

FINAL REPORT FOR:

REGULATIONS IN THE FOOD, BEVERAGE AND
ACCOMMODATION OCCUPATIONS

A Study performed for the
CANADIAN TOURISM HUMAN RESOURCES COUNCIL

by
SFS Enterprises and SP Consulting
March 2006

TABLE OF CONTENTS

List of Tables.....	i
1.0 PROJECT DESCRIPTION	1
2.0 APPROACH AND METHODOLOGY.....	2
3.0 FINDINGS	3
3.1 Overview.....	3
3.2 Occupation-Specific Findings	6
4.0 TEC VIEWS Regarding Transferability Mechanism	10
5.0 EMERGING THEMES	12
It's less complicated than it seems.....	13
Barriers for individuals seeking certification are low.....	13
There is scope for a common standard, but perhaps no great need.....	13
There is appetite for clear information on career pathing and regulatory requirements	14
6.0 RECOMMENDATIONS	14
APPENDIX A: LIST OF ADVISORY GROUP MEMBERS	16
APPENDIX B: DATA COLLECTION QUESTIONNAIRE	17
APPENDIX C: DETAILED INFORMATION BY OCCUPATION.....	23
APPENDIX D: CERTIFICATION-SPECIFIC INFORMATION FOR FOUR IDENTIFIED AREAS, BY PROVINCE	33
APPENDIX E: COMPARISON OF TRAINING REQUIREMENTS FOR FOUR IDENTIFIED AREAS BY PROVINCE	41

LIST OF TABLES

Table 1 – High Level Summary of General Regulations	4
Table 2 – Occupation-Specific Information Bartenders	23
Table 3 – Occupation-Specific Information Food and Beverage Servers	24
Table 4 – Occupation-Specific Information Doorpersons/Door Hosts/Bouncers	25
Table 5 – Occupation-Specific Information Chefs.....	26
Table 6 – Occupation-Specific Information Cooks.....	27
Table 7 – Occupation-Specific Information Food Counter Attendants.....	28
Table 8 – Occupation-Specific Information Kitchen Helpers.....	29
Table 9 – Occupation-Specific Information Housekeeping Room Attendants	30
Table 10 – Occupation-Specific Information Guest Services Attendants	31
Table 11 – Occupation-Specific Information Maitres d’Hotel	32
Table 12 – Certification-Specific Information Responsible Alcohol Service.....	33
Table 13 – Certification-Specific Information Food Safety.....	35
Table 14 – Certification-Specific Information Hazardous Materials	38
Table 15 – Certification-Specific Information First Aid/CPR	40
Table 16 – Comparison of Training Requirements Responsible Alcohol Service.....	41
Table 17 – Comparison of Training Requirements Food Safety.....	43

1.0 PROJECT DESCRIPTION

The Canadian Tourism Human Resource Council (CTHRC) is undertaking a major study to inform the development of a foreign credential recognition system for non-regulated occupations. As part of this overall endeavour, it is assessing ways in which local Canadian regulations in the beverage service, food safety and accommodation sector may represent additional complexities in assessing and recognizing foreign credentials nationally. This research project examined regulations governing ten occupations within the beverage service, food safety and accommodations sector and their associated qualifications and training requirements. The main purpose of this report is to provide information to immigrants and Canada's domestic labour pool concerning the training available or required in each jurisdiction related to specific regulated practices; and concerning the potential portability of training related to regulations in key areas. This report will also act as an information resource to organizations working within the tourism sector, including the provincial Tourism Education Councils (TECs).

While the vast majority of occupations in Tourism are non-regulated, there are nevertheless numerous regulations used to maintain standards and govern safe practices, particularly in the accommodation and food and beverage sectors of the industry. One prerequisite to a comprehensive and accessible national credentials recognition standard in these sectors is a thorough understanding of the existing accommodations and food and beverage regulations currently in place in every province and territory (and sometimes also at the level of the local municipality). This research focussed on obtaining greater understanding concerning the regulatory practices and standards in place across Canada in relation to three areas identified by the CTHRC: responsible beverage service, food safety and the accommodation sector. The three main objectives were:

- To review and document regulatory standards related to responsible beverage service, food safety and the accommodation sector;
- To increase the level of understanding concerning the opportunities for harmonizing these practices; and
- To understand the particular implications of such harmonization for foreign credential recognition in these segments of the industry.

2.0 APPROACH AND METHODOLOGY

The consultants began with an in-depth project definition and clarification stage, working closely with the project Advisory Committee¹ to identify which programs and types of regulations were of real interest to the CTHRC. Working with a list of tourism occupations, the Advisory Committee narrowed the scope of the project to regulations pertaining to following 10 occupations:

- Bartender
- Food and Beverage Server
- Doorperson/Bouncer/Door Host
- Chef
- Cook
- Food Counter Attendant
- Kitchen Helper
- Housekeeping room attendant
- Guest service attendant/Front Desk Attendant
- Maitre d'hotel

The consultants used two existing documents provided by the Advisory Committee as a foundation from which to develop a detailed questionnaire designed to elicit as much information as possible about existing provincial and territorial regulations from the eleven provincial and territorial TECs. The first document included one published by TrainCan Inc., December 2004 on Food Safety Training regulations by province. This document focuses on training provided by TrainCan and while there was some overlap, it did not contain all of the information required for this project.² The second document concerned a cross-jurisdictional review of responsible beverage service programs and also had a greater training focus than this CTHRC project.³ Nunavut and NWT were not included in this activity since there is currently no active TEC in either of these two territories. The questionnaire and a related data collection spreadsheet were distributed in advance to the TECs, and were followed by an interview to clarify and extend the information collected. At the same time, the consultants explored with each TEC their knowledge and opinions about the potential for a national transfer process for

¹ For a list of Advisory Committee members, please see Appendix A.

² <http://www.traincan.com/ProvincialLegislation.pdf>

certifications in these professions, both for internationally-trained workers and for inter-provincially mobile workers. The questionnaire is attached to this report as Appendix B.

Using the data and suggestions collected from the TECs, a web-scan was performed to isolate and analyze current provincial/territorial regulations, and to gather additional information concerning training and certification requirements not obtained through the TEC interviews. On the basis of these findings, and in discussion with the Advisory Committee, it was decided that an exhaustive examination of the provincial regulatory differences for the ten occupations examined would be outside of the scope of the contract.⁴

3.0 FINDINGS

3.1 Overview

A 2001 report by the Fraser Institute estimated that between 1975 and 1999, over 117,000 new federal and provincial regulations were enacted, an average of 4,700 every year. Both laws and regulations exist for virtually every aspect of a business' operations – incorporation, employment, safety, environmental, contracts, intellectual property, privacy, competition and so forth. Fortunately, the number of regulations that are pertinent to the occupations encompassed by this study is considerably more finite. Those identified by the provincial/territorial TECs fall into three general categories: Responsible Alcohol Service, Food Safety and Hazardous Materials Safety.

It is important to note that this study examined certification requirements for *front-line* workers; where information was also provided concerning the requirements for management, it has been included. Further, information was sought concerning certification and training that is considered *mandatory* in each province or territory – that is, a requirement in order to perform in the occupation by either all front-line employees, or by a proportion of these. Where information concerning *suggested* training or certification was provided, it has been included.

³ McBride, Michele and Kim Thorau, 2003. *Responsible Beverage Service Program Cross-Jurisdictional Review*. Liquor Control and Licensing Branch Ministry of Public Safety and Solicitor General. Where the consultants were able to obtain training information, the vast majority confirms that in the earlier 2003 report.

⁴ Finally, a last interview was conducted with the current President of the Association of Liquor Licensing Agencies of Canada (ALLAC), who is also a member of the National Alcohol Strategy Working Group, a Health Canada sponsored group looking at a national alcohol strategy. The purpose of this interview was to confirm general findings concerning provincial appetite for a national mechanism or process. Based on the conversation, no further interviews were deemed required.

A summary of general results in these three categories broken down by province is presented in Table 1. This table does not provide breakdowns by occupation. Appendix C presents detailed occupation-specific information by province. Certification-specific information is then presented for the four key identified areas (Responsible Alcohol Service, Food Safety and Hazardous Materials Safety) by Province, in Appendix D. Finally, a brief comparison of training requirements is also included in Appendix E for Responsible Alcohol Service and for Food Safety as an additional resource.⁵

Table 1 – High Level Summary of General Regulations

Province/ Territory	Responsible Alcohol Service	Food Safety	Hazardous Materials	First Aid/CPR	Other
Yukon	N	N	N	N	N
BC	M	M	S	N	N
Alberta	M (2010)	S	S	S	N
Saskatchewan	S	M	S	N	N
Manitoba	M	M (20% Winnipeg Only)	M	N	Note 1
Ontario	M	S/M	N	N	Note 2
Quebec	S	S	N	N	N
Nova Scotia	M	S/M	M	M	Note 3
New Brunswick	N	N	N	N	N
PEI	M	S	N	N	N
Nfld & Labrador	S	S/M	S	N	Note 4

M = Mandatory S = Suggested N = None mentioned

Note 1: Manitoba has training for Door Staff of Licensed Establishments. It is Suggested at this time, with the Pre-Requisite of Responsible Alcohol Service.

Food Handling is required by 20% of staff in the City of Winnipeg under a City of Winnipeg by-law. Other provincial jurisdictions are encouraged to complete the program, however the infrastructure of delivery is still to be expanded.

Note 2: Effective January 31, 2006, the City of Brantford has made Food Handlers certification mandatory – all other locations are “suggested”.

⁵ Appendix E is incomplete for some provinces due to a lack of information found during the web-based search. Given that detailed training information was not the focus of this project, nor within its scope, the consultants decided to include the information that had been obtained, despite not being comprehensive. Similar tables were not prepared for WHMIS and First Aid/CPR training because these are both highly standardized across the country already and deemed unnecessary.

Note 3: In Nova Scotia, all individuals involved with the selling or serving of alcohol must re-certify in Responsible Alcohol Service every three years. Also, new regulations in Food Safety are expected before the end of March 2006.

Note 4: In Newfoundland and Labrador, the government is currently considering making Food Safety training mandatory for Chefs and Cooks.

In general, there are two provinces/territories for which there is no mandatory training or certification – the Yukon and New Brunswick. There is one province where almost all related training and certification is required – Nova Scotia. In several provinces, training and certification is not required by all individuals performing in an occupation, but is required by at least one individual per shift.

Two provinces – Alberta and Nova Scotia – are facing impending changes to their profile. In Nova Scotia, new regulations regarding the requirement for Food Safety training and certification by at least one individual per shift in any establishment that sells or serves alcohol are expected in Spring 2006. In Alberta, the government has declared its intention to implement Mandatory requirements by 2010 for anyone who sells or serves alcohol to train and certify in Responsible Alcohol Service. In transition to this new regime, the government currently requires one individual per shift to have proof of certification.

In addition to the three general categories of responsible alcohol service, food safety and WHMIS, there are two additional but less general categories that surfaced in the course of the interviews with the TECs: First Aid/CPR training and a suite of training for Doorpersons/Door Hosts.

In the case of First Aid and CPR (Cardio-Pulmonary Resuscitation), only one province (Nova Scotia) requires this training and one additional province (Alberta) suggests it; however, several interviewees mentioned First Aid/CPR as useful to employers.

Doorperson Training is being launched in Manitoba in April 2006 as a suggested program, entitled It's Good Business PLUS: Keeping it COOL. It will be reviewed in the future to determine if it will be a mandatory requirement. In addition, the Workers Compensation Board of Manitoba supports a Safe Hospitality Program to improve workplace safety and reduce subsequent claims. This program is run through MTEC and is voluntary as a support/resource to restaurants.

Both BC and Nova Scotia indicated that their provincial governments were considering instituting licensing and/or certification as a result of recent incidents. Nova Scotia did indicate that the incidents in that province were more than two years ago and although the Department of Justice was considering a change, there had been little action on this file in the interim.

3.2 Occupation-Specific Findings

The following information is presented by occupation, and is included in detailed Table format in Appendix C.⁶

a) Bartenders

Most provinces and territories either require or suggest a Responsible Alcohol Service program. In two provinces (Yukon, New Brunswick), there is no requirement at all. In five provinces (BC, Manitoba, Ontario, Nova Scotia and PEI), these programs are mandatory and in a sixth (Alberta) the program will become mandatory in 2010. Saskatchewan, Quebec and Newfoundland/ Labrador have suggested programs. Ontario has additional suggested training/certification in this area. BC's mandatory requirement is only for one individual on staff. In one province (Nova Scotia), bartenders must re-certify every three years.

While there is some shared content among the programs offered by the various provinces and territories, even programs with the same name may vary from province to province because of particulars related to legal drinking age, hours of service and other particulars related to local regulations.

For the most part, the programs result in certification, upon completion of an examination. They often offer choice of delivery method (e.g. on-line, self study and/or workshop based) and all cost less than \$100 per participant. Delivery can be by the employer, the local liquor commission, or a private operator including community colleges, TECs or other licensed distributorship models. While some respondents noted the relative affordability of these

⁶ The Advisory Committee suggested that it might be important to determine what pre-requisite training is required or suggested for e-merit certification for those, including immigrants, seeking regulatory training relevant to obtaining Canadian professional designation for Bartender, Food & Beverage Server, Housekeeping Room Attendant and Line

certification programs for individuals, when paid for by the employer these training costs can quickly add up.

Bartenders are also expected to obtain certification in Food Safety in two provinces (Alberta and Nova Scotia). These same two provinces will require WHMIS training and First Aid/CPR (suggested in Alberta until 2010). In addition, WHMIS is suggested in Saskatchewan and the Workers Compensation Board provides training in Restaurant Safety.

b) Food and Beverage Servers

In nine of the eleven provinces studied, Food and Beverage Servers are subject to the same requirements as Bartenders. The two exceptions are Ontario and New Brunswick. In Ontario, a further suggested program called Food Handlers is added (please note that in the City of Brantford, Ontario, the Food Handlers program is mandatory). In New Brunswick, there are no regulations related to Food and Beverage Servers.

c) Doorpersons/Door Hosts/Bouncers

Regulations related to this occupation are restricted to two provinces: Alberta, Manitoba. In Alberta, the Alberta Server Intervention Program (ASIP – Alberta’s Responsible Alcohol Service program) is currently suggested but will become mandatory in 2010. Manitoba has the most extensive regulations in this sphere. Prospective doorpersons must take the local Responsible Alcohol Service Program (It’s Good Business) and it’s suggested that the advanced version (It’s Good Business PLUS) be undertaken; in addition, WHMIS is mandatory. In Saskatchewan, WHMIS training is suggested for Doorpersons.

Two provinces indicated that some change in the regulations might be on the horizon. Incidents within the past two years in BC and Nova Scotia have resulted in mandatory training and certification being considered, but no changes have yet been made.

d) Chefs

Cook occupations. Upon examination, the only occupation with a pre-requisite regulatory training certificate is Line Cook which requires a Food Safety Certificate and a WHMIS Certificate.

In all provinces and territories under study except Yukon and New Brunswick, some form of training and certification in Food Safety is required or suggested.⁷ In three provinces (BC, Saskatchewan, Manitoba) the program is mandatory and in a fourth (Newfoundland and Labrador), the government is currently considering making the program mandatory. In Manitoba and BC, only one individual per shift must be certified in the program but in BC this is moving in May 2006 to mandatory for all employees in this occupation. In four provinces (Alberta, Quebec, Nova Scotia and PEI) the program is suggested.

There are only three programs on offer among these provinces: Food Safety, Food Safe and Food Handling. However, at least one province indicated that the program, while licensed from a national organization, is tailored to local regulations.

In one province only, Ontario, Red Seal certification is *required* in order to be employed as a cook or a chef. It is suggested in two further provinces (Alberta and Nova Scotia). Though not required in other Canadian jurisdictions, the Red Seal certification is recognized in every province and territory and valued by employers.

Four provinces (BC, Alberta, Saskatchewan and Nova Scotia) suggest WHMIS certification and two of these (Alberta and Nova Scotia) also suggest First Aid/CPR training. In Alberta, Owner/Operators must also have ASIP certification. For both WHMIS and First Aid/CPR training,

Food Safety programs are recognized industry standard but are delivered in a number of different ways: public health authorities (either provincial or municipal), community colleges and employers. The programs are longer than Responsible Alcohol Service programs, but still less than one week in duration. Red Seal apprenticeship and certification is more extensive and more expensive, but is already a recognized national standard.

e) Cooks

In all but one province (PEI), there is no difference in requirements for Cooks compared to Chefs since in practice, cooks are considered junior versions of Chefs. Depending on the province (see above for Chefs), cooks are expected or encouraged to obtain Food Safety,

⁷ In the course of conducting the web-based research, an excellent federal, provincial, territorial resource documenting Food Safety regulations across Canada was found at http://www.hc-sc.gc.ca/ahc-asc/alt_formats/hpfb-

Responsible Alcohol Service, WHMIS and First Aid/CPR training and certification in the same pattern as Chefs. In PEI, there is no mandatory or suggested training and certification for Cooks.

f) Food Counter Attendants

In six of the eleven provinces and territories, the regime for Food Counter Attendants is the same as that for Chefs and Cooks (even if the regime is “no requirement”). The exceptions are Alberta, Ontario and Nova Scotia which differ only in that the Red Seal certification requirement/suggestion that exists in those provinces for Chefs and Cooks is not present for Food Counter Attendants. The fourth exception is PEI where the Food Counter Attendants are the same as Cooks, requiring no mandatory or suggested training or certification. The fifth exception is Newfoundland and Labrador where there is no indication that Food Safety programs will become mandatory for Food Counter Attendants.

g) Kitchen Helpers

Kitchen Helpers follow an identical pattern to that of Food Counter Attendants with the exception of Alberta, where, if they are stewarding, Kitchen Helpers are encouraged to take WHMIS training.

h) Housekeeping Room Attendants

Housekeeping Room Attendants have no regulated requirements for training or certification except in Manitoba which identified WHMIS as a mandatory requirement. In an additional five of the eleven provinces and territories under study (BC, Alberta, Saskatchewan, Nova Scotia and Newfoundland & Labrador), WHMIS training is suggested.

i) Guest Services Attendants/Front Desk Staff

Similar to Housekeeping Room Attendants, Guest Services Attendants have no regulated requirements for training and certification except in Manitoba which identified WHMIS as a mandatory requirement. In addition, both Saskatchewan and Nova Scotia suggest WHMIS training, and Ontario suggests certification in a Hospitality Program.

j) Maitres d'hotel

Maitres d'hotel have no mandatory training or certification requirements as required by provincial regulations. In Ontario, it is suggested that they obtain certification in a Hospitality Program as part of the broader credentialing process. In four of the eleven provinces and territories (Yukon, BC, Alberta, and Saskatchewan), the TECs indicated that the positions don't really exist in their region any more and a fifth, Nova Scotia, indicated that they were disappearing.

In Manitoba, employers are responsible for the WHMIS training to all staff. There is not one identified program, as many suppliers provide this training. Suppliers, public safety officers, private training organizations, and others provide training as an on-the-job requirement. In addition there is an on-line program available through MTEC. Other provinces also use the same on-line program.

4.0 TEC VIEWS REGARDING TRANSFERABILITY MECHANISM

TECs were, for the most part, unopposed to the development of a mechanism for transferability, particularly where it involved enabling immigrants and Canadian-born workers to obtain recognition for certification already earned. If such an endeavour were to be undertaken, TECs indicated that the following stakeholders would need to be involved in the process: industry, governments and regulatory officials, TECs, immigrants, private training institutions and community colleges. Moreover, as pointed out by all respondents, it is ultimately up to the regulatory bodies within each province and territory to determine whether the certification process could be streamlined, not the TECS. The TEC in Quebec was the only one to indicate that, while interested in being kept apprised of developments in the areas, they could not engage in any inter-provincial discussions because of the nature of the tourism sector in the province. Quebec has a very strong restaurant and hotel association and, though the association works well with the TEC, the association would only engage in discussions once the rest of the provinces had come to an agreement on a framework for an approach.

Asked whether they would have a preference for a “benchmark” mechanism or a “Red Seal” type of mechanism, the country was split. Several believed that the high standard of the Red Seal was well understood and would go some way toward professionalizing the relatively unrecognized occupations under study. Others noted that it would be difficult to get buy-in from

employers, many of whom foot at least some of the bill for mandatory training and certification programs. Employers would not be keen to reduce the ready supply of workers by raising the bar, nor would they be interested in increasing training costs. Almost all agreed that a benchmark approach would be useful since it would enable assessment of credentials based on a standard, even if a province chose to vary from the baseline for its own reasons.

The process of developing common certification content was well-described by the interview with the president of the Association of Liquor Licensing Agencies of Canada (ALLAC), who also participated in a working group created to find common ground among the provinces and territories in the way went at liquor service standards. The earlier working group resulted in the training material for It's Good Business which is mandatory in Manitoba and suggested in others. Over the years, individual provinces and territories have made that material "their own" so that although the courses are called the same thing, they are somewhat different from province to province. There is a difference between actual regulation and the content of the training, meaning there are certain policy areas which are clearly in the provincial/territorial jurisdiction – such as legal drinking age, minimum drink prices, closing times and clearing times – and these must be allowed to remain within the purview of provincial/territorial governments. However, these policy areas only represent about 20% of the content that individuals in the occupations examined for this report would need to study. The other 80% is relatively generic to everyone: things like recognizing intoxication and how to check for ID. It took the working group 3 years to develop the generic bits, although identifying these elements was not as difficult as finding language that was appropriate and acceptable to all jurisdictions.

Taking this earlier experience as an example, then, it could be possible to come to national agreement on the 80% of the generic regulatory-related content noted above. Yet, many respondents pointed out that the barriers represented by most of the mandatory requirements in most of the occupations under study are minimal. For individuals seeking employment in one of the ten occupations examined, the time and financial commitment are both affordable. According to the majority of respondents, it is presently very efficient and easy for individuals to re-certify in the majority of cases, and they questioned whether it would be even possible to implement a national process to facilitate transferability of certificates for the same low cost and

effort.⁸ More than one TEC questioned going to the trouble and expense to overcome a system that really represents very few real barriers to the individuals and organizations within it. This finding was again supported by the interview with the president of ALLAC.

Rather than focusing on the need to fix a system that perhaps is not all that broken, a number of respondents indicated that the primary barrier is a lack of information concerning the certification process for the occupations in question, and a lack of understanding concerning the key differences across the country. This gap in information was a barrier to everyone working in the industry including the TECs, because it left them unable to provide accurate information to Canadian-born and foreign-born individuals seeking work in a number of Canadian jurisdictions. Moreover, the lack of comparable regulatory information and 'career pathing' means that TECs are unable to work as effectively as they would like with their colleagues in other jurisdictions.

The need for career pathing and clear information about regulations and expectations for certification within each province has been articulated in a previous report in relation to foreign trained workers in particular, though Canadian-born workers seeking employment across Canada have the same information requirements.⁹ In essence, interviews with respondents confirm these previous findings and shift the focus from the need for a pan-Canadian transferability mechanism, to the need for clear information on what the regulatory differences are from one provincial/territorial jurisdiction to the next, and how prospective employees can go about getting the certification required in each jurisdiction.

5.0 EMERGING THEMES

The results of the interviews and web-based research can be summarized within four main themes, as described below.

⁸ Clearly, the exception to this statement is Red Seal Chef certification, which requires considerably more time and financial commitment to obtain. Already a national standard recognized by industry, the Red Seal is already transferable across provinces. Immigrants with credentials from their home countries as chefs or cooks should have some way of obtaining equivalency or at least credit towards portions of the Red Seal certification. It is important to note this distinction between the Red Seal Chef certification and the training and certification related to the majority of the other regulations discussed in this report.

⁹ *Getting There from Here: Immigrant-Serving Agency Perspectives on Meeting the Challenges Facing Newcomers in the Tourism Sector*. Report jointly prepared for the Canadian Tourism Human Resource Council by SFS Enterprises and SP Consulting, November 2005.

It's less complicated than it seems

While the display of the data collected was difficult to accomplish with two-dimensional tables, there are more similarities than differences among the provinces and territories. Many of the occupations share identical requirements within a province (for example Chef and Cook) so that in reality there are only three or four clusters of occupational requirement rather than ten distinct sets of requirements. If the tables were reduced to only their mandatory requirements, there would be relatively few entries.

Barriers for individuals seeking certification are low

With the exception of the Red Seal Chef certification, there is no mandatory requirement requiring more than a couple of days of training and the costs are either low or non-existent to the individual. Many if not most of the large employers provide the training required; the TECs indicated that employers would not reject a prospective employee who was missing the mandatory requirements, but would likely hire them and arrange for the training. Thus, immigrants wishing to obtain employment in nine of these ten occupations would likely be able to find work all other things being equal.

While there may be relatively few barriers for individuals to obtain the required certification, there are challenges for employers. Given the labour shortage, often allowing the person to take time off work for this upgrading or requirement is difficult, and often there is no one to cover shifts. Training methods and schedules need to be flexible enough to ensure access for the large number of individuals seeking certification.

There is scope for a common standard, but perhaps no great need

Even for those requirements which are mandatory, there are industry-acknowledged core requirements which are reflected in the licensing of training programs from national organizations (e.g. It's Good Business, Food Safe). Although the licensed programs can be tailored to an individual province's particular regulations, such as legal drinking age, much of the core content will be identical to all provinces which are licensing that program. In fact, in some provinces, the province-specific information is merely alluded to and left to the student to find out. Nevertheless, some respondents indicated that one advantage to developing a common standard lies in the positive effects of "soft" professionalization of the industry.

There is appetite for clear information on career pathing and regulatory requirements

Though there may be scope for a common standard, the need was not seen to be great. Rather, a common theme, echoed in previous research concerning foreign credential recognition, is the need for clear career path information, and accurate information concerning differences in regulatory requirements for certification between the provincial and territorial jurisdictions. Armed with such information, Canadian-born and foreign-born workers alike seeking work in the 10 occupations examined in this project would be well-prepared and able to obtain the required certification.

6.0 RECOMMENDATIONS

1. Findings from this brief study of regulations and certification and training requirements for selected tourism occupations suggest that before embarking on further work in this area, the CTHRC should clarify the purpose and potential audience(s). The key finding from this piece of work is that, although certification required to fulfil regulatory requirements may vary somewhat across the country, this variability does not appear to present significant challenges to obtaining certification. This finding applies equally to Canadian-born and foreign-born workers. The findings of this piece of work recommend against the development of a national mechanism to facilitate the recognition of certification in the areas examined, because there are in essence insufficient gains to be made for creating such a mechanism or process. This conclusion applies equally to Canadian-born and trained, and foreign-trained, workers.
2. There may be some value for the CTHRC to undertake a detailed analysis of the provincial regulatory differences for each of the occupations identified in this report (for example, identifying differences in specific food preparation techniques, cooking temperatures, and so on). However, it is unclear at this point what purpose would be served by collecting such highly detailed information.
3. There is no doubt that the TEC representatives interviewed valued the idea of using the results from this study as a means of increasing their understanding of practices and processes in other jurisdictions. By playing a coordination and information dissemination role, the CTHRC would begin to address one of the major challenges facing individuals seeking employment within the identified occupations, which is a lack of understanding

of certification and training requirements as they relate to regulations within each of Canada's provincial jurisdictions. Ideally, the CTHRC should pursue a web-based tool to achieve this information-dissemination and coordination role.

4. Finally, the CTHRC should prepare a targeted communications plan surrounding the proposed web-based tool and include employment agencies, the Immigration Portal managed by CIC, and Immigrant Serving umbrella organizations and agencies.

APPENDIX A: LIST OF ADVISORY GROUP MEMBERS

Bev Shuttleworth, Executive Director MTEC

Martha Nixon, Consultant FCR

Darlene Grant-Fiander, Executive Director TIANS HR Council

Carol Lumb, Executive Director STEC

Jen Wright, Research Consultant, CTHRC

Gail Hall, Project Manager

APPENDIX B: DATA COLLECTION QUESTIONNAIRE

INTRODUCTION:

Thank you for agreeing to participate in this project. It is being conducted on behalf of the Canadian Tourism Human Resource Council (CTHRC). They have asked us to compile a comparative list of all of the regulations and regulatory certifications that apply to Front Line people working in the Food and Beverage and Accommodations segments of the Tourism Industry. We have grouped the front-line workers that we are interested in into three categories:

- Food and Beverage (PINK on the collection sheet)
 - Bartenders;
 - Food and beverage servers;
 - Bouncers/Doorpersons
- Cooking (TAN on the collection sheet)
 - Chefs;
 - Cooks;
 - Food Counter Attendants;
 - Kitchen Helpers
- Other (YELLOW on the collection sheet)
 - Housekeeping room attendants;
 - Guest Services Attendants;
 - Maîtres d'hôtel

We are interested in regulations and standards that relate to occupations in the tourism industry. By this we mean Provincially-mandated certification or certificates (such as Food Safety; Responsible Beverage Service; WHIMS) required for people to be able to work in each of those occupations.

We are contacting the provincial/territorial Tourism Education Councils because regulations are mostly provincial, and we understand that the TECs have extensive knowledge in this area. As we go through the interview, if you are also aware of municipal-level regulations within your province/territory, please mention them and we will follow up on those.

INSTRUCTIONS:

Please use the questionnaire to help you to fill in the attached data collection excel spreadsheet. We first ask you to identify the regulations that apply to a particular occupation. Then we ask you to answer questions concerning the regulations that apply in your jurisdiction moving from left to right across the sheet. The answer areas correspond to the questions in the questionnaire, and share the same numbering. The three groups of occupations have been by coded by colour to assist in navigating the excel spreadsheet.

PLEASE NOTE: There may be some overlap in the information you provide across the occupations in which we are interested. Where this is the case, please feel free to refer to a previous area of the spreadsheet where you have already recorded the information.

If you wish to provide your information in interview format or wish assistance in following the data collection sheet, please call Stephanie Smith (613) 231-4655 or Stephanie Potter (613) 832-5400. We would be happy to help.

FOOD AND BEVERAGE OCCUPATIONS

I'd like to start with those occupations that have to do with food and beverage, that is Food counter attendants, Food and beverage servers, Bartenders and Bouncers (doorperson/Bouncer).

- 1) Please name the regulations that apply to these occupations. I am interested in regulations that apply to each of the three occupations listed above.

	Regulations
Bartenders	
Food and Beverage Servers	
Bouncers/Doorpersons	

- 2) For **each occupation**, I am interested in the following Basic Regulation Information:
- a) The basic contents of the regulations
 - b) The name of the Regulating authority that administers these regulations.
(Please include the web link and telephone number or individual contact info where available)
 - c) What is the nature of the training or certification for each of these regulations: does it involve mandatory training or certification or is it just suggested or advisable that the worker know them or take training?
 - i) Mandatory
 - ii) Suggested/Advisable
 - iii) Other – please specify
 - d) Who delivers the training?
 - i) Province
 - ii) TEC
 - iii) College
 - iv) Other (please specify)
 - e) What are the steps for obtaining the certificate or training? Please provide a brief description.
 - f) How does someone prove they have the required knowledge? Please select as many as apply.
 - i) Assessment (test or performance)
(1) By Whom? (Check in Interview)
 - ii) Present certificate that training has taken place (*i.e. institutional records*)
 - iii) Self-declaration
 - iv) Other (please specify)

I am interested in understanding the process of obtaining certificates in your province/territory.

- 3) If an individual came to your province/territory with a certificate or a license from another jurisdiction (inside or outside of Canada), would that certificate be recognized?

- a) YES for both
 - i) What steps would they have to go through to have that certificate recognized and obtain a license in your province/territory?
 - ii) Are the steps any different for those from outside Canada?
 - b) YES for inside Canada but NO for outside Canada
 - c) NO
 - i) What steps would they have to go through to obtain a certificate in your province/territory? (For example, are there any short cuts to getting a certificate for those who have outside certification? Things like challenging an exam, getting advanced standing on some training etc., and who decides what short cuts apply)
- 4) Are there any details in the regulations that you have listed for food and beverage servers, bartenders and bouncers which you believe are unique or particular to your province? Please explain your answer.

COOKING OCCUPATIONS

Now I'd like to talk about the four cooking-related occupations: chefs, cooks, counter attendants and kitchen helpers.

- 5) Please name the regulations that apply to these occupations. I am interested in regulations that apply to each of the four occupations listed above.

	Regulations
Chefs	
Cooks	
Counter Attendants	
Kitchen Helpers	

- 6) For **each occupation**, I am interested in the following Basic Regulation Information:
- a) The basic contents of the regulations
 - b) The name of the Regulating authority, the ministry or department that sets these regulations (*Please include the web link and telephone number or individual contact info where available*)
 - c) What is the nature of the training or certificate for each of these regulations: does it involve mandatory training or certification or is it just suggested or advisable that the worker know them or take training?
 - i) Mandatory
 - ii) Suggested/Advisable
 - iii) Other – please specify
 - d) Who delivers the training?
 - i) Province
 - ii) TEC

- iii) College
 - iv) Other – please specify
- e) What are the steps for obtaining the certificate or training? Please provide a brief description.
- f) How does someone prove they have the required knowledge? Please select as many as apply.
- i) Assessment (test or performance)
 - (1) By Whom? (Check in Interview)
 - ii) Present certificate that training has taken place (*i.e. institutional records*)
 - iii) Self-declaration
 - iv) Other – please specify

I am interested in understanding the process of obtaining certificates in your province/territory.

- 7) If an individual came to your province/territory with a certificate or a license from another jurisdiction (inside or outside of Canada), would that certificate be recognized?
- a) YES for both
 - i) What steps would they have to go through to have that certificate recognized and obtain a license in your province/territory?
 - ii) Are the steps any different for those from outside Canada?
 - b) YES for inside Canada but NO for outside Canada
 - c) NO
 - i) What steps would they have to go through to obtain a certificate in your province/territory? (For example, are there any short cuts to getting a certificate for those who have outside certification? Things like challenging an exam, getting advanced standing on some training etc., and who decides what short cuts apply)
- 8) Are there any details in the regulations that you have listed for chefs, cooks and kitchen helpers which you believe are unique or particular to your province? Please explain your answer.

OTHER OCCUPATIONS

Now I'd like to talk about three other occupations: housekeeping room attendants, guest services attendants, and maitres d'hôtel.

- 9) Please list the regulations apply to these three occupations.

	Regulations
House Keeping Room Attendants	
Guest Services Attendants	
Maitres d'Hôtel	

- 10) For **each occupation**, I am interested in the following Basic Regulation Information:
- a) The basic contents of the regulations
 - b) The name of the Regulating authority, the ministry or department that sets these regulations (*Please include the web link and telephone number or individual contact info where available*)
 - c) What is the nature of the training or certification for each of these regulations: does it involve mandatory training or certification or is it just suggested or advisable that the worker know them or take training?
 - i) Mandatory
 - ii) Suggested/Advisable
 - iii) Other – please specify
 - d) Who delivers the training?
 - i) Province
 - ii) TEC
 - iii) College
 - iv) Other – please specify
 - e) What are the steps for obtaining the certificate or training? Please provide a brief description.
 - f) How does someone prove they have the required knowledge? Please select as many as apply.
 - i) Assessment (test or performance)
 - (1) By Whom? (Check in Interview)
 - ii) Present certificate that training has taken place (*i.e. institutional records*)
 - iii) Self-declaration
 - iv) Other – please specify

I am interested in understanding the process of obtaining certificates in your province/territory.

- 11) If an individual came to your province/territory with a certificate or a license from another jurisdiction (inside or outside of Canada), would that certificate be recognized?
- a) YES for both
 - i) What steps would they have to go through to have that certificate recognized and obtain a license in your province/territory?
 - ii) Are the steps any different for those from outside Canada?
 - b) YES for inside Canada but NO for outside Canada
 - c) NO
 - i) What steps would they have to go through to obtain a certificate in your province/territory? (For example, are there any short cuts to getting a certificate for those who have outside certification? Things like challenging an exam, getting advanced standing on some training etc., and who decides what short cuts apply)

- 12) Are there any details in these regulations for house keeping room attendants or maîtres d'hôtel which you believe are unique or particular to your province? Please explain your answer.

DEVELOPMENT OF NATIONAL PROCESS FOR TRANSFERABILITY AND EQUIVALENCY OF CERTIFICATES

We are now at the last series of questions for this interview. These questions are directed at understanding how easy or hard it would be to assess the equivalency of certificates for workers moving from province to province with training or certification concerning the three types of occupations we have been discussing.

- 13) In your view, would your province/territory be open to developing a process for transferability of certificates to improve labour mobility or obtain greater access to the labour pool?
- a) YES
 - i) What would need to happen, and who would need to be involved?
 - b) NO
 - i) Can you tell me why not? What challenges or barriers do you see limiting this process?
- 14) If such a transfer process were to exist, what type of benchmarking would be most useful? For example, should they be a minimum benchmark to ensure a minimum level of knowledge and practice, or something like a red seal certificate which represents the highest possible level of knowledge and practice? Please explain your answer.
- a) Minimum benchmark
 - b) Red seal type
 - c) Other – please specify
- 15) What other challenges might exist to the development of a national certificate transfer process?
- 16) Is there anything else you would like to tell me about regulations for these occupations, or other front line occupations that should have regulations considered in the future for mobility, that we haven't covered in this interview?

Thank you for participating! Your input into this project is greatly appreciated, and will be important in future CTHRC activities.

APPENDIX C: DETAILED INFORMATION BY OCCUPATION

Table 2 – Occupation-Specific Information

Bartenders

Province/ Territory	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	N		N		N		N	N	
BC	M	- Serving it Right	N		S		N	N	
Alberta	S/M (2010)	- Alberta Server Intervention Program (ASIP)	S/M (2010)	- Food Safety	S/M (2010)	- WHMIS	S	N	
Saskatchewan	S	- Safe Service of Alcohol - Sask Server Intervention program (SSIP)	N		S	- WHMIS	N	N	
Manitoba	M	- It's Good Business	Only Cooks/ Chefs		M	- WHMIS	N		
	S							S	- Restaurant Safety
Ontario	M	- Smart Serve	S/M		N		N		
	S	- Serve Safe	N		N		N		
Quebec	S	-Educ'alcool - Action Service	N		N		N	N	
Nova Scotia	M	- It's Good Business*	M		M	- WHMIS	M		
	S		S	- Food Safety					
New Brunswick	S	- It's Good Business	N		N		N	N	
PEI	M	- It's Our Business	S		N		N	N	
Nfld & Labrador	S	- Responsible Beverage Service	N		N		N	N	

M = Mandatory S = Suggested N = None mentioned

* In Nova Scotia, all individuals involved with the selling or serving of alcohol must re-certify in Responsible Alcohol Service every three years. Also, new regulations in Food Safety are expected before the end of March 2006.

Table 3 – Occupation-Specific Information

Food and Beverage Servers

Province/ Territory	Same as Bartenders?	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	Yes	N		N		N		N	N	
BC	Yes	M	- Serving it Right	N		S		N	N	
Alberta	Yes	S/M (2010)	- Alberta Server Intervention Program (ASIP)	S/M (2010)	- Food Safety	S/M (2010)	- WHMIS	S	N	
Saskatchewan	Yes	S	- Safe Service of Alcohol - Sask Server Intervention program (SSIP)	N		S	- WHMIS	N	N	
Manitoba	Yes	M	- It's Good Business	N		M	- WHMIS	N		
		S							S	- Restaurant Safety
Ontario	No	M	- Smart Serve	S/M	Food Handlers *	N		N		
		S	- Serve Safe	N		N		N	N	
Quebec	Yes	S	- Educ'alcool - Action Service	N		N		N	N	
Nova Scotia	Yes	M	- It's Good Business [†]	M		M	- HMIS	M		
		S		S	- Food Safety					
New Brunswick	No	N		N		N		N	N	
PEI	Yes	M	- It's Our Business	S		N		N	N	
Nfld & Labrador	Yes									
		S	- Responsible Beverage Service	N		N		N	N	

M = Mandatory S = Suggested N = None mentioned

* Effective January 31, 2006, the City of Brantford has made Food Handlers certification mandatory – all other locations are “suggested”.

† In Nova Scotia, all individuals involved with the selling or serving of alcohol must re-certify in Responsible Alcohol Service every three years. Also, new regulations in Food Safety are expected before the end of March 2006.

Table 4 – Occupation-Specific Information

Doorpersons/Door Hosts/Bouncers

Province/ Territory	Same as Barten ders?	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	Yes	N		N		N		N	N	
BC	No	N		N		N		N	N	
Alberta	No	M (2010)	- Alberta Server Intervention Program (ASIP)	N		N		N	N	
Saskatchewan	No	N		N		S	- WHMIS	N	N	
Manitoba	No	M	- It's Good Business	N		M	- WHMIS	N		
		S	- It's Good Business PLUS*	N		N		S	S	-Door Training
Ontario	No	N		N		N		N	N	
Quebec	No	N		N		N		N	N	
Nova Scotia	No	N		N		N		N	N	
New Brunswick	No	N		N		N		N	N	
PEI	No	N		N		N		N	N	
Nfld & Labrador	No	N		N		N		N	N	

M = Mandatory S = Suggested N = None mentioned

* Manitoba also has recommended training for Door staff starting in April 2006.

Table 5* – Occupation-Specific Information

Chefs

Province/ Territory	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	N		N		N		N	N	
BC	N		M	- Food Safe (1 per shift)	S	- WHMIS	N	N	
Alberta	M	ASIP (owner/operators)	S	- Food Safety - Red Seal	S	- WHMIS	S	N	
Saskatchewan	N		M	- Food Safe	S	- WHMIS	N	N	
Manitoba	N		M	- Food Handling [†]	M	WHMIS	N	N	
Ontario	M		M	- Red Seal	N		N	N	
	S	- Serve Safe	N		N		N	N	
Quebec	N		S	- Food Safety	N		N	N	
Nova Scotia	N		S	-Food Safety - Red Seal	S	- WHMIS	S	N	
New Brunswick	N		N		N		N	N	
PEI	N		S	- Food Safe	N		N	N	
Nfld & Labrador	N		S/M [‡]	- Food Safety	N		N	N	

M = Mandatory S= Suggested N = Not Mentioned

* In all provinces and territories, Red Seal Certification is recognized both by Governments and the industry. It is only Mandatory in Ontario.

† In Manitoba Food Handling is required in the City of Winnipeg. The remainder of the province falls under provincial jurisdiction and the program is suggested however the delivery mechanisms for larger participation is not developed.

‡ In Newfoundland and Labrador, Food Safety is currently suggested but the government is considering making it mandatory for chefs.

Table 6* – Occupation-Specific Information

Cooks

Province/ Territory	Same as Chefs?	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	Yes	N		N		N		N	N	
BC	Yes	N		M	- Food Safe (1 per shift)	S	- WHMIS	N	N	
Alberta	Yes	M	ASIP (owner/operators)	S	- Food Safety - Red Seal	S	- WHMIS	S	N	
Saskatchewan	Yes	N		M	- Food Safe	S	- WHMIS	N	N	
Manitoba	Yes	N		M	- Food Handling [†]	N		N	N	
Ontario	Yes	M		M	- Red Seal	N		N	N	
		S	- Serve Safe	N		N		N	N	
Quebec	Yes	N		S	- Food Safety	N		N	N	
Nova Scotia	Yes	N		S	-Food Safety - Red Seal	S	- WHMIS	S	N	
New Brunswick	Yes	N		N		N		N	N	
PEI	No	N		N		N		N	N	
Nfld & Labrador	Yes	N		S/M [‡]	- Food Safety	N		N	N	

M = Mandatory S= Suggested N = Not Mentioned

* In all provinces and territories, Red Seal Certification is recognized both by Governments and the industry. It is only Mandatory in Ontario.

† In Manitoba Food Handling is required in the City of Winnipeg. The remainder of the province falls under provincial jurisdiction and the program is suggested however the delivery mechanisms for larger participation is not developed.

‡ In Newfoundland and Labrador, Food Safety is currently suggested but the government is considering making it mandatory for chefs.

Table 7 – Occupation-Specific Information

Food Counter Attendants

Province/ Territory	Same as Chefs?	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	Yes	N		N		N		N	N	
BC	Yes	N		M	- Food Safe (1 per shift)	S	- WHMIS	N	N	
Alberta	No	N		S	- Food Safety (1 per shift)	N		N	N	
Saskatchewan	Yes	N		M	- Food Safe	S	- WHMIS	N	N	
Manitoba	Yes	N		M	- Food Handling	M	- WHMIS	N	N	
Ontario	No	M		N		N		N	N	
		S	- Serve Safe	N		N		N	N	
Quebec	Yes	N		S	- Food Safety	N		N	N	
Nova Scotia	No	N		S	-Food Safety	S	- WHMIS	S	N	
New Brunswick	Yes	N		N		N		N	N	
PEI	No	N		N		N		N	N	
Nfld & Labrador	No	N		S	- Food Safety	N		N	N	

M = Mandatory S= Suggested N = Not Mentioned

* In Manitoba Food Handling is required in the City of Winnipeg. The remainder of the province falls under provincial jurisdiction and the program is suggested however the delivery mechanisms for larger participation is not developed.

Table 8 – Occupation-Specific Information

Kitchen Helpers

Province/ Territory	Same as Chefs?	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	Yes	N		N		N		N	N	
BC	Yes	N		M	- Food Safe (1 per shift)	S	- WHMIS	N	N	
Alberta	No	N		S	- Food Safety (1 per shift)	S	- WHMIS (if stewarding)	N	N	
Saskatchewan	Yes	N		M	- Food Safe	S	- WHMIS	N	N	
Manitoba	Yes	N		M	- Food Handling	M	- WHMIS	N	N	
Ontario	No	M		N		N		N	N	
		S	- Serve Safe	N		N		N	N	
Quebec	Yes	N		S	- Food Safety	N		N	N	
Nova Scotia	No	N		S	-Food Safety	S	- WHMIS	S	N	
New Brunswick	Yes	N		N		N		N	N	
PEI	No	N		N		N		N	N	
Nfld & Labrador	No	N		S	- Food Safety	N		N	N	

M = Mandatory S= Suggested N = Not Mentioned

Table 9 – Occupation-Specific Information

Housekeeping Room Attendants

Province/ Territory	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	N		N		N		N	N	
BC	N		N		S	- WHMIS	N	N	
Alberta	N		N		S	- WHMIS	N	N	
Saskatchewan	N		N		S	- WHMIS	N	N	
Manitoba	N		N		M	- WHMIS	N	N	
Ontario	N		N		N		N	N	
Quebec	N		N		N		N	N	
Nova Scotia	N		N		S	- WHMIS	S	N	
New Brunswick	N		N		N		N	N	
PEI	N		N		N		N	N	
Nfld & Labrador	N		N		S	- WHMIS (percentage of staff)	N	N	

Table 10 – Occupation-Specific Information

Guest Services Attendants

Province/ Territory	Responsible Alcohol Service		Food Safety		Hazardous Materials		First Aid/ CPR	Other	
Yukon	N		N		N		N	N	
BC	N		N		N		N	N	
Alberta	N		N		N		N	N	
Saskatchewan	N		N		S	- WHMIS	N	N	
Manitoba	N		N		M	- WHMIS	N	N	
Ontario	N		N		N		N	S	Certificate from Hospitality Program
Quebec	N		N		N		N	N	
Nova Scotia	N		N		S	- WHMIS	S	N	
New Brunswick	N		N		N		N	N	
PEI	N		N		N		N	N	
Nfld & Labrador	N		N		N		N	N	

M = Mandatory S= Suggested N = Not Mentioned

Table 11 – Occupation-Specific Information

Maitres d’Hotel

Province/ Territory	Responsible Alcohol Service		Food Safety	Hazardous Materials		First Aid/ CPR	Other		
Yukon	These positions don't exist here.								
BC	These positions don't exist here.								
Alberta	These positions don't exist here.								
Saskatchewan	These positions don't exist here.								
Manitoba	N		N		N		N	N	
Ontario	N		N		N		N	S	Certificate from Hospitality Program
Quebec	N		N		N		N	N	
Nova Scotia	These positions are disappearing. Treated as Management.								
New Brunswick	N		N		N		N	N	
PEI	N		N		N		N	N	
Nfld & Labrador	N		N		N		N	N	

M = Mandatory S= Suggested N = Not Mentioned

APPENDIX D: CERTIFICATION-SPECIFIC INFORMATION FOR FOUR IDENTIFIED AREAS, BY PROVINCE

Table 12 – Certification-Specific Information

Responsible Alcohol Service

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
Yukon	Be a Responsible Server	Yukon Liquor Corporation	?	None	
BC	Serving It Right	Liquor Control and Licensing Act	go2 The Resource for People in Tourism	1	http://www.pssg.gov.bc.ca/lclb/licensing/
Alberta	Alberta Server Intervention Program (ASIP)	Alberta Liquor and Gaming Commission	Alberta Hotel and Labour Association & Alberta Liquor and Gaming	2	http://www.asip.ca
Saskatchewan	Serve It Right: It's Good Business	Saskatchewan Liquor and Gaming	STEC	2	http://www.stec.com/default.asp?page=17
	Saskatchewan Server Intervention Program	?	employer	2	http://students.usask.ca/wellness/safety/serverintervention/
Manitoba	It's Good Business: Responsible Alcohol Service	Manitoba Liquor Control Commission (MLCC)	MTEC	1	http://www.liquormartsonline.com/e/rpn-goodbusiness.shtml http://www.mtec.mb.ca/igbonline/
	Managers - It's Good Business: Responsible Alcohol Service Management	MLCC	MTEC	1	http://www.liquormartsonline.com/e/rpn-goodbusiness.shtml http://www.mtec.mb.ca/igbonline/

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
	It's Good Business PLUS	Manitoba Liquor Control Commission (MLCC)	MTEC	2	http://www.liquormartsonline.com/e/rpn-goodbusiness.shtml http://www.mtec.mb.ca/igbonline/
	Restaurant Safety	WCB	MTEC	2	
	Door Training Program			2	
Ontario	Smart Serve	Alcohol and Gaming Commission	employers	1	http://smartserves.org/about_us.asp
Quebec	Éduc'alcool	Quebec Safety League issues the certificate; Institute de tourisme et d'hôtellerie du Québec is other partner	Certified trainers	2	www.educalcool.qc.ca
	Action Service	Institute de tourisme et d'hôtellerie du Québec	Tourisme et d'hôtellerie du Québec certified trainers	2	www.ithq.qc.ca
Nova Scotia	It's Good Business Responsible Beverage Program	Alcohol and Gaming	?	1	http://www.tourismhrc.com/
New Brunswick	It's Good Business: Responsible Beverage Service	New Brunswick Liquor Corporation	TIANB	NA – no regulatory requirement	www.nbliquor.com
PEI	It's Our Business	PEI Liquor Control Commission	Holland College	1	http://www.hollandc.pe.ca http://www.peilcc.ca/index.php3?number=56994

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
Newfoundland & Labrador	Responsible Beverage Service	College of North Atlantic & HNL		2	

Table 13 – Certification-Specific Information

Food Safety

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
Yukon	Food Safety	None	Offered on professional development basis only	None	
	Foodsafe		Online	2	http://www.foodsafe.ca/
	Red Seal	None	Professional development	None	
BC	Foodsafe	BC Centre for Disease Control	Health Authorities, schools, colleges, community centres, and trainers, TEC (Go2 offers as correspondence with video)	1 for operator, 2 for others	http://www.foodsafe.ca/index.htm http://www.qp.gov.bc.ca/statreg/reg/H/Health/210_99.htm#10
Alberta	Foodsafe			2	http://canadianfoodsafety.com/
	Red Seal			2	
	Alberta Server Intervention Program (ASIP)			2	http://www.asip.ca/
Saskatchewan	Foodsafe	Dept of Health in Saskatchewan	Saskatchewan Health Regions	1	http://www.foodsafe.ca/

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
			deliver training		
Manitoba	Food Handling	City of Winnipeg 986-2445	City of Winnipeg with College assistance	Mandatory for 1 person on shift and/or minimum 20% of staff on duty	http://www.winnipeg.ca/cms/ehs/food_handler/default.stm
Ontario	Red Seal	Province of Ontario	Colleges	1	
	ServSafe	Ontario Restaurant and Hotel and Motel Association	Delivered through employers via train the trainers or approved organizations	2, with the exception of the City of Brantford which has made Food Handlers certification mandatory effective January 31, 2006	http://www.orhma.com/training/info/SuretyFoodSafetyTrainingPrograms.doc
Quebec	Food safety	Ministère de l'Agriculture, des Pêcherie et de l'Alimentation du Québec (MAPAQ)	Institut de technologie agroalimentaire (ITA) – Saint-Hyacinthe, City of Montreal Ville de Montréal (Direction de l'inspection des aliments) - Montreal	2	mapaq.gouv.qc.ca/Fr/Restauration/
Nova Scotia	Food Safety	Nova Scotia Department of Agriculture and Fisheries	Train Can via licensing arrangement, recognized nationally	2	http://www.gov.ns.ca/nsaf/foodsafety/
	Red Seal			2	
New Brunswick		None	Canadian Culinary Institute of The Canadian Federation of Chefs, Holland College PEI	1	http://www.hollandc.pe.ca
	Red Seal	None		2	
PEI	Foodsafe	None		None	http://www.foodsafe.ca/
Newfoundland & Labrador	Food Safety		Delivered by College of North Atlantic and private trainers	2	

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
	Red Seal		Must do apprenticeship	None	

Table 14 – Certification-Specific Information

Hazardous Materials²¹

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory=1; Suggested=2; Other =3)	Weblinks
Yukon	NA	Commission de la santé et de la sécurité au travail du Yukon, Direction de la santé et de la sécurité au travail			http://wcb.yk.ca
BC	WHMIS	Workers Compensation Board of BC	Employer	1 or 2	www.worksafebc.com
Alberta	WHMIS	Workplace Health and Safety	Employer	2	http://www.gov.ab.ca/hre/whs/
Saskatchewan	WHMIS	Occupational Health and Safety Division, Saskatchewan Labour	Employer	2	http://www.labour.gov.sk.ca
Manitoba	WHMIS	Workplace Safety and Health Division, Manitoba Labour and Immigration	Employer	1	http://www.gov.mb.ca/labour/safety/
Ontario	DK	Occupational Health and Safety Branch, Ministry of Labour			http://www.labour.gov.on.ca/english/hs/
Quebec	DK	Commission de la santé et de la sécurité du travail du Québec (Occupational Health and Safety Commission)			http://www.csst.qc.ca/portail/fr
Nova Scotia	WHMIS	Occupational Health & Safety Division, NS Department of Environment and Labour	Employer	2	https://www.gov.ns.ca/enla/contact/default.asp?
New Brunswick	NONE	Workplace Health, Safety and Compensation Commission of New Brunswick			
PEI	WHMIS	Occupational Health and Safety Division, Workers' Compensation Board	Employer	2	http://www.wcb.pe.ca/

²¹ All information for WHMIS across Canada can be found at the following website: http://www.ccohs.ca/oshanswers/legisl/intro_whmis.html

Appendix D: Certification-Specific Information for Four Identified Areas, by Province

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory=1; Suggested=2; Other =3)	Weblinks
Newfoundland & Labrador	WHMIS	Occupational Health and Safety Branch, Department of Government Services	Employer	2 (for a % of staff)	http://www.gs.gov.nl.ca/ohs/

Table 15 – Certification-Specific Information

First Aid/CPR

Province/ Territory	Name of Certification	Regulating Authority	Organization Providing Training	Nature of the Training (Mandatory = 1; Suggested = 2; Other = 3)	Weblinks
Yukon					
BC					
Alberta	First Aid/CPR		Approved organizations (e.g. Red Cross; St. Johns Ambulance)	2	http://www.redcross.ca/article.asp?id=000641&id=021 http://www.stjohnambulance.com/
Saskatchewan					
Manitoba	First Aid/CPR		Recognized organizations	2	
Ontario					
Quebec					
Nova Scotia	First Aid/CPR		Typically employer-provided, more & more provided by high schools, already integrated at college level, University level programs in tourism (MA at Mount Allison)	2	
New Brunswick					
PEI					
Newfoundland & Labrador					

APPENDIX E: COMPARISON OF TRAINING REQUIREMENTS FOR FOUR IDENTIFIED AREAS BY PROVINCE

Table 16 – Comparison of Training Requirements

Responsible Alcohol Service

Province/ Territory	Name of Certification	Hours Required for Certification	Mode of Delivery and Assessment	Cost	Validation Method
Yukon	Be a Responsible Server				
BC	Serving It Right	DK	Self-study manual/ open book exam; on-line option.	Right now \$28 for server, \$48 to upgrade. Being Revised within next year.	certificate/ID number.
Alberta	Alberta Server Intervention Program (ASIP)		Self-directed (manual and video); facilitated seminars; online	\$50 self-directed and seminars; On-line \$25	Exam; good for 5 years
Saskatchewan	Serve It Right: It's Good Business				
	Saskatchewan Server Intervention Program				
Manitoba	It's Good Business: Responsible Alcohol Service		Complete on-line/self-study or workshop format	\$26.75 server	Exam/assessment; identification card as proof of completion for regulatory body
	Managers - It's Good Business: Responsible Alcohol Service Management		Complete on-line/self-study or workshop format	\$53.50	Exam/assessment; identification card as proof of completion for regulatory body
	It's Good Business PLUS		Complete on-line/self-study or workshop format		Exam/assessment; identification card as proof of completion for regulatory body
	Restaurant Safety		Complete on-line/self-study or workshop format		

Appendix E: Comparison of Training Requirements for Two Identified Areas, by Province

Province/ Territory	Name of Certification	Hours Required for Certification	Mode of Delivery and Assessment	Cost	Validation Method
	Door Training Program				
Ontario	Smart Serve		Individual (including On-line OR video/workbook) or within classroom; 2-3 hours training time	From \$34.95 to \$44.30 (Online); \$143.19 per video package	Certificate and lapel pin
	ServSafe	Two-days	Facilitated classroom format		
Quebec	Éduc'alcool	4 hours class time	Exam		
	Action Service	4 hours class time	Exam		certificate
Nova Scotia	It's Good Business Responsible Beverage Program	1 day – 3 hours	Exam	\$40 plus HST	
New Brunswick	It's Good Business: Responsible Beverage Service				
PEI	It's Our Business	Servers: 3.5 hours Managers: 4 hours	Seminars and on-site training	Server: \$20 Manager: \$25	Certificate; renewable every 5 years
Newfoundland & Labrador	Responsible Beverage Service				

Table 17 – Comparison of Training Requirements

Food Safety

Province/ Territory	Name of Certification	Hours Required for Certification	Mode of Delivery and Assessment	Cost	Validation Method
Yukon	Food Safety				
	Foodsafe	6 hours	Workbook, video, classroom		
BC	Foodsafe	6 hours	Workbook, video, classroom		
Alberta	Foodsafe	6 hours	Workbook, video, classroom	\$99	Exam
Saskatchewan	Foodsafe	12 hours	Workshop		
Manitoba	Food Handling	1 day	In class lectures	Registration Fee - \$70.00 Challenge Exam - \$30.00 Rescheduling - \$5.00 Cancellation Fee - \$5.00 Certificate Replacement - \$5.00 Safe Food Handling Training Manual (Optional) \$25.00	
Ontario	Red Seal	Time requirements vary	Community College Training		
	ServSafe	Two-days	Facilitated classroom format		
Quebec	Food safety		course, exam		Certificate
Nova Scotia	Food Safety				
New Brunswick					
PEI	Foodsafe				
Newfoundland & Labrador	Food Safety				

Appendix E: Comparison of Training Requirements for Two Identified Areas, by Province