

Employment References Policy



1. POLICY

- At least **[two (2)]** employment references, with the names and contact information must be provided by all candidates for employment. Unless waived by the **[General Manager]**, all offers of employment are conditional on receipt of satisfactory reference checks.
- Prior to a candidate being issued with an offer of employment references will be checked and reviewed.
- Reference checks shall be carried out as follows:
- In a fair and consistent manner;
- Where there is more than one candidate for a particular position, the same person shall conduct all reference checks related to that position.
- Candidates will be required to obtain a criminal reference check report from the local police service at their expense if the position in the **[Company]** requires a criminal reference check. The report shall be provided to the Company prior to receiving an unconditional offer of employment.
- Criminal records will not necessarily disqualify a candidate from receiving an offer of employment. Where there is a bona fide occupational requirement, the nature and circumstances the criminal record will be evaluated in light of the following factors:
 - The specific duties and responsibilities of the job in question and the relevance of the criminal record to the position;
 - How long ago the conviction/crime occurred;
 - Any efforts taken by the individual to rehabilitate him/herself;
 - The risk posed to clients, other staff, company property;
 - Any other considerations mandated by legislation.
- The **[General Manager]** shall make a final determination with regard to any concerns regarding the suitability of candidate with a criminal record for employment
- At the request of the **[Company]** any employees who work with children or vulnerable adults must provide a criminal reference check authorization. At the **[Company]** expense, a criminal reference authorization should be done once every five (5) years.

2. PURPOSE

- Criminal reference checks provide the following:
- Valuable information about a candidate's qualifications, experience and

- suitability for a vacancy;
- Help to minimize potential risks associated with the employment process.

3. SCOPE

- Prior to issuing an offer of employment to the candidate, the company will check employment references for all candidates.
- Some candidates for employment will be required to provide a criminal reference check prior to receiving an unconditional offer of employment in the following circumstances.
- Where there is a bona fide occupational requirement;
- Or, when required by legislation;
- Before a successful hiring may be finalized.
- External and internal job applicant are bound by this Statement of Policy and Procedure.

4. RESPONSIBILITY

- **Candidates**
 - The candidate has the responsibility to:
 - Provide at least **[two (2)]** employment references and contact information;
 - Ensure that the references are given permission to communicate with the **[Company]** about the candidate's work history.
 - Provide the **[General Manager]** with a current criminal reference check from the lead police service, at his or her own expense.
 - Employees have the responsibility to:
 - upon the request of **[Company]**, provide the **[General Manager]** with a current criminal reference check authorization from the local police service at the company's expense.
 - The **[General Manager]** has the following responsibility.
 - To deal with any concerns raised by a criminal record;
 - To assess the risk, if any, posed by a candidate with a criminal record.

5. DEFINITIONS

- **"Employment References"** are supervisor contacts from a candidate's previous place of employment.
- **"Criminal reference"** is a report from a local police service or a criminal background checking service.
- **"Criminal record"** means a conviction for a federal offense for which a pardon has not been granted.

6. REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Criminal Records Review Act (British Columbia)

Human Rights Code (British Columbia)

Personal Information Protection Act (British Columbia)

Personal Information Protection and Electronic Documents Act (Canada)

SPP HR 2.02.BC – Recruitment and Selection

SPP HR 2.03.BC – Terms and Conditions of Employment

SPP HR 5.07.BC – Personal Information Protection

7. PROCEDURE

- 01 Unless waived by the **[General Manager]**, reference checks shall be conducted as a final step in the selection process, prior to making an unconditional offer of employment.
- Reference checks shall be conducted in a fair and consistent manner as follows:
- The referee shall be contacted by telephone (where possible) or by email;
- The reference checker shall introduce him/herself, state their position, the candidate's name and a description of the position being applied for;
- The reference checker shall verify the key information given by the candidate regarding his/her employment with the referee.
- The referee shall be asked to expand on areas which require more detail or shall be asked specific questions regarding the candidate's suitability for the position.
- The reference checker shall thank the referee for their insight and ask if he or she can be called again if any further information is required.
- The reference checker shall keep detailed notes of the conversation, recording both questions, answers, the name and the title of the referee and the date of the interview.
- The reference checker shall provide to the hiring manager the following:
- a summary of the reference checks;
- his or her recommendation upon review.
- the hiring manager will make a final disposition.
- **Candidate** subject to a criminal reference checks have the following protocol:
- He or she shall be given written notice of the requirement;
- An outline for the need of it;
- A deadline to provide the criminal reference checks;
- The candidate alternatively, may be requested to consent to a criminal background check candidate by a third-party provider at the expense of the Company's
- The results of criminal background check shall be reviewed prior to the candidate receiving an unconditional offer to employment.
- The Hiring Manager shall review the Criminal Reference Checks. The file shall be referred to the **[General Manager]** if there is any concern about a particular candidate for final determination of the candidate suitability for the position.
- All records of reference checks and criminal reference checks shall be kept in a confidential and secure file. Reference check records for candidates who do not become employees of the **[Company]** shall be retained in a confidential and secure file for a period not to exceed **[one a (1) year]**

8. ATTACHMENTS

Attachment A – Sample Reference Check Questions

Attachment A

Sample Reference Check Questions

1. Can you confirm that [candidate] worked for your organization from [date] to [date], in the capacity of [job title]?
2. What were [candidate]'s job responsibilities?
3. What were [candidate]'s accomplishments while in that position?
4. Did the candidate hold any other positions while in the employ of your organization? Can you describe them and the major accomplishments achieved while in those positions?
5. How would you describe [candidates]'s work ethic? Was attendance regular and punctual?
6. In your opinion, what are [candidates]'s strengths and what areas needed improvement?
7. How would you describe [candidate]'s motivation and initiative? Can you give an example?
8. Did [candidate] show leadership in the organization? Can you give an example?
9. How did [candidate] work with colleagues? Was s/he a team player? Example
10. How would you describe [candidate]'s communication skills? Examples?
11. Why did [candidates] leave your organization?
12. Would you rehire the [candidates] and in what capacity? Why or why not?
13. What was the relationship of the person providing the reference to the candidate?