

# INFORMATION BULLETIN N° 17

## Mandatory Server Training for All Liquor Sales Licensees

### January 1, 2008

The Alcohol and Gaming Commission of Ontario (AGCO) is pleased to advise that a number of changes have recently been made to the regulations under the *Liquor Licence Act* (LLA) based on extensive consultations with stakeholders and the public, including amendments to the server training requirements for liquor sales licensees and their staff in Ontario.

On and after January 1, 2008, **all** licensees must ensure appropriate staff members successfully complete server training and ensure new employees obtain server training within 60 days after being hired. The requirement to have appropriate staff members complete server training will apply to all licensees, including those issued licences prior to 1993. Licensees may face discipline if they are not in compliance with this provision as of January 1, 2008.

The responsible service of liquor is a primary tenet of the LLA and server training is beneficial for all liquor sales licensees, new and old. Mandatory server training emphasizes the importance of responsible liquor service and creates consistency among all liquor sales licensees. The period for new employees to receive the training has been set at 60 days after they are hired, down from the current standard of 90 days, to ensure employees hired for a specific 'busy' season are properly trained in responsible service.

- All licence holders will need to ensure that managers, persons involved in the sale or service of liquor and security staff hold, within 60 days after being hired, a certificate demonstrating the successful completion of a server training course approved by the Board of the AGCO.
- 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 establishment.
- This new regulatory provision supplants the standard server training licence conditions that have already been added to the vast majority of liquor sales licences.

Please note that sole proprietors, partners, shareholders, officers and directors associated with a licensee but who are **not** involved in the day-to-day operations of a licensed establishment are **not** required to be server trained. Their management staff, however, must be properly trained in responsible service.

Currently, the server training program that has been approved by the Board of the AGCO for these purposes is Smart Serve. The Smart Serve Training Program is available on video or online through the Smart Serve website. The Smart Serve Training Program teaches hospitality staff about Ontario's liquor laws, recognizing the signs of intoxication and implementing appropriate house policies. 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.