



# Club Health

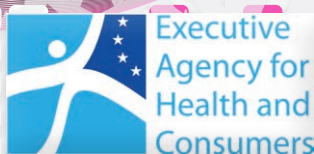
**“Healthy and Safer Nightlife of Youth” project**

## Staff training for nightlife premises

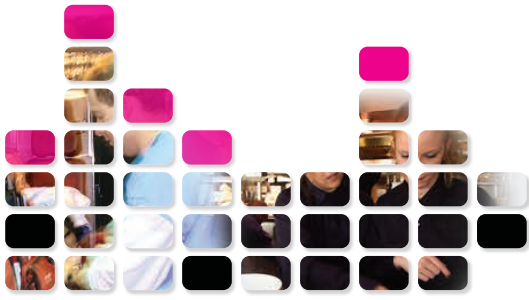
*A training manual for the owners and staff. This manual will increase the user's knowledge of different risk situations thus helping them to create safer and healthier nightlife settings.*

### TRAINING UNITS

- ☐ Psychoactive substances classification, definitions, concepts, effects and associated risks
- ☐ Communication. Conflict resolution and preventive strategies
- ☐ First aid
- ☐ Training for the responsible dispensing of alcoholic beverages
- ☐ Management of the physical context
- ☐ Legislation



December 2011



## STAFF TRAINING FOR NIGHTLIFE PREMISES

Nightlife and other recreational contexts play a key role in modern life. They are a critical aspect of youth recreation and are increasingly a major source of employment, economic development and tourism for communities, towns and cities. Nightlife activities, however, also create a wide range of health and social problems including alcohol and drug misuse, anti-social behaviour and crime.

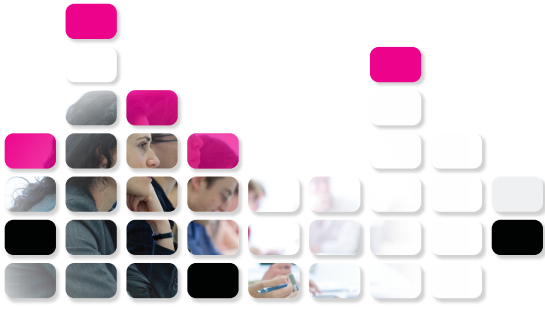


Not always have staff members been regarded as potential preventive agents or been much valued for their work as partners in this complex process. However if we want to promote and ensure healthier and safer nightlife entertainment for young people then we must also provide and make available adequate training for the staff who work in discotheques and nightclubs. This will be especially beneficial when preventive and harm reduction measures are required to deal with problematic and/or emergency situations. Training will help the staff to improve their conflict resolution and communication skills, increase their assertiveness, and aid understanding of any legal frameworks linked to recreational activities.



This manual has been created to be a practical and useful instrument for training nightlife and other recreational professionals. It aims to empower staff and improve their interpersonal skills and abilities so that they can take the best and wisest decisions to reduce and prevent problematic situations. For the successful implementation of this preventive instrument it is necessary (and our priority) to involve the community, relevant actors (public and private), politicians, and local, regional and national stakeholders. Only by sharing and involving other community partners can this manual, and its associated training, produce the desired effects.





## TRAINING GOALS

This manual is intended to be a useful and easy tool for trainers to use. This will allow our target group (staff members) to be able to reflect on their current practices and how they may be improved. This manual will help to promote the sharing of experiences and knowledge, and create an increased awareness of preventive strategies and allow people to become more aware of situations that can be potentially dangerous.

The main goals of this training manual are:



### **To empower**

staff with the skills and abilities to make improved decisions to help prevent or reduce the frequency of problematic situations in recreational contexts.



**To discuss** the risks associated with nightlife (e.g. consumption of legal and illegal drugs, violence, driving and accidents), the circumstances in which they occur and their potential consequences (how nightlife issues affect young people and other clients of venues within recreational contexts).



**To identify** and understand the different strategies that have proved effective in preventing or managing risks linked to individual venues or events.



### **To teach and train**

strategies (e.g. local control, interpersonal communication, conflict management, dispensing alcohol responsibly, first aid) that have been shown to be effective when handling different situations of risk.



**To increase** the awareness to all participants (individuals and companies/ organisations) of the legal frameworks that relate to a range of behaviours (e.g. event/venue management, the selling of goods and services, the consumption of psychoactive substances [PAS] and their consequences).



**To generate** a “coalition” of different partners with the same interests and objectives who work in this field.



## TARGET GROUP

This manual has been created for professionals and people who have responsibility for recreational activities as well as those professionals who have relationships with recreational contexts, including:

» **Owners, managers, staff** employed in hotel recreational activities, public relations personnel and other employees related to recreational contexts (e.g. holiday promoters)

» **Waiters and dispensers** of drinks (alcoholic and non-alcoholic)

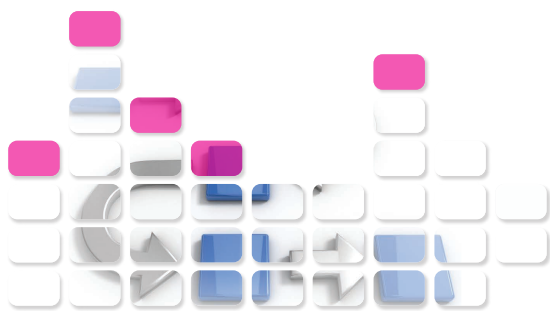
» **Security and access control personnel** (door supervisors and private security agencies)

» **Promoters and cultural facilitators** (e.g. disk jockeys and animators)

» **NGOs working in the field**

» **Local or regional associations of bars and clubs** and other nightlife venues





## METHODOLOGY

The methodology will be adapted to the needs of each situation and training group, but is mainly grounded on problem solving learning. This pedagogic methodology aims that trainees identify what they already know, what they need to know and how and where to access any required new information.

It is assumed that all participants have knowledge and experience to contribute and share. We intent to promote the development of skills that are complementary to the active discussion, with dynamic activities and interactive games to aid the acquisition of knowledge. Training should promote the creation of meaning and be real and unique so that a rich and multi-sensory learning experience can develop.



There are 6 units which can be programmed in a flexible manner, in content, time and order. Each unit has theoretical and practical components.

The course provides general units but also specific units, adapted to respond to situations that have more concrete and specific needs. The units have a suggested duration of between 90 to 150 minutes. The organization of the course (duration and units) can be negotiated taking into account each group and situation.



The training courses should be done in small groups (maximum of 20 participants) by specialized trainers. Each unit and the training course will be evaluated in qualitative and quantitative ways. Diplomas of participation will be provided to trainees and their companies.

Support and follow-up services will be offered after training to companies or professionals who request it.

## Units

## Learning Goals

### ✓ **PSYCHOACTIVE SUBSTANCES CLASSIFICATION, DEFINITIONS, CONCEPTS, EFFECTS AND ASSOCIATED RISKS**

**2H 20 MIN**

To identify the most common psychoactive substances and their effects and consequences.

To clarify concepts and definitions

To demystify myths and erroneous beliefs

### ✓ **COMMUNICATION, CONFLICT RESOLUTION AND PREVENTIVE STRATEGIES**

**3H 30 MIN**

To identify the most common psychoactive substances and their effects and consequences.

To clarify concepts and definitions

To demystify myths and erroneous beliefs

### ✓ **FIRST AID**

**2H + 1H 30 MIN**

To identify critical situations, even when they appear non-critical

To acquire knowledge and skills to administer first aid care techniques

To be aware to protect victims from other customers

To acquire the knowledge and skills to maintain first aid facilities and to make sure any specific rooms/areas are appropriately equipped

To be aware of the need to abstain from value judgments about victims behaviours and to refrain from guilt or moralising discourse

To effectively use the ambulance/emergency services referral guidelines;

To influence people in need to access appropriate medical care



## Units

## Learning Goals

 <b>TRAINING FOR THE RESPONSIBLE DISPENSING OF ALCOHOLIC BEVERAGES</b>  2H 30 MIN	<ul style="list-style-type: none"><li>To recognise the effects and consequences of alcohol consumption (use and misuse)</li><li>To discuss the five reasons why women should drink differently to men</li><li>To recognise the telltale signs of drunkenness</li><li>To discuss strategies to enable the refusal of service to intoxicated persons and minors</li><li>To discuss strategies to enable the avoidance of violence and traffic accidents</li></ul>
 <b>MANAGEMENT OF THE PHYSICAL CONTEXT</b>  2H 20 MIN	<ul style="list-style-type: none"><li>Increase awareness of how nightlife settings can function better</li><li>To effectively identify highly problematic situations within venues</li><li>To acquire the knowledge and skills to improve the safety and comfort of venues</li></ul>
 <b>LEGISLATION</b>  2H 20 MIN	<ul style="list-style-type: none"><li>Awareness amongst professionals of the legal consequences of their behaviours or lack of them</li></ul>

Some units have fixed content and are basic training for all professionals, others are more related to different situations and specific people. However all staff should train on all the units and share all of the knowledge and experiences to increase group cohesion and the effectiveness of responses.

**The STAFF TRAINING FOR NIGHTLIFE PREMISES has been developed by IREFREA Portugal as part of the Club Health Project supported by the European Commission.**

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*Although this is a product of the Club Health project and is widely available, our expectation is that people who use this manual should undertake training before using it. The misuse or noncompliance of the context for which they were created can change the objectives and the expected results.*



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