

Dual Use Awareness

TRAINING TAKEAWAYS

- Cannabis intoxication still counts
- Valid ID does not override impairment
- Look for slowed reactions, confusion, and balance issues
- Stay calm, respectful, and factual
- Offer food and non-alcoholic options
- Never debate—explain and redirect

WHAT YOU'RE SEEING

A customer may be:

- Slow to respond
- Confused or distracted
- Unsteady or overly relaxed
- Laughing at inappropriate moments
- Focused on food, not the transaction

 **Cannabis impairment still counts.**


THE RULE (CENTER OF PAGE – BOLD)


If a customer is obviously, actually, or apparently intoxicated, you may NOT sell alcohol — no matter the substance.

- ✓ Alcohol
- ✓ Cannabis
- ✓ Both together

Intoxication is intoxication (impairment).


COMMON SIGNS (EASY ICON LIST)

 Slow movements or delayed reactions (Be mindful of medical conditions-knowing your customer is key)

 Difficulty focusing or following directions

 Balance issues or clumsiness

 Inappropriate laughter or spacey behavior

 Forgetfulness or confusion

You don't need all of them. **One or more is enough.**

WHAT TO DO

- ✓ Stay calm and respectful
- ✓ Check ID as usual
- ✓ Remove alcohol from the counter
- ✓ Use law-based language
- ✓ Offer safe alternatives

PHRASES THAT WORK

- “I can't sell alcohol if someone appears intoxicated.”
- “This applies regardless of the substance.”

- “Selling this wouldn’t be safe for you or the community.”
- “I can help you with food or non-alcoholic drinks.”

Friendly. Clear. Final.

WHAT NOT TO DO

- X** Debate impairment
- X** Joke about cannabis use
- X** Accuse or shame
- X** Make exceptions
- X** Apologize excessively

REMEMBER

- Valid ID does **not** override intoxication
- Cannabis impairment still affects alcohol sales
- You are responsible for what leaves your control
- Consistency protects **you and your license**

BOTTOM LINE

You’re the front-line professional.

When you slow it down, you keep people safe.

Dual Use Awareness Matters