



ServSafe® Alcohol: Fundamentals of Alcohol Service Illinois Training Supplement

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ServSafe Alcohol Pre-Test

1 Which is an acceptable form of identification?

- A Passport
- B School ID
- C Birth certificate
- D Voter registration card

2 What does the use of a vertical format on an ID indicate?

- A The ID was issued to someone under 21.
- B The ID was issued to someone who requires corrective lenses.
- C The ID was issued to a non-state resident.
- D The ID is not genuine or valid.

3 Which is true in relation to criminal and civil liability?

- A Criminal and civil liability are the same thing.
- B Both criminal and civil liability can result in a prison sentence.
- C Criminal liability applies to the employees of an establishment, while civil liability applies only to the actual owners.
- D Criminal liability is being held responsible for committing a crime, while civil liability is being responsible for payment of damages.

4 Which is an example of a criminal violation?

- A Serving alcohol to a regular
- B Serving alcohol to a pregnant woman
- C Serving alcohol to a guest who is taking medication
- D Serving alcohol to a guest who appears to be intoxicated

5 The liver breaks down alcohol in the body at what rate?

- A 1 drink per hour
- B 2 drinks per hour
- C 3 drinks per hour
- D 4 drinks per hour

6 John drank six 12-ounce beers from 9 p.m. to 12 a.m. How many drinks still remain in his bloodstream?

- A 1
- B 2
- C 3
- D 4

7 Which drinks contain the same amount of alcohol?

- A 5 ounces of wine; 12 ounces of beer; 1½ ounces of 80-proof liquor; 1 ounce of 100-proof liquor
- B 3 ounces of wine; 10 ounces of beer; 1 ounce of 80-proof liquor; 1¼ ounces of 100-proof liquor
- C 6 ounces of wine; 12 ounces of beer; 1¼ ounces of 80-proof liquor; 2 ounces of 100-proof liquor
- D 4 ounces of wine; 16 ounces of beer; 1¼ ounces of 80-proof liquor; ½ ounce of 100-proof liquor

8 A person who switches to larger or stronger drinks is demonstrating what sign of intoxication?

- A Relaxed inhibitions
- B Impaired judgment
- C Slowed reaction time
- D Impaired motor coordination

9 When must you stop serving alcohol to guests?

- A When their BAC is .10 or higher
- B When they do not have a designated driver
- C When they look or act intoxicated
- D When they have finished drinking their second drink

10 When is the best time to inform a guest that you have to stop alcohol service?

- A After you have arranged a safe ride home for the person
- B When the person tries to order another drink
- C Before the person has ordered food
- D As you serve the person's last drink

The following information supplements the *ServSafe Alcohol: Fundamentals of Alcohol Service* publication with this *Illinois Training Supplement*. The content and legal references to Illinois law are used with permission from the Office of the Secretary of State of Illinois and taken from the *DUI Fact Book* found here: http://www.cyberdriveillinois.com/publications/pdf_publications/dsd_a118.pdf. All questions regarding Illinois law and its implementation should be submitted to the Office of the Illinois Secretary of State.

Driving Under the Influence

“Driving Under the Influence” (DUI) is defined as operating a motor vehicle while impaired by alcohol, other drugs including cannabis (marijuana) prescribed for medical purposes, or intoxicating compounds and methamphetamine. In Illinois, a driver is legally considered to be under the influence if he/she has a blood-alcohol content (BAC) of .08 or more, has used any illegal substance or is impaired by medication. Illinois’ .08 limit has been in effect since July 2, 1997.

Blood-Alcohol Content (BAC)

A driver’s BAC is based on the ratio of alcohol to blood or breath. However, an individual with a BAC between .05 and .08 may be convicted of DUI if additional evidence shows the driver was impaired.

The effect of alcohol on an individual is determined primarily by two factors: the amount of alcohol consumed and the rate at which it is absorbed by the body. Other contributing factors include gender, body weight, alcohol tolerance, mood, environment and the amount of food consumed.

From the first drink, alcohol affects coordination and judgment. Even with a BAC well below .08, a person’s reaction time slows. The risk of being in a crash begins to climb with a BAC between .04 and .05 and increases rapidly thereafter. By the time a driver reaches a BAC of .06, he/she is twice as likely to be involved in a fatal crash as a non-drinking driver. By the time a driver reaches a BAC of .08, he/she is 11 times more likely to be killed in a single-vehicle crash than a non-drinking driver.

The only way to rid the body of alcohol is time. Fresh air, coffee, a shower and food cannot help a person become sober. It takes about one hour for the body to metabolize one drink. Each of the following has a comparable amount of alcohol and counts as one drink: one 12-ounce mug of beer, one 5-ounce glass of wine or one 1.5-ounce shot of hard liquor. (The amount of alcohol in a poured/mixed drink is dependent on the type of drink and the person who pours it.)

Medical Cannabis (Marijuana)

Illinois allows for the use of cannabis for medicinal purposes.

Individuals authorized to use cannabis must be 18 years of age or older, registered with the Illinois Department of Public Health (IDPH), and secure a written certification from a physician licensed in Illinois. The IDPH will issue a registry ID card and a notation will be made on the registrant’s Illinois driving record, which will be available to law enforcement.

A driver may not operate a motor vehicle while under the influence of cannabis prescribed for medicinal purposes and may not transport medicinal cannabis in a vehicle unless it is contained in a tamper-evident container and kept in an area that is inaccessible while the vehicle is in motion. If a police officer stops a vehicle driven by a person who holds a medical cannabis registry card and the officer has reasonable suspicion to believe the person is impaired by the use of cannabis, the driver must submit to field sobriety testing. Refusal to submit to testing or failure of the field sobriety tests will result in the suspension of the person’s driver’s license.

Driving while impaired by the use of medical cannabis or driving with an open container may result in the loss of driving privileges as well as revocation of the driver’s medical cannabis card.

Laws Concerning DUI in Illinois

Effective Jan. 1, 2015

- It is unlawful for a parent or guardian (instead of any person) to knowingly permit any vehicle, watercraft, or conveyance to be used in a manner that violates the underage drinking statute.
- Restores the statute allowing criminal penalties for any person to knowingly authorize or permit a residence that he or she occupies to be used by someone under the age 21 if the person knows that the underage person possesses or is consuming alcohol.

For a complete history of DUI laws in Illinois, visit the Secretary of State's website at www.cyberdriveillinois.com.

Penalties for a DUI Conviction

Penalties for DUI in Illinois vary depending on the circumstances of the arrest and conviction. These circumstances may include the driver's age, the driver's BAC level, whether the driver was transporting a child under age 16 and whether the driver has previous DUI convictions. Any DUI offense resulting in felony charges is classified as Aggravated DUI.

First Conviction

Class A misdemeanor; minimum revocation of driving privileges for 1 year (2 years if driver is under age 21); suspension of vehicle registration.

- If committed with a BAC of .16 or more — In addition to any penalties or fines, mandatory minimum fine of \$500 and mandatory minimum 100 hours of community service.
- If committed while transporting a child under age 16 — In addition to any penalties or fines, possible imprisonment of up to 6 months, mandatory minimum fine of \$1,000 and 25 days of community service in a program benefiting children.
- If committed while transporting a child under age 16 and involved in a crash that resulted in bodily harm to the child (Aggravated DUI); Class 4 felony — In addition to any other criminal or administrative sanctions, mandatory fine of \$2,500 and 25 days of community service in a program benefiting children.

Second Conviction

Class A misdemeanor; mandatory minimum imprisonment of 5 days or 240 hours of community service; revocation of driving privileges for a minimum of 5 years for a second conviction within 20 years; suspension of vehicle registration.

- If committed with a BAC of .16 or more — In addition to any penalties or fines, mandatory imprisonment of 2 days and mandatory minimum fine of \$1,250.
- If committed while transporting a child under age 16 (Aggravated DUI); Class 4 felony.
- If committed while transporting a child under age 16 and involved in a crash that resulted in bodily harm to the child (Aggravated DUI); Class 2 felony — In addition to any other criminal or administrative sanctions, mandatory fine of \$5,000 and 25 days of community service in a program benefiting children.

Third Conviction (Aggravated DUI)

Class 2 felony; revocation of driving privileges for a minimum of 10 years; suspension of vehicle registration.

- If committed with a BAC of .16 or more — In addition to any other criminal or administrative sanctions, mandatory imprisonment of 90 days and mandatory minimum fine of \$2,500.

- If committed while transporting a child under age 16 — In addition to any other criminal or administrative sanctions, mandatory fine of \$25,000 and 25 days of community service in a program benefiting children.

Fourth Conviction (Aggravated DUI)

Class 2 felony; revocation of driving privileges for life with no relief available; suspension of vehicle registration.

- If committed with a BAC of .16 or more — In addition to any other criminal or administrative sanctions, mandatory minimum fine of \$5,000.
- If committed while transporting a child under age 16 — In addition to any other criminal or administrative sanctions, mandatory fine of \$25,000 and 25 days of community service in a program benefiting children.

Fifth Conviction (Aggravated DUI)

Class 1 felony; revocation of driving privileges for life with no relief available; suspension of vehicle registration.

- If committed with a BAC of .16 or more — In addition to any other criminal or administrative sanctions, mandatory minimum fine of \$5,000.
- If committed while transporting a child under age 16 — In addition to any other criminal or administrative sanctions, mandatory fine of \$25,000 and 25 days of community service in a program benefiting children.

Sixth or Subsequent Conviction (Aggravated DUI)

Class X felony; revocation of driving privileges for life with no relief available; suspension of vehicle registration.

- If committed with a BAC of .16 or more — In addition to any other criminal or administrative sanctions, mandatory minimum fine of \$5,000.
- If committed while transporting a child under age 16 — In addition to any other criminal or administrative sanctions, mandatory fine of \$25,000 and 25 days of community service in a program benefiting children.

Aggravated DUI

Any DUI offense resulting in felony charges is classified as Aggravated DUI. Any mandatory term of imprisonment or community service is not subject to suspension or reduction. Any person sentenced to probation or conditional discharge also must serve a minimum 480 hours of community service or 10 days imprisonment.

Aggravated DUI includes the following offenses:

- Third or subsequent DUI (Class 2 felony; penalties vary according to offense).
- DUI committed while driving a school bus carrying one or more persons age 18 or younger (Class 4 felony).
- DUI committed while driving a vehicle for-hire carrying one or more passengers (Class 4 felony).
- DUI resulting in great bodily harm, permanent disability or disfigurement (Class 4 felony).
Revocation of driving privileges for a minimum of 2 years.

- Second or subsequent DUI committed while transporting a child under age 16 (Class 2 felony; penalties vary according to offense).
- DUI committed while transporting a child under age 16 and involved in a crash that resulted in bodily harm to the child (Class 2 felony; penalties vary according to offense).
- DUI committed without a valid driver's license or permit (Class 4 felony).
- DUI committed without vehicle liability insurance (Class 4 felony).
- DUI committed after a previous conviction for reckless homicide while DUI or Aggravated DUI involving a death (Class C felony).

Aggravated DUI involving a death (Class 3 felony).

- DUI committed in a school zone while the restricted speed limit is in effect and involved in a crash that resulted in bodily harm (Class 4 felony).
- DUI committed while revoked or suspended for DUI, reckless homicide or leaving the scene of a personal injury or death (Class 4 felony). Any penalty imposed is in addition to the penalty for any subsequent DUI violation. Revocation period determined by offense.
- DUI resulting in a death (Class 2 felony). Revocation of driving privileges for a minimum of 2 years from the effective date of the revocation or from the date of release from incarceration for the offense.

Additional Consequences of DUI

- A DUI conviction is a permanent part of an offender's driving record.
- The offender may lose work time.
- The offender is required to complete an alcohol/drug evaluation and an alcohol/drug remedial education course or substance abuse treatment program before driving privileges are reinstated.
- The offender must meet the requirements of the Secretary of State's Department of Administrative Hearings prior to obtaining an RDP.
- A BAIID may be installed on the offender's vehicle as a condition of driving relief.

The majority of states, including Illinois, require first-time DUI offenders to have a Breath Alcohol Ignition Interlock Device (BAIID) installed on their vehicles. Illinois also requires a camera unit on the BAIID to capture the image of the driver as they perform their breath test. In 2013, 4,818 BAIID devices were installed on Illinois vehicles following an alcohol-related offense. On average, approximately 12,000 individuals are driving with a BAIID device installed on their car or truck.

Any first-time DUI offender who wishes to obtain and is eligible for driving relief during the period of statutory summary suspension is required to have a BAIID installed on his/her vehicle. To be eligible for driving relief, the offender must obtain a Monitoring Device Driving Permit (MDDP), and a BAIID will be installed on his/her vehicle through the Secretary of State's office. An MDDP and installation of a BAIID allow an offender to drive anywhere at any time as long as he/she is driving a vehicle installed with a BAIID. The Secretary of State's office monitors and reads the BAIID throughout the duration of the permit. The BAIID will alert the Secretary of State's office if the driver attempts any incidents of driving under the influence or tampers with the BAIID device.

A DUI offender may decline to have an MDDP and BAIID and instead choose to restrain from driving during the suspension period. However, an offender who chooses not to participate in the program and is subsequently caught driving a vehicle during the suspension period is guilty of a Class 4 felony. Additionally, an offender who participates in the BAIID program and is subsequently caught driving a vehicle without a BAIID device installed is guilty of a Class 4 felony.

- The offender is required to carry high-risk auto insurance for 3 years.
- The offender's vehicle registration will be suspended.

Vehicle Impoundment

The vehicle of any driver may be seized or impounded by local authorities for:

- Committing a DUI while driving privileges are suspended/revoked for a previous DUI or reckless homicide.
- Committing a DUI with a previous conviction of reckless homicide, aggravated DUI with death or great bodily harm.
- Committing a third or subsequent DUI.
- Committing a DUI without a valid driver's license or permit.
- Committing a DUI while uninsured.

Purchasing or Providing Alcohol to a Person under Age 21

Any person under age 21 convicted of violating the Illinois Liquor Control Act for illegal purchase or consumption of alcohol will have his or her driving privileges suspended for a specified number of months and/or revoked depending if a first or subsequent conviction. Anyone providing alcohol to a person under 21 is a Class A misdemeanor under Illinois law.

Dram Shop

"Dram shop" laws make bars and other alcohol-selling establishments liable for injuries caused by intoxicated persons to whom the establishment has served alcoholic beverages. Under a dram shop law, the bar or establishment may be held liable for damages and injuries to third persons that resulted from the bar or establishment's patron's intoxication.

Illinois dram shop law, entitled, the Liquor Control Act (referenced above), provides that commercial establishments are held liable for damages or injuries caused by the intoxicated patron, provided that:

- The bar or establishment sold alcohol to the patron;
- The injuries or damages were in fact caused by the patron;
- The bar or establishment was the proximate cause or intoxication; and
- The intoxication was at least one major cause in the third person's injury.

Under Illinois law, there is **no requirement** that the business have knowledge or reason to know that the patron was visibly intoxicated. Thus under the Illinois dram shop law, the injured person may be able to recover from several establishments if the patron had drinks at more than one bar or establishment and then struck the victim with the patron's automobile.

The following additional information has been taken from the Illinois Liquor Control Commission and can be found here: <https://www.illinois.gov/ilcc/News/Pages/2015-Dram-Shop-Liability-Limits,-Maximum-Signage-Allowances,-and-Minimum-Purchase-Requirements.aspx>.

2015 Maximum Signage Allowances, Dram Shop Liability Limits, and Minimum Purchase Requirements

Cost adjustment for signs and other advertising materials

The Liquor Control Act permits Distributors/Manufacturers to give Retailers indoor and outdoor, permanent and temporary signs that promote the brands sold by the Distributor/Manufacturer (235 ILCS 5/6-6). Giving signage to a Retailer is not a violation of the Liquor Control Act's tied-house provisions if the value of all signs per manufacturer and in use at any given time does not exceed the amounts listed below. Signage maximums reflect the adjusted amounts for 2014:

\$2,256.45 for permanent outside signs; \$5,055.42 for permanent inside signs; and

\$825.91 for temporary inside signs and other advertising materials.

Amount of minimum liability coverage allowed for 2015 increased to \$211,094.19

The Illinois Liquor Control Act of 1934 [235 ILCS 5/6-21(a)] requires the Illinois Comptroller to determine each year the liability limits for causes of action brought under the Act in accordance with the consumer price index-u (CPI-U) during the preceding 12-month calendar year.

According to the Bureau of Labor Statistics of the United States Department of Labor, the CPI-U increased 0.76 percent during the preceding calendar year. Based upon the previous determinations, the 2015 Dram Shop Liability Limits have been adjusted as follows:

For causes of action involving persons injured or killed on or after January 20, 2015, the judgment or recovery under the Liquor Control Act of 1934 for injury to the person shall not exceed \$65,511.99 for each person incurring damages;

For causes of action involving persons incurring property damage on or after January 20, 2015, the judgment or recovery under the Liquor Control Act of 1934 for property of any person shall not exceed \$65,511.99 for each person incurring damages; and

For causes of action under the Liquor Control Act of 1934 for either loss of means of support or loss of society resulting from the death or injury of any person on or after January 20, 2015, the judgment or recovery shall not exceed \$80,070.21.

Minimum purchase requirements for wine and spirits

Distributors who sell wine and spirits are required to deliver to Retailers within the Distributors' territory once every two weeks if the Retailer places a minimum order. (235 ILCS 5/6-9.1). Minimum order dollar figures are adjusted every two years, with the next adjustment scheduled for 2016. Below are the current figures:

\$276.86 for Chicago and adjacent counties; \$69.21 for all other counties.

Note: The content that follows has been provided by the Illinois Liquor Control Commission (ILCC)

Co-branded Alcoholic Beverages, Product Adjacency Prohibited

- No retail establishment with a retail sales floor that exceeds 2,500 square feet shall display co-branded alcoholic beverages immediately adjacent to soft drinks, fruit juices, bottled water, candy, or snack foods portraying cartoons or youth-oriented photos.
- Any retail establishment with a retail sales floor that is equal to or less than 2,500 square feet shall either:
 - o Not display co-branded alcoholic beverages immediately adjacent to soft drinks, fruit juices, bottled water, candy, or snack foods portraying cartoons or youth-oriented photos; or
 - o Equip any such display that contains co-branded alcoholic beverages and is immediately adjacent to soft drinks, fruit juices, bottled water, candy or snack foods portraying cartoons or youth-oriented photos with signage that is clearly visible to consumers and is not less than 8.5 x 11 inches.

The 8.5 x 11-inch signage must state the following: **"THIS PRODUCT IS AN ALCOHOLIC BEVERAGE AVAILABLE ONLY TO PERSONS WHO ARE 21 YEARS OF AGE OR OLDER."** This sign shall be provided by the State Commission. These requirements do not apply to a shelf, aisle, display, or display area in which the primary items for sale are alcoholic liquors or in an area in which persons under the age of 21 are prohibited from entering without a parent or legal guardian.

Proper Use of Municipal Support Services

Per the ILCC, owners, managers, and employees should utilize the services of the police, fire department, and paramedics in the event an emergency or incident occurs inside or outside the establishment.

Proper Use of Police

- An intoxicated patron refuses alternative transportation and proceeds to their vehicle
- A fight in and/or outside the establishment
- If employees and guests are being threatened by another individual
- If someone is suspected of purchasing alcohol for a minor

Proper Use of the Fire Department

- Fire-related incidents
- Kitchen—grease or oven fires
- Use of pyrotechnics

Proper Use of Paramedics

- Bodily injuries due to intoxication—falls, cuts, and other alcohol-related injuries
- Alcohol poisoning
- Alcohol or other drug overdoses
- Medical emergencies

911 Good Samaritan Law

- The law protects friends and family who seek medical help or call 911 for individuals who overdose on drugs or alcohol
- The friends, bystanders, or individuals who need emergency medical attention will not get prosecuted

Cocktails To-Go

Governor J.B. Pritzker signed SB 89 into law, extending cocktails to-go and delivery until AUGUST 1, 2028.

A State of Illinois retailer's licensee (1A License holders) may sell and deliver "to go" mixed drinks/cocktails for off-premises consumption strictly under the following conditions:

- A mixed drink/cocktail is any alcoholic liquor (beer, wine, spirits) mixed with a non-alcoholic beverage such as "fruit juice, lemonade, cream, or a carbonated beverage."
- The mixed drink/cocktail container shall be:
 - New/unused and rigid. A rigid container includes glass, metal, or ceramic material. A rigid container does not include plastic, paper, or Styrofoam;
 - Sealed with a secure cap or lid that is tamper-proof or tamper-evident (includes wax-dip seals and heat shrink wrap covers). The lid shall not have sipping holes or holes designed for straws.
 - Filled and sealed by the retailer's employee;
 - Labeled in the following manner:
 - The name of the mixed drink/cocktail ingredients, type, and name of the alcohol;
 - The name, license number, and address of the retail licensee that filled the container and sold the product;
 - The volume of the mixed drink/cocktail in the container; and
 - The date the container was sealed. The sealed container must be filled less than 7 days before the date of sale.

- The mixed drink/cocktail may be transferred to the consumer in the following manner:
 - Inside the licensed business over the counter; or
 - Curbside delivery by a retailer employee; or
- The mixed drink/cocktail shall not be transferred to the consumer:
 - States have allowed cocktails “to go”
 - By way of drive-through service; or
 - Home delivery by a third-party delivery company. Delivery by third-party delivery companies is not permitted.
- The retailer employee transferring the mixed drink/cocktail shall:
 - Hold a valid server training certificate by a certified Beverage Alcohol Sellers and Servers Education and Training (BASSET) trainer;
 - Be 21 years of age or older;and
 - Comply with any requirements of the Governor’s executive orders declaring a disaster; including, but not limited to, wearing gloves and a mask, and maintaining distancing requirements when interacting with the public.
- Mixed drink/cocktail delivery is limited to holders of State of Illinois retailer liquor licenses (“1A Licenses”).
- No licensee authorized by law to manufacture alcoholic liquor shall conduct mixed drink/cocktail deliveries pursuant to 235 ILCS 5/6-28.8. This prohibition includes all manufacturer class license holders (as defined in Section 5/5-1(a) of the Liquor Control Act), wine-maker’s premises, brew pubs, and distilling pubs.

The authority to sell mixed drinks/cocktails (under the conditions set forth herein) has been extended to August 1, 2028.

Alcohol and Mental Health

Per the ILCC, alcohol and mental health are closely linked. Alcohol, being a depressant, can affect and manipulate the neurotransmitters in the brain. These neurotransmitters in the brain are the chemical messengers in the brain that affect thoughts, feelings, and emotions. This slows down how the brain processes information and can ultimately influence behavior.

Mental and emotional instability caused by excessive alcohol use:

- Depression
- Suicidal thoughts
- Anxiety
- Psychosis

Alcohol consumption can increase in an individual who already suffers from mental illness:

- Can increase symptoms of bipolar disorder
- Personality disorders
- Paranoia

Excessive alcohol use can cause long-term and irreversible damage:

- Alcohol uses up and reduces the number of neurotransmitters in our brains that can ward off anxiety and depression.
- This can make a person want to drink more to relieve these difficult feelings, which can start a cycle of dependence.
- It will worsen current mental health issues and increase the risk of destructive behavior.

Opioids and Alcohol

Mixing Opioids and Alcohol per the ILCC

- Mixing alcohol with opioids can slow breathing and other functions to dangerous levels and lead to coma.

The Effects of Opioids per the ILCC

- Effects the hippocampus part of the brain (located in the middle part of the brain, temporal lobe, key function is learning and memory). Can lead to memory loss.
- Can prevent the brain from forming new memories.

Types of Opioids and the Side Effects per the ILCC

- Vicodin—Light-headedness, dizziness, sedation, nausea, and vomiting
- Tramadol—Headaches, sleepiness, constipation, dry mouth, sweating, and low energy
- Percocet—Irritability, anxiety, weakness, abdominal cramps, insomnia, backache, and joint pain
- Oxycontin—Pain relief, faintness, exhaustion, confusion, difficulty concentrating, euphoria, and negative mood
- Hydrocodone—Stomach pain, dry mouth, difficult, frequent, or painful urination
- Morphine—Stomach pain, cramps, small pupils, and black circles in the middle of the eyes

Mixing Opioids and Alcohol per the ILCC

Combining alcohol with opioids can lead to side effects such as:

- Nausea and vomiting
- Dehydration
- Changes in blood pressure
- Irregular heart rate and rhythm
- Cardiovascular instability
- Dizziness or loss of coordination
- Marked disinhibition
- Abnormal behavior
- Loss of consciousness
- Respiratory arrest

Assessing Transgender IDs for Alcohol Service or to Enter an Establishment

Per the ILCC, this requires a two-fold analysis:

1. The changing of a person's physical characteristics
2. The formal changing of a person's gender identity on an identification card which may not match what is perceived by a door attendant or licensee

The identification card must be a reasonable likeness of the person. If it is not, then the licensee has a right not to serve the person or give access to entrance into the establishment that requires persons to be 21 or older to enter.

This would apply in any situation. The licensee or employee checking the ID will ultimately be judged on a "reasonable person" standard. Was it reasonable for the person checking the ID to refuse service?

The ILCC offers some techniques to follow:

- Check the person's height and eye color first.
- Quiz the cardholder—ask them their address or other information on the card.

Establishments should have written policies and procedures in place to instruct employees on how to examine physical differences of all people, not just potential transgender people. This should be a standard practice across the board in any ID examination (e.g., person without facial hair on ID, but with facial hair in person).

- Request a secondary form of identification or ask for a signature to see if it matches on the driver's license or state-issued ID card.
- It is important to post house rules indicating that, if an ID is not satisfactory or if the carrier is unable to identify themselves as the cardholder, the establishment has the right to refuse service or entrance into the establishment.
- The ILCC's *NOTICE* poster covers this.

Per the ILCC, the establishment's position is improved if it has policies in place describing how they judge reasonable likeness for all persons.

Human Trafficking and the Alcoholic Beverage Industry

Per the ILCC, alcohol may be a factor in incidents of human trafficking, and predators may have their victims with them at liquor-serving establishments. Be observant of behavior patterns while working at a hotel, bar, restaurant, or sports venue.

Behaviors to Observe

- A nervous, uneasy, or terrified look
- Avoidance of eye contact, social interaction, and authority
- When approached by an employee, the individual may not be able to speak alone to staff
- The predator will speak for the victim or answer questions
- Answers appear scripted or rehearsed
- Look for signs of physical abuse, such as bruises

Additional Red Flags

- Appearance of malnourishment
- Signs of physical injuries and abuse
- Scripted or rehearsed responses when communicating
- Living at the place of employment
- Poor looking physical and dental health
- Small children working or serving in a family restaurant
- Security measures to keep people inside, including barbed wire and bars on windows
- Answering for the individual—not allowing them to speak for themselves or answer questions
- Do not possess any form of identification
- Signs of withdrawal or physical branding

Human Trafficking Intervention

- Create small talk; ask if they would like to order something
- If ordering alcohol, check ID
- Keep a watch on the predator while stalling
- Call the local police
- Notify your manager and another coworker
- Keep the small talk going until the authorities arrive
- Document everything

Posting the Human Trafficking Sign

- Outside or inside the washroom
- Near the cash register
- Behind the counter or bar
- Near poker machines

GO TO THE ILCC FOR A COPY OF THE HUMAN TRAFFICKING SIGN:

www.Illinois.gov/ilcc

Hand Signs to Observe

- When the predator is accompanied by the victim, the victim may use methods to get the attention of an employee or bystander to let them know they are in trouble and being trafficked.
- They may try to get a note off to someone.
- There are hand signs that can be utilized.

Hand Signs for Help

- The following hand gesture was created by the Canadian Women's Foundation as a discreet signal for victims of abuse seeking help and has since been used by kidnapping and trafficking victims.
- Use this signal to ask for help on a video call to ask for help without leaving a digital trace.



For more information, contact the Illinois Liquor Control Commission at:

- [Illinois.gov/ilcc](https://www.illinois.gov/ilcc)
- ILCC@illinois.gov
- Chicago: 312.814.2206; Springfield: 217.782.2136

ServSafe Alcohol Illinois Pre-Test Answer Key

- 1 A
- 2 A
- 3 D
- 4 D
- 5 A
- 6 C
- 7 A
- 8 B
- 9 C
- 10 B