

**VFW Post 8925**  
**Pilot Knob Post**  
**Standard Operating Procedures and**  
**Employee Handbook**  
**for**  
**Post Canteen**



**As approved by the Post Membership**

**Original Date Approved: 11/8/2022**

**Revised as of:**

**Revised as of:**

**Revised as of:**

# **VFW Post 8925 Standard Operating Procedure for Canteen**

Responsibility: House Committee

Approving Authority: VFW Post 8925 Members

Date Approved: 11/8/2022

Next Review Due Date: 11/8/2023

Submitted by: Post Commander

## **Background**

In accordance with the VFW Post 8925 Bylaws, Canteen rules govern the maintenance, control, and operation of the Canteen and the adjacent large hall. Nothing in these rules is intended to be contrary to the Post Bylaws, Department Bylaws, National Bylaws and Manual of Procedures of the Veterans of Foreign Wars of the United States, or the Laws of the United States of America, State of Texas, Travis County, or the City of Austin. Those rules and laws shall govern in the case of conflict between the two. No conflict of any section of these rules with those higher rules and laws shall nullify rules contained herein that comply with those laws.

The House Committee shall maintain canteen rules. The canteen rules may be amended as necessary for the efficient operation of the Canteen. The recommended amendment(s) will be presented at general Membership meetings for awareness.

# Standard Operating Procedures

## 1) Post Canteen House Rules

- a) A copy of the Canteen Rules will be provided to all Canteen Employees when hired and after the rules are amended.
  - i) The Canteen Manager or House Committee will ensure that all Canteen Employees are familiar with these rules and will file an Employee Acknowledgement Form (Appendix A) signed by the employee in the employee's personnel record when they are hired and each time the rules are amended.
  - ii) A copy of the Canteen Rules and the Post Bylaws shall be always kept behind the bar and made available to any employee or Post member upon request.
  - iii) All Members and guests will comply with the VFW Post 8925 policies and rules and existing federal, state, and local laws.

## 2) Canteen Operations

- a) Oversight of the Canteen operations, management, and maintenance is the responsibility of the House Committee Chairperson, House Committee, and Post Commander.
- b) Financial responsibility is under the direct management of the Quartermaster following the procedures for Canteen purchases, sales, and expenditures and are in accordance with Post 8925 By-Laws.
- c) Management of the Canteen and the employed bartenders is the responsibility of the Canteen Manager, House Committee Chairperson, and Post Commander, with the advisement of the Post Quartermaster.

## 3) Hours of Operations

- a) Normal Operating Hours
  - i) Monday: 5 pm - 10 pm
  - ii) Tuesday: 5 pm - 10 pm
  - iii) Wednesday: 5 pm - 10 pm
  - iv) Thursday: 2 pm - 12 am
  - v) Friday: 12 pm - 1 am
  - vi) Saturday: 11 am - 1 am
  - vii) Sunday: 12 pm - 12 am
- b) The Chairperson of the House Committee may change the Normal Operating Hours in advance of a meeting of the House Committee; however the change must be ratified at the next House Committee meeting in order to remain in effect.
- c) The Canteen Manager may, at their discretion, extend the hours within the Texas Alcoholic Beverage Commission (TABC) Rules and Regulations.
- d) Bartenders may, unless otherwise directed by the Canteen Manager, close the Canteen early under the following conditions:
  - i) The bartender has the option to close before 1000pm at their discretion if the patronage at the canteen drops to three (5) or fewer patrons for more than one (1) hour after 800pm.
    - (1) This rule does not apply to Friday and Saturday nights.
    - (2) Before closure, the Canteen Manager must be contacted.

- (3) If the Canteen Manager does not answer and a voicemail is left, then the Chairperson of the House Committee must be informed.
- ii) At the bartender's discretion, patrons may stay on deck after closing hours – if there are no alcoholic beverages being consumed, sold, or in the canteen area.
- iii) The Bartender determines that keeping the bar open would pose a hazard to the Members, their guest(s) or the public or that significant property damage might occur.
- iv) If the bartender on duty has a personal emergency that occurs to them or their dependent(s) that could reasonably lead to a loss of life or significant injury/illness, the Canteen Manager, the House Committee Chair, the Commander, or Quartermaster must be notified immediately – or any Post Line Officer in the canteen area. Any Post Line Officer or member of the House committee who holds a current TABC Certification may assume operations of the Canteen until a relief bartender can take over.
- v) Personal Emergency involving patrons or their dependent(s) that could lead to a loss of life or significant injury/illness. The Bartender determines that keeping the bar open would pose a hazard to the Members, their guest(s), or the public or that significant property damage might occur.
- vi) When ordered to do so by any competent government authority such as the Police, Fire Department, National Guard, Texas Alcoholic Beverage Commission (TABC), etc.
- vii) A prolonged loss of power.
  - (1) The Bartender will notify the Canteen Manager, clear the Canteen of all personnel when power is lost, and inform them that they are welcome to return once power is restored.
  - (2) If power remains out for longer than 30 minutes during periods of darkness, the bartender may close the Canteen.
  - (3) During daylight hours, the bartender will remain at the premises and re-open the Canteen upon restoration of power. If the bartender is informed that power will not be restored during their shift, they should contact the Canteen Manager for further directions.

#### **4) Canteen License**

VFW Post 8925 operates under a State of Texas liquor license. Therefore, the rules and regulations about that license must be strictly and uniformly enforced. In addition, certain other rules and regulations are established to ensure the safety, welfare, and goodwill of our Members and guests. VFW Post 8925 is an open post – the public is authorized to patronize the post for all events (special events, post open house and advertised meals, pool tournaments, etc.), however, all non-member(s) must follow the established guidelines.

The following rules govern the control and sale of alcoholic beverages and patron use of the bar area. Primary enforcement of these rules is the responsibility of the Bartender on duty.

- a) Under “NO” circumstances will Liquor (Any beverage above 17% alcoholic content) be stored on/or kept on the premises of the VFW.
- b) No Bring Your Own Bottle “BYOB” is allowed.
- c) All bartenders, Canteen Manager, Post Commander, Senior and Junior Vice Commanders, and Quartermaster will attend TABC training and be familiar with the TABC rules concerning the sale of alcoholic beverages and food handling.
- d) Certificates are to be maintained, current, and on file in the Information Binder behind the bar.

- e) All patrons will obey the directions of the bartender on duty. Conflicts will be resolved by the Canteen Manager, House Chairperson, and Post Commander (in that order).
- f) The Bartender has the exclusive and final right to refuse service to anyone and may remove any patron from the Post until the next business day for misconduct.
  - i) The Bartender has the right to refuse service to anyone and may remove any patron, member, or guest from the premises until the next business day for misconduct or intoxication. Bartenders do not have the authority to “ban or bar” a patron, guest, or member from the Canteen privileges for any period other than for the immediate 24 hours following an incident as described herein.
    - (1) No sales to any intoxicated person.
    - (2) If an intoxicated person arrives on the post grounds, we will refuse service and will be asked to leave the post grounds.
    - (3) If any person refuses the request to leave from the bartenders, it will automatically result in a 30-day ban.
  - ii) The Post Commander has the authority to “bar or ban” a patron/guest “Indefinitely or Permanently” and must only inform the House Committee and General Membership at the next regularly scheduled meeting.
  - iii) If the incident involved a member, the matter will be deferred until the next regularly scheduled General Membership meeting, at which time the Membership will decide the matter. An incident report must be filed with the Canteen Manager or House Committee within 24 hours.
  - iv) Any person observing misconduct deemed a serious offense by any person must notify the bartender, who must, in turn, notify Post Officers. The House Committee may take disciplinary action against any member (as defined above) for improper conduct (e.g., making obscene gestures, being rude to the bartender or patron, etc.).
- g) Alcoholic beverages may only be consumed at the Post during normal Canteen hours and may only be consumed within the confines of the Post building and enclosed yard. The Commander can make an exception for special and outdoor Post events.
- h) There will ABSOLUTELY be no type of illegal substance allowed on the premises of the post.
- i) No person under 21 will be served, or is to consume, alcoholic beverages.
  - i) All persons will show proof of age when requested by the bartender, in accordance with guidance set forth by TABC.
  - ii) If any person suspects that an underage individual has entered the Post or suspects that an underage individual is attempting to purchase or is consuming alcoholic beverages on the premises, they will notify the bartender who will check their identification.
  - iii) No person under the age of 21 will be permitted to sit at the bar at any time.
- j) Bartenders are not allowed to consume alcohol while on duty. A violation of this rule is grounds for immediate termination of employment and, if applicable, Section 9 of the Bylaws.
  - i) Bartenders and any paid employees are prohibited from being intoxicated on post property. The House Committee will handle violations.
  - ii) While Post Officers and House Committee Members cannot be absolved of their responsibilities to the Post while consuming alcoholic beverages as patrons, they should defer making Post decisions as deemed appropriate.

- k) All Members and guests will comply with the VFW Post 8925 policies and rules, and existing federal, state, and local laws.
- l) Patrons will stay in the Canteen area and are not allowed in the offices, kitchen, and storage areas, behind the bar or any room not in use unless they are authorized to be there by the bartender, Canteen Manager, or other Post official. Post official means post senior officer such as Post Commander, Senior and Junior Vice Commanders and Quartermaster.
- m) Renewal of all licenses, permits and fees as approved by the Membership is the responsibility of the Quartermaster.

## 5) Incidents and Issues

- a) The bartender or any member observing misconduct by any Member or Patron must immediately notify the Canteen Manager, House Committee Chairperson and/or the Post Commander.
  - i) The person observing the misconduct will immediately complete an Incident Report Form (see Appendix G), if a disturbance is created on the premises by the person(s) who is creating a problem.
  - ii) A TABC Breach of Peace Report (Appendix H) Form ENF 5122 will be submitted if any of the following has occurred:
    - (1) If the altercation involved physical contact (shoving or fighting) with or between individuals on your premises
    - (2) Causes bodily injury to another person.
    - (3) Threatens another person with a weapon.
    - (4) Discharges a firearm on the premises of the permit or license.
    - (5) Destroys the permittee's or licensee's property, if the incident is reported by the permittee or licensee to a law enforcement agency.
    - (6) Law enforcement or emergency medical services personnel respond to the premise
  - iii) The person completing the Incident Report Form will also complete and submit TABC Form (ENF 5122 – Breach of the Peace Report) **as soon as possible and no later than five (days)**.
    - (1) If any of the above incidents involved the following:
      - (a) Shooting
      - (b) Stabbing
      - (c) Serious bodily injury
      - (d) Someone has been killed
  - iv) You will also complete and submit TABC Form (ENF – Breach of Peace Report) as soon as possible and no later than eight (8) hours. The above incidents are directly out of the TABC Rules Section 35.32.
  - v) The reports will be turned in to the Quartermaster for submission on the Alcohol Information Management System (AIMS) and provide a copy of all reports, and written documentation to the VFW Post Adjutant.
- b) The Post Commander will take immediate action as deemed necessary. The person(s) making the report will turn it into the Bartender, Canteen Manager, House Committee Chairperson and/or Post Commander. The Post Commander will review the incident and may take disciplinary action against any member(s) as defined above for improper conduct. Further information is outlined in

paragraph 8 (Disciplinary Action Imposed on Post Members). Further actions are outlined in paragraph 8 (Disciplinary Action Imposed on Guest, Member Guest, and Special Guest).

- c) When answering the Post's telephone, the bartender will attempt to answer the caller's question(s). If you cannot properly answer the question, you can refer the caller to the Canteen Manager, a Post Line Officer, House Committee Chairperson, or Commander.
- d) Bartenders will report all incidents and information when they become aware of any information about post Members (notice of a member's hospitalization, illness, or death) to a Post Officer and Canteen Manager. The Commander will then inform the appropriate committees.
- e) Any person that seems to be under stress or that asks for or needs some type of counseling, immediately contact any available post member, line officer or house committee chairperson/member.

#### 6) Post Kitchen Rules

- a) Any paid employee or VFW/Auxiliary Member working in the kitchen must have a valid Food Handlers Card/Certificate (FHC) permit. Copy of permit/certificate be on file in the information book in the canteen area.
- b) No one may remove any items from the kitchen without the permission of the House Committee Chairperson or person assigned control of the kitchen.
- c) Meal announcements. Scheduled meals will be announced in the monthly Post calendar. Meals are served on a first come, first serve basis unless advertised. Pre-selling of certain meals may occur.
- d) All kitchen workers must comply with the specific Kitchen Rules posted in the kitchen area and those established by the Travis County Health Department.
- e) Any item used or borrowed from the kitchen and or canteen must be cleaned before returning, if lost or damaged, the individual will replace item(s) borrowed.
- f) It is the responsibility of the lead person of scheduled event(s) to ensure that all kitchen items utilized to support their event are properly cleaned and stored in their proper locations.

#### 7) Miscellaneous Post Canteen House Rules

- a) **Animals.** Leashed animals of Members and guests shall be permitted access to the Post except when food is being prepared and meals are being consumed in the building.
- b) **Service Animals.** Service animals are to be allowed access in accordance with the Americans with Disabilities Act (ADA).
- c) **Weapons.** Weapons are prohibited inside the Post. The Bartender, Canteen Manager, or any Post Officer, at their sole discretion, may designate an object as a weapon and ask that the object be removed from the premises.
  - i) Exceptions include:
    - (1) Utensils such as knives that are the property of the Post for the use in preparing food.
    - (2) Pocket knives of reasonable size. This rule is subject to the discretion of the Bartender on duty, or any Post Officer as they see fit.
    - (3) Weapons normally used in the line of duty carried by Law Enforcement Officials.
    - (4) Weapons that belong to the Post or are obtained/authorized by the Post for ceremonial purposes.

- d) **Attire.** Proper attire is required for all staff, Members, and guests while in the Post. Those who wear clothing that is determined to be too revealing or containing offensive symbols or language or otherwise unacceptable may be asked by the on-duty Bartender, or any Post Officer to leave the Post property. Footwear must be always worn.
  - e) **Jukebox.** The use of the Juke Box will be discontinued during all Post meetings, Presidential TV addresses or Government broadcasts that contain information of major impact to the public and all major sporting events involving teams designated through action by the Members in during the regular season and all playoffs and championship games.
    - i) The Bartender or any Post Officer will enforce this rule.
    - ii) The volume of the jukebox shall be maintained at a level that does not interfere with normal conversation in the Canteen. If the Hall is rented for an event, the jukebox volume will not interfere with the event being hosted – this is at the discretion of the bartender or any Post officer.
  - f) **Televisions.** The Bartender shall control the use of all Canteen TVs. The TV shall be on the station broadcasting programming based on the majority of the Post Members present. The volume of the TV's shall be muted or maintained at a level that does not interfere with normal conversation in the Canteen. There will be ABSOLUTELY NO partisan political programs shown on Post television monitors. Non-partisan programs such as the annual State of the Union address by the President of the United States and programs such as announcing election results may be shown.
  - g) **Signage.** Posting of signs within the confines of the Canteen must be approved by the Canteen Manager/House Committee Chair.
  - h) **Children/Minors.** All children in the Post will always be accompanied and supervised by their parents or responsible adult while on the Post premises. The parent or responsible adult shall be responsible for the behavior of minor children in their charge. Parents and or responsible adults whose children become unruly, disruptive, or disobedient will be asked to take their children and leave the premises. Children will not be allowed to play pool unless under the direct supervision of a parent/adult, also playing. Children are not to play any other gaming systems in the canteen.
  - i) **Bearing.** Bartenders shall not discuss any job-related issues with anybody but the House Committee or Canteen Manager. Bartenders shall not engage in any conversation with patrons deemed to be unfavorable, negative, or derogatory in nature relating to other Members, officers, the Post or any other level or aspect of the VFW.
  - j) No sales to any intoxicated person.
    - i) If an intoxicated person arrives on the post grounds, we will refuse service and will be asked to leave the post grounds.
    - ii) If any person refuses to leave, it will automatically result in a 30-day ban.
  - k) **Smoking:** Smoking is permitted only in the canteen, while the canteen is open for business.
- 8) **Disciplinary Action Imposed on Post Members.** Procedures for invoking disciplinary action against a member of VFW Post 8925, responsibilities of the accusing party, the House Committee and the rights and process of appeal of the accused Post member for violations of the House Rules are outlined in this section. All incidents will be recorded using Appendix "G" – Incident Report Form.



- a) **All incidents will be reported using the Incident Report Form (Appendix-G) and TABC Form ENF 5122** (if required) and reported. Be sure you print clearly and gather all information required by the form.
- b) Any member, guest, or employee of the Post may file a complaint with the House Committee against any patron, member, employee, officer or appointee of the Post that they believe have violated the House Rules.
- c) Complaints against Post Members will be submitted to the House Committee Chairperson for review must be in writing and signed by the person bringing the complaint.
- d) Any member who strikes another person in a non-self-defense manner will be immediately ejected from the Post for 30 days, pending the finding of the House Committee. ***This is an incident that is reportable using Incident Report Form and TABC Breach of the Peace Report (TABC Form ENF 5122) and reported in accordance with para 4 q above and Appendix G and H.***
- e) Racial, demeaning, or abusive language or behavior shall not be tolerated. Any instance will result in immediate ejection from the Post for 24 hours by the Bartender or any Post Officer present. Any continued misconduct by any member may result in a restriction of Canteen privileges for up to sixty (60) days as a result of a House Committee closed hearing of all involved parties. Further or more serious infractions may result in the House Committee's recommendation to the Post Commander and general Membership of higher restrictions to include permanent loss of all privileges.
- f) Any Member of the VFW Post 8925 is subject to a formal complaint for misconduct or abuse of these rules will not be permitted to participate in the committee's proceedings on the matter.
- g) Expelling a patron until the next business day is the maximum penalty that may be imposed by the Bartender. The on-duty Bartender will submit a detailed incident report (Appendix G) of the incident to the House Committee Chairperson, via the Canteen Manager, within 24 hours. If no further disciplinary action is deemed necessary, the report will be held on file for a maximum of 180 days. Provided no other incidents occur during that period, the report will be destroyed, and no record of the incident will be maintained, and the circumstances of the incident may not be used against a member any time after that.
- h) The House Committee Chairperson or the Post Commander may remand the matter to the House Committee for further action or may evoke additional disciplinary measures until the full House Committee can take up the matter.
- i) The Post Commander may overrule any measure imposed by the House Committee Chairperson. The Membership may override any measure imposed by the Post Commander on a Post member at the next regular scheduled meeting or at a special meeting called to review the actions of the accused.
- j) The maximum penalty that may be imposed on an accused member by anyone other than the House Committee or Post Commander is a suspension of Post privileges until the next scheduled meeting of the committee. If no meeting occurs in any given month, the maximum penalty that may be imposed is a suspension of Post privileges for 30 days for the first offense.
- k) Any member accused of violating the rules and subject to disciplinary action brought before a hearing of the House Committee will be allowed to present their case in person before the committee. The accused, as an option to appear in person, may present their case to the committee in writing.

- l) The accused may appeal any decision of the House Committee in writing to the Post Members. The Post Members may refuse to review the case, make modifications to, or overrule the committee's decision. The Post Membership decision is final and may not be appealed.

## **Hiring, Counseling, Suspension and Termination of Canteen Employees.**

- a. **Canteen Manager.** The house committee shall hire a Manger to operate and maintain the Canteen. The Manager shall be responsible to the House Committee Chairperson and the Post Commander.
- b. **Managing the Canteen Manager.** The hiring, counseling, suspension, and recommendations to terminate the Canteen Manager shall be the responsibility of the House Committee Chairperson. Suspension of the Canteen Manager may only occur with the consent of a majority of the House Committee. However, the House Committee Chairperson with the approval of the Post Commander (or Sr. Vice Commander, in his absence) may temporarily suspend the Canteen Manager until the House Committee can meet and take up the matter. Unless the suspension occurs within ten (10) days of a regularly scheduled House Committee Meeting, the House Committee Chairperson will call a Special House Committee Meeting to address the issue. Suspension of a member requires a majority decision of the House Committee.
- c. **Hiring of Bartenders:** Hiring Canteen bartenders is the responsibility of the Canteen Manager with final approval by the House Committee. The new hire will be placed on a 90-day probation period. The new hire will be given a copy of the code of conduct and will sign an Employee Acknowledgment Form (Appendix A). All bartenders must obtain and maintain their TABC certification before working the bar.
- d. **Counseling of Canteen Bartenders:** The counseling of Canteen bartenders is the responsibility of the Canteen Manager or House Committee. Counseling will be documented using VFW Post 8925 Employee Counseling and Discipline Form (Appendix B). The Canteen Manager or House Committee will document the events that form the basis for counseling and/or disciplinary action and the action taken (warning, suspension, or termination etc.). The counseled employee will be offered the opportunity to comment on the appropriate section of the Employee Counseling and Discipline Form. The Canteen Manager or House Committee will seek the employee's signature on the form, which will indicate their awareness of the counseling/ disciplinary action. If the employee refuses to sign the form, the Canteen Manager or House Committee will stress that their signature does not constitute an admission of wrongdoing but merely an acknowledgment of the action taken. If the employee still refuses to sign the form the Canteen Manager or House Committee will note this on the form.
- e. **Suspension of Employees:** Disciplinary action(s) resulting in the suspension of Canteen employees is the responsibility of the House Committee. However, the Canteen Manager with the consent of the House Committee may suspend an employee until the House Committee can meet to take up the matter. If the suspension occurs more than 10 days before a regularly scheduled House Committee meeting, the House Committee Chair will call a special House Committee meeting to address the issue. Extended suspension of an employee requires a majority decision of the House Committee. It is the responsibility of the Canteen Manager to make regular reports to the House Committee of all counseling and disciplinary actions taken. In the absence

of a Canteen Manager, the responsibility of making the report falls on the House Committee Chair.

- f. **Suspension and Termination of Employees.** Disciplinary action resulting in the suspension or termination of canteen employees is the responsibility of the House Committee Chairperson and the Commander. However, the Canteen Manager, with the consent of the House Committee Chairperson and Commander, may suspend an employee until the House Committee can meet to take up the matter. Unless the suspension occurs within a majority decision ten (10) days of a regular schedule House Committee Meeting the House Committee Chairperson will call a special House Committee meeting to address the issue.

Termination or extended suspension requires the approval of the House Committee Chairperson and Commander. It is the responsibility of the Canteen Manager and/or House Committee Chairperson to make regular reports to the House Committee of all counseling and disciplinary actions taken.

- g. **Appeals.** Any employee who has been counseled, suspended or terminated will be notified of the time and place of the House Committee Meeting that will address the issue. The employee will be allowed to present their case to the House Committee and may bring witnesses in their defense. Requests for an appeal to the House Committee will be made in writing within thirty (30) days of suspension or termination.

2. **Canteen Manager / Lead Bartender Duties.**

- a. [To be completed by the House Committee within 60 days of approval by the Members]

## **Appendices**

**Appendix A – Definitions**

**Appendix B - Employee Acknowledgment Form**

**Appendix C - Employee Counseling and Discipline Form**

**Appendix D - CODE OF CONDUCT**

**Appendix E – Incident Report Form**

**Appendix F - Breach of the Peace Report ENF 5122**

## Appendix A – Definitions

For these rules the following terms shall be defined as follows:

- Auxiliary Member: Any member of a recognized VFW AUXILIARY that is part of VFW Post 8925.
- Bar: The counter and any stools placed adjacent (abutting) the counter where alcoholic beverages are served.
- Bartender: The bartender on duty. This is inclusive of a Member who is selling alcohol.
- Canteen Manager: Any person appointed/hired by the House Committee to operate the Canteen subject to their instructions.
- Canteen: The area of the Post consists of the canteen area, seating, restrooms, jukebox, and all storage areas for the holding of alcoholic beverages and snacks sold at the bar.
- Grounds: Post property outside of the main building.
- Guest Member: Any visiting VFW or VFW AUXILIARY member in good standing that is not a member of Post 8925.
- Guest: Any person who is not a member, guest member or special guest as defined above who has been invited to visit VFW Post 8925 by a member in good standing.
- House: The Post quarters and the equipment contained therein.
- Intoxicated: Per Texas Penal Code Section 49.02 defines intoxication as not having the normal use of mental or physical faculties because of the introduction of alcohol, a controlled substance, a drug, a dangerous drug, a combination of two or more of those substances, or any other substance into the body. This is at the sole discretion of the bartender to determine.
- Kitchen: The area adjacent to the Meeting Hall which contains the oven, stove, and other cooking appliances.
- Meeting Hall: The large room on the north end of the building.
- Member: Any VFW Post 8925 Life member or member of VFW Post 8925 whose dues are current.
- Minor: Any person who has not attained 21 years of age.
- Parking Lot: Portion of the Post grounds for vehicular parking.
- Patron: Any authorized known person patronizing the Post.
- Post: All property, including facilities, parking areas, buildings, building contents, and grounds, located at 8706 FM 812 Austin, TX 78719.
- Post official: A post senior officer such as Post Commander, Senior and Junior Vice Commanders and Quartermaster.
- Public: All persons not listed as member, auxiliary member, guest member, special guest or guest as defined above.
- Special Guest: All active-duty United States Military/Reserve personnel in uniform or who can show proper military identification.

## Appendix B - Employee Acknowledgment Form

I, \_\_\_\_\_ have received a copy of Post 8925's Canteen Employee Code of Conduct. I have familiarized myself with these rules and understand that I am responsible for complying with the rules at all times. I also understand that any time I am unclear of the intent or legality of these rules; I am responsible to seek clarification from the Canteen Manager or House Committee Chairperson.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

# Appendix C - Employee Counseling and Discipline Form

Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Name & Title of Person Conducting Counseling: \_\_\_\_\_

Signature of Person Conducting Counseling: \_\_\_\_\_

Witness Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Description of events leading to counseling (**required**)

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Corrective action taken (**required**)

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Employee's comments (optional at employee's discretion, indicate "none" if no comments are desired.)

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Employee's Signature: \_\_\_\_\_

(Signature is an acknowledgment that the employee has been counseled and it is not an admission of wrongdoing.)



## Appendix D - CODE OF CONDUCT

1. Employees and Members of VFW Post 8925 are expected to act professionally on and off the clock while on Post property, attending a Post event, or posting to social media about Post related content.
  - a. It will be the responsibility of each employee to maintain a separation from our Members and patrons to be able to conduct responsible service of alcohol and beverages.
  - b. At no time will an employee, member, or patron discuss Post business on post premises. This includes gossip and/or hearsay from both sides of the bar that involves personnel matters, politics and/or religion.
  - c. All side work/cleaning duties are to be completed before and after each shift with no exceptions!
  - d. All employees are required to be on time for the assigned shift and to be responsible for reliable transportation.
  - e. Employees will be held accountable for the dress code as provided by the Canteen Manager. Any violations of this policy will warrant disciplinary action.
  
2. The following are direct violations of this policy and will result in the termination of all employees involved.
  - a. Horseplay.
  - b. Excessive consumption of any alcoholic beverage and use of any illegal drugs while on shift.
  - c. Possession of any illegal drug/substance on post property.
  - d. Failure to enforce TABC guidelines or knowingly allowing the perpetration of illegal activities.
  - e. Gambling.
  - f. Violation of attendance procedures.
  - g. Fighting or aggressive behavior toward any VFW 8925 employee, member, or patron.
  - h. Verbal threats.
  - i. Theft of any VFW Post 8925 or VFW Post 8925 employee's property, including any product that is not checked into the register.
  - j. Failure to maintain accountability of draw till or safe contents, including all monies and Post property.
  
3. Unless specified elsewhere in VFW policies or extraordinary circumstances warrant immediate dismissal, the following progressive disciplinary actions are the standard procedure within VFW Post 8925:
  - a. Verbal reprimand – The employee will be told of the infraction and why compliance is important for the wellbeing of all concerned.
  - b. Written reprimand – The employee will be warned that repeated violations may result in a suspension without pay.

- c. Termination – Further indications of a lack of support for VFW Post 8925 goals or programs as indicated by rule/policy infractions will not be tolerated.
- 4. These policies are set out to protect you and your fellow employees. We want VFW Post 8925 to be the best that it can be. Understand that you accept these policies without reservation when you sign the acknowledgment form after reading them. In other words, you are promising to obey the rules.

# Appendix E – Incident Report Form



## Incident Report Form

Report any incident including injury, property damage, fight or involving a youth  
 1. Immediately following the incident, call the Canteen Manager/House Chair - See POC Binder  
 2. Follow up by immediately call Commander - See POC Binder

**PLEASE PRINT CLEARLY**

<b>PERSON MAKING INCIDENT REPORT</b>		
<input type="checkbox"/> Bartender <input type="checkbox"/> Canteen Manager <input type="checkbox"/> Post Officer <input type="checkbox"/> VFW Member (Check One):		
Name:		
Address:		
Phone numbers:	Home:	Work:
	E-Mail:	Signature <span style="float: right;">Date: (dd-mmm-yy)</span>
<b>DETAILED INCIDENT REPORT</b>		
Nature of the activity/incident:		
Person(s) Involved:		Fill Out Details Of Person(s) Involved on Page 2
Date of the incident: (dd-mmm-yy)		Time of the incident: (hh:mm) <input type="checkbox"/> AM <input type="checkbox"/> PM
Exact location of the incident:		
Weather Conditions (if applicable):		
Senior Post Officer (If Present):		
Description of incident (Person(s) involved, if vehicle involved, obtain a copy owner's driver license, license plate(s) info on separate page.)		
Witness Name:	Home Phone:	Work Phone:
Witness Name:	Home Phone:	Work Phone:
<b>COMPLETE ONLY IF THIS INCIDENT WAS REPORTED TO THE POLICE</b>		
Law Enforcement - Name, Badge, Credential #		
Law Enforcement Station Address:		
Name and Phone Number of Law Enforcement Officer in Charge:		

**SEE BACK PAGE FOR COMPLETION OF THIS REPORT**

#1 - Person(s) Involved In Incident		
Name:		Birth date: (dd-mmm-yy)
Address:		
Phone Numbers:	Home:	Work:
Complete this section if this person is a VFW Post member:	Post #:	Location:
	<input type="checkbox"/> Youth <input type="checkbox"/> Adult ( Please check one)	
Please describe incident, nature of injury or property damage		
Complete if applicable:	Name of doctor consulted:	Phone:
Complete if applicable:	Name and address of hospital or clinic:	Phone:
# 2 - PERSON(S) INVOLVED IN INCIDENT		
<b>VFW Post Leadership Notified</b> <input type="checkbox"/> Canteen Manager <input type="checkbox"/> House Chair <input type="checkbox"/> Commander  <b>Turn In Completed Form To Quartermaster For Filing</b>  <input type="checkbox"/> Quartermaster	Print full name:	
	Street Address:	
	City, State, Zip:	
	Telephone (Home)	(Work)
	Post:	Location:
	<input type="checkbox"/> Adult <input type="checkbox"/> Youth (Please Check One)	

# Appendix F- Breach of the Peace Report ENF 5122



## Breach of the Peace Report ENF 5122 Form

Rev. 09/20

Date Incident Occurred: \_\_\_\_\_ Time Incident Occurred: \_\_\_\_\_

Location of Incident:

License/Permit Number: \_\_\_\_\_

Trade Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Phone: \_\_\_\_\_ County: \_\_\_\_\_

Reporting Party:

Name of Person Completing Form: \_\_\_\_\_

Relationship to Licensee/Permittee: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Designated Respondent: *(This is a person designated by the license/permit holder to answer questions from TABC regarding the incident, if different from the reporting party.)*

Name of Designated Respondent: \_\_\_\_\_

Relationship to Licensee/Permittee: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Incident Information:

Names of all law enforcement agencies who were called or otherwise appeared in connection to the incident and names of officers involved (if known):

Names and contact information of witnesses to the incident (if known):

Description of the incident:

I attest, to the best of my knowledge, that the above information is accurate.

\_\_\_\_\_  
Signature Date/Time

TABC Use Only: Date/Time Received: \_\_\_\_\_ / \_\_\_\_\_ Received By: \_\_\_\_\_

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