

Title of Intervention: A Server Intervention Program

Intervention Strategies: Environments and Policies, Group Education

Purpose of the Intervention: To improve alcohol service knowledge and practices

Population: Servers

Setting: Bars in the Thunder Bay area of northwestern Ontario; worksite-based

Partners: None mentioned

Intervention Description:

- **Environments and Policies:** Based on the Addiction Research Foundation of Ontario server training program, managers were informed about their legal obligations and encouraged to establish policies for the sale of alcohol in their establishments.
- **Group Education:** Servers were familiarized with the newly developed policy and instructed in responsible serving practices. The emphasis of the program was on preventing intoxication rather than intervening once a patron had reached intoxication. Trained actors and observers carried out previously rehearsed skits without the knowledge of the server.

Theory: Not mentioned

Resources Required:

- **Staff/Volunteers:** Not mentioned
- **Training:** Not mentioned
- **Technology:** Not mentioned
- **Space:** Not mentioned
- **Budget:** Not mentioned
- **Intervention:** Trainer, alcohol service policy, responsible serving practices curriculum, training manuals
- **Evaluation:** Trained actors and observers, knowledge and attitude questionnaire

Evaluation:

- **Design:** Quasi-experimental
- **Methods and Measures:**
 - Knowledge was assessed by a brief questionnaire
 - Attitudes were assessed by including a section in the post-test
 - Server attitudes toward their newly disclosed responsibilities and the personal benefits of the program were examined using a five-point Likert scale.
 - Behavior was assessed by observers who documented how servers responded to intoxicated individuals.

Outcomes:

- **Short Term Impact:** The program increased server's short-term knowledge about alcohol and its effects, their legal obligations and inappropriate and appropriate practices for the service of alcohol. Attitudes of the participants after the training showed that servers were confident about their knowledge of alcohol, had positive attitudes toward intervening in their patrons' behaviors and most had a positive attitude about management's involvement in the process.
- **Long Term Impact:** The program appears to have been effective in changing behavior, in that trained servers exhibited less inappropriate responses than did untrained servers.

Maintenance: Not mentioned

Lessons Learned: Not mentioned

Citation(s):

Gliksman, L., D. McKenzie, et al. (1993). "The role of alcohol providers in prevention: an evaluation of a server intervention programme." *Addiction* 88(9): 1195-203.