



CENTRAL REGION PREVENTION RESOURCE CENTER

NORTHERN QUADRANT—Jefferson, Lewis, and St. Lawrence Counties

February, 2010

Training for Intervention Procedures (TIPS) trainings are an important component of a community's comprehensive strategy to reduce the risk of problems associated with alcohol outlets. They focus on the attitudes, knowledge, skills, and practices of persons involved in selling or serving alcoholic beverages. Their primary goal is to prevent sales of alcoholic beverages to underage and intoxicated patrons and reduce the risks of intoxication occurring on the premises.

TIPS trainings achieve these goals by informing servers and sellers of techniques to identify and refuse service to intoxicated and underage patrons; training managers to develop and implement policies and procedures to support servers' intervention techniques; and training security staff workers to manage problem behavior without escalating aggression or increasing the risk of danger to the safety of the belligerent patron or innocent bystanders.

Sellers and managers at off-site and on-site establishments and special events will receive a similar core curriculum that includes:

- Understanding the physiological effects of alcohol on the body and behavior, including the signs and stages of intoxication
- Understanding and developing basic skills designed to prevent or limit sales and service to minors and intoxicated patrons
- On-site sellers and servers will receive more intensive training, including role-playing, that focuses on preventing intoxication on the premises. The training will include strategies for pacing customer drinking, drink size and drink equivalencies, cutting off a customer using non-confrontational techniques, and staff communication when a customer has been cut off.
- Training for off-sale employees will include a focus on how to prevent shoulder-tapping activity outside the premises. Special event workers will receive training in serving alcohol at large public events in designated drinking areas.

Also available to establishments who choose to participate in TIPS training for their employees is the Responsible Beverage Service (RBS) training, certified through the New York State Liquor Authority. *The primary benefit of participating in this training is mitigated penalties offered to licensees with trained staff found to have violated laws prohibiting sales to minors or intoxicated persons. There may also be a reduction of the cost of your liability insurance if your carrier recognizes the TIPS or RBS trainings. Please contact your insurance carrier for additional information.*

Best of all, your server is certified with the TIPS program for three years and the training is **FREE!!!** We only ask that you purchase the required textbook at a cost of \$17.00 per participant. Registration for the March 24 class is now open; there is a limit of 35 participants. Please call today.

For more information regarding these trainings or for a schedule of available training dates, please contact Mechia Williams, Certified TIPS trainer, at (315) 788-4660 or email at aseefried-brown@jcasac.com.