



# WHAT IS GREEN DOT

The Green Dot Program is about preventing violence from ever happening in the first place (reactive green dots) and setting the expectation that we are a safe community and everyone is expected to do their part (proactive green dots). As bartenders, you have built relationships with your patrons. You know some of their drink orders by heart and often people confide in you. You know your community better than most and with your help, we can reach more people in trouble.

## HOW DOES IT WORK

We've all seen it: a couple fighting in public, a guy trying to get with a drunk girl, or a situation that just made us worry that someone might be in trouble. If you see something going on that doesn't look right, you have a lot of options. Included in these materials are warning signs you might recognize, ways to respond if you see something that bothers you (or hear about it), and some ways to set the expectation in your establishment that violence is not tolerated and we are all expected to do our part.

# REMEMBERED'S

## Distract:

Ask the person escalating if you know them from somewhere, remind them of the drink specials and start making recommendations. Start telling a funny story or ask if they saw the game last night.

## Delegate:

Tell your managers or ask some of the bar staff to get together and intervene. Ask the bouncer to help. If they are with friends, ask them to check in.

## Direct:

Ask the person who might be getting hurt if they are okay. Tell the person acting up they need to stop or that they need to leave.

## GREEN DOTS YOU CAN DO EVERYDAY

- Hang a poster in your bar showing support of a safe environment.
- Use coasters listing local resources.
- Keep cards listing local hotline behind the bar for anyone who needs it.
- Hang fliers with local resource information in the bathroom stalls.
- Wear a green dot button on your shirt.
- On really busy nights when the bartenders will be behind the bar most of the night, work out a system with the floor manager to patrol the floor and keep an eye out on things that look troubling.
- Get walkie talkies for the bouncers, manager, and bartenders to make it easier to let each other know what is going on or to let someone else know that they need to do something.
- Have a night where a portion of the money made goes to a local shelter.
- Work with a local agency to bring someone in to talk about violence prevention with the staff.
- Let customers know if they are the person who is looking out for their friends that night, they get a free appetizer or free soda.
- Have a wall of fame featuring customers who have done green dots.
- If you read about an awesome bystander story in the news or see it online, post it up in the bar as an "awesome bystander story of the week".
- Support Green Dot on Facebook.
- Give out Green Dot napkins with drinks.
- Let your coworkers know that if they ever needed help dealing with a situation, they can ask you for help.
- Post a green dot tip of the week on bulletin boards/facebook/email.

# WARNING SIGNS

1. You see a man and woman that appear to be on a date. They both order the same drink, she gets up to go to the bathroom and you see him pour some of his drink into her glass.

2. A couple of guys keep ordering drinks for a woman who looks like she has had enough. The guys seem to be staying relatively sober.
3. A couple comes into the bar and after a few drinks, they start arguing with each other.

4. A guy comes into the bar several nights a month and every time he comes in, you notice he comes alone but always tries to leave with a woman. Something about what he does seems creepy to you.
5. You see someone you thought only had one or two drinks but looks like they are really drunk.

6. You have been serving a group of women, and as they are getting ready to leave, you notice one of the women is not with the group anymore.

7. You have noticed a woman at the bar who is having a conversation with someone, and she seems really uncomfortable. She might be shifting around in her seat, looking around the bar, saying things like "My friends are around here somewhere." The guy she is talking with seems like he is being really persistent and trying to get her to stay with him. You might hear him say things like "Oh, I'm sure your friends are fine. I'll make sure you get home okay;"

## WHAT ELSE HAVE YOU SEEN THAT MADE YOU UNCOMFORTABLE

No matter what, you always have options. You don't have to do everything, but as you notice something disconcerting, have some options in your back pocket. The more we talk and think about what is realistic for us to do, even if it's as simple as giving a disapproving look to someone who is yelling at

# GREEN DOTS

WHEN YOU SEE A WARNING SIGN  
If you know the drinks being ordered are being taken to someone who looks like they have had enough, can you cut them off? If your bar has a policy that you can refuse drinks to anyone who seems intoxicated, can you use that policy?

- Tell the woman that her drink is being messed with. Or, get someone else to tell her. "Hey, your date keeps refilling your drink. I just wanted to make sure you knew;"

- Strike up a conversation with the people involved. "Hey, I think I saw your friends in the back of the bar earlier. Give me a couple minutes and I can walk you over there." Then check in with her. "Are you okay? Is that guy bothering you?"

- If you do see someone who is really drunk, tell her friends to stay with her. "Hey, I just noticed your friend is at the bar with some guys and she is really drunk. You might want to go get her;"

- Tell the bouncer to say something.

- If you notice the same guy who comes in several nights a month, can you say something to him? "Hey, didn't I see you here a few nights ago? Yeah, you left with the blonde girl, right?" It doesn't have to be confrontational, but just say something to let him know you recognize him and see what he's doing.

- If a couple is arguing and it seems like it is getting out of hand, send over a manager to check in on them.

- If there is a group at a table and something seems strange, go over and clean the empty glasses off the table and strike up a conversation to get some more information. "Hey! Let me get these glasses off the table. Do you all know each other?"

someone else, the more likely it is that we can create a safer community. Anything you can do, no matter how small it might feel, makes an impact. It can set the tone that this establishment does not tolerate or condone violence, and send the message to the community that this is a safe place. It can also prevent violence from ever happening in the first place.