

# Corporate Policy and Procedure



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TAB: HUMAN RESOURCES  
SECTION: RECRUITMENT  
SUBJECT: CONDUCTING REFERENCE CHECKS

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**POLICY STATEMENT** References must be checked for all successful applicants for permanent positions and temporary positions where the individual will be in a position of trust, or where the assignment exceeds six months in duration.

**PURPOSE** Reference checks are conducted to confirm a candidate's suitability for employment. This policy establishes appropriate procedures for gathering employment reference information, in accordance with all applicable legislation, including the *Municipal Freedom of Information and Protection of Privacy Act*.

**RESPONSIBILITY FOR REFERENCE CHECKS** The departmental Human Resources representatives are responsible for conducting all reference checks for the Corporation. The Human Resources representative may delegate this responsibility to the hiring department, if the position being filled is highly technical in nature. If such delegation occurs, the references will be checked under the supervision of the Human Resources representative. The procedures defined in this policy must be followed, and completed Employment Reference Confirmation forms must be received by the Human Resources representative prior to the extension of an offer of employment.

**PROCEDURE** References must be checked before a job offer is extended.

**Internal Candidates** The Human Resources representative informs the successful internal candidate that a reference check is required and requests permission to contact the employee's present supervisor, if prior permission was not granted on the Internal Job Posting Application. If an employee prefers to inform his/her supervisor

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in advance, time will be allowed to do so.

## External Candidates

Prior to an offer of employment being made to an external candidate, the Human Resources representative wherever possible must secure reference information from the preferred candidate's most recent employer and at least one other favourable employment related reference. If the candidate is reluctant to permit a reference check with their present employer prior to an offer of employment being made, a conditional offer of employment may be extended conditional upon the receipt of a satisfactory reference.

A list of employment related references, and written permission to contact these references must be obtained from the candidate during the interview process. When it is not possible to obtain verbal references, a written request for reference information will be sent to the previous/current employer, along with a Employment Reference Confirmation form and a Personal Information Release form signed by the candidate. All letters of reference are to be verified by the Human Resources representative. The Human Resources representative will discuss reference information with the hiring department, and will identify any areas of concern.

## Verification of Credentials

The Human Resources representative shall verify all required credentials such as a licence, certificate, eligibility for bonding, degree or diploma, by obtaining a copy of the relevant document and placing it in the candidate's personnel file.

## Reference Check Form

The completed Employment Reference Confirmation form for the successful candidate is filed in his/her personnel file. Completed Employment Reference Confirmation forms for unsuccessful candidates are filed in the competition file.

## POSITIONS OF LESS THAN SIX MONTHS

The hiring department, in consultation with the Human Resources

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representative, may require reference checks for temporary positions of less than six months duration.

REFERENCE: GC-142-94, Part 2.5 - 1994 03 09

LAST REVIEW DATE: April, 2007

CONTACT: For more information, contact your departmental Human Resources Manager.