

# INFORMATION BULLETIN N° 015

## Liquor Delivery Services

### Liquor Licence Act Regulatory Changes

#### (July 2007)

Effective July 13, 2007, the Alcohol and Gaming Commission of Ontario (AGCO) is pleased to advise that changes have been made to Regulation 718 under the *Liquor Licence Act (LLA)*, some of which affect liquor delivery service operators.

#### **Notification Required for Change of Business Address**

In efforts to make certain that the AGCO has current contact information, liquor delivery service operators are now explicitly obligated to immediately let the AGCO know when their business relocates. It is essential for the AGCO to know where a liquor delivery service is operating to ensure that all relevant documentation and notices reach the licensee, as well as to properly enforce the requirements of the *LLA*. A liquor delivery service licensee should inform the AGCO of a business address change by way of a written notification sent to:

AGCO Head Office  
Licensing and Registration Branch  
90 Sheppard Avenue East, Suite 200  
Toronto, Ontario M2N 0A4

#### **Server Training**

On and after January 1, 2008, liquor delivery licence holders must ensure that managers and persons involved with taking liquor orders and/or supplying liquor to customers hold a certificate demonstrating the successful completion of a server training course approved by the Board of the AGCO within 60 days after being hired. This requirement applies to full-time, part-time and contract employees, as well as any licensees who are involved in the day-to-day operations of the business, and licensees may face discipline if they are not in compliance with this provision on and after January 1, 2008.

The responsible service and delivery of liquor is a primary tenet of the *LLA* and server training is beneficial for all licensees. Mandatory server training emphasizes the importance of responsible liquor service and teaches staff about Ontario's liquor laws, recognizing the signs of intoxication and implementing appropriate policies. The period for new employees to receive the training has been set at 60 days after they are hired to ensure employees are properly trained in responsible service in a reasonable amount of time.

Currently, the server training that has been approved by the Board of the AGCO is the Smart Serve Training Program. The Smart Serve Training Program is available on video or online through the Smart Serve website. For more information about the Smart Serve Training Program, please contact:

Smart Serve Ontario  
5405 Eglinton Avenue West  
Unit 106  
Toronto, ON M9C 5K6  
Tel. (416) 695-8737  
Toll-Free 1-877-620-6082  
Fax (416) 695-0684  
Website: [www.smartserve.org](http://www.smartserve.org)  
E-Mail: [general@smartserve.ca](mailto:general@smartserve.ca)

For further inquiries about Ontario's liquor licensing framework, including any of the recent changes, please contact AGCO Customer Service by email at [Licensing@agco.on.ca](mailto:Licensing@agco.on.ca), or by phone at (416) 326-8700 or toll free in Ontario at 1-800-522-2876, and visit the AGCO website at [www.agco.on.ca](http://www.agco.on.ca) on a regular basis.