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ARLINGTON RESTAURANT INITIATIVE

## ARI Accreditation Standards & Guide for Writing Policy



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In partnership with:



ARLINGTON ECONOMIC  
DEVELOPMENT



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## Accreditation Standards:

The Arlington Restaurant Initiative (ARI) is a program that focuses on raising the best practices of restaurants that serve alcohol and hold a **VA ABC license**. The goals of the ARI program are to decrease alcohol-related harm and build positive relationships among owners of establishments, county agencies, state agencies, and community groups.

This ARI Accreditation Standards will help prepare for your assessment visit. The ARI accreditation standards cover topics such as, fire safety, staff training, internal policies, customer management, security, and responsible alcohol service. The ARI accreditation standards do not replace County or State inspections. Regularly scheduled health, zoning, fire, and ABC inspections will continue to take place. The ARI standards are designed to complement existing law by providing suggested best practices.

**ALL** applicable standards must be met to achieve accreditation. ARI accreditation is subject to revocation for code violations involving public health, fire safety, VA ABC, and public safety.

The Accreditation Standards are broken down into 3 areas:

### A: WRITTEN POLICIES

- As part of the application process, a copy (electronic or hard copy) of the written policies must be submitted to the ARI assessor prior to the assessment visit.
- The restaurant's policy manual should cover all standards included in the ARI Accreditation Standards. Policies deemed appropriate or helpful to the establishment that are not included in the ARI Accreditation Standards will also be considered.
- The restaurant's policy manual will be reviewed before the assessment. A deadline date to submit the policy manual will be given once the application for accreditation is received.

### B: OPERATIONAL CHECKLISTS

- A list of operational checklists, documents, and records that are required can be found in this Accreditation Standards.
- All operational checklists, documents, and records will need to be provided (electronic or hard copy) or shown to the ARI assessor on assessment day for review and validation.
- Any additional operational checklists, documents, or records not on the checklist will be reviewed and validated by the ARI assessor on assessment day.

### C: PHYSICAL VERIFICATION

- A checklist of items that will be verified and validated by the ARI assessor is provided. Please review the list and ensure all mandatory items are in place and ready for assessment day.

## Guide for Writing Policy:

### Writing Policy

This guide is designed to provide suggestions to assist owners and managers develop their own policies and procedures to meet accreditation.

More information related to VA ABC regulations can be found online at <https://www.abc.virginia.gov> and in the Virginia Department of Beverage Control Retail Licensee Guide. More information regarding Arlington County noise and fire codes can be found at <https://countyboard.arlingtonva.us/county-code>.

### Policies and Procedures

Developing policies and procedures that meet ARI accreditation will help your restaurant run in the safest manner possible. Written policies ensure that every employee has the same information with the goal of operating the restaurant safely.

**Policy** reflects the “rule” of operation. These rules are determined by the owner to meet the guidelines of accreditation.

**Procedure** is the implementation of the policy. Procedures are the means to follow the rules.

To be most effective, the restaurant’s policies and procedures should be available to all employees in written or electronic form. Making these policies available and providing training will give a restaurant’s employees the greatest chance of success.

Owners and managers should be the most knowledgeable about the policies and best practices of the restaurant to provide guidance and enforce policies.

## Developing Policies and Procedures

This guide will provide the owners and managers of restaurants in Arlington County a suggested format to satisfy the accreditation standards. The wording used to write the policies will be different for every restaurant. Regardless of the format chosen, the wording for the policies should be clear, concise, and simple to follow.

Basic information should be considered when writing policy and procedure:

- Numbering your policies
- Date the policy was created or revised
- What is the policy?
- Why is the policy important and what is the purpose?
- Who does the policy apply to?
- When is the policy applicable?
- What is the procedure for carrying out the policy?

### Effective Policies

- Address what the rule is
- Clear, concise, and simple to follow
- Owners and managers should be considered policy experts and should be available to explain and enforce policies

### Effective procedures

- The steps to carry out the policy
- Easily understood tasks to meet the policy

### Suggested style for writing policy and procedure

- Concise and factual
- Information that does not become outdated, for example, avoid names of people – use positions
- Include step by step instructions for completing tasks or documentation

## Sample Policy and Procedure Format

**Logo or Company Information Here**

### **Policy Number:**

*Consider numbering policies to assist in organization.*

### **Policy Date:**

*Date the policy was created or revised.*

### **Policy:**

*State the rule and what is permitted OR what is not allowed, unacceptable, etc.*

### **Purpose:**

*Why is this policy important and what is the purpose? Is the policy a best practice, meeting a state or county code, or meeting an ARI assessment guideline?*

### **Applicable To:**

*Who is this policy directed to and who does it apply to?*

### **Procedure:**

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

## **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 can be used for all staff when determining whether alcohol sales or entry can be granted.
- **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
  - "No sales are permitted to underage persons, who are defined by ABC law as persons less than 21 years of age."  
**COV §4.1-304**
  - "Do not allow a person under 21 years of age to possess or consume alcoholic beverages on the licensed premises."  
**COV §4.1-225 and §§4.1-305**

#### **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, an acceptable form of identification will be requested."*

#### **Considerations:**

- Servers are aware of acceptable forms of identification as identified by VA Department of Alcohol Beverage Control.
- Having a zero-tolerance policy helps staff meet expectations and outlines consequences if the law and policy are not followed.
- Ensure staff is aware who is responsible for door duties and are aware of the Arlington County Police Department's policies regarding collection and identification of fake identifications.
- Managers should be available to deal with disputes arising from patrons not being 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 Virginia state code and VA ABC license requirements.
- **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
  - "No licensee or employee should consume alcohol beverages or ever be intoxicated while on duty and on the premises."
  - "Do not employ anyone who has been convicted of a felony, any crime involving moral turpitude (lying, cheating, or stealing), or a drug related offense within the past five years. This does not apply to busboys, cooks, or kitchen help."

**COV §4.1-325 and §4.1-225**

**Sample Policy:**

*"The sale, possession, or use of illegal drugs by patrons or staff is strictly prohibited. All offenses will be reported to the Arlington County Police Department. Offending staff will face disciplinary action, including dismissal."*

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

**Considerations:**

- Addressing illegal activity or offenses which can place the restaurant's VA ABC license in jeopardy should be part of an employee code of conduct.



### 3) Have a written policy establishing a “Safety Officer” to monitor patron intoxication levels and overcrowding.

#### Importance:

- Ensures staff are aware of the importance of responsible alcohol service and supervision of and safety of patrons.
  - **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
    - “Do not sell or serve alcoholic beverages to intoxicated persons, or allow someone else to purchase alcoholic beverages for intoxicated persons.”
- COV §§401-304 and §§401-306**

#### Sample Policy:

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

#### Considerations:

- The person who has this responsibility should be knowledgeable in all operations of the restaurant.
- The primary function of the safety officer is to monitor safety issues and intervene by directing staff before a problem can escalate jeopardizing staff and patron safety.
- If possible should be someone other than a manager to keep distractions from happening allowing sole focus to be on the safe operation of the restaurant.
- Knows protocol for contacting the Arlington County Police Department, particularly before disputes escalate to more dangerous situations.
- Monitor patron intoxication levels and cease service if a patron is showing signs of intoxication.
- Monitor occupancy counts to ensure the restaurant does not exceed occupancy ratings.

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

##### Importance:

- The policy focuses on prevention of illegal drug activity, illegal gambling, and fighting or use of weapons. This code applies to patrons and staff.
- Use of washroom attendant or security person in the bathroom keeps activity of this nature from occurring.
- **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
  - "Do not allow the sale, consumption, or possession of illegal drugs or other controlled substances on the licensed premises."
  - "Do not allow any person to possess or exchange any drug devices or paraphernalia on the licensed premises."
  - "Do not allow any illegal gambling to occur on the premises, or possession of any illegal gambling apparatus, including certain video games."
  - "Do not allow noisy or disorderly conduct on the premise, including fighting or use of weapons."

**COV §4.1-225**

##### 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. All offenses will be reported to the Arlington County Police Department."*

##### Considerations:

- Use of washroom attendant or security person in the bathroom keeps activity of this nature from occurring.
- Consider signage to notify patrons and staff of the restaurant's drug policies.
- Having a policy in place will increase staff awareness and responsibility in reporting illegal drug activity to managers.

**5) Have a written policy to monitor departing patrons to keep alcohol containers from being removed from the restaurant.**

**Importance:**

- Empty bottles can be used as weapons or become litter.
  - **Virginia State Code of Virginia - Prohibited Conduct Retail Licensee Guide**
    - "On premise licensees, may serve and allow consumption of alcohol only in designated areas that are defined by the Board at the time the license is granted."
- 3 VAC 5-50-110**

**Sample Policy:**

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

**Considerations:**

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

**6) Have a written policy and procedure for maintaining lines of patrons at the entrance of the restaurant.****Importance:**

- Patrons waiting in line who display unruly behavior suggest what to expect inside the restaurant.
- Having staff outside to monitor patrons outside the establishment allows intervention before issues occur.

**Sample Policy:**

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

**Considerations:**

- Ensure occupancy ratings are being followed.
- If occupancy is nearing the limit, staff need to have a plan on how to manage crowds that begin to form in front of the business.
- Avoid "VIP" or "special treatment" with certain patrons. Allowing patrons to go inside in front of waiting patrons can cause disputes with security staff.
- Attempt to communicate with patrons in line with anticipated wait times to enter the restaurant.
- Consider issues that arise with allowing re-entry of leaving patrons.
- Patrons waiting in line who display unruly behavior suggest what to expect inside the restaurant.
- Having staff outside to monitor patrons outside the restaurant allows intervention before issues occur.

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

**Importance:**

- Shows a commitment by the restaurant to safety and responsible 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:**

- Consider having a method to identify designated drivers so they are easily identifiable (wrist band, hand stamp).
- Free or discounted non-alcoholic beverages or food encourages patrons to drink responsibly and supports their decision not to drink.
- Provide guidance to 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/or a posted maximum drink policy prohibiting customers from possessing (2) mixed beverages at one time.**

**Importance:**

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

- "No customer should possess more than two mixed beverages at one time."
- "No more than two drinks of wine, beer, or mixed beverages during Happy Hour. During all other times, no more than two mixed drinks at one time, wine and beer – without restriction."

**3 VAC 5-50-60.B**

**Sample policy:**

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

**Considerations:**

- Having a drink limit not only meets the state code but minimizes the risk of over-consumption and disorder by patrons.
- Consider expanding the policy not allowing patrons to possess more than 2 alcoholic beverages of any type.

**9) Have a written policy to make staff aware of and prevent the use of “date rape” drugs and alcohol related sexual and domestic assault.****Importance:**

- Alcohol and drug related assaults can occur and they represent a very serious risk to patrons.
- Staff awareness can help prevent this from happening and protect patrons.
- A program available to raise awareness is the Bar Bystander Intervention Training which is made available through Arlington County Department of Human Services Project Peace.

**Sample policy:**

*"Staff are aware of and attempt to prevent situations where date rape drugs could be used."*

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

**Considerations:**

- Common date rape drugs are GHD, Rohypnol, and Ketamine.
- Drugs can be placed in unattended beverages if someone other than the bartender or server gives the patron the drink.
- Look for signs of extreme intoxication or incapacitation in patrons especially if they are leaving with a group or another individual.
- Attempt to gain information or consider calling police/fire to ensure the patron's safety.
- The Bar Bystander Intervention Training is available from Arlington County Department of Human Services Project Peace to meet this assessment standard.

## 10) 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.
  - While carrying a weapon, it is illegal to consume alcohol or be intoxicated in any way.
  - **Prohibited Conduct and Where Unlawful to Carry**
    - "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."
    - "No person who carries a concealed handgun onto the premises of any restaurant or club as defined in Section [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 Board under Title 4.1 of the Code of Virginia; 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."
- Virginia State Code -§ 18.2-308.012**

### Sample policy:

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

### Considerations:

- Define the term, "weapons" to your staff and ensure they know what to do if a weapon is seen by staff (gun, knife, pocket knives, scissors, screwdrivers, box-cutters, etc.).
- Consider posting a sign indicating that weapons are not allowed in your restaurant. The owner of a restaurant may forbid any weapon from the premises regardless of the state law.
- Ensure staff knows the procedure to follow and when to call police if a weapon is discovered on a patron.
- Weapons found on your premises should be recorded in the incident reporting binder.



## 11) Have a written policy establishing when Arlington County Police will be called to the restaurant.

### Importance:

- Staff must know what procedures to follow when police are called. In emergencies staff, must know their duties which reduces the amount of confusion and will result in the proper authorities being notified in a timely manner.
- In addition to 911 or the non-emergency line, staff should know how to contact the Arlington County Police Department Restaurant Liaison Officer.
- Common incidents when police should be called are:

### 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"*

### Considerations:

- Patron and staff safety are the priority when writing this policy.
- Clearly post all emergency/non-emergency numbers and identify who will call to prevent more than one calling or no one calling police/fire.
- Ensure staff are aware of all situations in which police are to be called.
- The establishment may consider additional situations or occurrences in which the police may will be contacted by your staff.
  - Vandalism
  - Theft

**12) Written policy in place that addresses the preservation of witnesses and crime scene after a crime has occurred, until police arrive on 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) Requirement to call 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 of a crime at their restaurant.
  - Once police have been contacted, every effort should be made to keep witnesses on scene and attempt to keep evidence from being moved or destroyed. A simple plan understood by your staff will help police when they arrive at your restaurant.
  - **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
    - "Do not allow noisy or disorderly conduct on the premises, including fighting or use of weapons."
- COV §4.1-225**

**Sample policy:**

*"If a crime occurs, staff and managers are required to preserve the crime scene until the police arrive."*

**Considerations:**

- Prevent patrons from walking through the crime scene area and disrupting evidence.
- Help identify witnesses and provide information for police.
- Don't move or touch anything.
- Be observant of what is seen or heard.
- Keeping patrons away from the area where a violent incident is occurring helps security staff manage the situation until police arrive.
- There is a risk to other patrons who could get involved and aggravate the situation.

**13) If the restaurant utilizes a security video system, have a written policy requiring how data can be collected by police.**

**Importance:**

- Having a surveillance system in place 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:**

- Having a surveillance system in place 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.
- Have disks or flash drives available to collect data.
- Willingness to share information increases accountability.

**14) 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**
- b) Overly intoxicated patrons consuming alcohol on premises**
- c) A fight, assault, or disturbance occurs**
- d) Police are called to the establishment**
- e) A patron using illegal drugs while on the property**
- f) Illegal drugs seized on the property**
- g) Trespassing**
- h) A weapon is discovered in the restaurant or on a patron**
- i) Disorderly conduct**

**Importance:**

- Incident reporting conducted by businesses assist police with investigations and may protect the business in civil situations. Instead of relying on staff’s memory of a incident, there would be a documented report to refer to.
- Incident reporting systems provide needed evidence and information when police, investigators, lawyers, and insurance companies are investigating an incident.
- Keeping accurate records and logs of incidents show the restaurant’s commitment to meet best practices and comply 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 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:**

- Consider expanding the list of circumstances that will be reported in an incident report such as:
  - Threat
  - Theft
  - Removal of alcohol from the premises
  - Vandalism

**15) Have a written glass collection policy ensuring bottles and glassware are removed from tables frequently.****Importance:**

- Broken glass on the ground or patrons using empty bottles are a 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:**

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

## 16) 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 problems from occurring with large crowds of patrons in front of the restaurant.
- **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**  
 "Neither sale nor consumption of alcoholic beverages is permitted after restricted hours. Customers are never allowed to drink on the premises after hours." **3 VAC 5-50-30.A**

### Sample policy:

*"Staff are to monitor the safety of patrons as they leave the premises at closing time."*

### Considerations:

- Your dispersal policy should apply to patrons as they leave the building, especially at closing time.
- Monitor patrons as they leave and contact police if disorderly conduct takes place outside of the restaurant.
- Intervene with intoxicated patrons to assist with providing safe transportation.
- Supervise the exterior of the establishment and the area around the outside of the building.
- Advise the Arlington County 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.

Suggestions for a "Soft Closing":

- Consider earlier than traditional 1:45am last call
- Bring lights up gradually
- Cease entertainment
- Clearly announce that the evening is over and service will stop
- Allows more time to move patrons out of the restaurant safely

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

### Importance:

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 at 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 bleach solution and dried
  - Remove gloves and place in plastic garbage bag all soiled cleaning materials
  - Double bag and securely tie up plastic bags and discard
  - Thoroughly wash hands with soap and water
- **FDA Food Code 2013 2-501.11**

### Sample policy:

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

### Considerations:

- A list of other approved commercial disinfectants can be found at the Selected EPA-registered Disinfectants page.

**18) Have a written noise policy.****Importance:**

- Shows consideration of surrounding neighborhoods
- Ensures the restaurant is less likely to be viewed as an unwelcome neighbor.
- Patrons outside the establishment act as “unofficial ambassadors”. Their behavior, appearance, and conduct reflects on your restaurant and the area.
- Be familiar with **Arlington County Code Chapter 15 – Noise Control**

**Sample policy:**

*"Staff will adhere to and be familiar with the Arlington County noise ordinance."*

*"Noise generated from the restaurant shall be within the limits of the Arlington County noise ordinance."*

**Considerations:**

- The restaurant's noise policy should reflect the guidelines of Arlington County's noise ordinance.
- Having staff familiar with the law will enable them to identify an issue before it generates a complaint from a neighbor.



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

### Importance:

- Having a background check of security staff reduces liability for the restaurant.
- Employees can obtain their Virginia criminal histories through the Virginia State Police.
- **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
  - "Do not employ anyone who has been convicted of a felony, any crime involving moral turpitude (lying, cheating, or stealing), or a drug related offense within the past five years. This does not apply to busboys, cooks, or kitchen help."

**COV §4.1-325 and §4.1-225**

### Sample policy:

*"All security staff shall have a criminal background check and have attended security training."*

### Considerations:

- Trained security staff are better equipped to regulate patron behavior and know what their criminal and civil liability is.
- Provide uniforms that portray a professional appearance.

## 20) Policy for preventing patrons from drinking and driving.

### Importance:

- Restaurants that serve alcohol have a responsibility to make reasonable efforts to keep their patrons from drinking and driving.
- Ensure staff know how to call for a taxi.
- Security staff can summon police to assist with patrons intoxicated and 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:

- Impaired driving can leave an restaurant vulnerable to civil lawsuits.
- Ensure staff know how to call for a taxi.
- Contact police to intervene.

## **B: OPERATIONAL CHECKLISTS**

### **1) Incident reporting binder or other filing system to document incidents.**

#### **Importance:**

- Incident reporting forms are used to document actions taken to prevent or correct alcohol related issues. This should be method of collection for incident reporting for instances cover in A14. Also, included in the reporting binder should be incidents involving injury or accidents.
- A sample in-house incident report will be provided by ARI.

### **2) Binder to track VA ABC Responsible Servers Training or TIPS training for staff.**

#### **Importance:**

- Licensees having well organized records showing certifications of records shows the commitment to responsible alcohol service.
- Provide evidence that staff has read establishment policies and procedures and is aware of ARI program

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

#### **Importance:**

- Ensures there are not any intoxicated patrons or damaged property in or around your restaurant. This also ensures litter is picked up on the outside of the establishment building goodwill with the neighboring residents.

### **4) Binder or system for keeping track of banned patrons.**

#### **Importance:**

- The notice of trespass issued by the Arlington County Police Department is valid for three (3) years. If a form is completed at the owner's or an agent of the owner's request, the document should be kept where other employees will be able to locate the paperwork.

**5) Alcohol serving principles document, which all staff members sign and abide by who are certified to serve alcohol in your restaurant.**

**Importance:**

- Having VA ABC certified servers is not only encouraged as part of your ABC license but can protect the business if employees act outside of the rules that are established for the business and alcohol license.

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

**Importance:**

- Holding regular meetings allows accountability for the restaurant when employees are abiding by in house policies.

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

**Importance:**

- Receiving an ARI accreditation is a sign to patrons and the community that the restaurant has a commitment to safety.

**8) Patron count log, binder, or other system to track occupancy loads**

**Importance:**

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

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

**Importance:**

- Having staff that are trained in first aid and CPR shows emergency preparedness and a commitment to patron health.
- In an emergency, it is important to easily identify staff that have emergency training.
- Arlington County Fire Department will make training available in First Aid and CPR.

## **C: PHYSICAL VERIFICATION**

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

**Importance:**

- **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
    - "Each license must be posted in allocation on the premises where it is clearly visible."
- COV §4.1-203**

### **2) Have garbage cans near entrances and exits.**

**Importance:**

- Providing trash cans at the entry and exit points allows patrons who are leaving a place to discard their alcohol containers before the can be brought outside of the establishment.
  - **State Code of Virginia - Prohibited Conduct - Retail Licensee Guide**
    - "Always maintain your premises in a sanitary condition."

**COV §4.1-225**
  - "On premise licensees, may serve and allow consumption of alcohol only in designated areas that are defined by the Board at the time the license is granted"
- 3 VAC 5-50-110**

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

**Importance:**

- A first aid kit should be readily available to staff and be in a place that is easily accessible.
- Other tools such as properly charged flashlights are a necessity for checking identifications or for helping during emergency situations.

### **4) Virginia Department of Alcoholic Beverage Control Retail Licensee Guide is on the premises and available to all staff.**

**Importance:**

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

**5) Support transportation programs such as “Sober Ride” and underage drinking campaigns by posing applicable posters or signage at entrances and exits.**

**Importance:**

- 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:**

- Shows community that the establishment is committed to being a good neighbor and shows the restaurant takes pride in portray a positive appearance.

**7) Evidence of any work or measures taken to repair areas in the establishment that have been defaced or are in a state of 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.
- 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.
- Have a sign clearly showing patrons the maximum number of occupants allowed in the building.
- **Arlington County Fire Department Fire Code F1004.3**
  - "Every room or space that is an assembly occupancy shall have the occupant load of the room or space posted in a conspicuous place, near the main exit or exit access doorway from the room or space. Posted signs shall be of an approved legible permanent design and shall be maintained by the owner or authorized agent."

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

**Importance:**

- The number of occupants in the business determined by Zoning and Inspection Services Division, but enforced by the Arlington County Fire Marshal. Exceeding the posted occupant load is a violation of The Virginia Statewide Fire Prevention Code as well as 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 Fire Prevention Code Permit is required for the storage and/or use of LP-Gas. [F6101.2, F107.2]**

#### 4) Maintenance of the means of egress.

##### Importance:

- Arlington County and State Fire Codes regulate fire safety for patrons inside your establishment.
- It is vital that patrons and staff have the ability to exit quickly and safely in an emergency.
- **Arlington County Fire Code F1030.2 Reliability.**
  - "Required exit accesses, exits and exit discharges shall be continuously maintained free from obstructions or impediments to full instant use in the case of fire or other emergency when the building area served by the means of egress is occupied. An exit or exit passageway shall not be used for any purpose that interferes with a means of egress."
  - "A clear path must be provided all the way to the "public way" (street or public sidewalk)."
  - "The path must be at least as wide as the exit doors."
  - "Where multiple paths converge, add the widths together."
- **Arlington County Fire Code F1030.3 Obstructions.**
  - "A means of egress shall be free from obstructions that would prevent its use, including the accumulation of snow and ice."
- **Arlington County Fire Code F1030.4 Exit Signs**
  - "Exit signs shall be installed and maintained in accordance with Section 1011. Decorations, furnishings, equipment or adjacent signage that impairs the visibility of exit signs, creates confusion or prevents identification of the exit shall not be allowed."
- **Arlington County Fire Code F1030.5 Non-exit Identification**
  - "Where a door is adjacent to, constructed similar to and can be confused with a means of egress door, that door shall be identified with an approved sign that identifies the room name and the use of the room."
- **Arlington County Fire Code F1030.6 Finishes, Furnishings, and Decorations.**
  - "Means of egress doors shall be maintained in such a manner as to be distinguishable from the adjacent construction and finishes such that the doors are easily recognizable as doors. Furnishings, decorations or other objects shall not be placed so as to obstruct exits, access thereto, egress therefrom, or visibility thereof. Hangings and draperies shall not be placed over exit doors or otherwise located to conceal or obstruct an exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of exit."



## 5) Fire protection systems.

### Importance:

- Establishments are required to maintain their fire suppression equipment is maintained as required by law.
- Questions about compliance with Arlington County Fire Code should be directed to the Arlington County Fire Marshal's Office at 703-228-4644.
- **Arlington County Fire Code F901.8 Removal of or tampering with equipment.**
  - "It shall be unlawful for any person to silence, reset, remove, tamper with, damage, use without just cause or authorization, or otherwise disturb any fire detection and alarm system, fire suppression system, or other fire appliance required by this Code or installed in any building or structure within the County except for the purpose of extinguishing fire, training purposes, recharging, making necessary repairs, or when approved by the Fire Official."
- **Arlington County Fire Code F901.6 Inspection, testing, and maintenance.**
  - "Exit signs and emergency lighting units should be tested at least once a month to make sure the backup power works correctly."
  - "Kitchen hood fire extinguishing system are required to be serviced every 6 months. (F904.11.6.2)"
  - "Fire extinguishers are required to be serviced every 12 months. (F906.2)"
  - "Fire sprinkler and fire alarm systems: full test annually with partial inspections / tests more frequently."
- **Arlington County Fire Code F901.7 Systems out of service.**
  - "Where a fire protection system is out of service, the Arlington County Fire Department and the Fire Official shall be notified immediately and, where required by the Fire Official, the building shall either be evacuated or an approved fire watch shall be provided for all premises left unprotected by the shut down until the fire protection has been returned to service. Where utilized, fire watches shall be provided with at least one (1) approved means for notification of the Arlington County Fire Department. The only duty of fire watch personnel shall be to perform constant patrols of the protected premises and keep watch for fire."
- **Arlington County Fire Code F901.7.7 Contact Information**
  - "All premises or buildings without on-site property management shall have property emergency contact information posted in an area approved by the fire official."

## **PUBLIC HEALTH**

### **Arlington County Public Health Division (ACPHD) written policies.**

The following policies and actions are designed to reduce the risk of foodborne illness associated with the five (5) main risk factors in food establishments. The policies meet the criteria established by the current version of the FDA Food Code, Arlington County Code, Chapter 9.2 (Food and Food Handling), and by the Arlington County Restaurant Initiative to keep patrons safe from foodborne illness.

I understand that failure to adhere to these policies and actions may result in foodborne illness and subsequent enforcement action by the Arlington County Public Health Division (ACPHD).

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

**1. Contaminated Equipment**

Germs can be transferred from dirty surfaces to food; cleaning and sanitizing surfaces reduces germs.

**2. Inadequate Cooking**

Germs can multiply when foods are not cooked to the right temperatures. Examples of correct cooking temperatures include, but are not limited to:

Poultry - 165°F for 15 sec.

Ground meat - 155°F for 15 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 germs to food; hand washing and staying home when sick help prevent the spread of germs.

**4. Unsafe Food Sources**

Foods not made in approved kitchens are more likely to be unsafe.

**5. Improper Holding Temperatures**

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

#### 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 frequency of cleaning required; post and adhere to cleaning schedules.
- Develop a written procedure for monitoring sanitizer levels and/or 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 they are hired and at least one-time 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 Outbreaks
- Germs 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.

##### Importance:

- **Poor personal hygiene** can contribute to Foodborne Illness Outbreaks
- Employees can transfer germs from 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 Food borne 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 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 100°F at all sinks.

##### Physical Verification

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

**4) Unsafe Food Sources**

**Have a written policy requiring all food be from a regulated or commercial facility.**

**Importance:**

- **Unsafe food sources can** contribute to Foodborne Illness Outbreaks
- Foods not made in approved kitchens are more likely to be unsafe.

**Written Policy**

- Develop a written plan for maintaining records for all food sources.
- Do not use foods prepared in non-commercial kitchens.

**Operational Checklist**

- N/A

**Physical Verification**

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

\*Sample logs, posters, and signage will be provided by ARI

## ZONING

### Importance:

- **For Use and Non-Use Permit/Site Plan Businesses**
- 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 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.



**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)**


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:** \_\_\_\_\_



ARLINGTON RESTAURANT INITIATIVE

## REDUCE ALCOHOL RELATED HARM

### 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

### Bartenders/Servers:

- Monitor Patron Behavioral Cues:
  - Judgment      - Reactions
  - Coordination      - Inhibitions
- Don't allow patrons to become overly intoxicated

### 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
- Understand County noise ordinance and your use permits

### Bar Bystander Intervention Tips

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



Emergencies Call: **911**

Non-Emergencies Call: **703-558-2222**

Below is a list of useful numbers from Arlington County and Virginia State:

Police/Fire/Emergency.....	911
Arlington County Police Non-Emergency Number.....	703-558-2222
Arlington County Police Restaurant Liaison Unit.....	703-228-7423
Arlington County Fire Prevention Office.....	703-228-4644
Arlington County Environmental Health.....	703-228-7400
Arlington County Zoning Office.....	703-228-3883
Department of Human Services – Project Peace.....	703-228-1678
Arlington County Office of the Commonwealth Attorney.....	703-228-4410
Arlington Victim-Witness Program.....	703-228-4410
Doorways.....	703-237-0881
Arlington Economic Development Office.....	703-228-0808
Virginia Department of Alcoholic Beverage Control.....	703-313-4432

In cooperation with **Best Bar None UK**

