

Smart Serve Certification Procedure

Welcome to Ottawa Bluesfest 2022! We look forward to having you join our team of 2200+ dedicated Volunteers who make this annual festival possible!



Smart Serve Certification is required for Volunteers who handle and/or serve alcohol. The following RBC Bluesfest areas and positions require Smart Serve Certification:

- Beverage Cashiers (General Volunteer 18+)
- Beverage Cashiers (Supervisors)
- Beverage Cashiers (Area Leaders)
- Beverage Cashiers (Area Leader Assistants)
- Beer Tents (General Volunteer 18+)
- Beer Tents (Supervisors)
- Beer Tents (Area Leaders)
- Beer Tents (Area Leader Assistants)
- VIP Department (Supervisors)

Ottawa Bluesfest is happy to provide subsidized training for our Volunteers. This document outlines introductory information regarding the process for (1) acquiring a token for the Smart Serve [website](#) OR (2) how to apply for reimbursement once the festival is complete and you have fulfilled all of your committed shifts.

Smart Serve Updates

As of November 9, 2021, the Alcohol and Gaming Commission of Ontario (AGCO) announced they are introducing a new 5-year Smart Serve recertification requirement, effective July 1, 2022. This will impact our past Volunteers as of June 30, 2023, when anyone holding a certificate acquired prior to July 1, 2018 will need to recertify. Any certificate acquired after this date will have 5 years before they must recertify.

Obtaining Your Smart Serve

This certification is currently only available to volunteers who do not have an existing Smart Serve certificate. The application form will ask what role you will be filling and which area. Make sure you have a stable internet connection, computer, and webcam to complete your training.

Course Reimbursement

New Volunteers will be required to acquire the Smart Serve certification on their own before July 7, 2022, and can apply for reimbursement after the festival. **Reimbursement will require a receipt of purchase from Smart Serve to be sent to the Ottawa Bluesfest Volunteer Services team.**

Without this complete information, no reimbursement can be offered. Smart Serve will provide this once the course has been purchased, either a printed hard copy or email will be acceptable for this documentation. Only Volunteers who are in good standing (shift completion, endorsed by Area Leader, does not violate Volunteer Code of Conduct) can apply for reimbursement.

If these conditions are met then you can send the receipt for the purchase to smartserve@ottawabluesfest.ca