

December 22, 2014

To: All LCLB staff
All Industry Associations
All Local Government, First Nations, and Police Agencies

Re: Changes to Serving It Right (SIR) training requirements and introduction of new Special Event Server (SES) certification for special occasion licensed (SOL) event staff

IMPORTANT: ALL CHANGES IN THIS POLICY DIRECTIVE ARE EFFECTIVE SEPTEMBER 15, 2015

Introduction

At the end of January, 2014, government announced acceptance of the recommendations of the Liquor Policy Review Report, including changes (recommendation (#7) affecting the mandatory training requirements for those selling or serving liquor to the public. A copy of the full report is available at the following link: http://www2.gov.bc.ca/local/haveyoursay/Docs/liquor_policy_review_report.pdf

Background

Serving It Right: The Responsible Beverage Service Program is a self-directed training course managed by go2hr, an independent, non-profit human resources association of the BC tourism and hospitality industry. The SIR program contains information about the obligations that accompany the sale or service of liquor, along with helpful tips to meet those obligations (for full course details, see <http://www.servingitright.com/>.) The course may be completed either online or by mail.

Under the current rules, licensees, managers, and servers in many types of establishments where liquor is served or sold directly to the public must have SIR certification, although there are some exemptions.

New Regulatory Requirements and Policy

1. Changes to Serving It Right (SIR) mandatory training requirements

The new SIR training requirements will provide consistency so that:

- Licensees;
- managers (staff who supervise the service or sale of liquor); and
- servers (staff who sell or serve liquor)

at all licensed establishments, all liquor retail stores, and large SOL events (500 or more people attending) that sell directly to the public are subject to the same SIR training requirement. Current policy and changes are summarized in Table 1.

Table 1: Summary of SIR Training Requirements by Licence Type
(with changes shaded in grey)

Licence Type	Current SIR Training Requirements	New SIR Training Requirements Effective September 15, 2015
Food Primary	<p>SIR certificate is required for all licensees and managers.</p> <p>SIR certificate is required only for the following servers:</p> <ul style="list-style-type: none"> • Where the establishment has an endorsement for a licensed lounge area; • Where the establishment is a karaoke box style restaurant; • Where the establishment has a catering endorsement. 	<p>No exemptions for servers.</p> <p>SIR certificate is required for all licensees, managers, and servers.</p>
Liquor Primary	<p>SIR certificate is required for all licensees, managers and servers.</p> <p>Licensees and servers on an aircraft are exempt.</p>	<p>No exemption for licensees and staff of an aircraft.</p> <p>SIR certificate is required for all licensees, managers and servers.</p>
Liquor Primary Club	<p>SIR certificate is required for all paid staff.</p> <p>Unpaid managers and servers are exempt.</p>	<p>No exemption for unpaid managers and servers.</p> <p>SIR certificate is required for all licensees, paid and unpaid managers, and paid and unpaid servers.</p>
Caterer	<p>SIR certificate is required for all licensees, managers, and servers.</p> <p>No exemptions.</p>	<p>No changes.</p> <p>SIR certificate is required for all licensees, managers, and servers.</p>

Licence Type	Current SIR Training Requirements	New SIR Training Requirements Effective September 15, 2015
Licensee Retail Store	SIR certificate is required for all licensees, managers, and servers. No exemptions.	No changes. SIR certificate is required for all licensees, managers, and servers.
Wine Store	Licensee, managers, and servers are exempt.	SIR certificate is required for all licensees, managers and servers of all wine stores, with the exception of sacramental wine stores.
Government Liquor Store	Store managers and servers are exempt.	Remove exemption. SIR certificate is required for all store managers and servers.
Rural Agency Store	Agents and servers are exempt.	Remove exemption. SIR certificate is required for all agents and servers.
Duty Free Store	Managers and servers are exempt.	Remove exemption. SIR certificate is required for all managers and servers, with the exception of ship chandlers.
Manufacturer Sampling Areas and Endorsement Areas (Lounge and Special Event Areas)	SIR certificate is required for all licensees, managers, and servers. No exemptions.	No changes. SIR certificate is required for all licensees, managers, and servers.
Ferment on Premise	Licensee, managers and staff are exempt.	No changes. SIR certificate is not required.
Special Occasion Licences (SOL)	SIR certificate is required for all licensees, managers, and servers, except for family SOL event holders and unpaid servers.	SIR certificate is required for licensees and managers of SOL events (of any type) with 500+ people attending. <i>Note: Certification requirements for licensees, managers, and servers at small SOL events (with less than 500 people attending), are described in Table 2 below.</i>

2. Introduction of new Special Event Server (SES) Mandatory Training Program for SOL Events

A new, abridged SES training program is being developed specifically for SOL events and is expected to be launched in June, 2015 to provide sufficient time for people to meet the training requirement by the September 15, 2015 deadline. The new program will ensure that all servers at all types of SOL events receive training by removing exemptions for licensees/managers of family SOL events and for unpaid servers at all types of SOL events.

The new SES training will be required for:

- SOL licensees, managers, and servers of events with under 500 attendees; and
- All SOL servers (paid or unpaid), regardless of the size or type of SOL.

Table 2 summarizes the changes to the mandatory training requirements for SOL holders.

Table 2: Summary of SES Training Requirements for SOL Events
(with changes shaded in grey)

SOL Group	Current Training Requirements			Changes to Training Requirements Effective September 15, 2015		
	Public SOLs	Private SOLs	Family SOLs	Small SOL <500 guests	Large SOL 500+ guests	Explanation of Changes
Licensees and Managers	SIR	SIR	Exempt from SIR	SES	SIR	<p>Large SOL events:</p> <ul style="list-style-type: none"> • No change for large public and private events—both are still required to have SIR. • Large family events now require SIR (they are no longer exempt). <p>Small SOL events:</p> <ul style="list-style-type: none"> • Small public and private events now require SES but will no longer require SIR. • Small family events now require SES but will continue to be exempt from SIR.

SOL Group	Current Training Requirements			Changes to Training Requirements Effective September 15, 2015		
	Public SOLs	Private SOLs	Family SOLs	Small SOL <500 guests	Large SOL 500+ guests	Explanation of Changes
Paid Servers	SIR	SIR	Exempt from SIR	SES	SES	<ul style="list-style-type: none"> • Paid servers now required to take SES at all events. This is a change for public and private event servers who are no longer be required to take SIR. • Family event servers were previously exempt from the SIR requirement, but will now be required to take SES.
Unpaid Servers	Exempt from SIR	Exempt from SIR	Exempt from SIR	SES	SES	<ul style="list-style-type: none"> • Unpaid servers were previously exempt from the SIR requirement, but are now required to take SES.

3. Exemptions from the SIR and SES Mandatory Training Requirements

Anyone holding a valid SIR certificate is exempt from the new SES training requirement.

Any servers holding valid SIR-equivalent certificates from other Canadian jurisdictions continue to be exempt from the SIR and SES training requirement. SOL licensees and managers at small events (less than 500 people attending) holding valid SIR-equivalent certificates from other Canadian jurisdictions are exempt from the SES training requirement.

Certificates from other jurisdictions with no expiry date will be deemed expired and will no longer be accepted after December 15, 2020.

4. Expiry of SIR and SES Certificates and Recertification

Existing SIR certificates (with no expiry date on them) will be deemed expired on September 15, 2020 and certification must be renewed before that date. This allows more than 5 years for current certificate holders to obtain recertification. Effective September 15, 2015, new SIR certificates will be issued with an expiry date.

Both SIR and the new SES certificates must now be renewed on an ongoing basis every 5 years.

5. SIR and SES fees

Current fees for SIR training are \$35 and \$40 for the online and print versions respectively. The current SIR certificate renewal fee is \$10.

Fees for SIR and the new SES are currently under review and announcements will be made in early 2015.

Further Information

Further information regarding liquor control and licensing in British Columbia is available on the Liquor Control and Licensing Branch website at <http://www.pssg.gov.bc.ca/lclb/>. If you have any questions regarding these changes, please contact the Liquor Control and Licensing Branch toll free in Canada at 1-866-209-2111 or 250 952-5787 if calling from the Victoria area.

Original signed by:

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