
Date: June 1, 2007

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

Re: Serving It Right Program Changes

Amendments to the Liquor Control and Licensing Regulation, which are effective June 1, 2007, make the following changes to the Serving It Right: The Responsible Beverage Service Program (the SIR program):

- A single training program replaces the existing Server and Licensee versions. The new program places increased emphasis on signs of intoxication, legal liability, and duty of care, and the necessity to create and enforce responsible beverage service policies.
- Existing Serving it Right certificates continue to be valid. Only new licence applicants or servers and sales staff taking on management duties will have to complete the new program.
- The 120 day grace period to take the course is eliminated. A Serving it Right certificate will be a condition of beginning employment or obtaining a licence.

The amendments to the Regulation make no change to the licence categories subject to the SIR course requirement.

An applicant for an SOL who is acting in an individual capacity and intending to host the special occasion (such as a wedding or birthday party) as an individual does not require a SIR certificate. All other applicants are required to complete the SIR course before applying for the SOL. The SOL licensee is responsible for ensuring that any paid or unpaid managers and paid servers have completed the SIR course before the event is held. Unpaid servers do not need to complete the SIR course but it is recommended that they do so since it will help ensure an orderly special occasion.

There has been no change to the categories of management and staff who must complete the SIR course. These are:

- anyone engaged, by contract or employment, to manage a licensed establishment;
- anyone hired or contracted as a bartender, server (except food primary establishments – see below), sales staff or in any other position who sells or serves liquor;
- generally, servers in food primary establishments do not need to complete the SIR course. The exceptions to this general rule are that servers who are left in charge of the licensed establishment from time to time and servers in a food primary that has a restaurant lounge endorsement must complete the SIR course. In addition, there must be at least one person on duty in a food primary during all service hours who has completed the SIR course. Although

not required by law, LCLB recommends that all servers complete the SIR course as a best practice;

Current licensees or employees who have not completed the SIR course by June 1, 2007, must take immediate action to ensure they complete the SIR course as soon as possible. Licensees and managers must ensure that photocopies of all SIR certificates are available for inspection by a liquor inspector or police officer at all times.

The Serving It Right training program has been developed by the Liquor Control and Licensing Branch and go2, an independent, non-profit industry association that works with BC tourism employers, career seekers, educators and government on human resources issues affecting the tourism industry in BC. Information about the SIR program and the course material can be found at go2's website at <http://www.servingitright.com>.

Further Information

Further information regarding liquor control and licensing in British Columbia is available on the Liquor Control and Licensing Branch website at www.pssq.gov.bc.ca/lclb. If you have any questions regarding this change, please contact the Liquor Control and Licensing Branch toll free at 1-866-209-2111 or 387-1254 if calling from the Victoria area.



Karen Ayers
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