



RU21 BEST PRACTICES PROGRAM

Participant Information

PURPOSE:

The City of Delano's RU21 Best Practices Program is a voluntary program offered to liquor and beer license holders in the City. The program offers incentives to the licensees to undertake certain practices believed helpful in avoiding illegal sales to under-aged buyers.

BENEFITS OF PARTICIPATION:

An establishment that participates in the RU21 Best Practices Program will receive two benefits. The first is the availability of employee training provided by the Wright County Sheriff and Wright County Human Services Departments. This training will review liquor laws and City Ordinances, how to detect fake identifications and other pertinent information regarding alcohol sales.

The second benefit is reduced penalties if a violation occurs. The City Council has established presumptive penalties that will be imposed for an illegal sale to an under-aged buyer. A participating establishment will be given the advantage of a different set of presumptive penalties with reduced consequences. The following shows the presumptive civil penalties for those licensees that choose to participate and not participate:

For Non-participants:

1st Violation	2nd Violation	3rd Violation	4th Violation
\$750	\$1,500 plus 3 days suspension	\$2,000 plus 10 days suspension	Revocation

For Participants in the Best Practices Program:

1st Violation	2nd Violation	3rd Violation
\$250	\$500 plus 5 days suspension stayed	Return to regular penalty grid and off RU21 Best practices for one year

For non-participants the schedules reflect a time period of 36 months between the first and subsequent violation, and for the participants the schedule reflects a time period of 24 months.

PARTICIPATION:

A licensee will be given the option to participate in the program at the time a license is issued and then annually at the time of license renewal. To participate in the program a licensee must sign the RU21 Best Practices Program Agreement and then undertake sufficient activities from the list below to equal a total of 100 points. The first five items totaling 60 points are mandatory; the remaining 40 points are earned by completing activities in the discretionary category. The City, with the assistance of the Wright County

Sheriff and Wright County Human Services will conduct spot checks of the participants to determine compliance.

Mandatory (60 Points)

Selected	Points	Item Description
✓	15*	All employees/volunteers that serve alcoholic beverages at a licensed establishment and that work more than 40 hours a year for the organization shall be trained by Wright County Sheriff and Human Services Agency, or the City of Delano sponsored Alcohol Awareness Server Training Seminar within 12 months of the applicable license period. This section only applies to employees/volunteers who were employed at the time the training programs were offered.
✓	10*	The establishment must provide proof of its in-house program for on-going training of newly hired employees that were not employed at the time the training programs were offered by either the City or County.
✓	15*	Policy requiring identification checks for anyone appearing to be under 40
✓	5*	Wright County Human Services approved written policy and procedure manual signed by employees
✓	15*	Servers and staff may not consume an alcoholic beverage or have alcohol on their breath while working

Discretionary (Choose 40 Points)

Selected	Points	Item Description
	5	Inspection/investigation to ensure criteria are being met
	10	Pre-agreement to work with the Wright County Sheriff Department on secondary sales
	10	Pre-agreement to meet immediately on violations (meet with Wright County Sheriff Department personnel immediately instead of waiting for criminal court proceedings)
	10	Approved internal compliance check program
	15	Participation in Training for Intervention Procedures (TIPS) training program with minimum set number of employees certified
	10	Yearly meeting between designated operating managers and department personnel
	15	Employee reward program (program for rewarding employees who catch underage persons attempting to purchase)
	20	Automated identification card scanner system

MANDATORY CATEGORIES:

- a) Training – A participant in the Best Practices Program must have all of their employees/volunteers that serve alcoholic beverage at a licensed establishment and the work more than 40 hours a year for the organization to attend annual training provided by the Wright County Sheriff's and Wright County Human Service Department, or the City of Delano sponsored Alcohol Awareness Server Training Seminar within 12 months of the applicable license period. This section only applies to employees/volunteers who were employed at the time the training programs were offered or equivalent approved entity, i.e. Minnesota Public Safety. The establishment must also provide documentation of having an in-house program for on-going training of newly hired employees that were not employed at the time the training programs were offered.
- b) Identification Checks – The establishment must check the identification of all individuals appearing to be under 40 who order alcoholic beverages or attempt to purchase alcohol. People who do not have identification cannot be served or sold alcohol, regardless of their apparent age. The establishment must post signs announcing this policy.
- c) Policy/Procedure Manual – Each participant will receive a liquor manual from the City of Delano and the Wright County Sheriff/Human Services Department, which will include the following:
 1. State laws and City ordinances pertaining to liquor sales;
 2. Instructions on what forms of identification are legally acceptable;
 3. Instructions about how to check identification;
 4. Instructions about when to say "No" and how to do it; and
 5. Consequences for employees who make an illegal sale.

Each employee must review this manual and sign the "Employee Agreement" form to be kept on file at the establishment. The establishment must be able to show evidence of an executed acknowledgment by the employee.

- d) Non-Use of Servers and Staff – An establishment will enact an internal policy that servers and staff will not consume any alcoholic beverages or have alcohol on their breath while on duty. This policy shall include ramifications and disciplinary measures that will be taken by management should an infraction occur. Documentation of this policy will be required

DISCRETIONARY CATEGORIES:

- a) Yearly Meeting – Operating Managers must agree to meet with the City of Delano and the Wright County Sheriff/Human Service Department personnel once a year to review and evaluate their policies. The establishment shall provide a copy of the sign-up sheets showing compliance to this category.
- b) Employee Training – The establishment will participate in the Training for Intervention Procedures (TIPS) training program with a minimum set number of employees certified. The course will present to people a new approach to dealing with others. The program will provide information on State and Local laws and regulations regarding alcohol and liquor. Individuals will be trained to identify legal and falsified identification cards as well as second hand sales techniques. A

hands-on interactive customer relation role-playing session will also be included as a tool for assessing a customer's limit and for compliance to the Blood Alcohol Limits Laws. The ramification of non-compliance for both the establishment and the employees thereof will be reviewed. A copy of the singed TIPS training personnel cards shall be provided as documentation for compliance to this category.

- c) Reward Program - The establishment will create a program to reward employees who successfully refuse to serve/sell to an under-aged buyer. The rewards should be provided any time this occurs, not just during official compliance checks. The rewards may be in any form or amount chosen by the establishment. In addition, the officer will give a certificate of ward at the time of the passed compliance check. A follow up letter will be sent to the business recognizing the clerk by name. For each license year of passed compliance checks, a plaque suitable for posting recognizing their achievement will be awarded to the establishment. The City of Delano in conjunction with the Wright County Sheriff and Wright County Human Services will place an annual ad in the local newspaper, cable access Channel 12 and City newsletter recognizing establishments of passed compliance checks. At the discretion of the City, Wright County Sheriff and Wright County Human Services, establishments failing compliance checks may also be posted and released to local newspaper and other acceptable forms of media. A written narrative of the reward program shall be provided as proof of compliance with this category.
- d) Identification Scanners – A number of vendors offer reasonable priced scanning machines to check identification. The establishment will use this system for all purchases of alcoholic beverages. Documentation of proof of ownership or rental of an ID Scanner will be required as proof of compliance to this category.
- e) Pre-agreements with Sheriff Department – A pre-agreement with Wright County Sheriff agreeing to work on ways to reduce secondary sales. A pre-agreement with Wright County Sheriff to schedule a meeting immediately on violations instead of waiting for criminal court proceedings. A copy of the aforementioned pre-agreements shall be provided as proof of compliance with this category.
- f) Inspection/Investigation – The establishment shall be prepared to allow for inspection and investigation to ensure criteria requirements are being adhered to. Any State, County or Local governmental officer may conduct this inspection. A copy of the inspection record, if not conducted by a city staff person, shall be provided as proof of compliance for this category.