identifications or helping during emergencies.

4) Virginia Department of Alcoholic Beverage Control Responsibility Guide for Licensees is on the premises and available to all staff.

Importance:

- The VA ABC Responsibility Guide for Licensees should be available to all staff as a reference to the lawful operation of the establishment.

5) Support transportation programs such as "757 Sober Ride" and underage drinking campaigns by posting applicable posters or signage at entrances and exits.

Importance:

- This shows the community that the restaurant takes drunk driving and underage drinking seriously and is committed to working with the police department to limit offenses originating from their premises.

6) Clear trash in the areas surrounding the establishment daily at closing time.

Importance:

- It shows the community that the establishment is committed to being a good neighbor and takes pride in portraying a welcoming appearance.

7) Quickly address areas in the establishment that have been defaced or are in disrepair.

Importance:

- A premise in poor condition can present safety hazards to patrons
- Maintaining the interior and exterior of the business increases business by conveying a commitment to safety

Fire Codes

1) Posting of Occupant Load.

Importance:

- **THERE SHALL BE NO OVERCROWDING**
- The number of occupants shall be disclosed to the fire official **at any time** upon request.
- A mechanism to count persons as they enter and exit the structure.
- The person maintaining the count needs to know the maximum capacity.
- Maximum occupant load includes staff, band members, etc., *not just customers*.
- Occupants must be distributed throughout the space based on the posted occupant load for each room or area.
- If an area is not open (rooftop or patio), the maximum capacity must be reduced by the occupant load of that area.
- Display a sign clearly indicating the maximum number of occupants allowed in the building.

2) Have a mechanical counting device to accurately count the number of patrons on the premises.

Importance:

- The number of occupants in the business is determined by Zoning and Inspection Services Division and enforced by the City of Norfolk Fire Marshal. Exceeding the posted occupant load violates the Virginia Statewide Fire Prevention Code and a VA ABC violation.

3) Portable Outdoor Gas-Fired Heating Appliances.

Importance:

- Establishments are required to comply with the use and storage of outdoor gas-fired heating appliances.
- A permit is required for the storage and use of LP-Gas.

4) Maintenance of the means of egress.

Importance:

- The City of Norfolk and State Fire Codes regulate fire safety for patrons inside your establishment.
- Patrons and staff must be able to exit quickly and safely in an emergency.
 - Reliability
 - Obstructions
 - Exit Signs
 - Non-exit Identification
 - Finishes, Furnishings, and Decorations

5) Fire protection systems.

Importance:

- Establishments are required to maintain their fire suppression equipment as required by law.
 - Removal of or tampering with equipment
 - Inspection, testing, and maintenance
 - Systems out of service
 - Contact Information
 - Periodic Testing

Public Health

Norfolk Restaurant Accreditation

Food Safety Policies and Practices

The following policies and procedures are designed to help keep restaurant patrons safe from foodborne illnesses. There are two broad and interrelated components of this section: employee training and education (including allergen awareness), and the risk of foodborne illness associated with the five (5) main risk factors in food establishments. The policies and procedures described below are derived from food safety industry practices and regulatory requirements as specified in the current version of the FDA Food Code, the State of Virginia, and the City of Norfolk Chapter 18.1. In some cases, the required plan elements exceed regulatory requirements, and as such, from a regulatory perspective would be considered as best practices.

Employee Training and Education

Restaurant employees are the front line of food safety in an establishment and training is essential to ensure safe food practices.

Certified Food Manager

Requirement:

A Certified Food Manager (CFM) must be on-site at the permitted restaurant at all hours of operation, as per City of Norfolk Code Chapter 18.1-18. - Food Service Manager; required, exemptions.

Physical verification:

- Maintaining records for CFM certifications in the establishment
- Posting in a conspicuous place in the food establishment, in letters not less than one inch in size, the name of each food service manager currently employed.
- Presence of a CFM on-site at time of inspection

Food Handler Cards

Requirement:

All employees working in a food establishment must have a Food Handler Card (FHC) issued or approved by the Norfolk Department of Public health, as per City of Norfolk Code Chapter 18.1-17. Food Service Card.

Physical Verification:

- Ensure all new staff have attended the required training course.
- Maintain list of Food Handler Cards of current staff

Allergen Training

Importance:

Employees are properly trained in food safety, including food allergy awareness, as it relates to their assigned duties. Food allergy awareness includes describing food identified as major food allergens and the symptoms that a major food allergen could cause in a sensitive individual who has an allergic reaction.

Norfolk Restaurant Accreditation

Written Policy

- Ensure that allergen training is included in written food safety policies

Operational Checklist

- Establish written notification to the consumer of the presence of major food allergens as an ingredient in unpackaged food items that are served or sold to the consumer.

Physical Verification

- Maintaining staff allergen training records
- Physical verification of written notification to the consumer as described in the operational checklist

The Five Risk Factors

The five (5) risk factors that contribute to foodborne illness include:

1. Contaminated Equipment

- Pathogens can be transferred from dirty surfaces to food; cleaning and sanitizing surfaces reduce pathogens.

2. Inadequate Cooking

- Pathogens can multiply when foods are not cooked to the proper temperatures. Examples of correct cooking temperatures include, but are not limited to:
 - Poultry - 165°F for < 1 second (instantaneous)
 - Ground meat - 155°F for 17 sec.
 - Fish - 145°F for 15 sec.
 - Pork and beef (steaks and chops) 145°F for 15 sec.

3. Poor Personal Hygiene

- Employees can transfer pathogens to food; hand washing and staying home when sick help prevent the spread of pathogens.

4. Unsafe Food Sources

- Food must be obtained from approved suppliers. Foods obtained from unapproved sources may present higher risk of illness to patrons.

5. Improper Holding Temperatures

- Pathogens can multiply when foods are not kept at the right temperatures.
 - Keep hot foods at 135°F or higher
 - Keep cold foods at 41°F or lower

1) Contaminated Equipment

Have a written policy to reduce contaminated equipment.

Importance:

Contaminated Equipment can contribute to Foodborne Illness Outbreaks

Pathogens can be transferred from dirty surfaces to food; cleaning and sanitizing surfaces reduce pathogens. To reduce contaminated equipment, the following policy is in place:

Norfolk Restaurant Accreditation

Written Policy

- Develop a written procedure for which equipment should be cleaned and at what frequency, including "clean-in-place" equipment (such as deli slicers) that should be cleaned every four (4) hours or as needed.
- Develop a checklist of equipment to be cleaned and the required frequency; post and adhere to cleaning schedules.
- Develop a written procedure for monitoring sanitizer levels and temperatures for dish machines and three-compartment sinks.
- Have a method to test the dish machines and three-compartment sink readily available to employees.

Operational Checklist

- Checklist of equipment to be cleaned and the frequency of cleaning required; post and adhere to cleaning schedules.
- Post signage demonstrating how employees set up the 3-compartment sink.

Physical Verification

- Attendance logs for training conducted on cleaning and sanitizing equipment when hired and at least once yearly.
- Sanitation logs documenting all dish machines and three-compartment sinks and including sanitizer concentrations/temperatures appropriate to the method used.
- Logs available documenting that "clean-in-place" equipment (such as deli slicers) are cleaned every four (4) hours or as needed.

2) Inadequate Cooking

Have a written policy regulating how food will be cooked and served.

Importance:

- **Improper cooking temperatures** can contribute to foodborne illness outbreak.
- Pathogens can multiply when foods are not cooked to the right temperatures.

Written Policy

- Develop a written plan for checking temperatures during cooking.

Operational Checklist

- Post signage reminding staff of proper cooking temperatures for raw animal foods.
- Post signage demonstrating how employees calibrate thermometers.

Physical Verification

- Monitor employees taking temperatures during cooking.

3) Poor Personal Hygiene

Have a written policy governing employee health and hygiene.

Norfolk Restaurant Accreditation

Importance:

- **Poor personal hygiene** can contribute to Foodborne Illness Outbreaks
- Employees can transfer pathogens from their hands to foods eaten by patrons.

Written Policy

- Develop a written plan for and train all staff on signs/symptoms of illness and the "Big 6 Foodborne Illnesses" and when to exclude themselves from work. Keep a record of training attendance.
- Develop a written plan for and train all staff on cleaning up diarrheal and vomiting accidents. Keep a record of training attendance.
- Develop a written plan for and train all staff on handwashing and when and how to use gloves, including how often to change them. Keep a record of training attendance.

Operational Checklist

- Post signage to remind employees of how and when to perform handwashing.
- Keep all handwashing sinks easily accessible to employees.
- Provide hand washing supplies, including soap, single-use paper towels, and a garbage container; maintain water at a temperature of 85°F at all sinks.

Physical Verification

- All employees sign the FDA Form 1-B or its equivalent agreeing to stay home when ill. Keep this documentation on file for the duration of their employment.
- Provide training for all employees when hired and no less than every six (6) months on all elements of employee health. Keep a record of training attendance.
- Maintain attendance log for training on all elements of employee health when hired and no less than every six months.
- Maintain attendance log for training conducted on cleaning up diarrheal and vomiting accidents.
- Maintain attendance log for training on when and how to use gloves, including how often to change them.

4) Unsafe Food Sources

Have a written policy requiring all food to be from a regulated and/or approved supplier.

Importance:

- Food is required to be obtained from approved suppliers.
- Foods obtained from unapproved sources may present higher risk of illness to patrons.

Written Policy

- Develop a written plan for maintaining records for all food sources.
- Do not use foods obtained from unapproved sources.

Operational Checklist

- N/A

Physical Verification

- Maintain records for all food sources. These include but are not limited to the following:
 - Invoices are available for a minimum of 30 days.
 - Parasite destruction letters from current distributors/suppliers are maintained for 90 days.
 - Shell stock tags are maintained for 90 days.

5) Improper Holding Temperatures

Have a written policy to reduce improper holding temperatures.

Importance:

Improper holding temperatures can contribute to Foodborne Illness Outbreaks

Written Policy

- Provide training to employees upon hire and at least every six (6) months on measuring the temperature of foods, including:
- Using a suitable thermometer (recommended digital, thin-tipped thermometer)
- Cleaning and sanitizing thermometers with special attention to foods containing allergens.
- Calibrating the thermometer.

Operational Checklist

- Keep a record of training attendance.
- Have thermometers available for use.

Physical Verification

- Assure that temperatures are taken at the minimum frequencies; keep the following temperature logs:
 - Hot holding ($\geq 135^{\circ}\text{F}$) – at least two (2) food items twice daily.
 - Cold holding ($\leq 41^{\circ}\text{F}$) – at least two (2) food items twice daily.
 - Cooling – dependent on the menu; record temperatures on ALL foods cooled.
 - Refrigerators – each refrigeration unit at least twice daily.

Zoning

City of Norfolk Zoning Office written policies.

Importance:

- Obtain a Certificate of Occupancy prior to opening or if there is a change of ownership.
- For outdoor seating, obtain a separate Certificate of Occupancy for the outdoor seating.
- For indoor seating, maintain the number of seats as stated in your approved seating chart at the time of Certificate of Occupancy Inspection.
- For outdoor seating, maintain a proper 6-foot minimum walkway for pedestrian traffic between seats/barrier and the closest structure or curb (i.e., tree pit, street sign, curb line, etc.) **Note: The pedestrian walkway size may increase based on condition language.**
- For outdoor seating, maintain the seat count and configuration as approved with the Certificate of Occupancy.
- Adhere to all conditions of the approved Use Permit and/or Site Plan.

Community Partnerships

Business owners can demonstrate that they are an important part of the community. Establishments are able to show this in many ways, such as volunteering with civic associations, donating services or food, or joining community organizations. While these standards are not a requirement, they are strongly recommended as part of the Norfolk accreditation.

Community Standards:

- If your establishment has volunteered services, please list the following:
 - Event
 - Cause
 - Service offered
- If your establishment is a member of a community organization, please list the following:
 - Organization
 - Role
 - Purpose of the organization
- If your establishment has sponsored a community fundraiser, please list the following:
 - Organization
 - Role
 - Purpose of the fundraising
- If staff from your establishment attends member civic or neighborhood civic association meetings, please list the following:
 - Association
 - Frequency of meetings
 - Name of the civic association
- Before hosting an event at your establishment, that may impact surrounding businesses or residents, ensure proper notification has been provided.
- Surrounding residents and businesses should have direct contact with the owner/manager to address immediate issues such as trash, noise, or disorderly conduct.

Norfolk Restaurant Accreditation

Below is a list of useful numbers from the City of Norfolk and Virginia State:

Police/Fire/Emergency.....	911
Norfolk Police Department Non-Emergency.....	(757) 664-7000
Norfolk Fire Marshal's Office.....	(757) 664-6604
Norfolk Public Health Department.....	(757) 683-2800
Norfolk Site Plan Review.....	(757) 664-4752
Norfolk Department of City Planning.....	(757) 664-4752
Virginia Alcoholic Beverage Control Authority.....	(757) 424-6700
Mothers Against Drunk Driving (MADD).....	(888)-822-3223

Norfolk Restaurant Accreditation

Appendix

Sample Incident Report

INCIDENT REPORT			
Type of Incident: _____			
Date of Incident		Employees	
Time of Incident			
Injuries	Y/N	Manager	
Describe Circumstances: (To be completed for EVERY incident or whenever Police or Fire are called)			
<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>			
<hr/>			
Insurance Company Contacted Y/N?			
Insurance Contact Person: _____ Claim #: _____ Phone: _____			
Police Report Filed Y/N?			
Report #: _____ Officer: _____ Phone: _____			
Security Cameras Y/N?			
Witnesses Y/N?			
Witness Name: _____ Phone: _____			
Witness Name: _____ Phone: _____			
Prepared By: _____ Signature: _____			

Safe Night

Bar and Restaurant Staff Guidelines

Owners/Management:

- Intervene early by calling the Police to assist your staff
- Support staff by promoting responsible alcohol service
- Document incidents that occur on the premises

Bartenders/Servers:

- Monitor Behavioral Cues:
 - Judgment
 - Coordination
 - Reactions
 - Inhibitions
- Do not allow patrons to become over intoxicated

Security/Door Staff:

- Detect fake identifications and alert Police
- Do not allow intoxicated people inside
- Patron and staff safety is a priority
- Maintain occupancy limits & egress

Safe Night Active Bystander Intervention Tips

- Alcohol is the # 1 drug used to facilitate rape-keep your patrons safe by not over-serving
- If you see a patron who appears to be in a difficult situation check in with them



#ASKFORANGELA

SAY NO MORE TO SEXUAL VIOLENCE

Created By Hayley Child

“ HI I'M ANGELA,

ARE YOU ON A DATE
THAT ISN'T WORKING OUT?

DO YOU FEEL LIKE
YOU'RE NOT IN A
SAFE SITUATION?

IS YOUR DATE NOT
WHO THEY SAID THEY
WERE ON THEIR PROFILE?

DOES IT ALL FEEL
A BIT WEIRD?

IF YOU GO TO THE BAR AND ASK FOR 'ANGELA'
THE BAR STAFF WILL KNOW YOU NEED SOME HELP GETTING
OUT OF YOUR SITUATION AND WILL CALL YOU A TAXI OR
HELP YOU OUT DISCREETLY - WITHOUT TOO MUCH FUSS

”

National Sexual Assault Hotline 1-800-656-HOPE (4673)



SafeNight

Norfolk Restaurant Accreditation

Safe Night LLC hereby disclaims any and all responsibility for any policies or practices of any agency, organization, establishment or individual who serves alcohol subsequent to being trained by Safe Night LLC. Safe Night LLC's effective practices and active bystander training are intended solely as educational materials and there is no guarantee that Safe Night effective practices and active bystander training can prevent intoxication or its consequences. Any liability that may accrue to establishments or individuals who are trained in Safe Night effective practices and active bystander training will not be a liability that will accrue to Safe Night LLC. Safe Night LLC does not assume or authorize any person or entity to assume or accept any liability or responsibility in connection with Safe Night effective practices and active bystander training. If any liability is accrued to Safe Night LLC as a result of any actions by a person trained in Safe Night effective practices or active bystander training participant, such individual will indemnify Safe Night LLC.