

Title of Intervention: TIPS (Training for Intervention Procedures for Servers of Alcohol)

Website: <http://www.gettips.com/>

Intervention Strategies: Group Education

Purpose of the Intervention: To decrease driving under the influence (DUI)

Population: Servers

Setting: Local taverns; worksite-based

Partners: None mentioned

Intervention Description:

- **Group Education:** The TIPS (Training for Intervention Procedures for Servers of Alcohol) intervention was presented to the servers. The standardized intervention required approximately six hours to teach and used a combination of videotaped vignettes, leader-facilitated discussions and server role-play segments. Servers were first taught the behavioral and physiological cues associated with alcohol's effects on the body, including lowered inhibitions, diminished judgment, slowed reactions and impaired coordination. Servers were taught a variety of tactics for controlling the flow of alcohol, even from the first drink. Techniques such as checking IDs to spot under aged drinkers, offering food, serving non-alcoholic beverages and stopping service were presented as ways to inhibit overindulgence, impede those approaching their limit and deal with already intoxicated customers. Servers were given a chance to perfect their skills in role-play situations. At the conclusion of the training session, all servers took a written test to become a TIPS-certified server.

Theory: Not mentioned

Resources Required:

- **Staff/Volunteers:** Not mentioned
- **Training:** Not mentioned
- **Technology:** Not mentioned
- **Space:** Room to carry out education sessions
- **Budget:** Not mentioned
- **Intervention:** Curriculum, short educational videos
- **Evaluation:** Micro-cassette recorder, Alcosensor Model III BAC detector, test

Evaluation:

- **Design:** Comparison
- **Methods and Measures:**
 - Research assistants posing as regular patrons (pseudo patrons) visited bars where servers had received the intervention training. Pseudo patrons set the occasion for server intervention to occur by drinking six alcoholic beverages in two hours. Each pseudo patron was accompanied by a partner whose job was to unobtrusively record all interactions between the server and pseudo patron on a concealed micro-cassette recorder. Servers were requested to report if they thought they had served a pseudo patron during any of their evening sessions.
 - The blood-alcohol concentration (BAC) of the pseudo patrons was measured after they left the bar.

Outcomes:

- **Short Term Impact:** Trained servers used more caution serving intoxicated patrons than did untrained servers. Pseudo patrons served by trained personnel reached substantially lower blood alcohol concentrations than those served by untrained servers.
- **Long Term Impact:** Not measured

Maintenance: The program is still active and available.

Lessons Learned: The results of this intervention suggest that if server intervention occurs on a large scale, the number of innocent victims in drunken driving crashes will surely decrease, thereby averting death, injury, arrest and the intense emotional pain caused by unnecessary alcohol-related accidents

Citation(s):

Russ, N. W. and E. S. Geller (1987). "Training bar personnel to prevent drunken driving: a field evaluation." *Am J Public Health* 77(8): 952-4.