



HMCS King's Wardroom Policies & Procedures

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Introduction

Welcome to the Wardroom team, you have officially joined the King's community! The Wardroom is a bar and community space on the University of King's College campus. Because of the bar's unique status as a place of business as well as a student hub, the Wardroom is governed by more policies than a normal bar. These are the documents to refer to governance and conduct, basically, what we do here and how we do it. These documents are democratic and able to be changed to suit changing needs of the space. They are here to keep the various partners in the space informed and safe, be it a patron, a bartender, a manager, the union, or the university.

Guide to the Policies and Procedures Document

Policies are laws that govern operations within a company. Staff are required to read through and understand them as well as sign off on them every fall. Staff are welcome to access them at any time in order to navigate a complaint or policy violation. If staff are ever unsure about worker's safety or worker's rights, they may refer to the policy, or refer to provincial workers legislation in Nova Scotia.

Procedures are a staff member's day-to-day checklist. They detail tasks which staff are responsible for on a daily basis, and define expectations of what should be completed on shift. Procedures empower staff to know what to do and how to do it.

HMCS King's Wardroom Mission, Values & History

The Wardroom was founded in 1979 by the University of King's College and the King's Student Union to meet the need of creating a social hub on the University campus where students can meet, drink, and celebrate. It has been open ever since, offering a beer and a place to gather casually after class.

The HMCS King's Wardroom holds the designation HMCS, or Her Majesty's Canadian Ship, because of King's role during the Second World War. The university was requisitioned by the military to create the HMCS *Kings*, an officer training school from 1941 to 1945. It was used as a "stone frigate" which is a naval establishment on land. The HMCS *Kings* was also used to discredit German propaganda, when after an Allied misinformation campaign, the Germans declared that the "boat" HMCS *Kings* had been sunk. The bar is located where the mess hall

was, which on a ship, is called a wardroom. Hence the full name for the campus pub: The HMCS King's Wardroom.

Our mission is threefold. We aim to:

- Provide reasonably priced, local-when-possible, beer, wine, cider and alcohol.
- Offer employment opportunities to students so they can acquire hospitality skillsets they can leverage after graduation.
- Support a King's community space for all members to gather and celebrate the King's experience.

These values take a lot of work. We must constantly balance the price of our products against the cost of our labour, so we are able to offer fair wages as well as economical prices. We also are keen on making the Wardroom a safer space. Thus, we equip staff with adequate training, we enforce our code of conduct, and contribute to the governance of the space to ensure it meets the needs of the King's community. As a staff member or a community member in the space, safety is everyone's responsibility. Feedback is welcome and integral in keeping our practice aligned with our mission.

Liquor License and Membership

The HMCS King's Wardroom is legally designated under the Nova Scotia Liquor Act as a members-only, private bar (Special Premises License). This is how we are able to keep our "wet-dry" license, meaning we can have patrons under the legal drinking age in the space during periods where alcohol is served. This also means we are responsible for the behaviour of members in this licensed area, as detailed by the Code of Conduct and Safe Service Guidelines.

Underage patrons MUST be sober of drugs and alcohol in the Wardroom, as well as wear a wristband. For added safety, underage patrons are tagged (their hands are stamped with an X) so that they are easily identified by bar staff.

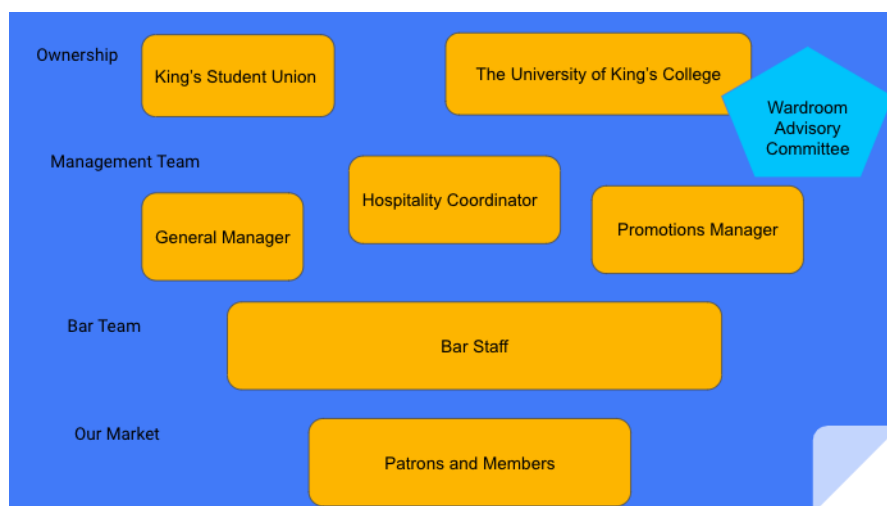
Members of the King's Student Union, students residing in residence who pay residence fees, King's alumni, faculty, and staff are all enshrined as members of the bar, which means they are entitled to entry and bound by the Wardroom Patron Code of Conduct.

Each member is permitted two guests who are of the legal drinking age. Should the guests violate the Wardroom Patron Code of Conduct, the member will receive disciplinary action, be it an ejection or a ban. Should the member or a single guest be ejected, all other guests

associated with the bar member must leave as a group and are subject to the same disciplinary action.

Organization Structure Chart

The Wardroom is an entity under the jurisdiction of the King's Student Union, subject to the advice of the Wardroom Advisory Committee (WAC) which



includes representatives of the University Administration. Day-to-day operations are overseen by the management team, including the Hospitality Coordinator (HC), who is a full-time staff person employed by the Union, and two student Managers, one General Manager and one Promotions Manager. Reporting to the management team are the staff bartenders. More information regarding the hierarchy is available in the diagram below. In many ways, this chart could be inverted, and everyone could be seen as serving the bartenders, who after all, are the ones tasked with carrying out the policies and procedures on a nightly basis. As well, should you ever have a comment or complaint about the Wardroom, anyone on this chart has some sort of power to champion your complaint into change, or pass it on to the relevant representatives. No feedback is too insignificant to bring up and be addressed by our organization.

Annual Review of Policies

The HMCS King's Wardroom annually reviews and updates our company policies to coincide with provincial legislations and regulations, and best practices in harm reduction and community safety. This review is undertaken during the Summer Term when the Wardroom reduces operations. Please contact hc@ksu.ca for any questions or comments about policy and procedures past, present and future!

This concludes the Introduction section of the Wardroom Policies and Procedures.

Staff Code of Conduct

- Appropriate Behavior Policy

The HMCS King's Wardroom acknowledges that it is a place to learn about hospitality as much as it is a place to provide hospitality. Therefore we are committed to defining customer service and appropriate behaviour for staff.

The definition of customer service is "the assistance and advice provided by a company to those people who buy or use its products or services". But, when people describe someone performing "excellent customer service", they mean more than this. In order to define this, I consider myself in an establishment similar to the one we run here. How would I want to be treated?

The goal is to try to make the customer feel comfortable in the space. This is of course different for everyone, but the bare minimum is:

- Acknowledge the customer
- Ask if they've been served and how you can help them
- Helping them with a pleasant if not friendly demeanor
- If the customer doesn't know what to order, provide information or advice about our offerings to the best of your ability
- Make and serve the drink as instructed
- Send them off with a pleasantry such as, "enjoy your drink", or "have a nice night!"

Again, if you are unsure about the appropriate level of friendliness, refer to your own experience. Would you want someone to comment on your drink order, or on how long it's taking you to choose? Probably not. Continue to offer patience. If you need to complete a different task, ask if the customer needs a few minutes to make a decision, and if they say yes, tell them when you will be able to assist them again, and stick to it.

Always try your best to refrain from rudeness! Remember that the HMCS King's Wardroom is fundamentally a business and you are her representative behind the bar. While we do not

adhere to the “customer is always right” philosophy, we still need to do our due diligence so all members of the King’s community feel welcome asking for service in our space.

That being said, there is a zero tolerance policy for harassment of any kind towards our staff by customers. If you are a victim of harassment, see the Anti-Harassment and Discrimination Policy, or the Procedures on How to issue a ban. You have rights in the workplace, and no one has the right to make you uncomfortable at your job.

- **Equal Opportunity Statement**

The HMCS King’s Wardroom is an equal opportunity employer and employs personnel without regard to age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, record of offences, sex (including pregnancy and breastfeeding), or sexual orientation. While remaining alert and sensitive to the issues of fair and equitable treatment for all, the HMCS King’s Wardroom has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, Indigenous peoples, and persons with disabilities.

The HMCS King’s Wardroom will take steps to eliminate the different and negative treatment of individuals or groups, protected under the Nova Scotia Human Rights Act 1989. The employer has a responsibility to accommodate to the point of undue hardship.

- **Anti-Violence Policy**

The HMCS King’s Wardroom prohibits violence of any kind including statements of threat to any person in the work environment.

Purpose of this policy:

- a) Assess, identify and control risks of workplace violence.
- b) Provide a means to summon help.
- c) Provide a process to report incidents, complaints and threats of workplace violence; and
- d) Set out procedures for dealing with incidents, complaints and threats of workplace violence

Policy:

To provide a work environment for all of its associates that is free from threats or acts of violence of any kind including sexual assault.

This policy defines any act of violence as:

- a) The exercise of physical force by a person against an associate, in a workplace, that causes or could cause physical injury to an Associate;
- b) An attempt to exercise physical force against an associate, in a workplace, that could cause physical injury to the associate; and
- c) A statement or behaviour that is reasonable for an associate to interpret as a threat to exercise physical force against an associate, in a workplace, that could cause physical injury to the associate.

Any act or threat of violence shall be subject to disciplinary action, which may attract a range of remedies including but not limited to training and / or discipline up to and including unpaid suspensions and termination of employment for cause.

If you feel you are being threatened with violence or are the victim of an act of violence:

1) Say “NO”

- In certain instances, not involving actual physical assault, it is entirely appropriate to take a first step and simply tell the individual their behaviour is unwelcome and ask them to stop.

2) Summoning immediate help and / or reporting acts of violence without delay

- If you find yourself in immediate danger and / or likely to be harmed, call immediately for help by attracting attention / assistance from anyone in the immediate vicinity or call police emergency at 911 or security (if on site).

Report all incidents of violence immediately to your supervisor, manager, or one level above. If circumstances warrant (i.e. in the case of assault), you have the right to file a complaint with the provincial Human Rights Commission or file a charge with the police.

The Company encourages all associates to share their concerns with us whenever possible to afford us the opportunity to take immediate investigative and / or remedial action. Note: The intent of this policy and the recommended actions within, are not intended to discourage a worker from exercising the workers' rights pursuant to other law.

3) Reporting all acts of physical assault / acts of violence / threats (including domestic violence that has the potential to be brought into the workplace) by individuals from outside the workplace (including but not limited to suppliers, delivery personnel, a spouse, a common law partner).

- Individuals who believe that they have experienced a threat of violence or have experienced an actual act of violence should lodge a formal complaint as soon as possible in order to effectively address any unsafe circumstance that, if unchecked, might lead to escalated violence against you, co-workers or management.. This complaint should be provided in writing to the Manager, or, where the Manager is the subject, to a higher authority on the organizational chart, such as the Hospitality Coordinator, a member of the King's Student's Union Executive, or a member of the University Student Support Team.
- If any alleged threats of violence continue after you have asked the individual to stop, report the problem to your immediate manager or a level above. Should you be threatened or be the victim of a violent act by an individual from outside the workplace, and have reason to believe this person may harm you in any way, you are required to report concerns to your supervisor or to follow other options as specified in this policy.
- Should you feel you are being threatened or have been subjected to an act of violence by an individual from our client's workforce, you are required to take immediate steps to summon help if required and at the first opportunity, report concerns to your immediate manager / supervisor, who in turn will consult with our client and advise you of the proper protocol for you to file a formal complaint directly with the client or its designated representative.

4) Keep a record of incidents (dates, times, locations, possible witnesses, your response)

- You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time. Guidance is always available from your manager, the Hospitality Coordinator, or the Student Support Centre.

5) Confidentiality

- All reports or complaints will be kept strictly confidential and there will be no retaliation / repercussions by co-workers or by management for filing a good faith, bona fide report or complaint. The employer will not disclose the name of the complainant or the alleged harasser(s) unless necessary for the purposes of the investigation, taking action or required by law.

6) Dealing with a Complaint

- Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. If the investigation reveals evidence to support the complaint of workplace harassment; the harasser will be disciplined appropriately. This may include training, suspension or dismissal.
- NOTE: Regardless of the outcome of the complaint made in good faith, the associate lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes demotion, unwanted transfer, denial of opportunities within the Company, as well as harassment of the individuals as a result of having made a complaint or having provided evidence regarding a complaint. In addition anyone submitting a malicious complaint unfounded in fact will be subject to disciplinary action up to and including termination of employment.

7) Results of the investigation

- The complainant and alleged harasser will be informed in writing upon the completion of the investigation to confirm that appropriate actions were taken. Where required by local jurisdictions, these results may inform of any corrective action that has been taken or that will be taken as a result of the investigation.

8) Responsibility of Management

- The Company, its managers and supervisors will take all complaints of violence seriously. We are committed to implementing this policy and to ensure it is effective in preventing and stopping violence, as well as creating a productive and respectful workplace free of violence. It is the responsibility of any person supervising one or more associates to take immediate action regarding any reported or known incidents of harassment and violence.

● Anti-Harassment and Discrimination Policy

The HMCS King's Wardroom and all related entities (the "Company") will comply with and strictly enforce federal and provincial laws (vary by province) that prohibit discrimination or harassment based on associates who, by act or omission, discriminate against or harass any associate.

The Company will;

- Take appropriate action to address discrimination / harassment not limited to but inclusive of;

age, religion, creed, race, colour, ethnicity, family and marital status, sexual orientation, gender identity, gender/sex- related characteristics including pregnancy, physical size or weight, political belief, mental/physical disability, record of offences, source of income, an irrational fear of contracting an illness or disease, and membership or association with others whose identity is determined by any prohibited ground of discrimination or any other classification or status addressed by law, including, but not limited to protected grounds within Canadian provincial and federal Human Rights Codes.

- Take all reasonable action to address sexual harassment such as engaging in a single event or course of vexatious events or comments or conduct against an associate in a workplace because of sex, sexual orientation, gender identity or gender expression where the course of the comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Policy:

- a) The Company will commit to provide a work environment for all of its associates that is free from discrimination and harassment, including sexual or psychological harassment or bullying.
- b) The Company will take corrective action respecting any person under the Company's direction who subjects an associate to harassment. Harassment or discrimination on the basis of the classifications described above shall be subject to disciplinary action, which may attract a range of remedies including but not limited to training and discipline up to and including unpaid suspensions and termination of employment for cause.

Procedure:

Every associate is entitled to work free of harassment, bullying and / or discrimination. If you feel you are being harassed, bullied or discriminated against:

1) Say "NO".

- In certain instances, not involving physical or sexual assaults, it is entirely appropriate to take a first step and simply tell the individual his / her behaviour is unwelcome and ask him / her to stop.

2) Summoning immediate help and / or reporting acts of sexual assault without delay. Sexual

harassment can sometimes escalate to sexual assault.

- If there is immediate danger or an assault has occurred, call for help by attracting attention assistance from anyone in the immediate vicinity or contact police at 911 or security (if on site). Report all incidents of sexual assault immediately to your supervisor, manager, or one level above, the Human Resources Services, file a complaint with the provincial Human Rights Commission or file a charge with the police. The Company encourages all associates to share their concerns with us whenever possible to afford us the opportunity to take immediate investigative and / or remedial action. Note: The intent of this policy and the recommended actions within, are not intended to discourage a worker from exercising the workers' rights pursuant to other law.

3) Report harassment and how to make a complaint of harassment (including psychological harassment and / or bullying by individuals from our client's workforce or individuals outside the workplace, including but not limited to suppliers, delivery personnel and / or contractors)

- Should you feel you are being harassed, discriminated against or bullied by an individual from inside or outside the workplace and if any alleged harassment / discrimination / bullying continues after you have asked the individual to stop, you are required to report the problem to the General Manager, Promotions Manager or the HC or a member of the executive of the King's Students' Union

- Should you feel you are being harassed, discriminated against or bullied by an individual from our client's workforce, and have reason to believe this person may harm you in any way, you are required to report concerns to your immediate supervisor / manager, who will consult with our client and advise you of the proper protocol on how you should file a formal complaint directly with the client or its designated representative.

- Filing a formal complaint should be done immediately, if possible or as soon as possible following an alleged incident in order to effectively address any unsafe circumstance that, if unchecked, might lead to escalated harassment, discrimination, bullying or violence against you, co-workers or management. This complaint should be provided in writing to a Supervisor or Manager, or, where the Supervisor or Manager are the subjects, to the President of the King's Student's Union.

4) Keep a record of incidents (dates, times, locations, possible witnesses, your response)

- A record of events is not required in order to file a complaint, but it can strengthen your case and help you remember details over time. Guidance is always available from your manager, the Hospitality Coordinator, or the executive of the King's Student's Union.

5) Confidentiality

- All reports or complaints will be kept strictly confidential and there will be no retaliation repercussions by co-workers or by management for filing a good faith, bona fide report or complaint. The employer will not disclose the name of the complainant or the alleged harasser(s) unless necessary for the purposes of the investigation, taking action or when required by law.

6) Dealing with a Complaint

- Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. If the investigation reveals evidence to support the complaint of workplace harassment; the harasser will be disciplined appropriately. This may include training, suspension or dismissal.

- NOTE: Regardless of the outcome of the workplace harassment complaint made in good faith, the associate lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes demotion, unwanted transfer, denial of opportunities within the Company, as well as harassment of the individuals as a result of having made a complaint or having provided evidence regarding a complaint. Anyone submitting a malicious complaint unfounded in fact will be subject to disciplinary action up to and including termination of employment.

7) Results of the investigation

- The complainant and alleged harasser will be informed in writing upon the completion of the investigation to confirm that appropriate actions were taken. Only where required by local jurisdictions, these results may inform of any corrective action that has been taken or that will be taken as a result of the investigation.

8) Responsibility of Management

- The Company, its managers and supervisors will take all complaints of harassment seriously.

We are committed to implementing this policy and to ensure it is effective in preventing and stopping harassment, as well as creating a productive and respectful workplace free of harassment, discrimination and bullying. It is the responsibility of any person supervising one or more associates to take immediate action regarding any reported or known incidents of harassment.

The complainant may also request that an investigation occur under the jurisdiction of the UKC Sexualized Violence Prevention Office. In this case, the Wardroom will support the investigation in any way we can, and uphold the results of said investigation.

- **Transaction Honesty Policy**

Bartenders of the HMCS King's Wardroom commit to providing honest transactions to the best of their ability. Meaning: providing the drink as paid for, not undercharging or overcharging, or under- or over-pouring. Any theft of product or cash is unacceptable and will result in immediate termination with cause. A severe theft at the judgement of the management team may result in a report to police and has the potential for criminal charges.

- **Financial Policy**

Staff at the HMCS King's Wardroom are allowed to use the \$250 till to process transactions using the Square terminal. Each transaction must be recorded in order to justify use of the cash till. Staff are responsible to prepare a cash drop and balance the till at the end of their shift.

The Staff Manager of the HMCS King's Wardroom may incur order costs of up to \$500, which the Hospitality Coordinator will pay using the company accounts.

The Promotions Manager may incur costs of up to \$500 at a time, which the HC must pay for.

The Promotions Manager will ensure that they are working within the confines of their budget.

The Hospitality Coordinator may have control over \$1000 in cash at a time, and the chequing account (up to \$10,000). Any use of the savings account or transfers of over \$10,000 must be co-signed by the KSU President or Financial Vice-President.

- **Human Resources Policy**

In addition to these policies, the HMCS Wardroom functions under a separate document, the KSU Human Resources Policy. You are protected under this policy. The basic statement is: This Policy is intended to provide the King's Students' Union a consistent guide on Human

Resources issues, reflecting the Union's stated values and priorities.

In the KSU constitution, the following rights germane to a Human Resources Policy are affirmed:

- I. the right to be treated with dignity and respect
- II. the right to freedom of conscience, religion, thought, belief and opinion
- III. the right to freedom of expression, precluding reasonable restrictions on incitement towards violence and advocacy of hatred
- IV. the right to live, work and study in an environment free from violence, degradation, cruelty, humiliation and any form of bodily or psychological abuse
- V. the right to not to be discriminated against in the delivery of University or Union services, based on the following grounds: race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, gender identity, disability, religion, conscience, belief, culture, language and birth

This Policy will adhere to these commitments.

Other values of the Council of Students include:

- Merit-based hiring
- Accountability for performance and oversight
- Accessibility to all students
- Diversity of experience and knowledge
- Appropriate recognition of service

This Policy requires adherence in all matters to University Rules and Regulations and to Nova Scotia and Canadian law.

Please see the full document for any serious Human Resources/Rights violations, or refer to University rules or Nova Scotian Law. You can also seek out help from a member of the management team who you trust, or make use of the University Human Resources Team in order to navigate your situation.

● Termination, Disciplinary Measures, and Policy Violations

It is within the sphere of the General Manager to enact certain short-term disciplinary measures such as rescheduling shifts, sending a staff member home for the evening, or removing them from behind the bar. If a staff member feels they have been disciplined unfairly or would like to discuss such matters they are encouraged to contact the Hospitality Coordinator, the KSU executive, or a member of the Wardroom Advisory Committee with their concerns.

The HMCS King's Wardroom Management Team will deal with disciplinary measures as per the Confidentiality Policy. They reserve the right to bring the case before the Wardroom Advisory Committee or a legal representative for advice.

Any violation of the Anti-Violence Policy, Anti-Harassment and Discrimination policy, a severe breach of the Transactions Honesty Policy, Confidentiality Policy, Safe Service Guidelines, Safety Policy, or the Human Resources policy is grounds for immediate dismissal with cause. In addition, any violations of the Liquor Control Act or the Code of Conduct for the University of King's College will be considered as cause for immediate dismissal.

Any violation of the Appropriate Behaviour Policy, a non-severe breach of the Transactions Honesty Policy, Positions and Duties Policy, Safe Service Guidelines, Attendance Policy, Confidentiality Policy, Dress Code, Conflict of Interest Policy, Social Media Use Policy, Promotions Policy, or Cash Handling Policy will result in a strike on your file.

A strike is a note that goes on your file. It will be communicated to you in writing, and you are required to respond. If you wish, you will be able to make a case to justify your behaviour. This process will be conducted by a member of the management team of your choice. Should you be found blameless by management, you will not receive a strike. Whether or not you are found blameless for the infraction, you will be offered assistance/extra training to bridge the gap in policy adherence.

A check-in may occur for low risk policy violations such as unclean surfaces or weekly tasks being incomplete. If a trend is noticed, it may result in a strike. Potential future consequences will be communicated at the time of the check-in.

After three strikes, management has grounds to terminate your employment at the Wardroom. Should the strikes be against three different policies, and you express a desire to change your behaviour in the future, you can be given a last chance by vote of the management team. If you are given a last chance but receive a fourth strike, you will be terminated without further consideration. If you have two strikes against the same policy, you will be terminated at the third strike and not be eligible for consideration of the last chance.

Strikes are struck from your staff record at the beginning of the fiscal/academic year (Sept 1).

HMCS King's Wardroom Patron Code of Conduct

The Wardroom's Code of Conduct is intended to uphold and care for the restrictions of the University of King's College's Special Premises License under the Nova Scotia Liquor

Control Act, and the Wardroom's mandate to provide a safe social space for the enjoyment of the King's community. Our responsibility to maintain a standard of patron behaviour is policed by our staff and Nova Scotia Alcohol & Gaming Compliance Officers. As a King's Students' Union business, the policy is also written to reflect our unique responsibilities to the student community of King's to maintain the Wardroom as a safe and inclusive space, prevent underage drinking, prevent overconsumption, and condemn harmful and disrespectful behaviour to our staff or peers. The impermanence of a Wardroom suspension reflects our commitment to take tangible actions to enforce member accountability, compliance with all NS Alcohol and Gaming regulations, and the law, while allowing members who fail to uphold their responsibilities to learn from their mistakes and participate in the space after a period of time.

Over the duration of a Wardroom suspension, individuals are not permitted to access Wardroom programming, space (during bar service), or events. Any questions, concerns, or appeals must be directed to the Hospitality Coordinator (hc@ksu.ca).

The following are prohibited behaviours and their associated **minimum** suspension periods:

1 Night Removal

1. Obvious signs of intoxication such as:
 - Stumbling
 - Falling asleep
 - Slurred speech
 - Inability to keep eyes open and focused
2. Rowdy behaviour that is NOT physically violent such as:
 - Standing on furniture
 - Dancing without regard for others' personal space
 - Shouting
 - Drinking directly from a pitcher.
3. Disregarding a cut off notice.

4 Month Suspension

4. Reaching or stepping behind the bar to obtain alcohol.
5. Sneaking into the Wardroom without obtaining a stamp or bracelet from door staff.
6. Bringing in and/or consuming outside liquor in the Wardroom.
7. Attempting to use false identification.
8. Signing in any patron who commits an offence listed under this policy.
9. Supplying alcohol to a minor or otherwise enabling underage drinking

- 10.Deserting or otherwise leaving a guest unaccompanied in the bar space.
- 11.Theft of Wardroom or patron property.
- 12.Intentionally taking beverages or drinkware of any kind outside the Wardroom.
- 13.Disregarding a staff's warning to discontinue any disruptive behaviour.
- 14.Utterances, or allusions to derogatory slurs, in song or otherwise.

1 Year Suspension

- 15.Underage drinking (1 year or 19th birthday, whichever is longer).
- 16.Physical threats or aggressive language directed towards staff or patrons.
- 17.Hate speech uttered toward staff or patrons.
- 18.Physically aggressive or violent behaviour of any kind.

There may be instances in which the Wardroom looks to indefinite or life-long suspensions as a measure of upholding the aforementioned standards. Such instances may include (but are not limited to); repeated or multiple offences, unwillingness to change behavior, lack of remorse, conditional suspensions, and situations where a patron may pose an active risk to their own safety or that of others in the space. Any indefinite suspensions are treated on a case by case basis. In any and all cases, the primary goal and function of the suspension remains to secure the Wardroom as a safe and inclusive space, and ensure our patrons are held accountable to their mistakes.

- **Guests and the HMCS King's Wardroom Patron Code of Conduct**

Guests are also required to adhere to the above code of conduct, whether or not they are a member of the bar. However, the member that signs them in will take the same disciplinary action as the guest. See "Introduction: Liquor License and Membership".

General Policy

- **Positions and Duties**

The Staff of the HMCS King's Wardroom have expectations of their labour during their agreed upon hours of work that they're remunerated for. These expectations are tied to the position they hold in the bar during their shift, and the duties associated with that position.

The HMCS King's Wardroom must always have at least two staff members in the designated serving space during operating hours. Additional staff may be required for peak serving times (Mondays, Fridays, Special Events).

There will always be a member of the management team on call in case of higher than anticipated volume, or incident. Any member of the management team entering the bar will declare their intended role for the night to all of the staff working (i.e., “I am an on-duty resource;” “I am a patron,” etc.)

Specific Positions and associated duties

B1— Bartender 1 is the position of the shift lead and they are planted behind the bar. They are responsible for:

- Counting cash and starting and ending the cash drawer in Square
- Checking stamps/bracelets **before** serving any patron
- Using appropriate glassware (alcoholic vs non-alcoholic)
- Ensuring shots are taken at the bar only
- Ensuring they (or another staff in the case of breaks) has eyes on the bar **at all times**
- Monitoring patrons for signs of intoxication
- Delegating tasks behind the bar to B2 or F.
- Sending home any staff if not needed (in compliance with split shift waiver).
- Calling the on-call manager if necessary for support.
- All behind the bar duties, including:
 - **laundry, mopping the keg fridge, organizing the back room, disassembling & cleaning the dishwasher, cleaning the sink, and wiping down the bottle fridge** according to weekly schedule, and **making sour mix, simple syrup, cutting lemons and limes.**

The till should be closed as soon as all discount alcohol, tabs, and staff drinks are rung in so that B1 finishes at the same time as other staff and is available to help with final cleaning tasks.

B2— Bartender 2 is the position of a supporting staff member on nights that require more than three staff. They are responsible for:

- Supporting B1 as needed:
 - filling the ice well, barbacking, changing kegs, and retrieving stock from the back room, pouring beverages, putting clean dishware away, cutting citrus, etc.
- Checking stamps/bracelets **before** serving any patron
- Using appropriate glassware (alcoholic vs non-alcoholic)

- Ensuring shots are taken at the bar only
- Ensuring they (or another staff in the case of breaks) has eyes on the bar **at all times**
- Monitoring patrons for signs of intoxication

F— Floater is a supporting staff member required when there are more than 60 patrons in the bar. They are responsible for:

- Monitoring patron activity and signs of intoxication
- Bussing empty glassware and running dish loads.
- Maintaining head counts on busy nights and reporting to door person.
- Liaising between the door and the bar staff.
 - They should communicate notable patron activity, concerning behaviour, and cut-offs to bartenders and door staff.
- Supporting B1 as needed:
 - filling the ice well, barbacking, changing kegs, and retrieving stock from the back room, pouring beverages etc.
 - They shouldn't particularly be serving drinks unless requested by B1.
 - Their help may also be requested by the door staff as D2.

It's highly important that the Floater is moving throughout the bar as much as possible during busy periods to ensure crowds are being monitored for compliance.

D— Door staff are anchored at the door and are crucial to protecting our patrons, our license, and the space we all hold dear. There are a lot of elements to working the door shift and it especially **requires your full attention on busy nights**. Door staff are responsible for:

- Monitoring the entrance and exit of all patrons.
- Monitoring patrons for signs of intoxication
- Checking IDs (is the person of age, does the ID look genuine, is it expired?), then giving stamps or bracelets + black X's on both hands accordingly
 - All 19+ patrons and their guests must present one valid piece of government-issued photo ID with their name and birthdate, and one secondary formal document or ID which has the individual's name imprinted upon it. **Health Cards are not acceptable as a form of primary identification because of a lack of security features (fine as a second piece).**

- **Please see Safe Service Guidelines for more information**
- Recording guest information in the guest book
- Ensuring patrons on the banned list are not admitted into the bar.
- **Checking bags of ANYONE entering the bar for outside liquor.**
 - This includes checking bags of patrons who have already been stamped and are re-entering
- Communicating Door concerns through the Floater.
- Maintaining head counts via Floater.

Please never leave the door or the stamp unattended. On **slow nights**, when there is a clear line of sight on the floor, to both the door and the bar, door staff can also buss empty glassware - **bring the stamp with you in the fanny pack provided.**

D2 - Door support may be taken on by the floater, or scheduled on especially busing nights when there is a line-up to enter the bar. They are responsible for:

- Monitoring the entrance and exit of all patrons.
- Monitoring patrons for signs of intoxication
- Checking bags of ANYONE entering the bar for outside liquor.
 - This includes checking bags of patrons who have already been stamped and are re-entering
- Maintaining head counts.

ALL STAFF: remember the importance of communication with one another! If there is a problem, a cut off that needs to be given, or patrol needs to be called, or someone needs to be booted, etc., you **must communicate** what you are doing, seeing, and needing from each other *with* one another. If you need a break or have questions, do not hesitate to ask for support from your co-workers.

- The following patron to staff ratio shall be in effect at all times (the Manager on Call must be contacted immediately if the bar is understaffed):
 - 0-60 patrons: 2 Staff (Bar & Door - rounds performed every 20 minutes minimum)
 - 61-99 patrons: 3 Staff (Bar, Door, & Floor/Floater - rounds performed every 10 minutes minimum)

- 100-150 patrons: 4 Staff (2x Bar, Door, Floor/Floater - rounds performed every 10 minutes minimum)
- 151-190: 5 Staff (2x Bar, Door, 2x Floor/Floater - rounds performed every 5 minutes minimum)

- **Safe Service Guidelines**

The King's Students' Union recognizes the importance of bar service that promotes student and community values. Toward this endeavour, we acknowledge the value and necessity of measures to control, enforce, and promote the responsible consumption of alcoholic beverages on campus. As a result, harm reduction and responsible beverage service must serve as core principles at the heart of the Wardroom operation, and the Wardroom's commitment to providing a safe, welcoming environment for the enjoyment of the student community.

Staff are required to adhere to the practices and protocols reviewed in their training, described in this section. This includes monitoring levels of consumption and intoxication, alerting other staff members as to when a patron is reaching their limit, when a patron must not be served alcohol, and when a patron must leave the premises. Staff must also adhere to the regulations set forth by the Alcohol and Gaming Division of Nova Scotia, including properly identifying patrons of legal drinking age. These regulations will be reviewed with staff during onboarding, as well as Staff Meetings, and are also available online at

<https://novascotia.ca/sns/access/alcohol-gaming.asp>. Through the use of the Alcohol and Gaming regulations, the Wardroom's training, and the Wardroom's Safe Service Guidelines, staff are equipped with the tools to provide safe and responsible service to all patrons.

Admission

- Access to Wardroom regular programming and bar services are limited to the University of King's College students, faculty, staff, (henceforth "members" or "hosts") and their guests. See "Liquor License and Membership" for more details.
- Membership is determined with a King's Student Card or Alumni Card. UKC Staff lists and alumni lists may also be used to demonstrate membership. Membership **must** be confirmed before access is given to the Wardroom.
- All persons admitted into the Wardroom during regular service hours must be issued either a stamp or bracelet by door staff.
 - Minors receive a fluorescent bracelet accompanied by a large X in permanent marker on each hand
 - **ONLY KING'S MEMBERS MAY ENTER THE WARDROOM UNDER**

19. NO UNDERAGE GUESTS.

- Patrons of legal drinking age are given a Wardroom anchor stamp on the top of their hand to indicate to bartenders that they may legally be served alcohol
- Under the guest policy, each member is allowed two guests per evening. Guests must be signed in at the door by door staff, with the host present. In addition:
 - All guests must be 19+ years of age and have one valid piece of government-issued photo ID with their name and birthdate, and one secondary formal document or ID which has the individual's name imprinted upon it.
Heath Cards are not acceptable as a primary form of identification because of a lack of adequate security features.
 - All host & corresponding guest names are to be documented in a guestbook kept by door staff.
 - Hosts are required to take their guest(s) with them when leaving the bar for the evening.
 - All hosts assume responsibility for any of their guests' behaviours, and are subject to consequences, should their guest breach behavioural expectations.

ACCEPTABLE ID :

ID must be government issued, have a recent photo, a signature, and it must be current, AKA **not expired.**

Things that count as primary:

Driver's License
Nova Scotia ID cards
Passport
Permanent Resident card
Citizenship card
Status card

Things that count as secondary:

Credit Card
Provincial Health Card
King's or Dal Student Card*

Canadian Social Insurance card (SIN)

Birth Certificate

Nexus Card

Canadian Immigration forms

*If a King's Student Card has a different name on it than your Government issued photo ID, it cannot be used as a secondary to confirm your age, but can be used to confirm bar membership. The Wardroom acknowledges and supports students' chosen names, alongside a legal requirement that we confirm legal drinking age by asking for 1 piece of government issued photo ID.

WE ACCEPT ALL OF THE ABOVE FROM OTHER COUNTRIES AS WELL.

**** health cards are NOT primary ID, even those with photos**

** when in doubt, ask a manager/other staff!

** check expiry date as thoroughly as you check photos/birthdays—BOTH primary and secondary have to be valid (not expired)

**ID cards are cards that the Nova Scotia government can issue to people without drivers licenses.

Monitoring

- **All “shots” (1 oz liquor taken from a 1oz glass), must be consumed at the bar, before the bartender.**
- **No triples, no shots with a beer/other full serving of alcohol**
- **Specific, unique 12 oz glassware shall be reserved for the use of serving all non-alcoholic beverages or water, for which patrons may also be provided plastic cups.**
- **Management will endeavour to seek out product that will assist with preventing overconsumption, for example, no beers over 8% ABV**
- Unless otherwise requested, all cocktails amounting to 2 or more standard drinks must be served in large (16oz) cocktail drinkware.
- On high volume nights, additional float staff are scheduled with the sole purpose of performing rounds and monitoring drinking in the space.
- The following patron to staff ratio shall be in effect at all times (the Manager on Call must be contacted immediately if the bar is understaffed):
 - 0-60 patrons: 2 Staff (Bar & Door - rounds performed every 20 minutes)

minimum)

- 61-99 patrons: 3 Staff (Bar, Door, & Floor/Floater - rounds performed every 10 minutes minimum)
- 100-150 patrons: 4 Staff (2x Bar, Door, Floor/Floater - rounds performed every 10 minutes minimum)
- 151-190: 5 Staff (2x Bar, Door, 2x Floor/Floater - rounds performed every 5 minutes minimum)
- All bartenders must confirm that patrons have a stamp or bracelet when ordering a beverage.
- An Incident Report must be completed for any breach of Wardroom Policy committed in the space or brought to the attention of staff.
 - The only exception being matters related to sexualized violence, where disclosures and reporting shall be governed by the University of King's College Sexualized Violence Policy and the bar defers to that confidentiality policy and the results of any investigation conducted by that office.

Overconsumption

While these guidelines are designed to prevent over serving in the space, it remains that instances may arise where a patron in the bar exhibits signs of overconsumption. Signs of overconsumption include: stumbling, swaying, difficulty walking straight, falling asleep, incoherent or slurred speech, inattentiveness, inability to keep eyes open and focused, aggression, confusion, and loss of inhibition.

- Any patron exhibiting signs of overconsumption will be refused alcohol service and may be responsibly removed from the bar.
 - **Responsible removal means staff must ensure the patron has a safe way home, whether by Campus Patrol/security escort, a friend, a taxi, etc.**

Consumption of alcohol by an underage patron

- If a minor is found with an alcoholic beverage before them, staff discretion is used to assess the circumstances and engage the patron, issuing anything from a warning up to a removal and temporary suspension from the space.
- If a minor is found touching any alcoholic beverage glass or pitcher, the action is immediately considered underage drinking and they are issued the associated suspension.
- If any patron is found purchasing or otherwise supplying or complicit in the consumption of alcohol by a minor, they are issued a 4 month suspension from the space

- **Any patron issued a suspension for underage drinking will be escorted back to their residence by campus Patrol, or otherwise removed from the space according to safe removal practices described under “Overconsumption”**

Communication

- The Safe Service Guidelines & Wardroom Code of Conduct shall be communicated and made available to patrons and staff alike online, as well as in print upon request, and for staff training and reference purposes.
- A condensed, combined version of Safe Service Guidelines & Wardroom Code of Conduct will be posted in a minimum of two high visibility areas in the Wardroom space during active bar service.

Oversight

- The administration, review and evaluation, of the Safe Service Guidelines, and associated documents relating to the management of safe alcohol consumption in the HMCS King’s Wardroom, shall be performed in collaboration by the Hospitality Coordinator and the Wardroom’s governance body.
- Evaluation of the efficacy of these policies shall be performed on a yearly basis at minimum.
- Review of these policies shall be performed on a minimum three year basis, or as deemed necessary by one or both of the aforementioned parties.

- **Attendance**

In case of illness, your expectation to attend your assigned shift is waived for your safety and the safety of other staff and patrons. Let the manager on duty know you won’t be attending your shift and why. See the Return to Work Policy for more details.

Staff are required to allow enough time before opening to fully set up the Wardroom for their shift. While some leniency is allowed for abnormal nights, staff need only 30 minutes to set-up, and 30 minutes to close. If more time is needed to prepare for special events, staff will be given an appropriate starting time at the time of scheduling. Opening late is not acceptable.

If there is low attendance in the bar, staff may confer with each other and patrons and close early. The bar must remain open until 10pm earliest, and if ten guests are staying in the space, staff must remain open. Staff must be prepared to work until 12:30AM for every shift.

The school year operates under a monthly schedule of generally two to four staff per night. Staff will be assigned shifts based on their strengths, class schedule, and other commitments. They are expected to be available on a weekly basis for their shift, except in

extenuating circumstances. Some staff may also be placed on “reserve.” These staff will have first priority on picking up shifts which cannot be attended by the scheduled staff, as well as staffing special events. Reserve staff may work multiple shifts a week, depending on their availability.

Shift Trading and Time Off

Staff must notify the General Manager at the earliest possible opportunity whenever they would like to request vacation time with the maximum acceptable period being 30 days. **Staff are responsible for finding another staff person to cover their scheduled shift**, and are still responsible for the shift if no one is able to cover the designated time. **Shift changes are always subject to management approval.** A portion of each staff's allotted vacation pay will be added to each pay cheque throughout the year.

Any staff member wishing to give up a shift for a special event or commitment (i.e. a K.T.S. performance) may trade their shift with another regularly scheduled staff member. The trade can take place for a shift in the same week as the event, in advance of the event, or in any week following the event, and must be communicated through the Slack channel #shiftchanges.

Any staff member intending to resign or go on reserve indefinitely must inform the Staff Manager or the Hospitality Coordinator at least 7 days in advance of their next scheduled shift.

- **Confidentiality**

The Hospitality Coordinator, General Manager, Promotions Manager, and the Wardroom Advisory Committee (WAC) all acknowledge that in their positions they will, from time to time, acquire information about certain matters that are confidential to the employee. The Hospitality Coordinator (HC), General Manager (GM), Programming Manager (PM), and the Wardroom Board of Management undertake to not disclose such information. The employee also agrees that the unauthorized disclosure of any such confidential information, including business operations or finances of the employer, shall justify the immediate termination of employment. Potential legal action will be taken if confidential information is shared upon termination of an employee's position with the Wardroom.

The Suspension List is among the information considered to be confidential to employees. Only Wardroom Employees are permitted to see the list of individuals who are suspended. No staff member is allowed to disseminate the suspension list amongst

non-Wardroom employees.

- **Dress Code**

The Dress Code is a matter of legality and safety. The HMCS Wardroom acknowledges that your freedom of expression is important, and not to be infringed upon. During a shift you must wear a staff shirt provided by the HMCS King's Wardroom that clearly identifies you as a bartender to patrons, patrol, security, and the liquor inspector. You must wear closed toe and closed heel shoes. You must wear some type of bottom garment like pants, shorts, skirt or a dress. Long hair must be tied back to keep it from potentially contaminating drinks, regardless of position you hold on a shift (i.e., a worker holding the Door position still must have hair tied back, or the means and willingness to do so should they be called upon to serve drinks). Any violation of the Dress Code will result in a strike against your file.

- **Conflict of Interest**

Conflict of Interest refers to a situation where an individual, or the organization with which they work demonstrates an interest in, or has a direct or indirect competing interest with the HMCS King's Wardroom activities. This competing interest may result in the individual being in a position to benefit from the situation or in the HMCS King's Wardroom not being able to achieve an expected result. For the purposes of this policy, real and perceived conflicts of interest are of equal concern. Any conflict of interest where the employee does not disclose competing interest, regardless of whether or not they receive gain of the conflict of interest, will result in termination with cause.

Any conflict of interest deemed serious by the KSU, the management team, or the WAC will be considered as a prohibitive measure to Wardroom employment and cause for termination with cause.

The Financial Vice President and President positions of the King's Student Union have a clear conflict of interest in their respective roles as treasurer for the business, and supervisor for the HC. For other positions on the King's Student Union Executive and Council, exceptions may be made. Contact the management team to discuss exceptions on a case by case basis, including when running for re-election.

- **Social Media Use**

Social Media offers countless avenues for connection, communication, community building, advertising, information, and so on. That said, as is the case with anything we do within the workplace, certain risks surrounding privacy, safety, legality, and ethics also apply to the use of an online presence. The Wardroom has 3 social media accounts to connect with our community; Twitter, Instagram, and Facebook. The following policy exists to ensure that as we continue to utilize our online presence, we do so while mitigating the aforementioned risks as they relate to ourselves, our community, and the business.

1. Staff are only authorized to post social media content to Twitter and/or Instagram, and only through the app installed on the Wardroom Phone and iPad.
 - Direct Messages access and account access through the respective apps is limited to Wardroom management.
2. Social Media Content must be relevant to Wardroom bar services, programming, space, events, or affiliated organizations (i.e it's not your soapbox)
3. **HAVE FUN AND BE YOURSELVES, and also..** be mindful in referencing, mentioning, or otherwise alluding to topics, events, or people where emotions run high (e.g. political, religious affairs, local community gossip etc). Show respect for others. If in doubt, don't post it until you've checked in with a member of Management.
4. **Your job comes first.** Unless you hold a management position, social media content comes secondary to your duties.
5. **If you #!%# up?** Correct it immediately by taking the following steps
 - Take a screenshot of the tweet/post
 - Delete the original post, and create a new post with the screenshot, adding a clear message of accountability about the harm committed/perpetuated, why it is so, and how we intend to improve upon ourselves
 - Be sure to inform the Wardroom Management as soon as possible. If you are uncertain about how to proceed, contact the Manager on Call and wait for instruction.
6. **DO NOT...** talk about financial information, tip outs, sales trends, strategies, forecasts, legal issues, future promotional activities. Give out personal information about patrons, community members, or employees. Post confidential or private information. Respond to an offensive or negative post by a patron.

In accessing/utilizing The Wardroom's social media, you agree to all of the above items, and to notify Wardroom Management should you have any questions, concerns, or notice any alarming online discourse surrounding the business.

Safety & Emergency

- Safety

We are committed to our guiding principles which include ensuring that health, safety, and the environment are always first – we never compromise on the health and safety of our customers or our employees. We promote a culture of care and commitment by making data driven decisions, increasing knowledge capacity, competency, capability and by innovating, iterating and improving on programs and procedures. We recognise the importance of consultation and participation of our associates to ensure the success of our programs.

Our commitment to the health and safety of our employees includes physical, psychological and social well-being. Additionally, we responsibly manage the impact that our business has on the environment. Every employee at the HMCS King's Wardroom is expected to contribute to and sustain our strong safety culture. This means that every day they work to provide a safe & healthy workplace for themselves, the people who work with them, and the customers they serve. Our obligation extends beyond protecting ourselves. Every employee is empowered to intervene if they observe an unsafe condition, act or behaviour at any level within the organization.

All HMCS King's Wardroom employees will:

- Attend all required training and apply learnings to their daily tasks
- Comply with all regulations and related Wardroom policies, standards, procedures and practices. Take appropriate actions when they see situations that are not in-line with these.
- Use all required protective devices & equipment where indicated.
- Report work-related injuries & illnesses to their supervisors.
- Cooperate with Health & Safety representatives (management team) and workers in the workplace in carrying out their collective responsibilities.

In addition to the above points, Managers and Supervisors will:

- Ensure compliance to applicable legislation and Wardroom policies, standards, procedures, and practices. Take every other reasonable precaution to protect our customers and employees.

- Ensure that all contractors, and other visitors to our units, adhere to all Wardroom policies and procedures and applicable legislation.
- Ensure that all vendors and other visitors are approved for service.
- Proactively work to prevent and eliminate risks and hazards and when issues arise, support thorough investigation(s) and timely, appropriate actions to correct the concern.
- Ensure associates work in safe and sanitary conditions with all required training and tools necessary, to effectively do their jobs. Record and report any incidents or hazards that arise.
- Apply progressive discipline up to and including dismissal when safety rules or procedures are not followed.

HMCS King's Wardroom will regularly measure compliance against our standards, benchmark against industry best practices, monitor for emerging issues and implement performance objectives designed to drive continuous improvement. We want to assure our clients, customers and associates that our Safety Policy is our promise.

- Return to Work Policy

The HMCS King's Wardroom promotes the prevention of injury and illness through an active and comprehensive Health and Safety system. The HMCS King's Wardroom is committed to the philosophy and principles supporting the Return to Work Program and to working in partnership with all stakeholders in the Return to Work Process, to ensure that our associates are provided with productive, safe, suitable and sustainable workplace accommodations within the skills and abilities of the injured associate. It takes everyone's active contribution to ensure a successful recovery of every injured and/or ill associate by assisting in early intervention, return to work and providing appropriate workplace accommodations. This will be provided in accordance with all applicable provincial and federal legislation and may include training, modification of workstations and/or equipment, hours worked and/or duties performed. We promote a culture of care and commitment by making data driven decisions, increasing knowledge capacity, competency, capability and by innovating, iterating and improving on programs and procedures. Early intervention and continuous communication are considered the cornerstones of effective disability management practices. The HMCS King's Wardroom is committed to facilitating communication between all stakeholders in the return to work process, to support an injured and/or ill associate in their early and safe return to work. Where the associate is unable to return to their regular duties, the HMCS King's Wardroom will implement accommodations to fulfill our obligations in accordance with all applicable legislation. Our corporate commitment to workplace

accommodation requires that all associates of the HMCS King's Wardroom adhere to the following responsibilities in the accommodation procedure

- Report injury/illness to Wardroom management immediately and obtain proper first aid/medical treatment for injury/illness.
- Cooperate in, promote and support the philosophy and principles of the Wardroom Return to Work program with all stakeholders involved in the Return to Work process
- Maintain regular contact with their supervisor and/or representative of the Wardroom Management team.
- Obtain and provide functional ability information as medically specified, to facilitate the accommodation process.

All documentation related to any injury or illness, treatment or return to work is held in strict confidence and only individuals with direct involvement in the matter shall have access to said documents. Any distribution, copying or disclosure is strictly prohibited without the worker's express written consent.

● Additional Trainings

HMCS King's Wardroom staff are required to have certain trainings, provided at the expense of the Wardroom and administered at the yearly Fall Staff Meeting. If bartending staff are hired after the Fall Staff Meeting, they will be scheduled only with trained staff until the next Fall Staff Meeting.

Members of the management team are required to have the following training:

- Nova Scotia Liquor Inspector Training
- ServeRight
- Naloxone Training
- WHMIS Training
- First Aid Training

Members of the bar team are required to have the following training:

- Nova Scotia Liquor Inspector Training
- ServeRight

Should members of the bar team be interested in training reserved for management, they can reach out to the Hospitality Coordinator to inquire about attending manager training sessions for reduced or no cost. The HMCS King's Wardroom acknowledges that having well-trained staff members is invaluable, to our business, our community, and to our employment mandate.

- **Right to Refuse Unsafe Work**

In certain situations you may refuse to do work or particular work if workplace violence is likely to endanger you. In this instance your manager will make all reasonable efforts to place you in a safe location with reasonable alternative work until the alleged or actual threat has been removed, investigated and / or ended.

The Right to Refuse Unsafe Work is a provincial right under the Occupational Health and Safety Act. It states, "If you have reasonable grounds to believe that your work is unhealthy or dangerous to yourself or anyone else at your workplace you may exercise your right to refuse work." Reasonable grounds is defined as "you have an honest belief that your work will cause you or someone else harm".

Part of our mandate on providing King's students with valuable job experience includes education on your rights as a worker. Please get in touch with the Hospitality Coordinator if you want to learn more about the Act and how to protect yourself and your rights in the workplace.

- **Legal Responsibilities of Bar Staff**

Under the Nova Scotia Liquor Control Act as well as the Criminal Code of Canada, a bartender takes responsibility for any intoxicated person in a licensed premises. Whether or not the bartender has overserved this individual, they have a legal responsibility for them. The bartender must have someone else take this responsibility from you, be it Patrol, Security, Emergency Services or a friend of the person who is intoxicated.

Benefits

- **Pay Periods & Rates**

Staff of the HMCS King's Wardroom are paid an hourly rate remitted at a biweekly basis. The bartender rate is \$16.50 per hour with 4% vac pay and less statutory deductions. Managers and staff are required to submit their hours with any corrections to the Hospitality Coordinator by the Monday following the Sunday end of pay period for proper remuneration. Advances can be paid by direct deposit, check or e-transfer, just reach out to the HC for processing.

The Wardroom will follow the Nova Scotia Labour Standards Code for overtime. Employees are entitled to receive 1½ times their regular wage for each hour worked after 48 in a week.

Nova Scotia's Minimum Wage Order (under Sections 50 and 52 of the Labour Standards Code) also dictates that if a staff member is called in, they must be paid for a **minimum of three hours**, regardless of the actual time spent on shift. Because of this, you are asked to sign a "Split Shift Waiver" which outlines the conditions under which staff forfeit this right.

Due to the nature of the job, staff may need to work more than five consecutive hours without a formal break. In this case, staff are legally allowed to eat while working! We do request, however, that snacks and meals **do not contain peanuts or hazelnuts**, as there are community members with severe allergies to these nuts.

- **Working Hours & Holidays**

The HMCS Wardroom shall be open 8pm-12am (midnight) on Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays during the Fall and Winter academic terms. In case of low attendance in the bar, staff may close at 10PM earliest. We cease service with Last Class Bash on the last day of fall and winter classes. We are closed in the summer. We close on paid holidays. As instituted by the Nova Scotia Labour Standards Code paid holidays are as follows: New Years Day, Good Friday, Canada Day, Labour Day, Christmas Day, and any other day specified as a general holiday in regulation. If any regularly observed holidays fall on a Saturday or a Sunday, they will be observed on the following Monday. In the rare event of The Wardroom's opening on a Statutory Holiday, wages will also be paid at 1 1/2 times the regular wage.

We are available to open during the summer and weekends under the External Events Guide where potential patrons pay a fee to open the bar for private events. Staff can expect to have a regular shift on weeknights, and may be asked to work such external events outside of regular hours.

- **Vacation and Leave**

Bartender and manager wage includes 4% vac pay, meaning this job does not entitle you to take vacation days. If you need to take time off, you can elect to go on reserve for a semester or longer. Please try to give notice of 2 weeks before going on reserve.

See Staff Code of Conduct: Attendance for information on shift changes/sick days

- Insurance

As a member of the King's Student's Union, you have access to the KSU Campus Trust insurance plan. This is not a benefit explicitly linked to your work at the Wardroom, but please do take advantage of the program! Contact the SCC for more information at coordinator@ksu.ca

Procedures

- Opening Duties

Behind the Bar Opening Duties
Clock in
Count till - report sheets are in the Communications Binder in Ipad cupboard
Set up liquor display and quick-serve tray according to liquor list
Set up cocktail station with your citrus, syrups, juices, and mixing tools
Tap kegs & attach tap handles - instructions on beer gas cupboard
Cut citrus, make sour & simple, as needed
Set out bar mats and tip cups
Sanitize ice well and fill with ice
Check and complete weekly cleaning duty
Check last night's nightly diary and complete any relevant tasks
Turn on sound system and play some tunes! (Instructions in sound cabinet)

On the Floor Opening Duties.
Clock in
Put down non-slip mats behind the till and the keg fridge
Reset furniture & clear tables of any garbage/games/abandoned puzzles
Wipe down all tables & check for stickiness/wobbliness
Set out plastic cups near water machine
Cut citrus, make sour & simple, as needed
Plug in lighting in alcoves and centre of bar, ensure LEDs are off and bulbs are on for ambience
ID and stamp all patrons already in the bar
Bring door box to front and review any notes for the shift

Monday	Tuesday	Wed.	Thursday	Friday
Mop & wipe down keg fridge	Do bar towel and mop laundry	Free Space	Disassemble & clean dish washer & clean sink	Organize back room

- Closing Duties

Behind the Bar - Closing Duties
Unscrew tap handles by midnight
Untap kegs & note light keg in diary - Instructions on beer gas cupboard door
Record overpour and spill in square with "overpour" discount
Clean draught tray. Remove and clean grate. Pour boiling water down the drains into overpour tub before spraying all down with food safe
Empty overpour tub and sanitize with food safe
Sanitize ice well with boiling water and run the black cup holders on either side of the ice well through the dishwasher
Return liquor to lockup
Run ALL glassware through dishwasher
Restock fridge with bottles, cans & pop from back room
Cover remaining citrus with damp towel & refrigerate
Ensure all wine, squeeze bottles, and garnishes are labelled with date opened
Turn off light and lock bottle fridge
Run bar mats through dishwasher
Balance till, put cash in deposit bag, and complete Report. Put all in safe
Divide cash tips
Check that weekly cleaning duty is complete. If not, note in Nightly Diary
Record any staff drinks in Square with "staff drink" discount
Sanitize all counter and cabinet surfaces
Disassemble and clean dishwasher grates

Wash out sink
Put dirty bar cloths in milk crate under the sink to be washed
Write and submit nightly diary with the following info: • Highest headcount: • Any incidents: • Any goofs/tasks that need to be done next time: • Any bottles/kegs/juices we finished or ran out of <i>that night</i>
Ensure an incident report is filled out if any of the following occur: • Liquor inspector visit • 1 night removal, ban, suspension • Rule broken but no action taken • Safety concern • General incident Better to do one and waste paper than not do one and have to follow up!
Clock out
Lock ALL cabinet doors
Take out garbage and recycling bags. Replace bags in bins
Lock back room door!!!

On the Floor Closing Duties
Clear all patrons by 12:30am latest
Lock front door
Unplug all lighting and turn on LEDs for cleaning
Straighten any out of place furniture
Wipe down ALL tables and mop any spilled drinks
Put water cups in back room
Turn off sound using red switch on power bar ONLY. Lock sound cabinet
Help out with closing duties behind the bar as needed
Submit highest headcount for Nightly Diary
Clock out
Ensure all doors are locked ESPECIALLY back room!

- Who should you call?

In a procedural issue, check the policy and procedures first.

Ex. Someone has an ID that doesn't look quite right. Check the "How to Check an ID" policy, the "Safe Service Guidelines" or even the ID check guidebook we have in the door box. You may swap out with B1 or ask for their assistance in checking the ID, but someone must be at the bar at all times. With a bit of time and effort, you can solve this problem with the info you have access to on site! And when in doubt, you may disallow access. Access to the Wardroom is a privilege and not a right!

Tip: use CTRL F or COMMAND F or the "Find and replace" mobile function to search keywords in the policy

If it is not in danger of causing harm or security issues to staff or the bar, leave detailed notes in the nightly diary for the next day and management will respond.

Ex. The kegs are pouring too foamy. First, check the troubleshooting documentation at the bar and check in with your coworkers/swap out spots while they troubleshoot. If it's still not working, turn off the system, sell beer from the fridge only and apologize to customers. Then leave a detailed message in the #nightlydiary slack channel or Incident Report at the bar. Management will respond the next day.

In a situation where safety is a concern, call security.

Ex. Someone is dancing on tables and you have given them a suspension slip, but they refuse to leave the bar.

As a last resort, you may call the Manager on Call.

- When to call the Manager on Call

The King's Wardroom keeps a Manager on Call or Manager on Site for any shift. This is to help with ongoing training, and is not required for compliance with the Liquor Act (the Lead Bartender or B1 meets the requirements). Still, management is available for any:

- Questions about the shift, tasks, products
 - However, use your judgement; if it is not an urgent matter, you can always let patrons know we're out of a certain thing
- Questions about policy enactment
 - However again, B1 will be required to answer policy questions to a liquor inspector should they visit

- Available to be called in, in case of reaching limits of staff to patron ratio.

Any emergencies or accidents should follow the next policy in calling Security or 911.

- **How to safely clean up broken glass**

- 0) If injury has occurred, proceed to the injury procedure below and facilitate first aid
 - 1) Isolate the area to prevent movement of traffic through the area to prevent further injury
 - 2) Put on gloves and inspect the area under bright lights
 - 3) Sweep the area thoroughly using the broom and dustpan, cleaning all hard to reach areas
 - a) NEVER USE BARE HANDS OR RAGS TO CLEAN DUE TO RISK OF INJURY
 - 4) Store glass in a cardboard box clearly labelled "BROKEN GLASS"
 - a) When full, tape up all gaps completely and take to the garbage bin out back
 - 5) Inspect and clean the broom bristles over the broken glass box as needed, always cleaning away from your body to prevent further injury
 - 6) Complete an incident report on the situation

- **How to respond to an injury/accident at work**

- 1.1) If the injury/accident is not life threatening, call security or have another member of the bar staff call security.
- 1.2) If the injury is life threatening, call 911. Defer to emergency services judgment, or continue to the following:
 - 1.2a) Call security afterwards
- 2) Facilitate administering of First Aid.
- 3) Assess the area. Is there a risk of other people being injured? If yes, ask all patrons to leave and post someone at the entrance letting no one in (the injured person may request to keep one person they know with them if they are conscious. Clear everyone else). DO NOT ATTEMPT TO CLEAN HAZARDOUS MATERIAL YOURSELF. If no such risk is present, proceed to 4.
- 4) Give the injured person/victim of the accident space. Assign one person to be with them, and have the rest of the staff clear the immediate area
- 5) If security/paramedics clear the person/remove them from the area, take stock of your surroundings. Are people still interested in being in the bar? Are you capable of continuing to provide service? Close the bar if you are uncertain of your capability, or if it feels appropriate.
- 6) Once the incident is over/the bar is closed, write an incident report and attach it to the nightly report for review by the HC the following day.

7) If you have concerns about your safety going forward, contact a member of the management team or your local OHS representative regarding safety in the Wardroom.

- How to refuse unsafe work

1) Immediately report your concern to a supervisor.

2) Remain at work, but go to a safe place, away from the hazard. [You should not leave the workplace altogether without the permission of the employer (unless the entire workplace is affected i.e. bad air quality, or high noise levels, throughout).]

See this page for more information: <https://novascotia.ca/lae/healthandsafety/employeeeright.asp>

- How to check an ID

1) Welcome the patron to the Wardroom

2) Ask to see their King's ID, Alumni ID, staff ID, or other. (Alumni may not have their card, you can refer to the Alumni Membership Document and search their name)

3) Ask to see a piece of government-issued photo ID. You can accept Canadian passports, drivers licenses, Nova Scotia ID cards, anything with a person's age and a photo of them. (No Health Card, even if it has a photo. They lack security features)

4) Compare the person in the photo to the person in front of you. Confirm they are the person in the photo (eyes, height and nose are the easiest identifiers; hairstyles change)

5) Check the date of birth. The year for 2025, is 2006. The year for 2026 is 2007.

6) If you aren't sure about the validity of their ID, you can do a few checks. You can:

- Compare the person in the photo to the person in front of you

- Bend it. IDs are not as bendy as fakes.

- Look for reflective graphics/security features under a blue light

- Look for imperfect lamination/the edge of the ID doesn't match the edge of the graphic/cropped weird

- Look for jagged/square edges

6a) If it looks wrong, tell the person you cannot accept this ID. Ask them to provide a different government issued photo ID.

7) You can always ask for a third piece of ID. This must have the name of a person, but doesn't have to have a photo of them. It doesn't even need their birthdate. It could be a credit card or debit card.

- 8) If the person is underage, put a yellow wristband on their wrist and draw X's on the back of both hands
- 9) If they are of age, give them a Wardy stamp.
- 10) Welcome them to the Wardroom and tell them to have a great night!

- **How to sign in a Guest**

- 1) After checking ID by the policy above, check the IDs of the guests to make sure they are of age. Reminder: **Underage guests are not permitted in the Wardroom**
- 2) After ensuring everyone is of age, write down the names of the guests next to the name of the Wardroom member
- 3) Remind the guests that their actions in the space are representative of the Wardroom member and any violations of the Code of Conduct will result in disciplinary action for all
- 4) As well, when the Member leaves, their guests must leave as well. They may be signed in under another member if they wish to stay, but that person then takes responsibility for their actions
- 5) Tell them to enjoy the Wardroom!

- **How to access the keys to open the bar**

Staff will call security around 7:30 PM Monday to Friday in order to access the Wardroom key ring, including keys for the back room, liquor cage, safe, beer fridge, keg fridge, AV cupboard and storage cabinets. The key ring will also have the tap card for the back door.

Security will record the name of the staff member who takes out the keys, and may ask for government issued photo ID

At midnight, or earlier on nights the bar closes early, a staff member will call security to pick up the keys.

There may be times the keys are requested outside of 7:30PM. In this case, the security guard must contact a member of the management team to confirm access is permitted. In these cases, every effort will be made by management to notify security ahead of time that the keys will be requested at a different time.

Members of the Wardroom management team may always request the key ring. They still must record their names.

Wardroom Management Team 2025-2026

Eli Zagar	Hospitality Coordinator	(416) 523 3157
Holly Lemmon	General Manager	(902) 565 6196
Aaron Morris	Programming Manager	(416) 932-2677

Wardroom Staff 2025

Name	Name on Gov Issued ID	Position
Holly Lemon	Holly Lemon	General Manager
Aaron Morris	Jennifer Morris	Programming Manager
Shayle Didur-Simon	Shayle Didur-Simon	Bartender
Serra Hamilton	Serra Hamilton	Bartender
James McKay	James McKay	Bartender
Charlotte Cormier	Charlotte Cormier	Bartender
Quinn O'Brien	Quinn O'Brien	Bartender
Meghan O'hanley	Meghan O'hanley	Bartender
Fox Sullivan	Aidan Fox Sullivan	Bartender
Joseph Edward-Smith	Joseph Edward-Smith	Bartender
Robin Bakker	Holly Bakker	Bartender

- How to count the till at the start of the night

- 1) Give yourself time. Counting a till can take up to ten minutes if something's off.
- 2) Use the nightly report sheet to track your work. Count the number of fives, toonies, quarters, etc one by one, and then use the iPad to multiply them and then add totals. This makes it easier to find mistakes.
- 3) Check for mistakes. The till should equal \$250 and the cash box should be \$50. If you are off by \$1 at the end, recount the loonies, and so on.
- 4) Have B2 do a second count of the till to confirm you are starting at \$250.
- 5) Open Square on the iPad and select Reports -> Cash Drawer. Click Confirm Cash Drawer with the amount in the till.

- How to count the till at the end of the night

- 1) Take your time. It's been a long night! Don't rush yourself.
- 2) Check Square reports for the total cash sales. Remove that amount from the till.

- 3) Count the till
- 4) Use the nightly report sheet to track your work. Count the number of fives, toonies, quarters, etc one by one, and then use the iPad to multiply them and then add totals. This makes it easier to find mistakes.
- 3) Check for mistakes. The till should equal \$250 and the cash box should be \$50. If you are off by \$1 at the end, recount the loonies, and so on.
- 4) Have B2 do a second count.
- 5) If you have counted four or more times and the till is still short, make a note of the shortage on the Nightly Report and make sure the till is at \$250 before leaving for the night. (If you remember incorrectly giving someone their change, that's always better to note than have money missing with no explanation. You won't be penalized for an honest mistake!)
- 6) If you find that you often have trouble counting the cash, or you don't feel confident with the task, you can always come to the HC for further training! They count the tills minimum twice a week, if not every day, and there are many tricks to get comfortable with cash handling.

- **How to cut someone off**

- 1) Know the signs of intoxication: Slurred speech, loud speech, eye hand coordination issues, dropping things, tripping, can't stand up straight, over-emotional
- 2) You have the right to refuse service if a patron is likely to become intoxicated if they consume more alcohol, or they're drinking very quickly (3 servings in under 30 minutes). You can always pose it as a pause in service, such as offering them a glass of water, or telling them you'd be happy to serve them again in 15 minutes.
- 3) If you notice someone is intoxicated, you now must not serve them any more liquor, and proceed to helping them get home safely.
- 4) If someone has been drinking quickly, but takes a break and has a water or two, you can continue to serve them if you feel comfortable in your assessment that they will not reach a state of intoxication.

- **How to make sure someone gets home safely**

- 1) As soon as you recognize someone is intoxicated, you have a legal responsibility for them and their actions
- 2) Make sure they have water and someone with them. This can be bar staff or a friend, but make sure they don't wander off alone

- 3) Make sure that responsibility is taken from you, ideally by security, or, if the student lives in residence, Campus Patrol but it also could be a friend. They must say, "I am taking responsibility from you to get this intoxicated person home safe"
- 4) You can offer taxi chits/to look up a bus as needed
- 5) Again, you are legally responsible for an intoxicated person until the responsibility is taken from you. If the person can, have them follow up with you that the person has gotten home safely.
- 6) Write about the incident in an incident report

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HMCS King's Wardroom Acknowledgement of Receipt Form for Policies and Procedures

In effect _____ - August 31, 2026

I acknowledge having read and been informed of the content, requirements and expectations of the HMCS King's Wardroom Policies and Procedures. I have received a copy of the Policy and agree to abide by the Policy guidelines as a condition of my employment and continuing employment at the HMCS King's Wardroom.

If there is any policy or procedure that I do not understand, I shall seek clarification from a member of the Management Team.

Employee Signature

Employee Name - Please Print

Date

Hospitality Coordinator Signature

HMCS King's Wardroom Bartender Staff Contract

Term: _____ through August 31 2026

I, the undersigned do hereby take up the position of "bartender" at The HMCS King's Wardroom. The terms of the contract shall be in effect for the duration of the date this contract is signed, until the end of the winter classes semester, including any additional periods of renewal. Renewal of employment shall be at the discretion of the Hospitality Coordinator, Wardroom General Manager, and Wardroom Promotions & Programming Manager.

The position of "bartender" is a part-time, hourly position paid at a rate of \$16.50 with 4% vac pay and income tax deductions. Staff are expected to work 3-15 hours per week depending on their schedule, shift availability, and their willingness to take on additional shifts.

Such employment with the HMCS King's Wardroom is subject to the rules and regulations outlined in The Labor Standards Code of Nova Scotia, The Nova Scotia Liquor Control Act, The HMCS King's Wardroom Policies and Procedures, and The Code of Conduct of The University of King's College. Violations of any of the above are cause for immediate termination. See the section "Termination, Disciplinary Measures and Policy Violations" in the HMCS King's Wardroom Policies & Procedures for more detailed information on cause for termination.

The documents above may be found at the following links. Contact the Hospitality Coordinator for any help finding or interpreting these documents.

Labour Standards Code of Nova Scotia:

<https://www.nslegislature.ca/sites/default/files/legc/statutes/labour%20standards%20code.pdf>

Nova Scotia Liquor Control Act:

<https://nslegislature.ca/sites/default/files/legc/statutes/liquor%20control.pdf>

HMCS King's Wardroom Policies and Procedures:

https://docs.google.com/document/d/1e0TFrvVU--wHF1FCKeZ8o1QPT50Exv91_Uv-JejJGYk/e/dit?usp=sharing

The Code of Conduct of the University of King's College:

<https://policies.ukings.ca/wp-content/uploads/2017/01/YellowBook.pdf>

Employee Signature

[Employee Name (please print)]

Eli Zagar, Hospitality Coordinator

Date

HMCS King's Wardroom Split Shifts Waiver

Date: _____

I, the undersigned, acknowledge that my right to wages amounting to a minimum of 3 hours per shift, at the most current provincial minimum wage rates, has been explained to me, and hereby agree to waive this right in the case of **voluntary** acceptance of split shifts, or shifts less than 3 consecutive hours in length.

I retain my right to be assigned regular shifts of a minimum 3 consecutive hours or more. I also retain my right to work the full length of said 3 hour minimum shifts.

Should I voluntarily accept a split shift, a shift less than 3 consecutive hours in length, or to be sent home prior to completing a 3 hour shift, I understand and agree to being paid an hourly wage for said shift(s), that is equal to the length of time worked.

Staff Name: _____

Staff Signature: _____

Hospitality Coordinator Signature: _____



HMCS Wardroom Incident Report

Please note in #nightlydiary and file with deposit for management review

Date: _____

Time: _____

Staff on site: _____

Manager on call: _____

Name of Individual(s) involved: _____

Witness name and contact, if available/willing: _____

If emergency services were called, provide the contact info/badge number(s) for the responding officer(s) : _____

Incident (e.g. liquor inspector, injury, underage drinking, emergency, etc) :

Action(s) taken: _____

Signature: _____

Unsure of what to include? The more the better, and if you run out of space, email hc@ksu.ca with a full statement, or write it in the Slack. Smart Serve Manager's Library recommends an Incident Report include:

- Information on what happened.
- Attitude of the guest.
- Condition of guest (note signs of intoxication, if applicable).
- Details about other guests in the party.
- Information on whether the guest was driving.
- Steps taken to ensure safe trip home (i.e. alternative transportation).
- If false ID was provided, how was it handled?
- Details of any police involvement.
- Any other important details.

<https://smartserve.ca/managers-library/>

The following may be left blank for management's use

Received by: _____

On Date: _____

Actions taken by Management: _____

Monthly follow-up notes: _____

Incident report last updated Jul 17/2025. Review during summer season 2026.

List of Pay Periods 2025-6

Pay Period #	Start Date	End Date	Corrections Due	Pay Day
18	Aug 11	Aug 24	Aug 25	Aug 29
19	Aug 25	Sept 7	Sept 8	Sept 12
20	Sept 8	Sept 21	Sept 22	Sept 26
21	Sept 22	Oct 5	Oct 6	Oct 10
22	Oct 6	Oct 19	Oct 20	Oct 24
23	Oct 20	Nov 2	Nov 3	Nov 7
24	Nov 3	Nov 16	Nov 17	Nov 21
25	Nov 17	Nov 30	Dec 1	Dec 5
26	Dec 1	Dec 14	Dec 15	Dec 19

Pay Period #	Start Date	End Date	Corrections Due	Pay Day
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

Wardroom Nightly Report Sheet

DATE: _____ **/2024**

Name & Initials	Position	Name & Initials	Position

Opening Count	Closing Count
Counted By (2 staff) : _____	Counted By (2 staff) : _____
\$100 x _____ = _____	\$100 x _____ = _____
\$50 x _____ = _____	\$50 x _____ = _____
\$20 x _____ = _____	20 x _____ = _____
\$10 x _____ = _____	10 x _____ = _____
\$5 x _____ = _____	5x _____ = _____
\$2 x _____ + _____ rolls = _____	2x _____ + _____ rolls = _____
\$1 x _____ + _____ rolls = _____	1x _____ + _____ rolls = _____
\$0.25 x _____ + _____ rolls = _____	0.25x _____ + _____ rolls = _____
\$0.10 x _____ + _____ rolls = _____	\$0.10 x _____ + _____ rolls = _____
\$0.05 x _____ + _____ rolls = _____	\$0.05 x _____ + _____ rolls = _____
Total = _____	Total = _____

1. Total "Net Sales" (Terminal)	\$ _____
2. Total Collected— Cash (Square iPad)	\$ _____
3. Cash Drop (Drawer cash counted minus 250)	\$ _____
4. Cash Difference (#3 minus #2)	\$ _____

Cash tips worksheet (debit Tips are now allocated by square based on hours worked)

A. Total cash tips: _____ **B. Total hours:** _____
C. A ÷ B = tips/hour: _____ **Tips per hour (C) x hours worked by individual = tips earned per individual**

Name	Hours Worked	Cash Tips Earned
TOTALS		

Behind the Bar Opening Duties	Initials:
Clock in	
Count till - report sheets are in the Communications Binder in lpad cupboard	
Set up liquor display and quick-serve tray according to liquor list	
Set up cocktail station with your citrus, syrups, juices, and mixing tools	
Tap kegs & attach tap handles - instructions on beer gas cupboard	
Cut citrus, make sour & simple, as needed	
Set out bar mats and tip cups	
Sanitize ice well and fill with ice	
Check and complete weekly cleaning duty	
Check last night's nightly diary and complete any relevant tasks	
Turn on sound system and play some tunes! (Instructions in sound cabinet)	

On the Floor Opening Duties.	Initials:
Clock in	
Put down non-slip mats behind the till and the keg fridge	
Reset furniture & clear tables of any garbage/games/abandoned puzzles	
Wipe down all tables & check for stickiness/wobbliness	
Set out plastic cups near water machine	
Cut citrus, make sour & simple, as needed	
Plug in lighting in alcoves and centre of bar, ensure LEDs are off and bulbs are on for ambience	
ID and stamp all patrons already in the bar	
Bring door box to front and review any notes for the shift	

Behind the Bar - Closing Duties	Initials
Unscrew tap handles by midnight	
Untap kegs & note light keg in diary - Instructions on beer gas cupboard door	
Record overpour and spill in square with "overpour" discount	
Clean draught tray. Remove and clean grate. Pour boiling water down the drains into overpour tub before spraying all down with food safe	
Empty overpour tub and sanitize with food safe	
Sanitize ice well with boiling water and run the black cup holders on either side of the ice well through the dishwasher	
Return liquor to lockup	
Run ALL glassware through dishwasher	
Restock fridge with bottles, cans & pop from back room	
Cover remaining citrus with damp towel & refrigerate	
Ensure all wine, squeeze bottles, and garnishes are labelled with date opened	
Turn off light and lock bottle fridge	
Run bar mats through dishwasher	
Balance till, put cash in deposit bag, and complete Report. Put all in safe	
Divide cash tips	
Check that weekly cleaning duty is complete. If not, note in Nightly Diary	
Record any staff drinks in Square with "staff drink" discount	
Sanitize all counter and cabinet surfaces	
Disassemble and clean dishwasher grates	
Wash out sink	
Put dirty bar cloths in milk crate under the sink to be washed	
Write and submit nightly diary with the following info: • Highest headcount: • Any incidents: • Any goofs/tasks that need to be done next time: • Any bottles/kegs/juices we finished or ran out of <i>that night</i>	

Ensure an incident report is filled out if any of the following occur: • Liquor inspector visit • 1 night removal, ban, suspension • Rule broken but no action taken • Safety concern • General incident Better to do one and waste paper than not do one and have to follow up!	
Clock out	
Lock ALL cabinet doors	
Take out garbage and recycling bags. Replace bags in bins	
Lock back room door!!!	

On the Floor Closing Duties	Initials
Clear all patrons by 12:30am latest	
Lock front door	
Unplug all lighting and turn on LEDs for cleaning	
Straighten any out of place furniture	
Wipe down ALL tables and mop any spilled drinks	
Put water cups in back room	
Turn off sound using red switch on power bar ONLY. Lock sound cabinet	
Help out with closing duties behind the bar as needed	
Submit highest headcount for Nightly Diary	
Clock out	
Ensure all doors are locked ESPECIALLY back room!	

Monday	Tuesday	Wed.	Thursday	Friday
Mop & wipe down keg fridge	Do bar towel and mop laundry	Free Space	Dissemble & clean dish washer & clean sink	Organize back room

References

HMCS King's Wardroom Staff Handbook 2022
HMCS King's Wardroom Code of Conduct 2022
HMCS King's Wardroom Responsible Beverage Service Guidelines 2022
HMCS King's Wardroom Compliance Strategy 2020
University of King's College Red Book/Yellow Book
Compass Canada Policies and Procedures 2023
KSU Human Resources Policy
Nova Scotia Occupational Health and Safety Act
Nova Scotia Liquor Control Act
<https://www.canada.ca/en/navy/services/history/ships-histories/kings.html>

Please contact hc@ksu.ca for any questions about policy and procedures past, present and future!