

PROMOTING THE RESPONSIBLE SERVICE
AND SALE OF ALCOHOL IN THE
COMMONWEALTH OF PENNSYLVANIA



Responsible
Alcohol
Management
Program

RAMIP

PARTICIPANT MANUAL
SERVER/SELLER TRAINING COMPONENT



pennsylvania
LIQUOR CONTROL BOARD



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INTRODUCTION

As a server of alcohol, you play a key role in managing alcohol consumption by your patrons. You can help keep customers from becoming intoxicated and help prevent youth from obtaining alcohol. Both of these play a major role in reducing the risk of alcohol-related incidents and liability.

By the end of this training, you should be able to distinguish among legal duties, house duties and professional duties. You are required by law to follow legal duties and by your management to follow house duties. You decide which professional duties you will follow because you feel something is ethically or socially important.

This training will provide you with the tools needed to help you serve alcohol responsibly. You will learn how to recognize visible signs of alcohol impairment, ways to refuse service to a patron and how to spot a fraudulent form of identification (ID).

Today's Server/Seller Training is one of four program prerequisites of the Responsible Alcohol Management Program (RAMP).

WHAT IS RAMP CERTIFICATION?

RAMP certification consists of four program prerequisites, that upon successful completion, enables licensees to apply for RAMP certification which is then approved by the Pennsylvania Liquor Control Board (PLCB). Completion of the program provides certification to the licensed establishment for two years.

RAMP certification is voluntary for many licensees but it can be mandatory under the following circumstances:

- For any licensee who has been found guilty by an Administrative Law Judge (ALJ) of sales to minors or visibly intoxicated persons (VIPs).
- As part of a conditional licensing agreement (CLA).
- Prior to obtaining a wine expanded permit (WEP).

There are four prerequisites of RAMP certification which include: **Owner/Manager Training, Server/Seller Training, New Employee Orientation and Signage.**

1. Owner/Manager Training

The first component of RAMP certification is completion of Owner/Manager Training by an owner and/or the PLCB-approved manager, those most responsible for daily operations and determining policies for a licensed establishment. Licensees may choose to complete the Owner/Manager Training online or in a classroom setting. Classroom trainings are offered by the PLCB weekly throughout Pennsylvania.

Note: Beginning Oct. 1, 2021, the first time an individual enrolls in Owner/Manager Training, they shall enroll and attend the Owner/Manager Training in a classroom setting. Subsequent training may be completed in class, virtual or online.

Newly approved managers of certain license types are required to complete Owner/Manager Training within 180 days of approval of appointment by the PLCB, unless the appointed manager has successfully completed this training within two years prior to being appointed a manager. Furthermore, the PLCB-approved manager must renew Owner/Manager Training every two years.

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WHAT IS RAMP CERTIFICATION? (Continued from Page 1)

2. Server/Seller Training

This component is the focus of today's training. At least 50% of the licensee's alcohol service staff – including anyone who serves or sells alcohol and/or checks IDs, as well as owners or managers who perform these duties – must complete this training before certification can be granted. This percentage must be maintained at all times. Upon completion of the course, trainees are required to complete a course examination and receive a score of 80% or better in order to receive credit. Training is valid for two years.

Licensees may choose to have their staff attend classroom training conducted by a PLCB-approved instructor or complete an online training course offered by a PLCB-approved provider. A list of all approved trainers/providers is available at lcb.pa.gov. The list changes periodically, so please make sure you have an up-to-date list before scheduling training. Classroom trainings open to the public can be found in PLCB+.

Although Server/Seller Training is one component of RAMP certification, this training by itself is also mandatory for:

- All staff serving alcohol at an off-premises catering event.
- All cashiers selling wine at an establishment with a WEP.
- All new alcohol service personnel hired on/after Aug. 8, 2016 who are not RAMP Server/Seller trained must be trained within six months of being hired and be re-trained before their current training expires.
- All new alcohol service personnel hired on/after Aug. 8, 2016 who are already RAMP Server/Seller trained must be re-trained before their current training expires.
- All employees hired before Aug. 8, 2016 who are not RAMP Server/Seller trained, but transfer into an alcohol service position on/after Aug. 8, 2016, must be trained within six months of assuming their new duties.

3. New Employee Orientation

The third component consists of orientation for all members of the alcohol service staff. Licensees must conduct new employee orientation within 30 days of an employee's hiring. The PLCB will provide the orientation form. It is the sole responsibility of the licensee to ensure that the owner, manager or a designated instructor conducts the orientation. The licensee must maintain these records for all employees for the duration of their employment.

4. Signage

The fourth component consists of displaying posters or signs regarding responsible alcohol service. At least two signs must be posted addressing acceptable forms of ID and the refusal of alcohol service to minors and VIPs. Signage must be prominently displayed so that it can be easily observed by patrons. Licensees are responsible for posting and maintaining the signage at all times. Free and appropriate signage can be ordered in PLCB+, or a licensee may use other signage equivalent in size and content to that provided by the PLCB.

Apply for RAMP certification – After successful completion of the four program prerequisites, the licensee must apply for RAMP certification in PLCB+. Licensee will receive certification providing all requirements are met.

MAINTAINING COMPLIANCE

Once an establishment has become RAMP certified, it's up to management to maintain compliance by observing the following:

- If the owner or manager who completed the Owner/Manager Training changes, the new (or another) owner/manager has 60 days to complete training.
- If the number of server/seller-trained employees falls below 50%, additional employees must be trained within 60 days.
- New employee orientation must be completed within 30 days of the employee's hire date (it is recommended that the orientation be completed on or before the first day of employment as a member of the licensee's alcohol service staff).
- All new employees must be added to the alcohol service staff roster.
- The licensee must maintain posting of at least two required signs at all times.

Note: Failure to maintain these guidelines may void the establishment's certification.

BENEFITS OF RAMP CERTIFICATION TO THE LICENSEE

- Knowledgeable, well-trained alcohol service staff and management.
- Recognition as a responsible licensee in your community.
- Possible liquor liability insurance discount.
- Possible reduction in the fines and penalties issued by an ALJ to the licensee for serving alcohol to a minor or a VIP, as long as the licensee was in compliance at the time of the violation and had no citations for either of those two violations in the previous four years.
- Less likelihood of dram shop liability.

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SECTION I

LIABILITY CONCERNS

Administrative Liability

Under the Pennsylvania Liquor Code (The Liquor Code), it is illegal for licensees, their agents/employees, or any other persons to sell, furnish, or give alcohol or to permit alcohol to be sold, furnished, or given to VIPs or minors. Violations of the law by licensees may result in fines between \$1,000 and \$5,000 (unless, at the time of the sale, the licensee was RAMP certified and had not sold to VIPs or minors in the previous four years, then the licensee's fine would be between \$50 and \$1,000); suspension or revocation of the liquor license; and mandated RAMP certification.

This is often referred to as “strict liability” because licensees are always responsible for the actions of their employees even when the licensee is absent.

Criminal Liability

There are two ways a person could be fined criminally: under the Liquor Code and under the Pennsylvania Crimes Code (The Crimes Code).

A. The Liquor Code

- If a licensee or employee sells to a VIP or minor, they could be fined up to \$5,000 and/or be imprisoned from three months to one year.
- Any other person who violates any provision of Article IV of the Liquor Code commits a misdemeanor and could be fined \$100 to \$500.

B. The Crimes Code

- People who sell or furnish alcohol to minors can also be prosecuted criminally under the Crimes Code. Anyone convicted of willfully and knowingly selling or furnishing alcoholic beverages to a minor faces a minimum fine of \$1,000 for the first offense and \$2,500 for each subsequent offense, as well as a possible jail term of up to one year for each offense.

Civil Liability

“Dram shop” is a legal term in the United States (U.S.) referring to a bar, tavern or the like where alcoholic beverages are sold. Traditionally, it referred to a shop where spirits were sold by the dram, a small unit of liquid.

Dram shop cases have resulted in verdicts awarding substantial amounts of money to those parties involved. Violators have been successfully sued for everything they own, including their businesses, houses and other personal property. The Liquor Code provides that no licensee shall be liable to third parties on account of damages inflicted upon them off of the licensed premises by customers of the licensee unless that customer was sold, furnished or given alcohol by the licensee or its servants, agents or employees when that customer was visibly intoxicated.

KEY FACT: Generally, a lawsuit for personal injuries can be filed up to two years after the incident.



Dram shop liability is commonly called third-party liability because the lawsuit involves three parties:

- 1st party — the licensee and/or server
- 2nd party — the minor/ intoxicated person
- 3rd party — the victim

DOCUMENTATION

The best protection against liability lawsuits is not to serve alcohol to VIPs or minors. For additional protection, you should keep a daily record of events in your business. Do not rely solely on memory to help you. An excellent tool to accomplish this is the Incident Documentation Form. The Incident Documentation Form can provide a defense in the event a lawsuit is filed.

When completing the form, be sure to:

- Only include the facts and not your opinion.
- Write detailed statements, which include the date, time and any witnesses to the event.
- List any reasonable efforts you made to prevent the situation.

Daily, consistent entries — even when there are no problems — demonstrate responsible business practice. A daily record provides other valuable business information, such as customer trends, requests or complaints, employee relations and more. This can be a useful tool in improving the business.

Be sure to ask where your establishment’s Incident Documentation Forms can be found, under what circumstances they should be completed and where they are to be filed.

KEY FACT: Incident forms should be kept for at least two years following an incident because lawsuits can be filed up to two years after an event.

1. What kind of incidents should be documented?

2. Who should complete the form and when?

3. What are some reasonable efforts you can make?

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INCIDENT DOCUMENTATION FORM*

FORM MAY BE DUPLICATED AS NEEDED
ONCE COMPLETED, KEEP ON LICENSED PREMISES FOR TWO YEARS.



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? _____

Type of ID presented: _____ ID number: _____

Method of documentation used: PLCB-931 Declaration of Age Card Photocopy
 Video Photo Transaction Scan Device

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

10. 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-931 Declaration of Age Card.

THE LIQUOR CODE

The Liquor Code is a governing body of law applicable to every licensee in the commonwealth. Licensees and their employees are responsible to know and follow the Liquor Code. Failure to do so could result in a citation for both the owner and employee.

1. Who enforces the Liquor Code?

2. Who creates the laws that are in the Liquor Code?

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PLCB REGULATIONS

The PLCB establishes regulations to implement the Liquor Code and explain how it will apply its practices and procedures.

HOUSE POLICIES

Written policies will guide you on how to manage tough situations. The goal here is to get everyone on the same page and handle situations in a similar fashion.

RAMP strongly recommends every establishment have a written set of rules beyond the Liquor Code called “house policies.” Having written policies can greatly reduce your risk of liability and avoid violations.

House policies are created typically by the owners or managers of licensed establishments. They are the rules of the establishment beyond the Liquor Code. House policies can be more stringent than the Liquor Code and cover a wide variety of topics. Some topics to consider are how to handle minors and VIPs, where minors can sit, last call and number of drinks to serve one person.

KEY FACTS: • All licensees/employees must adhere to everything in the Liquor Code and PLCB regulations.

• House policies can be changed at any time.

1. What are some of your house policies?

For minors? _____

For VIPs? _____

2. What policies would you like to see implemented where you work?

CLUB BYLAWS

Club and Catering Club licensees such as the Elks or American Legion have written rules called bylaws. PLCB regulations require that clubs adhere to their constitutions and bylaws. If a club licensee does anything contrary to what is stated in those documents, they can be cited by the Pennsylvania State Police Bureau of Liquor Control Enforcement (PSP BLCE).

Note: Club bylaws must be changed by following the proper steps as determined by the club’s constitution and charter.

SECTION II

WHAT IS ALCOHOL AND HOW IS IT ABSORBED?

Alcohol is:

- A central nervous system depressant.
- Absorbed into the bloodstream through the lining of the small intestine.
- Of no nutritional value, but contains calories.

What helps to slow down the absorption of alcohol? _____



ABSORPTION RATE FACTORS

There are many factors that contribute to how quickly alcohol is absorbed, such as:

- Body Size _____
- Body Type _____
- Gender _____
- Amount Consumed/Time _____
- Concentration of Alcohol _____
- Food _____
- Carbonation _____
- Other Drugs _____

KEY FACT: Absorption may continue up to 90 minutes after alcohol consumption has stopped.

DRUG AND ALCOHOL INTERACTIONS

Many people do not realize how dangerous it is to mix alcohol with other drugs. Whether they are prescription, over the counter or illegal, mixing any other drugs with alcohol can result in a deadly combination, regardless if a person is a heavy or light drinker. If someone takes a time-released medication and consumes alcohol, it is important to note that the alcohol may dissolve the coating, releasing the full dose all at once instead of over time.

Drug interactions may be:

- **Additive:** An effect in which two substances or actions used in combination produce a total effect that is the same as the sum of the individual effects.
- **Synergistic:** The capacity of two or more drugs acting together so that the total effect of these drugs is greater than the sum of the effects if each was taken independently.
- **Antagonistic:** The effect of the drug is diminished in the presence of alcohol.

Below are some examples of alcohol interactions that can cause serious side effects:

- **Non-narcotic pain relievers:** Medication such as aspirin or ibuprofen can cause stomach bleeding and inhibit blood from clotting. Alcohol use exacerbates these effects.
- **Anti-psychotic medication:** Alcohol use can cause potentially fatal breathing difficulties.
- **Antidepressants:** Certain types can cause a dangerous rise in blood pressure.
- **Sedatives and hypnotics:** When mixed with alcohol, sleeping pills, tranquilizers or anxiety medications (such as Valium or Ativan) can depress breathing function.
- **Narcotic pain relievers:** When mixed with alcohol, the interaction enhances the drug's effect, increasing the risk of death from overdose. Thus, the mixture can cause a synergistic effect. These medications are often opium-based (Demerol, codeine, morphine and Percocet).

When assessing the intoxication level of a patron, the server does not need to know the specific effects of drugs, whether legal or illegal. What is important to know is that it is illegal to serve someone who is visibly intoxicated, regardless of whether the visible intoxication resulted from alcohol, other drugs or a combination.

1+1=3 IS AN EXAMPLE OF WHAT KIND OF DRUG INTERACTION?

Here are some examples of drugs that cause antagonistic interactions — that is, they reduce the effectiveness of the drug's ability to do its job:

- Antibiotics
- Cardiovascular medication
- All blood-thinning medication (anticoagulants)
- Medication for seizure disorders
- Medication for individuals with diabetes

ALCOHOL AND ENERGY DRINKS

Energy drinks are beverages that typically contain several stimulants, with the primary stimulant being caffeine. Mixing energy drinks with alcohol, usually a type of liquor, has become increasingly popular among young adults over the past few years. As a result, energy drinks are commonly used as mixers for alcoholic drinks in bars and nightclubs.

According to the Centers for Disease Control and Prevention (CDC), when alcoholic beverages are mixed with energy drinks, the caffeine in these drinks can mask the depressant effects of alcohol. At the same time, caffeine has no effect on the metabolism of alcohol by the liver and thus does not reduce blood alcohol concentration or reduce the risk of alcohol-attributable harms.

As a server, it is important for you to understand what it is that you are giving to your customers. Mixing energy drinks with alcohol can be extremely dangerous.

Here are a few things to consider:

- **Increased risk for heart problems:** Energy drinks contain a much higher level of caffeine than other mixers, and that can increase a person's blood pressure and cause cardiac problems.
- **Nervous system issues:** When consumed, alcohol acts as a depressant, which relaxes a person's body, while energy drinks act as a stimulant. Mixing a depressant and stimulant in your body can negatively affect the nervous system, causing potential harm.
- **Everyone's body reacts differently:** Everyone will have a different reaction to energy drinks combined with alcohol. As a server, you do not know what type of medical issues your patrons have. They may not even know. If they have an unknown heart condition, consuming these drinks can trigger complications.
- **Effects of alcohol multiplied:** If a person consumes too much alcohol, they are likely to experience a hangover the next day. Many times, symptoms such as nausea, headaches and fatigue are increased if they consume energy drinks with alcohol.
- **Caffeine and other ingredients not regulated by the Food and Drug Administration (FDA):** Manufacturers of soft drinks are limited by the FDA as to the amount of caffeine one beverage may contain. Energy drinks, on the other hand, are exempt from FDA regulation. Therefore, these types of drinks have unpredictable doses of caffeine and other ingredients in them. Since there is no hint on their labels as to the amounts of these ingredients per serving, they can lead to serious health effects, especially when mixed with alcohol.
- **Causes a less-intoxicated feeling:** Those who drink alcohol mixed with energy drinks tend to feel less intoxicated. This can allow a person to think they are is not intoxicated and consume more than their body can handle.

1. How are alcohol and energy drinks typically served/ordered in your establishment?

2. Do you have any house policies regarding alcohol and energy drinks?

DRINK EQUIVALENCY

Drink equivalency is important for you to understand in order to serve alcohol responsibly. As a server, you want to count standard servings of alcohol, not drinks, because a drink can contain more than one standard serving of alcohol.

1. What is a standard serving of alcohol?

Beer? _____

Wine? _____

Liquor? _____

According to the National Institute on Alcohol Abuse and Alcoholism (NIAAA), “in the United States, a ‘standard’ drink is any drink that contains about 0.6 fluid ounces or 14 grams of ‘pure’ alcohol.” Standard drink equivalents are: 12 ounces of beer, five ounces of wine, 1.5 ounces of 80-proof liquor or one ounce of 100-proof liquor.

KEY FACT: For purposes of bar spending/free drinks, PLCB regulations provide that a standard-size alcoholic beverage is 12 fluid ounces of malt or brewed beverage, 4 fluid ounces of wine (including fortified wine) or 1.5 fluid ounces of spirits. [40 Pa. Code § 13.53]

Although this amount of wine differs slightly, you only need to concern yourself with this when you are providing a free drink to a patron. Licensees may provide one free standard drink to a person per offering, provided the giving of the alcoholic beverage is not contingent upon the purchase of any other alcoholic beverage.

HOW ALCOHOL IS ELIMINATED

After the alcohol has been absorbed and passes through the body, it must be eliminated. The liver is responsible for the elimination — through metabolization — of approximately 90-95% of ingested alcohol from the body. The remainder of the alcohol is eliminated through the excretion of alcohol in breath and urine.

Healthy people metabolize alcohol at a fairly consistent rate.

As a rule of thumb, on average a person will eliminate one standard drink per hour. Several factors influence this rate. The rate of elimination tends to be higher when the blood alcohol concentration in the body is very high or very low. Additionally, the body’s ability to metabolize alcohol quickly tends to diminish with age.

KEY FACT: There is nothing that can be done to speed up the rate of metabolism. The more a person drinks, the longer it will take to eliminate the alcohol from their system.

DID YOU KNOW?

Alcohol also:

Irritates the linings of the stomach and intestines. This can lead to vomiting.

Increases blood flow to the stomach and intestines. This increases secretions by these organs, most notably stomach acid.

Increases blood flow to the skin. This causes a person to sweat and look flushed. Sweating causes body heat to be lost, and the person’s body temperature may actually fall below normal.

Reduces blood flow to muscles and the brain. This can lead to muscle aches and headaches, most notably when a person recovers from the alcohol (the “hangover”).

MEASURING INTOXICATION

The common measures of intoxication are blood alcohol content (BAC) and visible intoxication.

- BAC is determined by chemical analysis of the blood, breath or urine. BAC is the legal standard police and courts use to determine levels of intoxication.
- Visible intoxication is the standard servers must use in determining intoxication. That is, something that can be observed.

EXPLANATION OF BAC

- BAC is the amount of alcohol in the bloodstream.
- Consuming alcohol raises BAC.
- Allowing time to pass lowers BAC.
- Most of the alcohol consumed by a patron is metabolized by their liver.

1. A 120-pound female + 3 beers = _____ BAC ?

2. A 160-pound male + 5 beers = _____ BAC ?

3. At what BAC does it become illegal for minors to drive in PA?

4. At what BAC does it become illegal for Commercial Driver's License (CDL) holders to drive in PA?

Commercial vehicles: _____

School vehicles: _____



ALCOHOL IMPAIRMENT CHARTS

FEMALE ALCOHOL IMPAIRMENT CHART

APPROXIMATE BLOOD ALCOHOL PERCENTAGE										
DRINKS	BODY WEIGHT (LBS.)									BEHAVIORAL EFFECTS
	90	100	120	140	160	180	200	220	240	
0	.00	.00	.00	.00	.00	.00	.00	.00	.00	ONLY COMPLETELY SAFE LIMIT
1	.05	.05	.04	.03	.03	.03	.02	.02	.02	Impairment begins
2	.10	.09	.08	.07	.06	.05	.05	.04	.04	Driving skills significantly affected Information processing altered
3	.15	.14	.11	.10	.09	.08	.07	.06	.06	
4	.20	.18	.15	.13	.11	.10	.09	.08	.08	Legally intoxicated Criminal penalties Reaction time slowed Loss of balance Impaired movement Slurred speech
5	.25	.23	.19	.16	.14	.13	.11	.10	.09	
6	.30	.27	.23	.19	.17	.15	.14	.12	.11	
7	.35	.32	.27	.23	.20	.18	.16	.14	.13	
8	.40	.36	.30	.26	.23	.20	.18	.17	.15	
9	.45	.41	.34	.29	.26	.23	.20	.19	.17	
10	.51	.45	.38	.32	.28	.25	.23	.21	.19	

MALE ALCOHOL IMPAIRMENT CHART

APPROXIMATE BLOOD ALCOHOL PERCENTAGE										
DRINKS	BODY WEIGHT (LBS.)									BEHAVIORAL EFFECTS
	100	120	140	160	180	200	220	240		
0	.00	.00	.00	.00	.00	.00	.00	.00	.00	ONLY COMPLETELY SAFE LIMIT
1	.04	.03	.03	.02	.02	.02	.02	.02	.02	Impairment begins
2	.08	.06	.05	.05	.04	.04	.03	.03	.03	Driving skills significantly affected Information processing altered
3	.11	.09	.08	.07	.06	.06	.05	.05	.05	
4	.15	.12	.11	.09	.08	.08	.07	.06	.06	Legally intoxicated Criminal penalties Reaction time slowed Loss of balance Impaired movement Slurred speech
5	.19	.16	.13	.12	.11	.09	.09	.08	.08	
6	.23	.19	.16	.14	.13	.11	.10	.09	.09	
7	.26	.22	.19	.16	.15	.13	.12	.11	.11	
8	.30	.25	.21	.19	.17	.15	.14	.13	.13	
9	.34	.28	.24	.21	.19	.17	.15	.14	.14	
10	.38	.31	.27	.23	.21	.19	.17	.17	.16	

ALCOHOL AND THE BRAIN

Alcohol affects the way the brain works by impairing mental and physical functions. Impairment increases as the amount of alcohol in the blood rises. Different areas of the brain control different behaviors. As alcohol affects the major areas of the brain, certain changes occur, such as relaxed inhibitions, impaired judgment, slowed reactions and impaired coordination.

1. What are some signs of relaxed inhibitions?

2. What are some signs of impaired judgment?

3. What are some signs of slowed reactions?

4. What are some signs of impaired coordination?

As you can see from the chart below, judgment is one of the first behaviors affected.

Sample Impairment

APPROXIMATE BAC	IMPAIRMENT
0.03%	Inhibitions, judgment, thought
0.07%	Reaction time, movement, coordination
0.08%	BAC when it becomes illegal for those over 21 and not CDL-licensed to drive
0.12%	Vision, speech, balance
0.19%	Walking, standing
0.38%	Unconsciousness
At BACs of 0.40% and above, hospitalization is probable and death is imminent.	

VISIBLE INTOXICATION DEFINED

As a server, you are not expected to know a customer’s BAC as determined by a Breathalyzer test, but you are expected to recognize visible intoxication. **Visible intoxication** is a level of impairment that is evident upon common observation. This is the standard servers should use to decide if a customer is intoxicated. It is illegal for a licensee or any employee, servant, or agent of the licensee or any other person to sell, furnish, or give any alcoholic beverages or permit any alcohol to be sold, furnished, or given to any person who is visibly intoxicated.

Servers should use their skills and experience to decide whether a customer is intoxicated. For example, a quiet person who becomes loud while drinking might be a VIP. However, a person who is always loud and outgoing might not be a VIP.

Note: There is no single indicator that will specifically identify visible intoxication.

KEY FACT: It is illegal to serve alcohol to a VIP.

Please note it is also important to monitor patrons who have been flagged to make sure that no one else is providing them any alcohol while on your licensed premises, as you will be held liable

1. What are some common signs of impairment?

TOLERANCE

Tolerance is a person’s ability to hide the signs of impairment.

KEY FACTS: • Tolerance does not mean that the guest is not intoxicated.

- **Chronic alcohol users can have twice the tolerance for alcohol as an average person.**

NOTES

PREVENTING INTOXICATION

As the alcohol server, you are the key to the prevention of excessive alcohol consumption. You deal directly with patrons and can best monitor an individual's consumption of alcohol.

You should continually observe and talk with your customers to determine whether they are visibly intoxicated before serving them any alcohol, and you should monitor any changes in their behaviors. By preventing customers from becoming intoxicated and intervening when necessary through the use of good "people skills," you play a major role in helping reduce the risks of alcohol-related incidents.

When it is determined that a guest is drinking quickly, try offering food or non-alcoholic beverages. Keep water glasses filled and available. Take your time refilling a customer's alcoholic drink.

1. What are "people skills?"

2. What are some precautionary measures you can take to help minimize a customer's chance of becoming intoxicated?

HELPFUL HINTS

- Chat with customers before serving them. Each time you go to their table, try to determine if they are intoxicated or at increased risk of intoxication because of mood, fatigue, medications, etc., or because they have been drinking somewhere else.
- Know and watch for the likely signs of visible intoxication, combinations of the signs and changes in behavior.
- Know the general drink limits based on the BAC chart.
- Know how many standard servings of alcohol the glasses in your business hold.
- Count the number of standard servings of alcohol, not glasses, each customer has.
- Do not push drinks. Wait until a customer finishes a drink before offering another.
- Serve one drink per person at a time.
- Check with co-workers before serving a customer they have already served.
- Watch the customer who orders doubles or more than one drink at a time.
- Slow alcohol service when a customer orders and drinks rapidly.
- Encourage customers to order food and non-alcoholic drinks.
- Offer water, coffee or other non-alcoholic spacers between drinks.
- Don't offer "last call" to people approaching intoxication.
- Announce "closing time" instead of "last call."

REFUSING SERVICE

Even with the best intentions and most responsible serving practices, you may occasionally encounter a customer who shows signs of visible intoxication. When this occurs, service of alcoholic beverages to that customer must be stopped immediately. This may occur with a customer who just entered your establishment whom you haven't served. As a server, you have the right to refuse alcohol to anyone, as long as you don't violate the Pennsylvania Human Relations Act.

KEY FACT: The Pennsylvania Human Relations Act prohibits discrimination based on factors like race, gender and ethnicity. You must take care not to unlawfully discriminate in choosing who you refuse to serve or bar from the premises.

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A professional attitude and approach when cutting off or refusing service keeps you in control of the situation.

When refusing service:

- **Be courteous and concerned.** People are more cooperative when they feel they are being respected and helped, rather than being put down. You might try a statement such as, "I want to see that you get home safely."
- **Be confident.** Confidence convinces people you are doing the right thing. Act confident, even if you don't feel especially confident — no one will know the difference!
- **Be tactful.** Never accuse a customer of being intoxicated. Simply state that you cannot serve more alcohol and offer an option such as, "Why not make this one coffee?"
- **Be discreet.** Make every effort not to embarrass the customer in front of friends or business associates. If possible, speak to the person privately.
- **Be firm.** Do not allow the impaired customer to talk you out of the rational decision you made. Use a phrase that gets the message across and stops an argument in its tracks like, "I'm sorry I can't serve you anymore — it's against the law."

1. To whom does the law prohibit you from selling/serving alcohol? _____

2. What are some examples of discrimination? _____



(Continued on Page 19)

REFUSING SERVICE (Continued from Page 18)

Occasionally, it is difficult to cut off service. By being prepared, you can keep control of the situation even though an intoxicated customer may be hostile, threatening and irrational.

1. What are some ways to deal with difficult customers? _____

HELPFUL HINTS

A professional attitude and approach when cutting off or refusing service keeps you in control of the situation. Many professional servers use these guidelines when refusing service:

- When you cut off a customer, tell your manager and co-workers, and keep a written record.
- When appropriate, take a co-worker with you when you have to refuse service or pull a drink.
- Make it clear you are in control without being overbearing and scaring off customers.
- Use peer pressure if possible by asking for support from the customer’s friends.
- When you pull the drink, have something to replace it with: a non-alcoholic drink, a cup of coffee, a plate of food — even just a glass of water is better than nothing.
- If at all possible, detain the intoxicated customer who intends to drive by offering them food and non-alcoholic drinks to allow time for them to sober up.
- Offer alternative transportation to keep intoxicated customers from driving.
- If an intoxicated customer insists on driving, indicate that you plan to call the police and identify the driver and the vehicle.
- Follow through with calling the police if the intoxicated customer drives away.


NOTES

INTERVENTION TECHNIQUES

There are many intervention techniques and systems to count drinks and evaluate customers. Establishments and servers develop techniques that are effective and appropriate for them. The following guidelines will help you develop successful intervention practices.

Keep two principles in mind in choosing your words:

- Avoid “you” statements.
- Use “I” statements.



DO NOT:
Bargain, debate, get defensive or give lengthy explanations.

INTERVENTION STATEMENTS

Refusing service can be difficult at times. Every situation is different and every customer is unique. Although you may not be able to say the exact thing each time, it may be helpful for you to come up with statements you can adapt to fit the circumstance.

Do make statements that focus on the law or house policies: _____

Do make statements that express concern and focus on the customer's well-being: _____

GROUP ACTIVITY

Rating the Customer

It's important to rate the customer's behavior prior to serving them each drink to be sure they aren't visibly intoxicated. A common system to use is "GO, YIELD, STOP." These commands represent customers who are:



GO - Customers who are not exhibiting any signs of impairment and therefore are OK to serve.



YIELD - Customers who are on their way to becoming intoxicated based on their current behavior.



STOP - Customers who are exhibiting signs of impairment and therefore may not be served.

Rate the Guest:

Below are a few scenarios. Please read them and indicate if the situation is a "GO," "YIELD" or "STOP."

1. Kim sits at the bar and orders a shot and a Long Island Iced Tea. After serving her, the bartender hears her say she needs to "forget about her bad day." _____
2. Sarah and Joan are enjoying their "girls' night out." _____
3. After a long night at work, John came into the bar, ordered a beer and fell asleep. _____
4. Lindsey and Jeff have been bar-hopping all night. _____
5. Kris, who is normally quiet, is yelling at people across the bar. _____
6. A couple is eating dinner, having a drink and talking. _____
7. After consuming a few drinks, a few women from a local softball team start to get loud and boisterous and begin to argue. _____
8. Jack is sitting at the bar and consuming alcohol regularly for a couple of hours. He appears to be "nodding" and lights his cigarette backwards. _____
9. Steve gets overly angry over a play on a televised sporting event. _____
10. Jane is singing along with the jukebox in a loud and/or animated way. _____
11. Kate is sitting at the bar for hours, drinking a few drinks and not eating, appearing upset. _____

12. As Bob leaves his barstool to go to the men's room he stumbles, slurs his speech and has bloodshot eyes. _____

NOTES

SECTION III

MINORS

As an alcohol server, it is important to know and understand the law as it relates to minors. It is illegal for anyone under the age of 21 to attempt to purchase, purchase, possess or consume or knowingly and intentionally transport alcoholic beverages. It is illegal for a licensee or any other person to sell, furnish, or give any alcoholic beverages, or permit any alcohol to be sold, furnished, or given, to any minor. When the laws regarding minors are violated, you the server may be held liable for the minor's actions.

Who and When to Card

We know it is not always easy to identify an underage person. A person's characteristics, mannerisms, clothing and facial make-up can be very misleading and give the impression of a much older and mature individual. For these reasons, it is recommended that anyone who appears to be under the age of 35 be considered a potential underage person and should be asked to provide proper identification which the licensee should document.

MYTH AND FACT

MYTH: "It's OK to serve my 20-year-old daughter. I'll be responsible for her."

FACT: It is illegal for anyone to serve a minor, even if it is their own child. A parent can be subject to fines under the Crimes Code and the Liquor Code.

MYTH: "My 16-year-old son would like to have a non-alcoholic beer with his meal."

FACT: The Crimes Code makes it illegal to sell or furnish any beverage intended to be marketed or sold as non-alcoholic beer, wine or liquor to any person under 21 years of age. Such beverages usually contain 0.5% or less alcohol by volume.



LEGALLY ACCEPTABLE ID

Under the Liquor Code, the only legally acceptable forms of identification are:

- A valid photo driver's license issued by the Pennsylvania Department of Transportation (PennDOT) or any other state.
- A valid photo identification card issued by PennDOT or any other state.
- A Canadian driver's license or other bona fide Canadian identification, such as a Canadian-issued passport that contains a photograph.
- A valid U.S. Armed Forces ID card that contains the holder's photograph.
- A valid passport, passport card or travel visa that contains the holder's photograph.

Although these are all acceptable forms of identification, you do not have to accept all of them and may refuse service if you are uncertain or uncomfortable with the ID presented to you.

KEY FACT: All of the above IDs must be current and cannot be expired. Please refer to Appendix D for Sample IDs.

Typically, you will encounter three different types of fraudulent IDs, commonly referred to as the ABCs of fake IDs.

1. What are the ABCs of fake IDs?

Note: If you suspect an ID to be altered, stolen, borrowed or counterfeit, you have the right to — and should — refuse service.

HOW TO CARD

To effectively detect ID fraud, IDs should be checked under good lighting. Some of the most common alterations are not always obvious. A lit magnifying glass can be extremely beneficial in uncovering discrepancies. When checking IDs, it is important to follow an established routine. Memorize the steps and use them, in order, every time you check an ID. An example of a routine approach called FEAR (Feel, Examine, Ask and Return) follows:

First, FEEL _____

Next, EXAMINE _____

Then, ASK _____

Last, RETURN or REFUSE service _____

**HOW WELL DO YOU KNOW
YOUR PA LICENSE?
PLEASE REFER TO APPENDIX D FOR SAMPLE IDS**

PROOF OF CARDING

You have just learned what types of ID are acceptable and some helpful carding tips. The quality of today's altered, borrowed and counterfeit IDs makes it imperative for you not to only card guests, but be able to prove that you did. You are 100% responsible for the minors that are served.

Proof of carding is one of the most important duties licensees and employees should do. **Each and every** time you card a patron, you should be able to prove that you did. Whether you question the ID or not, this practice — done correctly — can reduce liability greatly.

If a licensee wishes to defend themselves against a sales-to-minors charge, they must be able to prove that:

1. The minor was required to produce a valid form of identification as defined by the Liquor Code.
2. One of the following forms of documentation was used: Declaration of Age Card, photograph, photocopy, transaction scan device or video presentation of the ID presented.
3. The above documents were relied upon in "good faith."

What is "good faith?" _____

PROOF OF ID PRESENTED

- **PLCB-931 Declaration of Age Card** (see example on page 26): While holding the ID, hand the person the 931 card and ask them to complete it.
- **Photograph:** Many licensees take a photograph of the ID. With a digital camera, you can store many pictures on one memory card.
- **Photocopy:** Many licensees make a photocopy of the ID and have the patron sign next to the copy to verify the signature.
- **Transaction scan device*:** Use the FEAR method first. Make sure the scanner stores the information. You may want to invest in a scanner that reads both bar codes and magnetic strips.
- **Other visual or video presentation of the identification card presented:** Make sure the camera is positioned in a manner to clearly capture the ID that you are looking at. Don't just rely solely on video surveillance.

Note: One of these methods should be used each time you card someone, not just when you are suspicious of the ID.

*An establishment with a WEP must use a transaction scan device when the purchaser appears under age 35.

Section 4-495(e) of the Liquor Code states that no penalty shall be imposed on a licensee or employee for serving alcohol to a minor if the licensee or employee can establish that the minor was required to produce a valid form of identification and that one of the forms of documentation were used and relied upon in good faith. See the section entitled "Legally Acceptable ID" for such forms of identification.

KEY FACT: All documentation must be kept for at least two years.

MINORS FREQUENTING

Not only is it illegal to sell or furnish alcohol to minors, it is generally unlawful for any hotel, restaurant, or club licensee, or any retail dispenser licensee or their servants, agents, or employees to permit minors to be present on or frequent the licensed premises for any reason whatsoever. There are exceptions to this general rule.

A. Minors may be permitted on the premises of a hotel, restaurant or club licensee, or any retail dispenser if the minor is:

1. In the company of a parent — the parent must be 21 years of age or older;
2. In the company of a court-appointed legal guardian — an individual who has been granted authority by the court to care for a minor; or
3. Under “proper supervision”— a person who is 25 years of age or older who is directly responsible for the care and conduct of the minor(s) while on the licensed premises, and who keeps the minor(s) within his/her sight or hearing at all times. If the licensee, an employee of a licensee or anyone else paid by the licensee is performing as proper supervisor, then that person may not perform any other employment-related duties; otherwise, proper supervision shall consist of unpaid volunteers.

<p>1. Is a spouse considered a legal guardian? _____</p> <p>2. Can a bartender provide proper supervision while tending bar? _____</p> <p>3. What is the ratio of supervisors to minors? _____</p>
--

KEY FACT: “Minors Frequenting” does not apply to limited wineries, distributors, importing distributors, public venues, performing arts facilities, ski resorts, casino license holders, unlicensed areas of golf courses or unlicensed areas of bowling alleys.

Please note, the provisions of the Clean Indoor Air Act must also be observed. If an establishment permits smoking, individuals under 18 years of age are not permitted on the licensed premises or in the enclosed bar area at any time or for any reason. The establishment must post signage at all entrances to the enclosed bar area stating, “No one under the age of 18 permitted.” If the officers of a club licensee vote to allow smoking, the provisions do not restrict minors under 18 from being in the club while smoking is occurring, except when the club is open to the public through general advertisement for a club-sponsored event or when the club is leased or used for a private event that is not club-sponsored. Clubs must post signs notifying its members if smoking is permitted.

B. Another exception is limited to restaurant, hotel or retail dispenser licensees only (not clubs). It is often referred to as the “Pizza Hut Exception.” This exception allows minors to frequent a licensed premises for the purpose of eating food or drinking nonalcoholic beverages without needing any supervision. All of the following conditions must be met:

1. The licensee must be able to demonstrate that 50% or more of its total gross sales are food and nonalcoholic beverages.
2. The minors must not be seated at the bar section of the establishment.
3. Alcoholic beverages may not be served at the table or booth at which the minor is seated unless the minor is with a parent or legal guardian or under “proper supervision” as previously defined.

KEY FACT: The Pizza Hut Exception does not apply to club and catering club licensees.

C. The final exception to the prohibition of minors frequenting is applicable to hotel, restaurant, retail dispenser or club licensees for a social gathering, if the gathering is exclusively for minors. In order to permit such conduct, ALL of the following must apply:

1. No alcohol may be served anywhere on the licensed premises.
2. All alcohol must either be removed from the premises or secured under lock and key during the social gathering.
3. Written notice must be provided to the PSP BLCE, at least 48 hours in advance of the event.

KEY FACT: If a minor is attending a social gathering as defined, no other adult supervision is required for the event.

NOTES

APPENDIX A

Test Your Knowledge

As you already know, working in a licensed establishment carries a lot of responsibility. What is sometimes a fun job can be very stressful and confusing when you're given misinformation. People might be confused about what's actually in the Liquor Code, and you may be told what's "legal" and "illegal" by a number of people, including your patrons. In Pennsylvania, every establishment must follow the Liquor Code, PLCB regulations and, if applicable, the terms of any CLA, to which the license may be subject. However, an establishment can also enforce its own rules — typically called "house policies" — as long as those policies are not illegally discriminatory or in conflict with the Liquor Code, PLCB regulations or terms of a CLA.

To begin, in what type of establishment do you work? _____

1. During what hours may licensees legally sell alcohol? _____

2. At what time must patrons vacate the premises? _____

3. May a minor sit at the bar? _____

4. How many drinks may you serve a person at one time for on-premises consumption? _____

5. May licensees refill smaller bottles of liquor with the same product/brand from a larger bottle? _____

6. How many ounces of beer may a restaurant sell "to go" in one transaction? _____

7. May a club sell beer "to go?" _____

8. May a patron leave a restaurant with a partially consumed bottle of wine? _____

9. How long may a licensee's happy hour be? _____

(Continued on Page 28)

APPENDIX A (Continued from Page 27)

10. May a licensee have a happy hour after midnight? _____

11. May a licensee run a daily drink special until 2:00 a.m.? _____

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12. May a licensee discount all draft beers as a daily drink special? _____

13. May a licensee serve a pitcher of beer to someone sitting at the bar? _____

14. Must take-out beer be bagged? _____

15. May a minor enter a distributor unsupervised? _____

16. On the day of someone's 21st birthday, at what time may they legally be served? _____

APPENDIX B

PLCB CONTACT INFORMATION

RESPONSIBLE ALCOHOL MANAGEMENT PROGRAM

Toll Free: 866.275.8237
Email: RA-LBRamp@pa.gov

OFFICE OF CHIEF COUNSEL

Harrisburg: 717.783.9454 • FAX: 717.787.8820
Email: RA-LBLegal@pa.gov

BUREAU OF LICENSING

Licensing Information Center: 717.783.8250 • FAX: 717.772.2165
Email: RA-LBLicensing@pa.gov

OFFICE OF ADMINISTRATIVE LAW JUDGE

Harrisburg District Office: 717.540.5040
Philadelphia District Office: 610.832.1744
Pittsburgh District Office: 412.920.2007

Visit the PLCB website: lcb.pa.gov

NOTES

APPENDIX C

Glossary

Specialized terms used in this workbook and their meanings:

Absorption: The way alcohol enters the bloodstream. Alcohol is absorbed into the blood through the stomach and small intestine.

Administrative Law Judge (ALJ): The individual who presides over citation hearings at which charges of violations of the Liquor Code are heard.

Administrative liability: Refers to the potential for action taken against a liquor license as a penalty for a violation of the Liquor Code. Action may be in the form of a monetary fine, suspension or revocation of the liquor license, other condition(s), or any or all combinations of these. Administrative penalties are levied by the ALJ.

Alcohol: 1. A liquid or solid containing more than one-half of one percent (0.5%) of ethyl alcohol by volume, capable of being consumed by a human being. 2. A toxic drug; a depressant that slows activity in the central nervous system, resulting in impaired mental and physical performance.

Blood alcohol content (BAC): The amount of alcohol in the blood, determined by the percentage of alcohol in relation to other blood components. For example, 0.08% BAC means there are eight parts of alcohol per 10,000 parts of blood. (Also, breath alcohol content. Many law enforcement agencies use breath tests to determine a person's alcohol content.)

Central nervous system (CNS): The brain and the spinal cord, which collect, process and transmit information.

Certification: See **RAMP certification**.

Civil liability: Refers to legal action that could be taken in the civil courts against licensees and/or servers in order to determine liability under dram shop laws. Civil action usually occurs in instances where there has been death, injury or property damage caused by a minor or visibly intoxicated person who was unlawfully served alcoholic beverages.

Criminal liability: Refers to action that could be taken in the criminal courts, usually by the local district attorney, against a licensee or server, for sales of alcohol to a minor or visibly intoxicated person.

Declaration of Age Card (931 Card): A free form, provided by the PLCB, that is used to document the information on an identification card presented by a patron when that patron is carded or asked to produce proof of age.

Depressant: A chemical that slows down the processes of the central nervous system.

Designated driver: A person chosen to be the driver for others who are consuming alcohol. A designated driver does not drink alcohol to ensure that everyone in the group gets home safely.

Dram shop laws: Dram shop laws establish the liability of establishments arising out of the sale of alcohol to visibly intoxicated persons or minors who subsequently cause death or injury to third parties.

Drink equivalency: There is the same amount of ethyl alcohol in a 12 ounce bottle of beer, a 5 ounce glass of wine, a 1 ounce shot of 100-proof liquor and a 1.5 ounce shot of 80-proof liquor.

Drug: A chemical substance that produces a physical, mental, emotional or behavioral change in the user.

DUI: Driving under the influence of intoxicants. In Pennsylvania, the legal standard for DUI is a BAC of 0.08%. In other words, a person is presumed guilty of DUI if their BAC is 0.08% or greater. DUI includes being under the influence of alcohol and/or other drugs. Legally allowable blood alcohol limits are lower for minors and those with a commercial driver's licenses (CDLs).

Ethyl alcohol: The alcohol in beverages, also known as ethanol. The only alcohol that can be consumed without causing severe immediate physical damage.

Hospitality industry: Restaurants, hotels and other businesses that provide food, lodging and other services.

House policy: Rules that the owners or managers of a business set for their employees and customers that are equal to or stricter than state law.

(Continued on Page 34)

APPENDIX C *(Continued from Page 33)*

Impairment: A decrease in physical and mental abilities.

Incident documentation (Form PLCB-2027): A daily record of any events occurring in an establishment kept at the licensed premises. RAMP recommends licensees record as much pertinent information relating to incidents that may be the basis of future legal action. Form PLCB-2027 is provided free of charge by the PLCB to assist licensees in documenting such incidents.

Intoxication: The condition of physical and mental impairment resulting from consumption of alcohol or other drugs, legal or illegal.

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Intoxicant: Anything that produces intoxication, including but not limited to alcohol and other legal drugs, illegal drugs and household chemicals.

Legal duty: A duty the law requires a person to perform.

Legal intoxication: That blood alcohol level (0.08%) that is recognized by law as being evidence of impairment.

Liability: Responsibility.

License: The document issued by the PLCB for a person or entity to manufacture, distribute, take orders for and sell spirits, wines, beer and other alcoholic liquors.

Licensee: A person or entity granted the privilege of selling alcoholic beverages by the PLCB.

Licensed premises: Refers to that portion of the business that is licensed by the PLCB for the sale and service of alcoholic beverages.

Liver: The organ in the human body that metabolizes alcohol.

Malt beverage: An alcoholic beverage made by the fermentation of grain with an alcohol content up to 14%. Such products include beer, ale, porter, stout, flavored malt beverages, etc.

Metabolization: The chemical process of breaking down a substance, such as alcohol, in the body.

Minor: In Pennsylvania, any person younger than 21 years of age.

New employee: Anyone who has not been employed at the licensed establishment in any capacity during the preceding year.

New employee orientation (Form PLCB-2228): Often referred to as the third step in RAMP certification, this component consists of orientation for all new employees. The PLCB will make available the orientation checklist (Form PLCB-2228) and appropriate learning materials. It is recommended that this orientation be completed on or before the new employee's first day, but must be completed within 30 days of the employee joining the staff. Note: This form must be completed for all people who serve alcohol or check ID, regardless of whether they are considered owners, managers, employees, officers or volunteers.

Owner/Manager Training: One of the five required components for RAMP certification. Licensees may choose to participate in classroom training or complete online training. To meet this requirement, either the PLCB-approved manager or an owner who owns at least 25% interest in the establishment must complete this training.

Oxidation: The process by which the body burns alcohol for elimination. The liver oxidizes approximately 90-95% of alcohol at a rate equal to about one standard drink per hour.

PLCB-approved manager: The person who is named by the licensee as the manager of the licensed establishment and who has been approved by the PLCB as such.

Premises: An establishment's building and grounds, including parking lots. Some or all of the premises may be licensed.

Professional duty: Duties a server chooses to perform because they want to do more than legal duties to protect customers, themselves and society in general.

Proof: The alcohol content of distilled spirits. Equal to two times the percentage of alcohol. For example, 100 proof equals 50% alcohol content.

(Continued on Page 35)

APPENDIX C *(Continued from Page 34)*

Proper identification: Refers to the types of identification that are recognized under section 495(a) of the Pennsylvania Liquor Code [47 P.S. § 4-495(a)] as proof of age for the purposes of serving or selling alcoholic beverages or frequenting a licensed premises. The types of identification are: 1) a valid photo driver's license issued by any state; 2) a valid photo identification card issued by any state; 3) a Canadian driver's license or other bona fide Canadian identification, such as a Canadian-issued passport that contains a photograph; 4) a valid U.S. Armed Forces ID card that contains the holder's photograph; and 5) a valid passport, passport card or travel visa issued by the U.S. or a foreign country that contains the holder's photograph.

Proper supervision: A person who is 25 years of age or older who is directly responsible for the care and conduct of the minor(s) while on the licensed premises and who keeps the minor(s) within his or her sight or hearing at all times. If the licensee, an employee of a licensee or anyone else paid by the licensee is performing as proper supervisor, then that person may not perform any other employment-related duties; otherwise, proper supervision shall consist of unpaid volunteers.

RAMP certification: A Responsible Alcohol Management Program certification. The umbrella used to describe the collection of training and resources available to licensees and their employees. Completion of the program provides certification for two years. In order to become RAMP certified, licensees must complete all parts of the program, which include: Owner/Manager Training, Server/Seller Training, New Employee Orientation, Signage and application for RAMP Certification.

Responsible alcohol service: The legal and professional responsibility of alcohol servers to consistently take care that customers do not drink to intoxication, to assure that minors are not served or possess alcohol and to assure that visibly intoxicated persons are not served and do not drive.

Server/Seller Training: The second component required for RAMP certification. Licensees may choose to participate in classroom training conducted by an instructor who has been approved by the PLCB or complete an online course offered by a PLCB-approved provider. This training is required for at least 50% of a licensee's alcohol service staff (which includes anyone who serves alcohol or checks IDs). This percentage must be maintained at all times.

Signage: Refers to the fourth component required for RAMP certification, consisting of displaying signs addressing age and identification requirements and the prohibition of selling alcohol to visibly intoxicated persons and minors.

Stimulants: Chemicals that speed up the processes of the central nervous system; sometimes called "uppers."

Third-party liability: A law that allows a victim to sue a server, licensee or a social host for damages and injuries resulting from the actions of a customer. In Pennsylvania, third-party liability applies when the server or licensee violates the law by serving a minor or a visibly intoxicated person. The first party is the licensee/server, the second party is the customer and the third party is the victim.

Tolerance: The condition when a drug user requires increasingly larger amounts of the drug to produce the same effect. A change in the system of the user, developing with prolonged or increased use of a drug, including alcohol.

Toxic: Poisonous; causing death, harm or impairment.

Tranquilizers: Depressant drugs that slow down the central nervous system, also known as "downers." Used in combination with alcohol, the depressant effects of both drugs are intensified, sometimes resulting in coma or death.

VIP: Visibly intoxicated person.

Visible intoxication: A level of impairment that any person can observe.

Wine: An alcoholic beverage made from grapes or other fruits. The alcohol content is more than 0.5% by volume and not more than 24% of alcohol by volume. Wine may not contain alcohol derived from malt, grain, cereal, molasses or cactus.

NOTES

APPENDIX D

2019 REAL ID-COMPLIANT CARDS



- As a licensee, you're going to see more REAL ID-compliant licenses and identification cards as Pennsylvania and other states introduce them.
- A Pennsylvania REAL ID-compliant card is identifiable by a **GOLD** circle with a transparent star inside it.
- REAL IDs are valid for 4 years. The expiration date of your first REAL

ID license or ID card will include any time remaining on your current license or ID card, plus an additional four years*.

*For example, if your current license is set to expire in October 2020, but is upgraded to a REAL ID in October 2019, your new REAL ID-compliant license or ID card won't expire until October 2024.

2019 NON-REAL ID CARDS



- Non-REAL ID driver's licenses and ID cards will also look different. Per federal REAL ID regulations, non-REAL IDs must be clearly labeled with the words "NOT FOR REAL ID PURPOSES."

- The non-REAL ID driver's licenses and photo identification cards are valid forms of identification in Pennsylvania even though they are marked: "NOT FOR REAL ID PURPOSES." Non-REAL IDs will not be accepted for entry into certain Federal buildings and for entry into airports.

PHOTO IDENTIFICATION CARD



- A **YELLOW** banner will be placed above the main photograph in which the word "Pennsylvania" will appear.
- "ID" will be indicated in the state outline near the bottom right corner.
- Identification cards do not list class, endorsements or restrictions, as they only relate to driving.
- Identification cards are valid for four years and expire the last day of the issue month.

LIMITED DRIVER'S LICENSE



- A **RED** banner will be placed above the main photograph in which the word "Pennsylvania" will appear.
- There are three types of limited licenses; ignition interlock, occupational, and probationary. The type of limited license is identified in the **YELLOW** state outline near the bottom right corner.

INTERIM DRIVER'S LICENSE



- A **GRAY** banner will be placed above the main photograph in which the word "Pennsylvania" will appear.
- The interim cards are valid for 15 days.
- A **RED** box will be placed around the expiration date.
- The word "INTERIM" is written across the card in **RED**.

PENNSYLVANIA DRIVER'S LICENSE



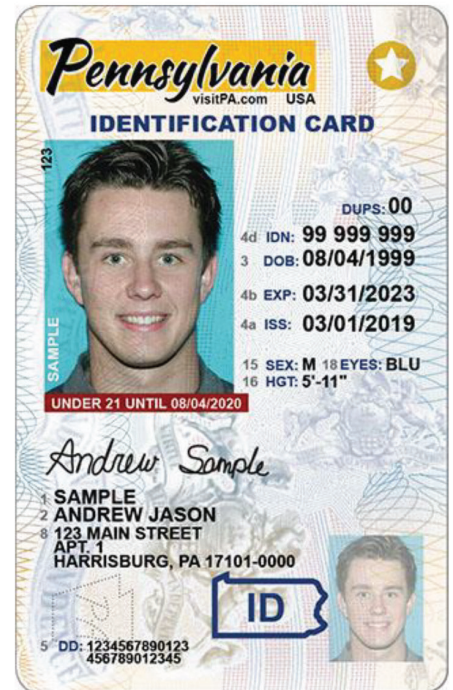
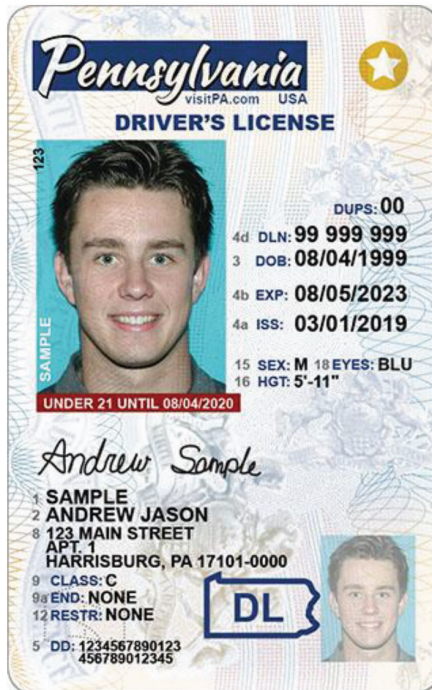
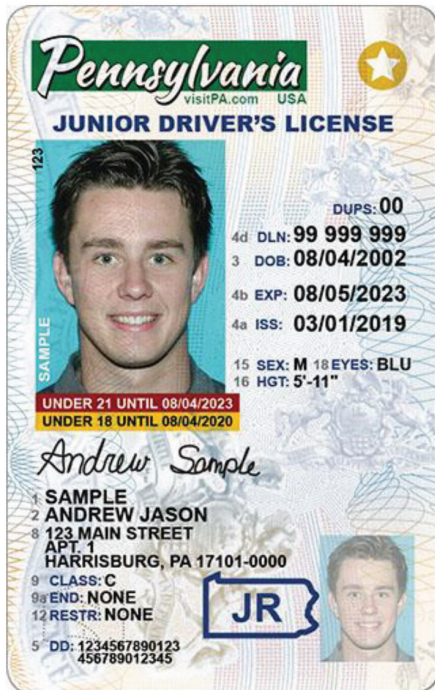
REVERSE SIDE OF DRIVER'S LICENSE/ID



- Each card is laminated with a pattern of the state motto “Virtue Liberty Independence”, the Keystone outline and the year 1787. This is the year the U.S. Constitution was ratified by Pennsylvania.
- There is a Keystone outline with “PA” embedded into the card stock. It is located on the bottom right corner of the license where the ghost image appears. “PA” can be observed by holding the card up to any light source.
- There are ultraviolet sensitive inks embedded within the security background design. These inks are only visible with an ultraviolet light source or black light.

- Elimination of the magnetic strip on the back of the card.
- The cardholder’s birthdate appears in the top left corner of the card.
- Contains a oneD and twoD barcode. The twoD Barcode contains information from the front of the card, unique to the cardholder that may be scanned by a transaction scan device.

UNDER 21 WHEN ISSUED



- The junior driver’s license is indicated by a **GREEN** banner and “JR” in the state outline near the bottom right corner and is issued to anyone ages sixteen through seventeen.
- The junior driver’s license will contain two banners directly below the main photograph: a **RED** banner that indicates when the cardholder will turn twenty-one and a **YELLOW** banner which indicates when the holder will turn eighteen.
- The driver’s license as indicated by a **BLUE** banner as well as “DL” in the state outline near the bottom right corner is issued to minors between the ages of eighteen through twenty.

- The driver’s license will contain a single **RED** banner below the main photograph that indicates when the holder will turn twenty-one.
- A Keystone outline with “PA” embedded into the card stock is located on the right corner of the license when held horizontally. “PA” can be observed by holding the card up to any light source.

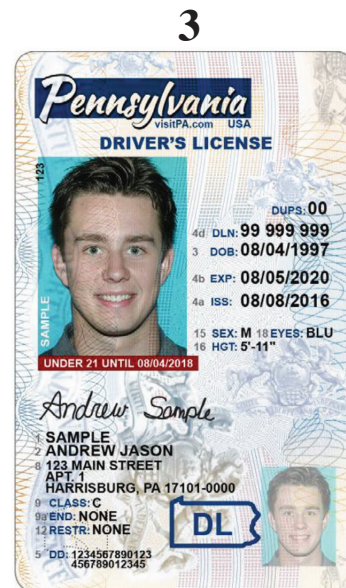
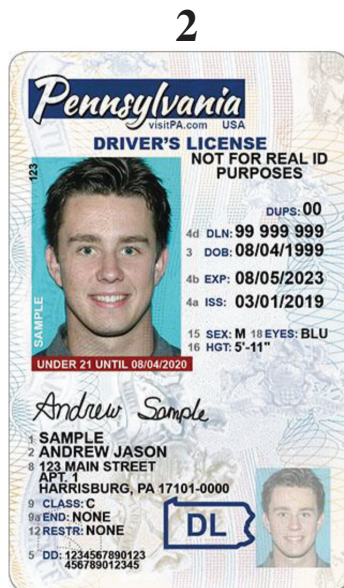
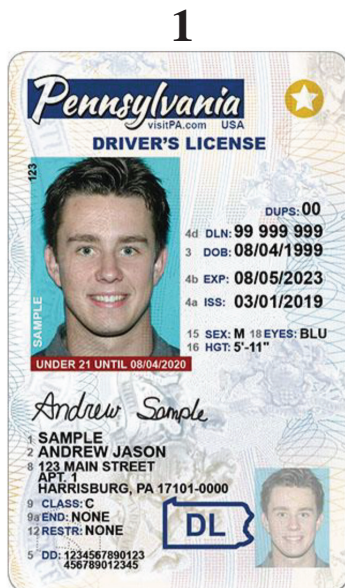
COMPARISON OF VALID PA CARDS



Eventually there will be just two types of ID – cards that are compliant with REAL ID standards and cards that are not REAL ID-compliant. However, for a period of time, there will be three forms of valid Pennsylvania identification cards:

1. REAL ID-compliant
2. Non-REAL ID
3. 2017 design – valid through 2023

COMPARISON OF UNDER 21 PA CARDS



For a period of time, there will also be three valid under 21 identification cards:

1. REAL ID-compliant
2. Non-REAL ID
3. 2017 design – valid through 2023



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